

KAREN MILES JARRELL

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EDUCATION:

The University of Texas at Dallas

Ph.D. in Public Affairs, December 2007

Dissertation: *Bureaucracy Confronts Reality: A Case Study of The University of Texas at Dallas' Response to Hurricane Katrina*

Advisor: Douglas J. Watson

Massachusetts College of Liberal Arts (formerly North Adams State College, North Adams, MA)

Master of Education, May 1996

Thesis: *A Comparative Study of Admissions Publications across 4-Year Liberal Arts Colleges in New England*

Bachelor of Arts in English/Communications, January 1994

Areas of Concentration: Literature, Mass Communications, Journalism

Minor: Sociology

Graduated Summa Cum Laude

Hagerstown Junior College, Hagerstown, MD

Associate of Arts in English/Communications, May 1985

ACADEMIC

HONORS:

Larry D. Terry Scholarship

Awarded by The University of Texas to six promising graduate students in the area of public affairs/administration, fall 2007

Staff Council Scholarship

Awarded by the Staff Council at The University of Texas at Dallas to support dissertation research, spring 2006

Pi Alpha Alpha Honor Society in Public Administration

Inducted at The University of Texas at Dallas, March 2006

President, March 2007-April 2008

Phi Lambda Theta International Honor Society in Education

Inducted at Massachusetts College of Liberal Arts, May 1995

Helen B. Neel Award

Awarded by Massachusetts College of Liberal Arts to a student majoring in English who earns the highest academic average and demonstrates extra dedication to the field of English, 1994

Alpha Chi Honor Society

Alpha Chi honor society admits students from all academic disciplines. Membership is limited to the top 10 percent of an institution's juniors, seniors, and graduate students. Inducted at Massachusetts College of Liberal Arts, 1993

PAPERS & PUBLICATIONS:

Jarrell, Karen M. and Kyle Coby Pewitt. 2007. Succession Planning in Government: Case Study of a Medium-Sized City. *Review of Public Personnel Administration*, 27(3): 294-309.

Peer Reviewer for *Review of Public Personnel Administration*, 2008

TEACHING EXPERIENCE:

The University of Texas at Dallas

Adjunct Professor (Public Affairs), January 2008 to present

- Teach *Public Management* to masters and doctoral level students
- Provide students with an understanding of public management both as a field of academic study and as an area of professional practice
- Promote the use of the case study method, journal article review, reaction papers, and active research and participation to understand aspects of public management
 - Topics include the foundation of our government and public administration, budgeting, decision-making, policymaking and implementation, political environments, intergovernmental relations, the constitution and the structure of the state, bureaucracy, public personnel, regulatory administration, and the public administrators' role in society

Adjunct Professor (Rhetoric), August 2004 to present (fall terms only)

- Teach *Critical Thinking and Oral Communication* skills to incoming freshmen
- Connect UTDallas freshmen with the campus community
- Enable freshmen to discover personal learning style and leverage that knowledge to achieve greater success in class
- Present tips, tactics, and techniques for more effective learning, emphasizing time management strategies, critical thinking, and the use of campus resources
- Enhance student communication skills through opportunities for both oral and written expression
- Assist student development of leadership, public speaking, and group interaction skills

Massachusetts College of Liberal Arts

Continuing Education Instructor, 1995-1996

- Taught Desktop Publishing Software for continuing education students
- Instructed students on the elements of style and content for publication

RESEARCH

INTERESTS: Organizational Theory, Public Management, Bureaucracy, Public Policy Processes, Policy Analysis, Policy Interaction and Implementation, Intergovernmental Relations, Administrative Law, Workforce/Succession Planning, and Generational Influences within the Public Workforce.

TEACHING

INTERESTS: Public Management, Policy Process (formulation and implementation), Public Policy Analysis, Bureaucracy, Policy and Program Evaluation, Public Management.

WORKING

PAPERS: **Jarrell, Karen M.** "Bureaucracy Confronts Reality: Natural Disaster in Higher Education." (to be submitted to JPAE – *Journal of Public Affairs Education*)

Jarrell, Karen M. "Strategic vs. Performance Management in Higher Education." (to be submitted to C&U – College and University)

Jarrell, Karen M. "Economic Development Strategies, the Role of Local Institutions, and the North Texas Telecom Bust." (to be submitted to PAR – Public Administration Review)

Jarrell, Karen M. "Leadership Lessons from the Founding Fathers." (to be submitted to PAR – Public Administration Review)

CONFERENCE

PRESENTATIONS: Several professional presentations at conferences across the nation

PROFESSIONAL

EXPERIENCE: **The University of Texas at Dallas**, Richardson, Texas, 1997 to present
University Registrar and Director of Academic Records
Deputy Director of Student Records and Registration
Associate Director of Student Records and Registration
Assistant Registrar

- Directly supervise all areas of the Office of the Registrar to include 33 full and part-time student records/registration/class and room scheduling personnel, one deputy director, three associate directors, three assistant registrars, and two academic coordinators
- Implement training courses and manuals for new recruits; speeding efficiency and institutional effectiveness
- Initiate records and registration policies, processes, and practices to serve better students, faculty, staff, and administration
- Responsible for customer service within the areas of admissions, records, and registration
- Coordinate registration; enrollment certification; graduation/degree audit; transfer articulation and evaluation; academic course inventory input and reporting; academic class scheduling; classroom management; academic record creation, audit, maintenance, and

transcription; academic course grading; staff development, and customer service initiatives

- Compile statistical reports as requested for federal, state, and institutional use
- Coordinate conversion from ISIS to SIS Plus and from SIS Plus to PeopleSoft
- Responsible for budget varying from \$800,000 to \$1,000,000
- Committee membership: Council for Undergraduate Education, Core Curriculum Committee, Council for Educational Policy, Deans and Directors, and FERPA Compliance Committee

Massachusetts College of Liberal Arts (formerly North Adams State College), North Adams, Massachusetts, 1988-1997

Acting Registrar

Assistant Director of Student Records and Admissions, Registrar's Office

Assistant to the Dean, Graduate and Continuing Education

- Responsible for all aspects of undergraduate and graduate registration and records including the preparation and implementation of semester student schedules, department course schedules, assignment of classroom space, and resolution of student scheduling problems
- Managed all aspects of transfer credit, repeat, midterm, and final grade processing
- Coordinated student academic status information
- Reviewed, evaluated, and assigned academic credit for off-campus study and study abroad
- Responsible for all aspects of desktop publishing including published class schedules and admissions search pieces
- Coordinated all college computer-generated report requests
- Supervised all personnel in the registration and student records area
- Coordinated, tallied, and disseminated student evaluations
- Co-chaired Academic Appeals Committee

**PROFESSIONAL
ORGANIZATIONS,
ACTIVITIES, AND
AFFILIATIONS:**

- American Society for Public Administration, 2007 to present
- Leadership Richardson – Class 17 - 2001-2002
- Leadership Richardson Alumni Association 2002 to present
- Altrusa International, 2001-2005
- American Association of Collegiate Registrars and Admissions Officers, 1997 to present
 - Membership Committee, 2005 to present
- Southern Association of Collegiate Registrars and Admissions Officers, 1997 to present
- Texas Association of Collegiate Registrars and Admissions Officers, 1997 to present
 - Recorder, Moderator, and Presenter

- Chair and Member, Certification and Legal Issues Committee, 1997-1999
- Co-Chair of Publications, Local Arrangements Committee, 2001
- Local Arrangements Committee, 2007
- SISU/SETA-SCT Education Technology Association, 1997-2006
 - Presenter, 1997, 1998, 1999
- North Texas Council of Collegiate Registrars and Admissions Officers, 1997 to present
- New England Association of Collegiate Registrar and Admissions Officers, 1995-1996
- Modern Language Association, 1993 to present

REFERENCES:

Dr. Sheila Amin Gutierrez de Pineres
 Professor, Economics, Political, and Policy Sciences
 The University of Texas at Dallas
 Richardson, TX 75080-0688
 972-883-6228
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Dr. Douglas J. Watson
 Professor and Program Chair, Public Affairs
 The University of Texas at Dallas
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Dr. Robert Nelsen
 Associate Provost and Associate Professor, Arts and Humanities
 The University of Texas at Dallas
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