

SHANNA E. SMITH JAGGARS, PH.D.

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SUMMARY OF QUALIFICATIONS

Fifteen years of experience in quantitative and qualitative research. Skilled in research design, measurement definition, grant writing, project management, data collection, advanced statistical analysis, and results presentation. Currently focused on online learning and developmental education in the postsecondary setting.

EDUCATION

University of Texas at Austin. Ph.D. (2002) in Human Development and Family Sciences with an emphasis in methodology and statistics

University of Texas at Austin. BA (1996) in Psychology and Plan II with special honors

PROFESSIONAL BACKGROUND

Senior Research Associate, Teachers College, Columbia University (2008 – present)

Provide leadership on a variety of studies focused on improving college completion among low-income young adults. Specific projects include:

- Co-editor of book with Thomas Bailey, draft title *Helping Disadvantaged Students Succeed in College*
- Co-project director (with Davis Jenkins) of Bill & Melinda Gates Foundation grant, including nine mixed-method studies across New York, Colorado, Washington, and Virginia, with a focus on developmental education issues.
- Manager of Achieving the Dream Developmental Education Initiative quantitative evaluation (in collaboration with qualitative evaluator MDRC)
- Author of two forthcoming reports on online and hybrid education issues in Virginia and Washington.

Manager, Statistical Consulting Services, University of Texas at Austin (2004 – 2008)

Manage survey, program evaluation, and quality assessment projects for University departments; manage consulting service; serve as a methodological and statistical consultant for faculty researchers, particularly in education and the social sciences.

Research Consultant, Statistical Consulting Services, UT Austin (1999 – 2004)

Provide methodological and statistical advising for dissertation-level Ph.D. students, particularly in education and the social sciences.

Research Assistant, Department of Human Ecology, UT Austin (1995 – 2002)

Train and supervise undergraduate students in methods and procedures for a multi-year longitudinal study; conduct qualitative interviews; write case studies and conduct statistical analyses; draft reports.

TEACHING EXPERIENCE

Instructor, Columbia University Quantitative Methods in the Social Sciences / Ford Foundation Workshops: Structural Equation Modeling (Nov 2008); Growth Curve Analysis (July 2009); Hierarchical Linear Modeling (July 2010)

Instructor, University of Texas at Austin: Experimental Design (Spring 2008); Introduction to SPSS (Fall 2007); Social Work Statistics (Fall 2002); Family Relationships (Spring 1999 and Summer 1999)

Instructor, University of Texas at Austin Continuing & Extended Education Department and Summer Statistics Institute: Introduction to SAS and Introduction to SPSS workshops (intermittent, 1999 – 2008)

Teaching Assistant, University of Texas at Austin: Personal and Family Finance (Fall 1998); Courtship, Marriage, and Divorce (Spring 1998); Research Methods in Child Development and Family Relationships (Fall 1997)

CONFERENCE PAPERS: Thirteen research papers presented at academic conferences. Recent talks include:

Bailey, T., & **Jaggars, S. S.** (2010). Improving student success in remedial education. Presentation given at the April 2010 National Conference of State Legislatures National Education Seminar, New York, NY.

Jaggars, S. S. (2010). Examining students online course outcomes across a community college system. Paper presented (in a symposium with Barbara Glenn and Inez Farrell) at the March 2010 League for Innovation in the Community College Annual Conference, Baltimore, MA.

Bailey, T., **Jaggars, S. S.**, & Cho, S. (2010). Exploring the gap between developmental education referral and enrollment. Paper presented (in a symposium with Vanessa Smith-Morest and Karen Stout) at the February 2010 Achieving the Dream Strategy Institute, Charlotte, NC.

Jaggars, S. S. (2009). Online learning: Coursetaking patterns and performance among underprepared community college students. Paper presented at the November 2009 Association for the Study of Higher Education conference, Vancouver, BC, Canada.

PUBLICATIONS: Eleven research papers published in academic journals or as book chapters. Recent publications include:

Jaggars, D. E., **Jaggars, S. S.**, and Duffy, J. S. (2009). Comparing service priorities between staff and users in Association of Research Libraries (ARL) Member Libraries. *Portal: Libraries and the Academy*, 9(4), pp. 441 – 452.

Drum, D. J., Brownson, C., Burton-Denmark, A., & **Smith, S. E.** (2009). New data on the nature of suicidal crises in college students: Shifting the paradigm. *Professional Psychology: Research and Practice*, 40, pp. 213-222.

Duffy, J. S., Jaggars, D. E., & **Smith, S. E.** (2008). Getting our priorities in order: Are our service values in line with the communities we serve? *Performance Measurement and Metrics*, 9(3), pp. 171 - 191.