

Candice Ward PhD

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Objective

Leverage my extensive expertise in innovative curriculum and program development, course design, faculty management, accreditation processes, and administrative leadership to promote educational excellence, enhance student success, and support students in achieving their career aspirations within higher education.

Education

DOCTOR OF PHILOSOPHY | GRAND CANYON UNIVERSITY

- Major: Psychology
- Emphasis: Integrating Technology, Psychology and Learning
- Dissertation: The Effects of a Learning Management System Transition on Online Faculty Satisfaction in Higher Education: A Correlational Study

MASTER OF ARTS | UNIVERSITY OF HOUSTON-CLEAR LAKE

- Major: Psychology

BACHELOR OF SCIENCE | UNIVERSITY OF HOUSTON-CLEAR LAKE

- Major: Psychology

Skills & Abilities

MANAGEMENT

Highly effective manager of multiple remote faculty and subject matter experts, overseeing curriculum and program development, accreditation, and course development and design, geared toward student success. Ability to work under pressure to meet deadlines while managing multiple tasks and teams.

COMMUNICATION

Excellent oral and written communication skills with over 17 years of in-person, virtual team, and remote management.

LEADERSHIP

Transformational leader with the ability to inspire individuals and teams to perform at highest levels.

TECHNOLOGY

Proficient in D2L, Blackboard, Canvas LMS, Microsoft Office, Teams, SPSS, Articulate Rise, H5P, and SIS. Extensive experience in online and hybrid course development.

ADULT EDUCATION

Over 17 years of teaching adult learners and applying andragogic teaching principles and techniques to meet the needs of diverse student populations to drive student success.

DATA-DRIVEN DECISION MAKING

Over 10 years of making data-driven decisions as they pertain to trends in enrollments, retention and persistence, outcome assessment, budget, and strategy in the spirit of continuous improvement.

Experience

VISITING ASSISTANT PROFESSOR OF PROGRAM DEVELOPMENT, MANAGEMENT, AND ADVANCED ACCREDITATION | RIO GRANDE COLLEGE OF BUSINESS-SUL ROSS STATE UNIVERSITY | SEPTEMBER 2024-PRESENT

- Lead specialized business accreditation efforts including ACBSP accreditation for business.
- Manage faculty members and successfully launched two graduate programs.
- Enhance course content using andragogical techniques, assessment clarification (ie. rubrics and outcome alignment), overseeing course revisions for standardization.
- Oversight of Master of Science in Management and MS in Cybersecurity and Risk Assurance.
- Teach management and data courses as needed.
- Resolution of faculty and student issues.

PROGRAM DIRECTOR ACCREDITATION AND INNOVATION | CITY UNIVERSITY OF SEATTLE | JANUARY 2022-SEPTEMBER 2024

- Led specialized accreditation efforts, securing GAC/PMI and ACBSP reaffirmation for eight programs in 2023.
- Manage 60+ faculty members and successfully launched three graduate programs.
- Enhance course content using andragogical techniques, assessment clarification (ie. rubrics and outcome alignment), overseeing 50+ course revisions, boosting graduate program retention by 20%.
- Oversight of BS Criminal Justice, MS and BS Healthcare Administration, MS Technology and Product Management, MBA, EMBA, and MS Global Supply Chain Management programs.
- Dissertation program chair and committee member for DBA students.
- Resolution of faculty and student issues.

FACULTY PROGRAM DIRECTOR-MPA & ORGANIZATIONAL DEVELOPMENT | EXCELSIOR UNIVERSITY | JANUARY 2018-DECEMBER 2021

- Managed MPA program, increasing enrollment by 150% in three years.
- Led MBA and MSM program as interim director.
- Supervision and development of 50+ remote, adjunct faculty and SMEs. Managed online curriculum, course development, and scheduling.
- Resolution of student issues and grade challenges.
- PLA assessment.
- Played a key role in the development of an interdisciplinary core suite of courses required for all graduate students.
- Contributed to IACBE reaffirmation for MBA and MSM in 2021.
- Academic Technology Committee member responsible for testing and approval of technology to be used in courses.

FACULTY PROGRAM DIRECTOR HYBRID COURSE DEVELOPMENT | EXCELSIOR UNIVERSITY | SEPTEMBER 2016-DECEMBER 2018

- Oversight of alternative dispute resolution certificate courses.
- Supervision of faculty and subject matter experts, course schedules, faculty development, supervision and evaluation.
- Development of hybrid course model conversion of online courses to hybrid format, allowing for courses to be easily delivered in an online or face-to-face format.
- Project management of course development.

- Created a new online course development process reducing development time by two months.
- Revised and developed over 30 courses in two years.

FACULTY PROGRAM DIRECTOR USASMA SITE | EXCELSIOR UNIVERSITY | SEPTEMBER 2011-AUGUST 2016

- Supervised 20+ faculty across seven undergraduate and graduate degree programs deployed on a military base.
- Managed course schedules, student advising, faculty development, and academic quality.
- Collaborated with military site coordinator and assessed student transcripts and PLA for transfer credit.

ADJUNCT FACULTY/SME | EXCELSIOR UNIVERSITY | SEPTEMBER 2009- DECEMBER 2021

- Courses include:
 - Undergraduate: Introduction to Psychology, Human Growth and Development, Social Psychology (SME), Human Sexuality, Psychology of Learning, Cognitive Psychology, Health Psychology (SME) Social Issues in the Workplace, Abnormal Psychology, Liberal Arts Capstone, Military Science Capstone.
 - Graduate: Criminology, Mental Health Issues in Criminal Justice, Human Trafficking, Data Driven Decision Making (SME), Organizational Behavior (SME), Strategic Talent Management in a Complex World (SME).

ADJUNCT FACULTY/COURSE DEVELOPER | PARK UNIVERSITY | AUGUST 2006- DECEMBER 2021

- Courses include Introduction to Psychology, Lifespan Development (Course Developer), Social Psychology, Human Sexuality, Psychology of Learning, Cognitive Psychology, Statistics, Tests and Measurements, Research Design, Psychology Capstone.

ADJUNCT FACULTY | EL PASO COMMUNITY COLLEGE | AUGUST 2005-JULY 2015

- Courses include Introduction to Psychology, Lifespan Development (Course Developer), Social Psychology, Human Sexuality, Human Relations in the Workplace, and Statistics.

PSYCHOLOGICAL ASSISTANT | REYES AND ASSOCIATES | MAY 2004-SEPTEMBER 2008

- Assisting Dr. Reyes in his private practice.
 - Research on latest psychological techniques and psychoactive medications.
 - Development of individualized therapy programs.
 - Counseling and implementation of therapy programs with clients.
 - Administration of diagnostic testing to diagnose and treat clients.
- **Conducted internship for the last year of my MA at this location under Dr. Reyes's supervision counseling teens, adults and marriage counseling.

LAW OFFICES OF MANUEL SOLIS | OFFICE MANAGER | AUGUST 2000-JULY 2005

- All aspects of human resources including recruitment, hiring, supervision, management, training, payroll, time-management software for over 50 employees.
- Purchasing office equipment and supplies, accounts payable and receivable, accounting in QuickBooks.
- Conducted three branch firm startups in California and performed training at firm in Monterrey, Mexico for human resource staff.

- Managed advertising campaign for two drug recalls including phone banks for calls following advertising spots from across the country, responsible for following up on leads and client intakes.
- Light legal work and client interviews for divorce, personal injury, worker's compensation, and wrongful termination cases.

Publications/Presentations

- Ward, C. (2023). You graduated, so now what? *A Collection of Articles in Global Business and Leadership*. City University of Seattle School of Business and Management.
- Oliver M., Paludi, M., Schmidt, G., Ward, C., & Zendell, A. (2020, November). Andragogy as a guide for serving adults in the online environment [Presentation]. Online Learning Consortium (OLC), Virtual Conference.
- Dolan, S., Zendell, A., Oliver M., Paludi, M., Schmidt, G., & Ward, C. (2020, November). Training leaders for the 21st century through an immersive interdisciplinary curriculum [Presentation]. Online Learning Consortium (OLC), Virtual Conference.
- Ward, C., & Schmidt, G. (2020, October). An interdisciplinary approach to creating global leaders [Presentation]. UPCEA Mid-Atlantic Virtual Conference.
- Ward, C., Lamendola, J., Paludi, M., & Dolan, S. (2020, April). The inclusion of experiential learning in an on-line MBA program [Presentation]. IACBE Virtual Conference, April 2020.

Committees/Professional Memberships

IRB Committee

Academic Technology Committee

Course Development Group

Course Evaluation Technology

GSCC Rubric Drafting

Equity and Quality Framework

Military and Veterans Committee

IACBE Accreditation Committee

Curriculum Committee

APA Member

Learning Management Users Group

Beta Testing Group

Various Hiring Committees

Zoom Documentation Taskforce

PLA Process Review

ASPA Member

QM Trained

Academic Affairs Committee

Dissertation Chair and Committee Member

References available upon request.