

Chelsea M. James

6991 N. Camino de la Tierra, Tucson, AZ 85741 • (520)241-0449 • cjames2@pima.edu

Awards and Certifications:

Certified Change Practitioner,
Prosci Change Management
Program (Jul 2020)

Outstanding Service Award,
Arizona Association of College
Testing Administrators (Jun
2018)

**Gary P. Tang Award of
Excellence,** Arizona
Association of Lifelong Learning
(Nov 2014)

**Certified Manager in Program
Improvement,**
Leadership Excellence
Academies (2014)

STAR Employee of the Month,
Community Campus, Pima
Community College (May 2014)

**Outstanding Staff
Nomination,**
Pima Community College,
(2013/2014)

**Certificate of Teaching
English as a Foreign
Language (TEFL),** University of
Arizona (2012)

Professional Experience:

PIMA COMMUNITY COLLEGE (7/2007-Present)

o Director - College Testing and Placement (5/2019-Present)

- Direct, plan and manage operations for five campus testing centers and a virtual site, facilitate testing at two Pima County One Stop locations and the Pima County Jail, advise on testing policies for two satellite campuses
- Set vision, performance goals and data measurements for department based on the College mission and key performance indicators; evaluate and implement program improvements
- Centralized College testing services under one multi-campus division that previously reported under 7 separate divisions, built a cohesive team unit, cross-trained staff and standardized operations, policies and procedures across the College
- Facilitate outreach, negotiate agreements and represent the College with community partners, business entities and other agencies, especially related to college and career readiness
- Supervise 20 salaried and hourly staff, oversee facilities, direct purchasing and manage departmental budget
- Interpret and apply national, regional and local college and career policies and procedures, including developing and implementing departmental policies and procedures

o Program Manager – Adult Education Services (7/2015-5/2019)

- Led, planned, scheduled and assessed adult basic education programming, college transitions and workforce development services for over 6000 students annually, including strategic planning, project development and management, creative problem solving, program assessment and evaluation
- Data management, quality assurance, analysis and reporting; maintain vendor relationships and oversight of six separate databases containing information audited and regulated by FERPA, federal, state, local and corporate entities; prioritize department work to meet strict deadlines and ensure accuracy

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Conference Presentations

Bringing Servant Leadership Principles to our Practice

- National College Testing Administrators Conference, New Orleans, LA (2019)
- Arizona Association of College Testing Administrators, Glendale, AZ (2019)
- PCC Association of Classified Exempt Staff, Tucson, AZ (2019)

Customer Service Principles, Practice and the College

- Arizona Association of College Testing Administrators, Tempe, AZ (2016)

Strategic Planning: 3 Year Goal Development

- Arizona Association of College Testing Administrators, Tempe, AZ (2015)

Taking Testing on the Road: Developing a Mobile Wireless Testing Center

- National College Testing Administrators Conference, St. Petersburg, FL (2015)

- Program-wide oversight of intake, registration, assessment, new student orientation, community referrals and testing for workforce certification and credentialing

- Supervised 14 direct reports, hired, trained, prioritized duties, assigned work, set expectations, led staff towards team goals, and conducted performance evaluations

o Advanced Program Coordinator – Adult Education Services (12/2011-6/2015)

- Lead, planned, scheduled, assessed and budgeted for four Pearson VUE computer-based testing centers at three college campuses and the Pima County Jail serving an average of 600 students monthly
- Strategically planned and developed four computer-based testing centers at PCC; presented to stakeholders, requested capital funds, created media and marketing, designed facilities, coordinated IT, built systems, trained staff, developed policy and procedures

o Student Services Specialist, Health Professions Opportunity Grant (HPOG) and Adult Education Services (7/2007-11/2011)

- Developed and implemented data systems and student-centered processes at PCC and Arizona@Work to support students going into healthcare careers
- Coordinated closely with healthcare disciplines and workforce agencies to ensure student success in health professions education and transitions into careers
- Supported diverse students in advising, admissions, assessments, testing, financial aid, scholarships, support and career services

COPE COMMUNITY SERVICES (3/2010-12/2015)

o Behavioral Health Technician II

- Coordinated patient care with hospitals, transitional housing, insurance, medical providers, case managers and community

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Professional Association Memberships (Past and Present):

- American Library Association (ALA)
- National Academic Advising Council (NACADA)
- Coalition on Adult Basic Education (COABE)
- Arizona Association of Lifelong Learning (AALL)
- National College Testing Administrators (NCTA) Regional Representative
- Arizona Association of College Testing Administrators (AZACTA) Board Member and President Elect
- PCC Association of Classified Exempt Staff (ACES) Board Member
- PCC Staff Council

- Responded to county-wide mental and physical health concerns; evaluate crises, de-escalation and emergency response services

LEWIS AND ROCA, LLP (10/2007-1/2009)

o Assistant Research Librarian

- Provided in-person and distance reference services to a corporate law firm housing 100 attorneys; heavy reliance on electronic databases such as LexisNexis (Nexis Uni), Westlaw and ProQuest
- Print and electronic collection management, serials control, circulation, assessment and organization

NASH ELEMENTARY, AMPHI PUBLIC SCHOOLS (7/2006-5/2007)

o Library Media Specialist

- Designed and provided contextualized information literacy instruction in a variety of modalities to support diverse student learning
- Maintained the library, including electronic databases book evaluation, selection, disposal, serials control and circulation

EDGE CHARTER HIGH SCHOOL (7/2004-7/2005)

o Teacher Assistant

- Assisted teachers with classroom instruction, grading assignments, designing curriculum, leading group activities
- Encouraged student retention through individual tutoring, advising, mentoring and general relationship building

Education:

Master of Arts in Information Resources and Library Science
University of Arizona (2006)

Bachelor of Arts in Social and Behavioral Arts
University of Arizona (2004), *Cum Laude*
Major: Political Science, Minor: English