

Jordan Thomas “Jay” Carroll, Ph.D.

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Inclusive Pathway Builder | Compliance-Conscious Strategist | Online Learning Futurist

Education

- 📖 **Ph.D. in History (2023)**
 - ★ Northwestern University
 - Specializations: Transnational Cultural History & British History
 - Minor: Modern Russian History
- 📖 **M.A. in American History (2012)**
 - ★ Middle Tennessee State University
- 📖 **M.A. in European History (2010)**
 - ★ University of Cincinnati
 - Certification: Gender & Sexuality Studies
- 📖 **B.A. in History (2008)**
 - ★ University of Evansville
 - Minors: Sociology & Interpersonal Communications

Current Position Highlights

Assistant Director of WKU Online (since 2024)

- Spearheaded the restructuring of WKU Online’s web presence to improve user experience.
- Reviewed all online programs and course schedules to map current offerings and identify growth opportunities.
- Initiated a benchmark analysis of online offerings compared to local competitors.
- Collaborated with 5 colleges to restore online offerings and secure intent to launch 5 new online programs by Fall 2026.
- Coordinated U.S. News & World Report data collection. Improved WKU’s ranking from 90th to 71st Best Online Bachelor’s Program by emphasizing student success commitments.
- Improved compliance reporting rate for Out of State Learning Placements from 54% to 87%.
- Transitioned Regular and Substantive Interaction reporting to an annual process with a 22% increase in faculty compliance.
- Expanded graduate marketing strategy to include a sustained general awareness campaign boosting WKU Online visibility and lead generation.
- Represents WKU Online in state-level policy discussions for KY-SAN and KYDLC.

Professional Skillsets

Institutional Effectiveness & Administration

- Academic Program Planning & Online Course Development
- Regulatory Compliance & Oversight Experience (NC-SARA, Professional Licensure)
- Institutional Data Collection & Reporting
- Online-Focused Strategic Planning Aligned with Institutional Priorities (Colonnade, Toppers Rise)
- Cross-College Collaboration for Growth
- Stakeholder Engagement with WKU Online Team
- Marketing Partnership & Outreach Planning
- Increasing Awareness of SACSCOC Requirements & KY Council on Postsecondary Education (Northwestern was private & HLC accredited)
- Budget Reconciliation & Procurement Planning

Student Success & Innovation

- Inclusive Instructional Design & Curriculum Development (15+ years)
- Online Learning Strategy & Modality Evaluation
- Competency Based Education and Durable Skills Proponent including LERs
- Scalability Assessment for Stackable Credentials to Improve Degree Completion Rates
- Retention-Focused Mentorship
- Sustained Support & Advocacy for First-Gen, Military-Affiliated, and Nontraditional Students
- Integration of Academic Support Resources into LMS (Canvas, Blackboard)
- Ethical, Equitable, and Accessible AI Best Practices

Data Management & Collection

- Institutional Archive Creation
- FERPA-aligned Records Management
- Federal & State Level Distance Education Compliance
- Data-Driven Decision Making & Benchmarking
- Survey Development & Response Optimization

Communication & Organization

- Strategic Communication with Stakeholders
- Web Content Management & UX-Focused/ADA Compliant Revisions
- LMS Proficiency & Instructional Experience
- Data Visualization

Previous Work History

- ★ **Ways of Knowing Program Facilitator for Northwestern University in Qatar (2020-2023)**
 - Led curriculum review for an undergraduate interdisciplinary research and writing program.
- ★ **Online Instructor for Northwestern University in Qatar (2019-2023)**
 - Conducted a comprehensive methods-based research and writings course for 150+ international students each quarter.
- ★ **Instructor for the School of Professional Studies at Northwestern University (2018-2023)**
 - Educated 30 non-traditional students about Global and Cultural History each course.
- ★ **Coordinator for the History Writing Center at Northwestern University (2016-2018)**
 - Mentored 150+ students in small-group and individual sessions each quarter.
 - Increased humanities literacy, reading comprehension, and critical analysis in STEM and ESL students.
 - Improved history course retention and enrollment numbers while increasing number of majors and minors.
- ★ **Teaching Assistant for the History Department at Northwestern University (2013-2020)**
 - Assisted in American, European, and Russian History courses with 300+ students per course.
 - Conducted weekly discussions, lectured, routinely graded, and provided interpersonal advising during office hours.
- ★ **Teaching Assistant for the History Department at Middle TN State University (2010-2012)**
 - Assisted instruction of 500+ students per semester in United States History.
 - Conducted multiple weekly discussion sections and issued regular feedback on assignments.
- ★ **Teaching Assistant for the History Department at the University of Cincinnati (2008-2010)**
 - Led discussion sections in European and British History for 350+ students per quarter.
 - Provided grading feedback for all students.

Conference Attendance

- WCET/SAN Annual Conference, October 2024
- KY Convergence, November 2024
- MEMS (UPCEA) Annual Conference, December 2024

Academic Service

- Panelist, 2025 SACSCOC Re-Accreditation Visit, WKU
- Member, ADA Committee, WKU
- Representative, KY State Authorization Network, WKU
- Representative, KY Distance Learning Commission, WKU
- Zoom Dissertation Boot-Camp Facilitator, NU
- Planner, Teaching Strategies Workshops, Graduate Teaching Committee, NU
- Assistant Coordinator, History Day, MTSU
- Professional Development Chair, History Graduate Student Organization, MTSU
- Asst. Event Coordinator, Taft Center, UC
- Asst. Planner, European Studies Conference, UC
- Representative, Undergraduate Curriculum Committee, College of Arts and Sciences, UC
- Chairman, 7th Queen City Colloquium, UC
- Advocate, World Cultures Initiative, UE
- Representative, Curriculum and Planning Committee, College of Arts & Sciences, UE
- Student Chairman, Multicultural Action Committee, Presidential Taskforce on Diversity, UE

Prepared History Courses

- American and Global History survey courses
- Ways of Knowing: Research & Writing Across Disciplinary Boundaries
- Historical Methods: Digitization, Curation, Source Analysis
- Exploring Digital History: Methods, Tools, & Practices
- Intellectual History of Western Europe, 1500-2000
- Experiencing Nineteenth-Century Europe
- “Double-thinking” Twentieth-Century Europe
- The Cultural & Global Cold War, 1945-1991
- Imperial Russian History and Culture
- History & Culture of the Soviet Union
- History of Women in Russia, 1700-2022
- 20th Century Britain: From Empire to Isolation
- Gender & Sexuality in Modern Britain
- Queering American History, 1620-2020