

Crystal Bickford, Ph.D.

CONTACT INFORMATION

Address: 560 School Street
Webster, MA 01570

Phone: 603.341.8722
Electronic Mail: crystal560@icloud.com

EDUCATION (transcripts available upon request)

Graduate Certificate: Northeastern Seminary (Roberts Wesleyan University); Rochester, NY 2022
in Chaplaincy

GPA: 4.00

Courses: *The Great Conversation: Being in the Word * Introduction to Biblical Exegesis for Preaching and Teaching * Ministry to the Dying and Bereaved * Field Experience II (CPE Unit) * Care and Counsel * Suffering, Pain, and Evil * World Religions and Human Spirituality * Chaplaincy Seminar*

Ph.D.: Indiana University of Pennsylvania; Indiana, PA 2006

GPA: 4.00

Program: Composition and Rhetoric

Exams: Computers and Composition * Teaching Writing * Qualitative Research Methodology

Research Interests: Composition Theory/Teaching Writing * Writing Center and Writing Program Administration (including WAC/WID initiatives) * Writing Tutor Advancement

Courses: *Research Methodologies * Linguistics and English Teaching * Teaching Writing * Writing Center Theory and Practice * Sociolinguistics * Rhetorical Traditions I * Rhetorical Traditions II * Qualitative Research Methodology * History and Theory of Criticism * Advanced Seminar in Composition Theory (Writing Center and WPA Theory) * Advanced Seminar in Composition Theory (Writing Assessment)*

Dissertation: *Examining Writing Tutor Training Texts: Towards a Tutor Training Pedagogy* (under the direction of Ben Rafoth, chair, Michael M. Williamson, and Gian Pagnucci)

Honors: Named in *The Chancellor's List* (National Publication; top 5% of class) * Phi Kappa Phi inductee (National Honor Society; top 5% of class; 4.00 GPA)

Graduate Work: Boston College; Boston, MA 1999

GPA: 4.00

Course: *Composition Theory and The Teaching of Writing (ENL825)*

Master of Arts: University of Massachusetts Dartmouth; Dartmouth, MA 1996

GPA: 3.89

Major: Professional Writing

Concentration: Public Relations

Honors: Sigma XI Research Exhibit

Bachelor of Arts: University of Massachusetts Dartmouth; Dartmouth, MA 1994

GPA: 3.78

Major: English Concentration: Literature Minor: Secondary Education

Honors: Summa Cum Laude * Excellence in English Award * Dean's List * Chancellor's List

Clinical Pastoral

Education (CPE): St. Vincent's Hospital; Worcester, MA 2019-2020
 Level I Internship; Association for Clinical Pastoral Education, Inc. (ACPE)
 Patient Rounds: 300 hours * Classroom Requirement: 100 hours
 Floor Assignments: Emergency Room, Medical/Surgical; Observation; Intensive Care Unit

Additional Training: Southern New Hampshire University 2012-2017
Brightspace for Faculty (ADJ185) * *New Adjunct Faculty Teaching* (ADJ101) * *COCE Rubric Workshop* (ADJ221) * *Introduction to Blackboard* (COCE100) & *Introduction to On-Line Teaching*; part II (COCE101)

PROFESSIONAL CERTIFICATIONS

National Society for Experiential Learning (NSEE) 2021
 Experiential Education Academy; Instructor Certification Awarded
 Workshops included: *Fundamentals of Experiential Learning* * *Principles of Ethical Practices* * *Reflection * Assessment * Legal Issues * Teaching and Learning Experientially* * *Online Learning and Experiential Education*

Kahoot! (Student Response System) Instructor Certified 2021
 Bronze Level-June 2021; Silver and Gold Levels Pending

College Reading and Learning Association (CRLA) International Tutor/Tutor Program Certification (Levels I, II, & III); recertified every 3 to 5 years; for Nichols College 1997-2010

Secondary Education Teaching Certificate (grades 9-12; English; license # 319166) 1994-2020

CURRENT RESEARCH INTERESTS

Peer response/group conferencing; undergraduate research & SoTL; multimodal composition; design & teacher feedback/response; multidisciplinary WAC/WID integration & studies; experiential learning; professional burnout; chaplaincy certification; pastoral care & counseling

EXPERIENCE

PROFESSOR OF ENGLISH

Southern New Hampshire University
Undergraduate Campus (brick and mortar); Manchester, NH
(Associate 2015-2023) (Full 2023-present)

Achievements:

- * Promoted from Assistant Faculty rank to Associate Faculty rank in spring 2015
- * Developed writing curriculum for new programs, including a Professional Writing Certificate program, graduate teaching assistant program, and corporate consulting component for the Master of Business Administration (MBA) program

Current Leadership Roles:

- * Ombudsperson for SNHU Professional Employee Association (SNHUPEA) 2021-present
- * Faculty Mentor (Mentor to new contingent faculty members within the English Department) 2024-present

Past Leadership Roles:

- * Interim director for SoTL 2023-2024
- * Center for Problem-Based Learning (CPBL Catalyst) 2022-2023
- * SoTL Researcher for SNHU Persistence Project Initiatives 2022-2023
- * New Faculty Mentor for the Center for Teaching and Learning (CTL) 2018-2020;
2022-2023

Primary Responsibilities:

- * Maintain a minimum of a $\frac{3}{4}$ teaching load (with the approval and implementation of an annual scholarly activity plan)
- * Participate in all university programs, including open houses, faculty assemblies, & committee work
- * Serve as an academic advisor for approximately 5 to 20 advisees (depending on need)

Faculty Teaching Center Liaison for Experiential Education & Learning (EEL):

2019-2021

- * Coordinate activities for Experiential Learning committee with those of the university Faculty Teaching Center
- * Collect scholarly material, track potential conference venues, and implement faculty-at-large outreach initiatives
- * Created and currently maintain a faculty handbook for those participating in EEL activities and programs

University Campus (UC) Courses:

- | | |
|--|---|
| * <i>Fundamentals of Writing</i> (ENG099) | * <i>Foundations in Humanities</i> (HUM110C) |
| * <i>Practice of Writing</i> (ENG105) ¹ | * <i>Self-Discovery Through Writing: A Course in Metacognition and Writing</i> (3ST-1) |
| * <i>College Composition I</i> (ENG120) | * <i>Thinking and Being in College</i> (SNHU101) |
| * <i>College Composition II</i> (ENG 121) | * <i>Life After College</i> (SNHU 303) |
| * <i>Business Communications</i> (ENG220) | * <i>Writing for Accountants</i> (ACC302) |
| * <i>Sophomore Seminar</i> (ENG200) ² – a theme-based research, public speaking and information literacy course | * <i>First-Year Seminar</i> (FYS101) |
| * <i>The English Language</i> (ENG350) | * <i>Exploring Human Behavior through Stories</i> (Learning community combining FYS101 with ENG120 and <i>Introduction to Psychology</i> (PSY108) |
| * <i>Writing for Digital Media</i> (ENG370) | |
| * <i>Introduction to Public Speaking</i> (COM212) | |
| * <i>Advanced Public Speaking</i> (COM 322) | |

University Campus (UC) Honors Courses:

- | | |
|--|---|
| * <i>College Composition I</i> (ENG120H) | * <i>Sophomore Seminar</i> (ENG200H) ³ |
|--|---|

University Campus (UC) Honors Thesis Advisor:

- * *Perspectives on Parenting Centers: New Initiatives* (Ester Mills; 2024) – **Distinguished Honors Scholar Award**
- * *Students on Social Media: How Educational Experience Influences How Students Use Social Media* (Abigail Landry; 2023; co-mentored with J. Boroshok, Assistant Professor of Communications)
- * *Using Narrative Storytelling to Validate the Identity of Foster Children* (Haley Emery; 2022) – **Distinguished Honors Scholar Award**
- * *One Magically Costly Day at Disney World* (Chloe Rich; 2021)
- * *Having a Profitable Business Before Graduation* (MaKenna Iller; 2020)
- * *The Evolution of Stealing Money* (Danielle Mailman; 2018)

University Campus (UC) Graduate Courses:

- * Writing Program Teaching Assistant Colloquium – *Teaching Writing* (MFA555)
- * Writing Program Teaching Assistant Colloquium – *Classroom Observation and Pre-Practicum* (MFA556)

Writing Program Initiatives:

- * Recorder/Secretary for the Writing Program Strategic Planning Committee (2017-2019) * Teaching Assistant Mentor (2018-2020) * Coordinator of the Writing Program (2010-2015; description below)

¹ Taught as both mainstream and as a service learning/community service course.

² Topics include: “Hot Topics in Education,” “Social Media: Past, Present, and Future,” and “Social Media and Corporate Culture.”

³ Topics include: “Why Are You Here? – and Other Questions about Higher Education,” “Conspiracy Theories,” “Be the Change You Wish to See in the World,” and “An Examination of Community Service and Civic Responsibility.”

University Campus (UC) Club Advisor

- * *Live Action Role Play* (LARP): A student-led organization focused on portraying characters through artistic expression, establishing settings, and creating roles and functions for their roles. Students travel to opportunities such as Renaissance Fairs and game-focused meet-ups. (2022-present)
- * *Academic Scholars Association* (ASA): A student-led organization dedicated to assisting students through the process of creating research projects and preparing for conference attendance and presentation. The club offers workshops on Institutional Review Board (IRB) submissions, abstract writing, project creation and development, peer response opportunities for conference-ready papers, and oral presentations. Additionally, the group collaborates on projects while traveling to regional and national conferences. (2016-2021)

Committees – Elected/Appointed

- * Faculty Teacher Center (2022-present)
- * School of Arts and Sciences (SAS) Scholarship Committee (2020-present)
- * Faculty Senate (2019-2020; 2014)
- * University Writing Task Force (2014-2015)
- * General Education Implementation Task Force (2011-2014)
- * Assessment Committee (2010-2015)
- * Faculty Member Search Committee (2012; 2014; 2019; 2020)

Committees – Volunteer

- * Education & Communication Sub-Committee for SNHU Professional Employee Association (2021-present)
- * University Honors Council (2018-present)
- * Writing Center Faculty Tutor (2014-2017)
- * Degree-In-Three (Di3) Task Force for the School of Business (2014-2016)
- * Disciplinary Conduct Board (2014-present)
- * Undergraduate Research Day Committee & Proposal Sub-Committee (2011- 2016)
- * Woman’s Scholarship Selection Committee (2012-present)

Special/Ad Hoc Projects:

- * Belonging Research Team (2022-present)
- * Retention Initiative Research Team (2022-present)
- * Member of BIGAS Team (2022-2023)
- * Dual Enrollment Mentor (2018-present)
- * SAS Strategic Working Group (2017)
- * Closure Event Leader (2017-2019; 2024)
- * SAS Innovative Learning Project Task Force (2016-2019)
- * Faculty Mentor Program (2016-2018)
- * Writing Teaching Assistant (TA) Mentor (2016-2020)
- * Developed business communications curriculum to new Master of Science in Business (Project Management Concentration)
- * Assisted in “Communities of Practice” workshop with leader Lynn Murray-Chandler for mind-mapping (2015-2016)
- * Designed professional development workshop series in composition and writing for “SNHU Centers” COCE faculty (2015)
- * Advisory Committee for University Redesign; Student Service Component (2020)

Chair Positions:

- * Co-lead facilitator for a Community of Practice on Reflection (2022)
 - * Lead facilitator for Student Conduct Board (2020-present)
 - * Co-Chair, Panel & Poster Review Committee for SNHU Undergraduate Research Day (2014-2017)
 - * Sub-Committee Chair for Faculty Member Search Committee (2014)
-

**ASSISTANT PROFESSOR OF ENGLISH & WRITING PROGRAM CHAIR
Southern New Hampshire University; Manchester, NH
2010-2015**

Achievements:

- * Obtained rolling contract in 2014 (SNHU's "tenure" equivalent)

Primary Responsibilities

- * Maintained a minimum of a 3/2 teaching load with the implementation of a scholarly activity plan
- * Created and implemented writing-across-the-curriculum (WAC) and writing-in-the-disciplines (WID) initiatives – most notably implementing writing curriculum into a new "integrated business core" and "degree-in-three" (Di3) for the School of Business
- * Coordinated first-year writing sequence including self-placement and the first-year Basic Competency Exam
- * Assisted incoming students with self-placement activities; placed students into correct courses when necessary
- * Designed placement activities with writing faculty and students to assure accuracy of self-placement program
- * Organized and worked with full-time composition/writing faculty to aid in course re-designs, implementation of new multi-modal projects, and review writing course outcomes and assessment procedures
- * Oversaw implementation of new course, *Sophomore Seminar* – an innovative new course emphasizing research skills, information literacy, presentation/public speaking skills, digital literacy. Included faculty training, creating a custom text, and website to support faculty.
- * Established an annual textbook and technology fair; acted a liaison among vendors and faculty members; made appropriate recommendations on classroom materials with full- and part-time faculty; negotiated pricing
- * Hired, managed, and evaluated adjunct faculty members
- * Coordinated writing tutor efforts with the writing tutor coordinator
- * Developed relationships between international sections of ENG099 and the TESOL program
- * Designed and maintained a university *Blackboard* site for teaching writing; contained readings, videos, and resources to support composition strategies (e.g., peer response, designing writing assignments, crafting syllabi, and increase teacher responses to writing)
- * Analyzed prior and current status of writing program through survey's SWOT analyses, and focus groups.

Committees:

- * Dean's Chair Council

.....

**INTERNAL ADJUNCT PROFESSOR OF ENGLISH AND COMMUNICATIONS
Southern New Hampshire University; Global Campus (online); Manchester, NH
2014-present**

Global Campus (GC) Courses

- | | |
|---|--|
| * <i>Business Communications</i> (ENG220) | * <i>Writing in Context</i> (ENG340) |
| * <i>Public Relations</i> (COM220) | * <i>Writing for Public Relations</i> (COM340) |
| * <i>Nonfiction Writing Workshop</i> (ENG330) | * <i>The English Language</i> (ENG350) |
-

ASSISTANT PROFESSOR OF ENGLISH
DIRECTOR OF ACADEMIC SERVICES & WRITING PROGRAM CHAIR
Nichols College; Dudley, MA
2007-2010

Primary Responsibilities:

- * Responsible for the promotion and organization of academic support services, including the Academic Resource Center, online tutoring, testing center, peer tutoring, professional tutoring, student workshops, faculty workshops, and student review sessions.
- * Recruited, trained, and supervised academic peer tutors to enhance the collaborative learning/tutoring process in addition to maintaining international certification standards through the *College Reading and Learning Association* (CRLA)
- * Manage full-time assistant director, professional staff, interns, peer tutors, and consultants (averaging a 30-member team)
- * Initiated a service-learning tutoring opportunity with a local G.E.D. preparation program
- * Maintained a minimum of a 3/3 teaching load with additional independent studies
- * Participated in all faculty initiatives, including open houses, faculty assembly, committee work, etc.
- * Coordinated writing-across-the-curriculum and writing-in-the-disciplines initiatives
- * Designed and implemented support programs for composition adjuncts
- * Served as an academic advisor (20-25 students, based on need)
- * Designed and implemented an extensive writing consultants' program
- * Managed and balanced \$300,000+ budget

Courses:

- | | |
|--|---|
| * <i>Expository Writing</i> (ENGL105) | * <i>Fiction Writing</i> (ENGL346W) |
| * <i>Introduction to Literature</i> (ENGL106) | * <i>Advanced Writing for Teachers</i> (ENGL327W) |
| * <i>Professional Writing</i> (ENGL321W) | * <i>Communication and Technology in the Classroom</i> (EDUC321W) |
| * <i>Plays and Playwrights: An Introduction to Drama</i> (ENGL327) | * <i>Introduction to Peer Tutoring</i> (EDUC470) |
| * <i>Nonfiction Writing</i> (ENGL345W) | * <i>Current Issues Symposium</i> (SEM115) |

Honors Courses:

- | | |
|--|--|
| * <i>Professional Writing</i> (ENGL321W/H) | * <i>Writing in Education</i> (ENGL270H) |
|--|--|

Graduate Courses:

- * *Business Communications* (GSB501)

Independent Studies:

- | | |
|---|--|
| * <i>Introduction to Composition and Rhetorical Theory</i> (ENGL470W) | * <i>Portfolio Development</i> |
| * <i>Writing Consultant Training</i> | * <i>Introduction to the Novel</i> (ENGL326) |
| | * <i>Public Relations</i> (ENGL470) |

Committees/Chair Positions:

- | | |
|-------------------------|---|
| * Committee on Writing | * Academic Resource Center Advisory Committee |
| * Faculty Member Search | |

Committees:

- | | |
|------------------------------------|--|
| * Assessment Committee | * Current Issues Symposia Advisory Board |
| * Educator Preparation Committee | * Chaplain's Advisory Committee |
| * Library Advisory Council | * Faculty Teaching Center |
| * Educational Technology Committee | * Portfolio Assessment Program Committee |
| * Library Research Award Committee | * Faculty Association |
| * Faculty Senate | |

WAC/WID Initiatives:

- | | |
|-------------------------------|---|
| * Faculty Writing Workshops | * <i>Expository Writing</i> Training and Advisory |
| * Student Writing Workshops | * WAC list-serv for faculty |
| * Writing Consultants Program | * WAC website |

INTERIM ASSOCIATE DEAN OF GRADUATE AND PROFESSIONAL STUDIES (GPS)

Nichols College; Dudley, MA

2007

Primary Responsibilities:

- * Responsible for hiring, evaluating, and mentoring evening/adjunct faculty members
- * Designed and initiated a merit review system for faculty members
- * Oversaw GPS administrative staff, online program administrators, and advising staff
- * Increased communication and academic procedures between evening and full-time day programs
- * Met with satellite campus administrators to strengthen communication among varied campuses (i.e., NStar, military bases, and Commerce Insurance Company)
- * Continued to oversee and serve as an administrator for the Academic Resource Center
- * Chaired GPS Advisory Committee
- * Oversaw all administrative responsibilities, including student and faculty concerns and grading issues
- * Managed and balanced \$900,000+ budget
- * Offered permanent, full-time position at the completion of interim contract

DIRECTOR OF ACADEMIC SERVICES

Nichols College; Dudley, MA

1998-2006

Primary Responsibilities & Courses: Please see above

Pilot Projects:

- * On-line Testing Center
- * Information Literacy Classroom Integration
- * Cross-Campus Critical Issues Program

Committees/Special Projects:

- * Supporting Differences Council
- * "America Reads" Program offered in conjunction with local high schools
- * Student Life Initiative Committee
- * Faculty Teaching Center (elected position)
- * Shepherd Hill High School "Masters" Program (dual enrollment)
- * Admissions Committee
- * Professional Development Seminar

ADJUNCT FACULTY IN ENGLISH/EVENING DIVISION

Nichols College; Dudley, MA

1997-2004

Courses:

- * *Expository Writing* (ENGL105)
- * *Introduction to Literature* (ENGL106)
- * *Professional Writing* (ENGL321)
- * *Credits for Learning Experience* (CLE100)

PROFESSIONAL WRITING CONSULTANT

Nichols College; Dudley, MA

1999-2005

Primary Responsibilities:

- * Offered writing workshops to administrative offices
- * Worked with Public Safety officers in the writing of court-ready documents and report

COORDINATOR OF THE WRITING CENTER

Nichols College; Dudley, MA

1996-1998

Primary Responsibilities:

- * Coordinated and trained writing tutors
- * Researched and designed summer academic preparation program

- * Worked with English faculty and their classes on writing process and topic development
- * Developed plan for an integrated resource center

Courses:

- * *Expository Writing* (ENGL105)

.....

GRADUATE TEACHING ASSISTANT (T.A.)

**English Department; University of Massachusetts Dartmouth; North Dartmouth, MA
1994-1996**

Courses:

- * *Critical Reading and Writing* (ENL101)

.....

GRADUATE RESEARCH ASSISTANT (G.A.)

**Institutional Research; University of Massachusetts Dartmouth; North Dartmouth, MA
1993-1994**

Primary Responsibilities:

- * Implemented, organized, and recorded results for Class of 1993 survey
- * Established groundwork for university brochures and fact book
- * Compiled and organized institutional information for Board of Trustees

.....

WRITING TUTOR

**Reading & Writing Center; University of Massachusetts Dartmouth; North Dartmouth, MA
1993-1994**

Primary Responsibilities:

- * Provided writing tutoring for undergraduates
- * Focused on writing skills, vocabulary skills, and reading skills

.....

PRACTICUM TEACHER/LONG-TERM SUBSTITUTE TEACHER

**Westport High School; Westport, MA
1993-1996**

Primary Responsibilities:

- * Taught high school English (grades 9, 10, and 11)

.....

PROFESSIONAL IN-HOME TUTOR

**New Bedford, MA
1991-1993**

Primary Responsibilities:

- * Provided tutoring for one middle school student and one high school student in private home setting
- * Focused on writing skills, vocabulary skills, and reading skills
- * Followed lesson plans and Individualized Education Plans (IEPs) provided by teachers

PROFESSIONAL AFFILIATIONS – LEADERSHIP ROLES

PRESIDENT

College Reading and Learning Association Northeast (CRLA-NE)

2022-present

Primary Responsibilities:

- * Assist the president in organizing and hosting annual conferences and mid-year gatherings
 - * Lead meetings; coordinate executive board positions as well as general membership
 - * Serve as conference program coordinator; assist in organizing annual conference
 - * Write monthly blog post/newsletter column
 - * Represent the northeast division (New England and New York) at the national CRLA conference
-

PRESIDENT

Learning Assistance Association of New England (LAANE)

2004-2006/1 term; 2014-2018/2 consecutive terms

Primary Responsibilities:

- * Oversaw regional chapter and work as a liaison to the national chapter – National Organization for Student Success (NOSS) – formally known as the National Association of Developmental Education (NADE)
- * Lead meetings; coordinate executive board positions as well as general membership
- * Oversaw chapter initiatives including, but not limited to: scholarships, regional conferences, building partnerships, etc.
- * Assisted Vice-President with conference planning and execution
- * Wrote tri-annual “President’s Column” for newsletter
- * Mentored new members into leadership roles
- * Served as annual conference coordinator

PROFESSIONAL AFFILIATIONS – EXTERNAL SERVICE

College Reading and Learning Association (CRLA)

- * Special Interest Group (SIG) leader for Educational Technology and Distance Learning (2017-present)
- * National Conference Proposal Reviewer (2017-present)
- * “Ask a Mentor” Participant (2017; 2020-2021)

New England Peer Tutoring Association (NEPTA)

- * Steering Committee Member (1996-2010)
- * Database Manager (1998-2001)
- * Conference Chairperson; 14th Annual NEPTA Conference (2009)
- * Conference Chairperson; 7th Annual NEPTA Conference (2002)
- * Conference Chairperson; 5th Annual NEPTA Conference (2000)

Learning Assistance Association of New England (LAANE)

- * Presider Chair & Report Manager (2010-2018)
- * Vice President (2002-2004)
- * Co-Editor of Newsletter (1997-2000)
- * Conference Program Chairperson (2000; 2004)
- * Publicity Chairperson (2001-2002)

National Association of Development Education (now National Organization for Student Success) (NADE/NOSS)

- * Registrar (National Conference in Boston, MA; 2008)
- * Presidential Leadership Institute (National Conference in St. Louis, MO; 2007)

PROFESSIONAL AFFILIATIONS -- MEMBERSHIPS

- * *International Writing Across the Curriculum* (IWAC)
- * *Council for Undergraduate Research* (CUR)
- * *Northeast Writing Centers Association* (NEWCA)
- * *European Writing Centers Association* (EWCA)
- * *Council of Writing Program Administrators* (CWPA)
- * *International Writing Centers Association* (IWCA)
- * *European Association for the Teaching of Academic Writing* (EATAW)
- * *College Reading and Learning Association – National* (CRLA)
- * *College Reading and Learning Association Northeast* (CRLANE)
- * *Boston Rhetoric and Writing Network* (BRAWN)
- * *Management and Organizational Behavior Teaching Society* (MOBTS)
- * *National Organization for Student Success* (NOSS) – formally, the *National Association for Developmental Education* (NADE)

PEER-REVIEWED PUBLICATIONS

- Bickford, C. (in press for 2025). Digital voices with digital words in a digital world: Embracing multimodal composition in first-year writing courses. In J. Dahlman (Ed.) *Beyond the Frontier: Innovations in First-Year Composition*. Cambridge Scholars Publishing.
- Hughes, J., Oliveira, J. and Bickford, C. (2022). Stories in the community: The power of telling and listening for social justice. *Impact: The Journal of the Center for Interdisciplinary Teaching & Learning* 11(2), 17-25. <https://sites.bu.edu/impact/files/2022/07/Impact-Summer-2022-FINAL-2.pdf>
- Bickford, C. (2021). Closing the 21st-century skills gap: Addressing the dichotomy between student and employer expectations. *International Academy of Technology, Education, and Development*. <https://doi.org/10.2125/edulearn.2021>
- Bickford, C. (2020). Digitalization and the writing classroom: A dialogue about current research and best practices. *Journal of Academic Writing* 10(1): 146-153. <https://doi.org/10.18552/joaw.v10i1.593>
- Bickford, C. and Palmer, M.* (2019). In, into, among, between: Information literacy skills in transition. In G. Veach (Ed.) *Information Literacy and Writing Studies* (pp. 189-215). Purdue University Press.
- Bickford, C. (2018). Crossing pedagogical boundaries with digital stories: How research projects can become multimodal. *International Academy of Technology, Education, and Development*. <https://doi.org/10.21125/edulearn.2018/23/26>.
- Bickford, C. (2018). Lessons learned in developing a cross-curricular/interdisciplinary course in research writing. *International Academy of Technology, Education, and Development*. <https://doi.org/10.21125/edulearn.2018.2327>.
- Bickford, C. (2015). Increasing student responsibility in revision efforts: Redefining and restructuring peer response with the Millennial generation. *Journal of Academic Writing* 5(1): 145-156. <https://doi.org/10.18522/joaw.v5i.161>.
- Bickford, C. and Reinhardt, A. (2010). Applying regional accreditation standards to help define and measure a writing center's effectiveness and its on-campus relationships. In W.J. Macauley, Jr., R. Koch, and N. Mauriello (Eds.) *Before and After the Tutorial: Writing Centers and Institutional Relationships* (pp. 18-24). Hampton Press.
- Bickford, C. (2007). Outside looking in: Taking the risk of trading autonomy in the short-term to achieve centrality in the long-term. In W.J. Macauley, Jr. and N. Mauriello (Eds.) *Marginal Words, Marginal Work? Tutoring in the Academy in the Work of Writing Centers* (pp. 99-111). Hampton Press.¹

¹ *Marginal Words, Marginal Work?* Won the “Best Research Publication” from the International Writing Center Association (IWCA) – Presented at the Conference for College Composition and Communication in New Orleans in April 2008.

* Undergraduate students and members of the undergraduate research team

PEER-REVIEWED PUBLICATION(S) UNDER REVIEW

Bickford, C., Emery, H., Snyder, K., & Hoskin, A. Eds. *From Both Sides of the Desk: Faculty/Student Perceptions of Best Teaching Practices*. Under review by Elon University Press Open Access Series. **(PROVISIONALLY ACCEPTED)**

ACCEPTED PRESENTATIONS CANCELLED DUE TO COVID-19

- Bickford, C. (2020, July 11-13). *Innovation, technology, and community: The challenges of meaningful 'real world' writing experiences*. [Conference presentation]. Annual International Technology, Education, and Development Conference, Palma de Mallorca, Spain.
- Bickford, C. (2020, July 11-13). *Rethinking the e-portfolio: Designing portfolio websites to demonstrate holistic growth for long-term learning*. [Conference presentation]. Annual International Technology, Education, and Development Conference, Palma de Mallorca, Spain.
- Bickford, C. (2020, July 8-11). *Training tutors: A generational study of tutor training manuals*. [Conference presentation]. European Writing Centers Association, Graz, Austria.
- Bickford, C. (2020, September 21-23). *Making research relevant through service learning reflection*. [Conference presentation]. National Society for Experiential Education, Salt Lake City, UT, United States.

ANTICIPATED PAPER(S), PRESENTATION(S), POSTER(S), AND/OR WORKSHOPS (accepted and postponed due to lack of funding)

- Bickford, C., Stevens, A., Mills, E., and Kalafus, S. (2023, March 2-5). *Helping Undergraduate Students Live Research Outside of the Classroom*. [Presentation]. National Organization for Student Success, Nashville, TN. **(ACCEPTED)**
- Bickford, C., Kalafus, T., and Mai, L. (2023, March 2-5). *Post-Pandemic Learning Behaviors: Welcome to Classroom 2023 and Beyond*. [Presentation]. National Organization for Student Success, Nashville, TN. **(ACCEPTED)**.
- Bickford, C. (2022, March 7-9). *The Unrelenting Cycle of Faculty Burnout & Its Consequences for Teachers and Institutions*. [Paper and Virtual Presentation]. International Technology, Education, and Development Conference. Valencia, Spain. **(ACCEPTED & POSTPONED)**
- Bickford, C., and Emery, H.* (2022, March 20-23). *Planning and Writing Strategic Plans for Tutoring and Writing Centers*. [Presentation]. Teaching Academic Survival Skills, Fort Lauderdale, FL. **(ACCEPTED & POSTPONED)**
- Bickford, C., and Emery, H.* (2022, April 20-22). *Creating Effective Strategic Plans for Funding*. [Presentation]. Association of Colleges for Tutoring & Learning Assistance, Virtual. **(ACCEPTED & POSTPONED)**

INTERNATIONAL CONFERENCE PRESENTATIONS/PAPERS – PEER-REVIEWED

- Bickford, C. (2025, June 30-July 2). *UGR meets SoTL: Integrating Student Voice into Our Own Research*. [Virtual Presentation]. International Conference on Education and New Learning Technologies, Palma de Mallorca, Spain.
- Bickford, C. and Palmer, M. (2019, July 2-4). *Research meets the undergraduate: Negotiating the intersection of writing, researching, and the classroom*. [Workshop]. European Association for Teachers of Academic Writing, Göteborg, Sweden.
- Palmer, M. and Bickford, C. (2019, July 2-4). *Digitalization and the writing classroom: A dialogue about current research and best practices*. [Roundtable] European Association for Teachers of Academic Writing, Göteborg, Sweden.
- Bickford, C. (2018, July 2-4). *Crossing pedagogical boundaries with digital stories: How research projects can become multimodal*. [Paper]. International Conference on Education and New Learning Technologies, Palma de Mallorca, Spain.

- Bickford, C. (2015, December 14-16). *Breaking boundaries: Integrating cross-curricular outcomes with writing outcomes*. [Presentation]. International Conference on the Development of English Across the Curriculum, Hong Kong, S.A.R. China.
- Bickford, C. and Heyman, B.* (2014, October 30-November 2). *Finding buried treasures: The magical transformation between writing tutor recruitment and graduation*. [Poster]. Tri-Annual Joint Conference for the International Writing Centers Association and National Peer Tutors in Writing, Kissimmee, FL.
- Bickford, C. (2013, June 27-29). *Increasing student responsibility in revision efforts: Redefining and restructuring peer response*. [Presentation]. International Conference of the European Association for Teachers of Academic Writing, Budapest, Hungary.
- Bickford, C. (2011, June 27-July 1). *Developing a writing consultants' program: Challenges for the teacher, tutor and/or administrator*. [Workshop]. European Association for the Teaching of Academic Writing, Limerick, Ireland.
- Bickford, C. (2010, May 24-28). *(Re)Thinking collaboration, Autonomy, and control: (Re)Addressing 'marginalization.'* [Presentation]. European Writing Centers Association, Paris, France.
- Bickford C. and Prokop, C.* (2003, October 22-25). *The writing tutor writes back: An exploration of our training pedagogies*. [Presentation]. Tri-Annual Joint Conference for the International Writing Centers Association and National Conference for Peer Tutors in Writing, Hershey, PA, United States.

NATIONAL CONFERENCE PRESENTATIONS/PAPERS/POSTERS – PEER REVIEWED

- Bickford, C. (2024, April 9). *Expanding Student Engagement via UGR Endeavors*. Annual Conference for the national Two-Year English College Association Northeast, Baltimore, MD, United States.
- Bickford, C. (2025, February 19-25). *Improving Thoughts about Classroom Respect: Student/Teacher Perceptions of Classroom Behaviors*. [Conference presentation]. Annual Conference National Organization for Student Success, New Orleans, LA, United States.
- Bickford, C., (2025, February 19-25). *Jazzing Up SoTL Efforts through Student Voices: Implementing UGR Efforts*. [Conference presentation]. Annual Conference National Organization for Student Success, New Orleans, LA., United States.
- Bickford, C., Snyder, K., & Hoskin, A. (2024, November 13-16). *Bold Conversations: Faculty/Student Perspectives about Respect in the Classroom*. [Conference presentation]. Annual National Conference College Reading and Learning Association, Minneapolis, MN, United States.
- Bickford, C. (2024, November 13-16). *Work Smarter, Not Harder: Student Voices through SoTL and UGR*. [Conference presentation]. Annual National Conference College Reading and Learning Association, Minneapolis, MN, United States.
- Bickford, C., & Emery, H (2022, November 1-5). *Good-Bye 2019; Hello 2022 and Beyond: Addressing New Learning Behaviors for Student and Faculty Success*. [Presentation]. College Reading and Learning Association, San Diego, CA, United States.
- Bickford, C., & Emery, H. (2022, November 1-5). *Burnout in Higher Education: Exploring the Risks and Consequences Among Educators*. [Presentation]. College Reading and Learning Association, San Diego, CA, United States.
- Bickford, C. (2022, March 17-20). *Burnout, Teaching Effectiveness, & Outcomes: Examining Teacher Mental Health Issues Amidst Changes in Higher Education*. [Presentation]. National Organization for Student Success, Atlanta, GA, United States.
- Bickford, C., and Emery, H.* (2022, March 17-20). *Mind the Gap: Reuniting Hard and Soft Skills for Student Career Readiness*. [Presentation]. National Organization for Student Success, Atlanta, GA, United States.
- Bickford, C., & Emery, H.* (2021, November 16-20). *Faculty and Student Perceptions of the 21st-Century Skills Gap*. [Presentation]. College Reading and Learning Association, Cincinnati, OH, United States.

- Bickford, C. (2021, November 16-21). *Let's Talk about It: A Frank Discussion about Faculty Burnout*. [Presentation]. College Reading and Learning Association, Cincinnati, OH, United States.
- Bickford, C. (2020, September 17-19). *Service learning, civic engagement, and undergraduate research: Fostering research initiatives in the community*. [Virtual Presentation]. National Conference on Undergraduate Research, Bozeman, MT, United States.
- Bickford, C., Olejnik, L.A., Emery, H.*, and Emond, A.* (2019, October 30-November 2). *Successful peer response strategies for increased revision and course engagement*. [Presentation]. Annual College Reading and Learning Association Conference, New Orleans, LA, United States.
- Bickford, C., Olejnik, L.A., Emery, H.*, and Emond, A.* (2019, October 30-November 2). *Reflect to succeed: Teacher/Student perceptions of reflective learning practices*. [Presentation]. Annual College Reading and Learning Association Conference, New Orleans, LA, United States.
- Oliveira, J., Hughes, J., and Bickford, C. (2019, June 5-8). *The power of storytelling: Creating and curating stories for deeper learning and higher engagement*. [Presentation]. Conference for the Management and Organizational Behavior Teaching Society, Mahwah, NJ, United States.
- Bickford, C. (2019, April 11-13). *Moving beyond mentoring: Understanding undergraduate research as a coming of age endeavor*. [Presentation]. National Conference for Undergraduate Research, Atlanta, GA, United States.
- Bickford, C. (2018, April 4-7). *A discussion about curriculum design and coursework: How a sophomore-level research class has larger implications for undergraduate research opportunities outside the classroom*. [Presentation]. National Conference for Undergraduate Research, Oklahoma City, OK, United States.
- Bickford, C. (2018, March 14-17). *Laboring over transforming language: Students' perceptions of screencasting*. [Presentation]. Conference on College Composition and Communication, Kansas City, MO, United States.
- Bickford, C. and Palmer, M.* (2017, November 1-4). *Reaching capacity in multimodal projects: Students' perceptions of digital storytelling*. [Presentation]. Annual College Reading and Learning Association Conference, Pittsburgh, PA, United States.
- Bickford, C. and Palmer, M.* (2016, November 3-6). *Digital storytelling: Multimodal projects for the classroom and beyond*. [Presentation]. Annual College Reading and Learning Association Conference, Pittsburgh, PA, United States.
- Bickford, C. and Palmer, M.* (2016, November 3-6). *Extending classroom experiences: Best practices in undergraduate research*. [Presentation]. Annual College Reading and Learning Association Conference, Pittsburgh, PA, United States.
- Bickford, C. (2016, April 6-9). *Taking action on a traditional writing strategy: Revising peer response for the millennial generation*. [Poster]. Conference on College Composition and Communication, Houston, TX, United States.
- Heyman, B.*, Palmer, M.*, and Bickford, C. (2015, November 5-8). *Group conferencing: Re-innovating traditional practices for a new generation of student learning*. [Presentation]. Annual College Reading and Learning Association Conference, Portland, OR, United States.
- Hughes, J., Donovan, K., Bickford, C., and Mahoney, R. (2013, November 6-9). *Transforming literacy: The first-year writing program revolutionized*. [Presentation]. Annual College Reading and Learning Association Conference, Boston, MA, United States.
- Bickford, C. (2013, November 6-9). *Embracing the technology revolution in writing classes: Creating multimodal teacher feedback*. [Presentation]. Annual College Reading and Learning Association Conference, Boston, MA, United States.
- Bickford, C. and Bacon, J.* (2008, February 28-March 1). *Revolutionary relationships: Curriculum-based tutoring for WAC programs*. [Presentation]. Annual Conference for the National Conference on College Composition and Communication, Boston, MA, United States.
- Hermanson, C., Bickford, C., and Berard, W.D. (2007, March 21-24). *Bridging the personal and the academic: Intersecting identities in the college discourse community*. [Presentation]. Conference on College Composition and Communication, New York, NY, United States.

- Bickford, C., Koch, R., and Hermanson, C. (2005, March 19-22). *Text, texts, and hypertext: Defining critical thinking and information literacy*. [Presentation]. Conference on College Composition and Communication, San Francisco, CA, United States.
- Koch, R., Bickford, C., and Williamson, M.M. (2003, March 19-22). *MOO initiation rites: Access, dialogue and student perceptions in the search for MOO pedagogy*. [Presentation]. Conference on College Composition and Communication, New York, NY, United States.
- Bickford, C., Koch, R., Hermanson, C., Houpp, W., and Hurlbert, M. (2002, March 13-16). *Adult students and autobiography: Discovering voice in the classroom*. [Presentation]. Conference on College Composition and Communication, Chicago, IL, United States.
- Bickford, C., Roake, S. *, and Winful, E.* (2000, October 13-15). *Developing a client-centered center: Modes of tutoring*. [Presentation]. Annual National Conference for Peer Tutors in Writing, Bristol, RI, United States.
- Bickford, C., Zidek*, and Roake, S.* (1999, October 20-November 1). *Behavior modeling in a writing tutorial*. [Presentation]. Annual National Conference for Peer Tutors in Writing, State College, PA, United States.

NATIONAL CONFERENCE WORKSHOPS/PRE-CONFERENCE INSTITUTES – PEER REVIEWED

- Bickford, C. (Chair), Snyder, K., Hoskin, A., Johnson, A., Smeltzer, S., Krivas, N. Charlton, C. McGregor, C., Garcia, B., Bazaldua, C., Guerrero, C., Guerrero, T., Hebbard, M. Fodrey, C., & Fena, C. (2025, April 9-12). *Mixing It Up: Composing Undergraduate Research Practices to a New Tune*. [Full-day workshop]. Annual Conference College Composition and Communication, Baltimore, MD, United States.
- Bickford, C. (2024, November 13-16). *Professional Burnout: Signs, Symptoms, and Prevention Guidelines*. [Conference Workshop]. Annual Conference College Reading and Learning Association, Minneapolis, MN, United States.
- Bickford, C., & Emery, H., (2022, November 1-5). *Explainer Videos Made Easy: Creating What You Need for Your Students*. [1/2 Day Workshop]. College Reading and Learning Association, San Diego, CA, United States.
- Bickford, C., & Emery, H.* (2021, November 16-20). *Increasing student engagement through gaming response systems*. [½ day workshop.] Annual College Reading and Learning Association Conference, Cincinnati, OH, United States.
- Bickford, C., Olejnik, A., Emery, H.*, and Emond, A.* (2019, October 30-November 2). *Celebrating digital advances: M-Learning & apps for successful learning*. [½ day workshop]. Annual College Reading and Learning Association Conference, New Orleans, LA, United States.
- Bickford, C. and Palmer, M.* (2018, March 14-17). *Transforming writing into multimodal projects: A digital story workshop*. [Workshop]. Conference on College Composition and Communication, Kansas City, MO, United States.
- Palmer, M.*, and Bickford, C. (2017, November 1-4). *Bridging the gap between faculty expectations and student success*. [½ Workshop]. Annual College Reading and Learning Association Conference, Pittsburgh, PA, United States.
- Bickford, C., Palmer, M.*, Salter, K. *, Thomas, J. *, and Clark, N.* (2017, November 1-4). *Bridging critical thinking and creative design: A digital storytelling workshop*. [½ Workshop]. Annual College Reading and Learning Association Conference, Pittsburgh, PA, United States.
- Donovan, K., McMillan, L., Portanova, P., Bickford, C., Palmer, M.*, Schwart, G.G., Hass, L., and Stagliano, A. (2017, March 15-18). *Cultivating capacities, creating change: Teachers as activists and video makers*. [Full-day workshop]. Conference on College Composition and Communication, Portland, OR, United States.
- Bowdon, M., Kleinfeld, E., Mina, L., Bickford, C., Morrison, B., Pompos, M., and Neil, M. (2016, April 6-9). *Undergraduate students as researchers: Maximizing the mutual benefits*. [½ day workshop]. Conference on College Composition and Communication, Houston, TX, United States.
- Bickford, C. (2016, April 6-9). Discussion leader for the Research Network Forum (RNG). [½ day workshop]. Conference on College Composition and Communication, Houston, TX, United States.

- Bickford, C. (2016, November 5-8). *The power of tutoring center innovation: How to increase campus exposure*. [½ day workshop]. Annual College Reading and Learning Association Conference, Portland, OR, United States.
- Bickford, C. (2013, November 6-9). *Using strategic planning methods and regional accreditation standards to revolutionize a learning center's position on campus: A workshop for center administrators and directors*. [½ day workshop]. Annual College Reading and Learning Association Conference, Boston, MA, United States.
- Bickford, C. (2011, November 4-6). *Ebbs and flows of an 'old practice': Revisiting peer response techniques*. [Workshop]. Annual Conference for the Two-Year College English Association, Portland, ME, United States.
- Bickford, C., and Bacon, J. (2008, February 28-March 1). *Braving the battlefields: Revolutionary ideas for soliciting center support*. [Pre-Conference Institute]. Annual Conference for National Association of Developmental Education, Boston, MA, United States.
- Bickford, C. (2002, March 13-16). *Faculty involvement in the writing center*. [½ day workshop]. Annual Conference on College Composition and Communication, Chicago, IL, United States.

REGIONAL CONFERENCE PRESENTATIONS/PAPERS/WORKSHOPS/POSTERS – PEER REVIEWED

- Bickford, C. (2025, April 6-7). *From Failure Comes Learning: Helping Students Fail Safely*. [Conference Presentation]. Bi-Annual Conference for the New York College Learning Skills Association, Rochester, NY, United States.
- Bickford, C. (2024, October 10-11). *Students as Classroom Change Agents: Reflective SoTL Practices*. [Conference Presentation]. Annual Conference for the Two-Year English College Association Northeast, Providence, RI, United States.
- Bickford, C. (2023, March 12-13). *Designing Digital Stories*. [Pre-Conference Workshop]. New York College Learning Skills Association. Syracuse, United States.
- Bickford, C. (2022, May 20). *Finding Authentic Linguistic Voice through Digital Stories*. [Teaching Demonstration]. Annual Conference on the Teaching of Writing. Storrs, CT, United States.
- Bickford, C. (2022, May 20). *In Their Own Voices: Research as Digital Stories*. [Poster] University of Connecticut First-Year Writing Annual Conference on the Teaching of Writing, Storrs, CT, United States.
- Bickford, C., (2022, May 20). *'Back to Normal' for Students*. [Virtual Presentation & Workshop]. Spring Membership Meetup for College Reading and Learning Association Northeast, Hamden, CT, United States.
- Bickford, C., (2019, April 5). *Reflective learning: An opportunity for reflection on our own best practices*. [Presentation]. Annual Conference for College Reading and Learning Association Northeast, Hamden, CT, United States.
- Bickford, C. (2019, April 5). *Developing students' literacy through undergraduate research*. [Presentation]. Annual Conference for College Reading and Learning Association Northeast, Hamden, CT, United States.
- Bickford, C. (2019, October 24-26). *Multimodal Composition for Multimodal Research Writing*. [Flashtalk]. Two-Year College Association Northeast, Portland, ME, United States.
- Palmer, M.*, Bickford, C., Snyder, K.*, Clark, N.*, and Carper, A.* (2017, October 20). *Undergraduate research: Building a Foundation of Inquiry*. [Presentation]. Annual Conference for the Learning Assistance Association of New England, Nashua, NH, United States.
- Bickford, C. and Palmer, M.* (2017, October 20). *Screencasting as a foundation for increasing student performance*. [Presentation]. Annual Conference for the Learning Assistance Association of New England, Nashua, NH, United States.
- Bickford, C. (2017, April 7). *Mediated failure in search of conviction*. [Presentation]. University of Connecticut First-Year Writing Annual Conference on the Teaching of Writing, Storrs, CT, United States.
- Bickford, C. (2017, April 1-2). *Creating partnerships to ensure contingent faculty success in nontraditional writing courses*. [Flash talk]. Reno, NV, United States.
- Bickford, C. (2016, October 21). *Writing across the curriculum: Considerations in developing cross-curricula*

- writing courses*. [Presentation]. Annual Conference for the Learning Assistance Association of New England, Nashua, NH, United States.
- Bickford, C. (2016, October 26). *Digital storytelling: Encouraging multimodal projects to increase student engagement in course content and writing across the curriculum*. [Presentation] Annual Conference for the Learning Assistance Association of New England, Hyannis, MA, United States.
- Heyman, B.*, Palmer, M.*, and Bickford, C. (2016, October 26). *Students' perspectives on peer response: A study on values and attitudes*. [Presentation]. Annual Conference for the Learning Assistance Association of New England, Hyannis, MA, United States.
- Bickford, C. (2015, March 28). *Group conferencing and the Millennial generation*. [Presentation]. University of Massachusetts Boston Conference on the Teaching of Composition, Boston, MA, United States.
- Heyman, B.*, and Bickford, C. (2015, March 13). *Learning about and speaking to tutor development: A precursor study to the Peer Tutor Alumni Project*. [Presentation]. Annual Conference for the College Reading and Learning Association Northeast, Fitchburg, MA, United States.
- Bickford, C. (2015, March 13). *Using learning technologies to increase student writing engagement and teacher feedback*. [Presentation]. Annual Conference for the College Reading and Learning Association Northeast, Fitchburg, MA, United States.
- Heyman, B.* and Bickford, C. (2014, October 18). *Using peer tutor perceptions to guide peer tutor training and initiatives*. [Presentation]. Annual Conference for the Learning Assistance Association of New England, Hyannis, MA, United States.
- Hughes, J. and Bickford, C. (2013, October 16). *Writing talk: Changing the way composition students look at writing*. [Presentation]. Annual Conference for the Learning Assistance Association of New England, Greenfield, MA, United States.
- Bickford, C. (2013, October 16). *Increasing student revision efforts: Technology at work*. [Presentation]. Annual Conference for the Learning Assistance Association of New England, Greenfield, MA, United States.
- Hughes, J. and Bickford, C. (2012, April 19). *Using classroom conferences to get students thinking about writing*. [Presentation]. University of Connecticut Freshman English Program Annual Conference on the Teaching of Writing, Storrs, CT, United States.
- Bickford, C., Hughes, J., Barboza, D.* (2018, October 26). *Successful dialogues: What happens when students talk about writing*. [Presentation]. Annual Conference for the Learning Assistance Association of New England, Greenfield, MA, United States.
- Bickford, C. (2011, October 28). *Applying accreditation standards to help define a writing center's programming and its on-campus relationships*. [Presentation]. Annual Conference for the Learning Assistance Association of New England, Durham, NH, United States.
- Bickford, C. (2010, October 29). *Instructions in Writing*. [Presentation]. Annual Conference for the Learning Assistance Association of New England, Portsmouth, NH, United States.
- Bickford, C. (2009, November 9). *Plugged into WAC: Using technology to facilitate writing-across-the-curriculum initiatives*. [Presentation]. Annual Conference for the Learning Assistance Association of New England, Portsmouth, NH, United States.
- Bickford, C. (2007, November 9) *Engaged writing: Fostering student collaboration*. [Presentation]. Annual Conference of the New England Faculty Development Consortium, Worcester, MA, United States.
- Berard, W., Cullivan, K.*, Schacht, R., and Bickford, C. (2007, January 26). *Accidental transformation: Finding the classroom spirit*. [Presentation]. Center for the Improvement of Teaching Annual Conference on Teaching for Transformation, Boston, MA, United States.
- Bickford, C. (2006, November 3). *Curriculum-based tutoring: Writing in the non-writing classroom*. [Presentation]. Annual Conference for the Learning Assistance Association of New England, Nashua, NH, United States.
- Bickford, C., Ivacson, D., and Lafortune, J.* (2005, November 4). *Diversity in teaching writing: Team-teaching with students*. [Presentation]. Annual Conference of the New England Faculty Development Consortium, Westford, MA, United States.

- Bickford, C. and McDonough, M. (2004, November 12). *Student learning/tutor learning: Exploring 'significant' tutoring relationships*. [Presentation]. Annual Conference of the New England Faculty Development Consortium, Westford, MA, United States.
- Cullivan, K.*, and Bickford, C. (2004, November 5). *Strategizing for successful learners: Developing a strategic plan for your resource centers*. [Presentation]. Annual Conference for the Learning Assistance Association of New England, Burlington, MA, United States.
- Bickford, C. (2003, October 17). *Peer response in perspective*. [Presentation]. Annual Conference for the Learning Assistance Association of New England, Nashua, NH, United States.
- Bickford, C. and Cullivan, K.* (2002, October 25). *Considering faculty relations*. [Presentation]. Annual Conference for the Learning Assistance of New England, Burlington, MA, United States.
- Bickford, C., and Cullivan, K.* (2002, April 15). *Addressing individual needs: One center's approach to client relations*. [Presentation]. Annual Conference for the Northeast Writing Centers Association, Bristol, RI, United States.
- Bickford, C., and Cullivan, K.* (2002, April 5). *Academic excellence: Center strives for a 4.0 in customer service*. [Presentation]. Annual New England Peer Tutor Association, Bristol, RI, United States.
- Bickford, C. (2000, October 27). *In the middle: Portfolio development for administrative faculty*. [Presentation]. Annual Conference for the Learning Assistance Association of New England, Burlington, MA, United States.

REGIONAL WORKSHOPS – PEER REVIEWED

- Bickford, C. (2006, November 17). *Developing a strategic plan for your center*. [Workshop]. Annual Conference for the New England Peer Tutor Association, Lowell, MA, United States.
- Bickford, C. (2005, November 18). *Negotiating autonomy: Faculty in the writing center*. [Workshop]. Annual Conference for the New England Peer Tutor Association, Providence, RI, United States.
- Bickford, C. (2004, November 5). Tutor Conference Facilitator. Annual Conference for the Learning Assistance Association of New England, Burlington, MA, United States.
- Bickford, C. (2003, November 17). Tutor Conference Facilitator. Annual Conference for the Learning Assistance Association of New England, Bristol, Rhode Island, United States.
- Bickford, C. (2002, November 8). *Working with faculty*. [Group facilitator for Administrator's Colloquium]. Annual Conference for the New England Peer Tutor Association, North Dartmouth, MA, United States.
- Bickford, C. (2002, November 8). *Tutor training and orientation*. [Group facilitator for Administrator's Colloquium]. Annual Conference for the New England Peer Tutor Association, North Dartmouth, MA, United States.

INVITED SPEAKER ENGAGEMENTS

- Bickford, C. (2023, March 7). *Post-Pandemic Retention Strategies: New Ways to Meet New Student Needs*. [Virtual Workshop.] College Reading and Learning Association.
- Bickford, C. (2023, April 11). *Everything You Wanted to Know about Burnout but was Afraid to Ask*. [Virtual Workshop.] College Reading and Learning Association.
- Bickford, C. (2023, March 12). *CRLA-NE and NYCLSA in Collaboration*. [Regional Meeting]. Annual Meeting for the New York College Learning Skills Association, Albany, NY, United States.
- Bickford, C. (2022, February 13). *Professionalism in the workplace*. [Workshop]. Bi-Annual Student Development Day for Breakthrough Manchester, Manchester, NH, United States.
- Bickford, C. (2021, January 16). *On-Line meeting etiquette*. [Virtual Workshop]. Bi-Annual Student Development Day for Breakthrough Manchester, Manchester, NH, United States.
- Bickford, C. (2019, July 31). *Seeing red: Perspectives on volunteering and community service for full-time professionals*. [Speech]. Professional Staff Training Quarterly Meeting, West Boylston, MA, United States.

- Bickford, C. (2018, December 18). *I've got this!* [Workshop]. Bi-Annual Student Development Day for *Breakthrough Manchester*, Manchester, NH, United States.
- Bickford, C. (2017, November 3). *The intersection between writing programs, writing centers, and writing classrooms*. [Round-table]. "Lunch with an Expert" event hosted by the Annual Conference for College Reading and Learning Association, Pittsburgh, PA, United States.
- Bickford, C. (2017, December 2). *Conquering fear!* [Workshop]. Bi-Annual Student Development Day for *Breakthrough Manchester*, Manchester, NH, United States.
- Weisberger, R., McCarthy, R., and Bickford, C. (2013, October 18). *The challenge of leadership: LAANE presidents Speak out*. [Panel]. Annual Conference for the Learning Assistance Association of New England, Springfield, MA, United States.
- Bickford, C. (2012, April 5). *Re-inventing tutors for non-tutoring roles*. [Keynote Speech]. Writing Symposium at Western New England University, Springfield, MA, United States.
- Bickford, C. (2011, November 12). *Diversity in tutoring*. [Professional Training]. Chicopee, MA, United States.
- Bickford, C. (2009, March 1). *Instruction in Writing: What Works*. [Professional Development], Annual Conference for College Reading and Learning Association Northeast, Bridgeport, CT, United States.
- Bickford, C. (2009, March 1). *Conversations with Crystal*. [Professional Development], Annual Conference for College Reading and Learning Association Northeast, Bridgeport, CT, United States.
- Bickford, C. (2006, November 17). *Budgeting for centers: How to work with senior administration*. [Round-table]. "Lunch with an Expert" even hosted by the Annual Conference for College Reading and Learning Association, Pittsburgh, PA, United States.
- Bickford, C. (20 February 2005). *You can go to college too!* [Speech]. "Lights On Afterschool!" Rally hosted by the Boys & Girls Club of Webster/Dudley, Dudley, MA, United States.
- Bickford, C. (2003, May 23). *Examining issues in exit portfolios*. [Professional Development]. Invited by Massachusetts College of Pharmacy and Health Sciences, Worcester, MA, United States.

EXTERNAL SCHOLARLY ACTIVITIES

<u>College Reading and Learning Association</u>	2014-present
* Proposal Reviewer for both general sessions and educational technology/distance learning	
<u>Teaching English in the Two-Year College</u>	2021
* Proposal Reviewer	
<u>EDULearn '19; Palma de Mallorca, Spain</u>	2019
* Advisory Board Member and Proposal Reviewer	
<u>Journal for Academic Writing</u>	2014; 2016
* Article reviewer for potential articles for inclusion into the journal	
<u>Pearson Publishing</u>	2013; 2015
* Textbook reviewer for <i>the Brief Penguin Handbook with Exercises</i> (6 th ed.)	

IN-HOUSE LEADERSHIPS

<u>SNHU: Director of Scholarship for Teaching and Learning (SoTL)</u>	2023-present
* Organize research presentations and guest speakers focused on faculty research projects	
* Oversee group SoTL projects	
* Promote learning communities and offer resources for support and opportunities for sharing	
<u>SNHU: Community of Practice (CoP) Leader on Reflection</u>	2022-2023
* Offer workshops, discussion groups, and best practice demonstrations on the theory and practice of using reflection in the classroom.	
* Co-led with Kelley Hobbs, Associate Director of the Chandler Center	

SNHU: Common Core/General Education Workshop Content Expert

2022

- * Provided information, guidance, and resources to faculty members interested in pursuing digital stories in their classrooms.

SNHU: Honors Program, Undergraduate Research Office, & Academic Scholars Association 2017-present

- * Student focused workshops (generally 5 to 6 a year) focused on writing IRB proposals, thesis preparation, conference proposals, public speaking, and creating digital stories.

SNHU: Closure Workshops for Faculty

- * May 2024
 - “Undergraduate Research: Past, Present, Future”
 - SoTL Facilitator for Nancy Chick
- * May 2019
 - “Digital Dimensions” Part I: Screencasting
 - “Digital Dimensions” Part II: Writing Apps”
 - “Digital Dimensions” Part III: Student Learning Apps”
- * May 2018
 - “‘Grading’ with and without Grades” (presented with Howe, S.)
 - “Creating Meaningful Syllabi” (presented with Dittrich, B. and Hughes, J.)
- * May 2017
 - “Every Student Wants to be a YouTube Star!” (presented with Robie, T. and Palmer, M.*)
 - “Can You Hear Me Now? Using Mobile Technology for Increasing Student Learning and Engagement” (presented with Case, R. and Flint, A.)
- * May 2011
 - “Conversations about Writing”

SNHU: Teaching Assistant Mentoring Program

2016-2019

- * Workshops include syllabus design, classroom management, creative and community in the classroom, pedagogical concerns, crafting and responding to writing assignments)

SNHU: Writing Program Continuing Education Series

2016

- * “Conferencing Pedagogy I: Theory” (presented with Hughes, J.)
- * “Conferencing Pedagogy II: Practice” (presented with Hughes, J.)

SNHU: Sophomore Seminar Implementation Training

2013-2015

- * Workshops included: 1) Syllabus review and course objectives, 2) Designing and implement writing assignments, 3) Information Literacy Component, 4) Public Speaking Component, 5) Visual Rhetoric Component, 6) Poster Session Preparation, 7) Rubrics and Grading, 8) Building Partnerships

SNHU: MyWritingLab Training Series

2011-2013

Nichols: Summer Professional Development Series

- * “A Global Approach to Creative Writing Assignments” 2010
- * “Creating Writing Rubrics: A Workshop” 2009
- * “Working with Assessment: Alternatives to the Letter Grade” 2008

Nichols: Student Orientation

- * “What do you Want to be When you Grow Up?: Thoughts on Being an English Major” 2009
- * “Preparing for Graduate School” 2007

UNDERGRADUATE RESEARCH AND CONFERENCE MENTORING

I mentored the following students and their presentations – assisting them with abstract writing, overall preparation, research, handouts, technology, public speaking, and content development. Those marked as “honorable mention” were selected for publication in SNHU’s *Undergraduate Research Journal*.

National Conference for Undergraduate Research AND SNHU Research Day – students presenting at both

- | | |
|--|--|
| <ul style="list-style-type: none"> * Tallahassee, FL <li style="padding-left: 20px;">- Emery, H. <i>Validating Foster Children’s Lives through Narrative Stories</i> [Presentation] * Bozeman, MT <li style="padding-left: 20px;">- Emery, H. and O’Bryan, A., <i>The Prevalence of Mobile Applications: Classroom and Personal Use of Apps Quantified</i> [Presentation] * Atlanta, GA <li style="padding-left: 20px;">- Harper, T., <i>First-Year Seminar and Student Veterans</i> [Presentation] * Oklahoma City, OK <li style="padding-left: 20px;">- Carper, A., Elder, A., Abeels, H., <i>Employers’ Bias Regarding Hiring College Athletes</i> [Presentation]– co-mentored with Snyder, K. <li style="padding-left: 20px;">- Clark, N., <i>Education through Aquaponics</i> [Presentation] – co-mentored with Snyder, K. <li style="padding-left: 20px;">- Harper, T., <i>Perceived Influences of Veterans in the Classroom</i> [Presentation] <li style="padding-left: 20px;">- Morrison, C., <i>College Students’ Relationships between Cell Phones and Anxiety</i> [Poster] * Memphis, TN <li style="padding-left: 20px;">- Carper, A., <i>How College Athletics Impact Career Development</i> [Presentation] <li style="padding-left: 20px;">- Palmer, M., <i>Faculty Perceptions of Student Grit and Best Practices for Mediated Failure</i> [Presentation] -- Honorable mention for outstanding presentation for SNHU Research Day | 2022

2020

2019

2018

2017 |
|--|--|

SNHU’s Undergraduate Research Day Only

2024

- * Mills, E. *Pregnancy Care Centers: The Unknown Resource for Emergency Pregnancies*” [Presentation]
- * McGlynn, K. *A Secondary Literature Review of a Dark Horse on College Campuses: The Sought After ‘Study Drugs’* [Presentation]
- * Lual, K. *Fostering Diversity in Higher Education Faculty: Strategies for Implementation and Impact*” [Presentation]

2023

- * Anderson-Salo, J. *Universal Design for Higher Education*. [Digital Story]
- * Bilodeau, L. *Getting to Know the Students: Why Higher Education Faculty Should Develop Relationships with Students*” [Digital Story]
- * Burbank, T. *United States: Issues in the Next Decade Regarding Higher Education*. [Digital Story]
- * Carbone, A. *How Does Student Success Increase in Classes Taught by Professors Who Use Innovative Pedagogies?* [Digital Story]
- * Chrissanthis, A. *Relationship between Violence and Mental Health in Higher Education*. [Digital Story]
- * Dorsey, J. *Stress in Higher Education*. [Digital Story]
- * Eagan, M. *How the Quality of Campus Residences, Facilities, and Extracurriculars Contribute to Retention Rates in Higher Education Institutions*. [Digital Story]
- * Fink, G. *Service Learning: Higher Education and the Importance of Community Involvement*. [Digital Story]
- * Hammond, G. *The Rise of AI in Higher Education*. [Digital Story]
- * Hudson, W. *The Cost of Education: Economic Factors and Their Effect in the Higher Education Marketplace*. [Digital Story]
- * Jensen, C. *How Does Student Debt Impact One’s Career Path Upon Graduation?* [Digital Story]
- * Kelsall, R. *Degrees VS Certifications: Will Certifications Become More Beneficial Than Degrees?* [Digital Story]
- * Levin, A. *Blended Learning*. [Digital Story]
- * Lockhard, E. *The Challenges within the Ugandan Education System*. [Digital Story]
- * Mason, A. *The Decrease in Student Classroom Engagement*. [Digital Story]
- * Murphy, D. *High School Preparation for Higher Education*. [Digital Story]

- * Murphy, T. *What are the Effects of Embedding Industry Certifications into Higher Education Curricula?* [Digital Story]
- * Romano, J. *The College Student Soft Skills Gap: Approaches to Close that Gap.* [Digital Story]
- * Tyler, A. *Rising Tuition Costs and Correlated Debt.* [Digital Story]

2022

- * Cormier, T., *Accessibility of Dual Enrollment and Why It Is Important* [Digital Story]
- * Krestalica, T., *How Have Technological Advancements Impacted the Student Confidence Dynamic in Mathematics?* [Digital Story] **(Winner of Best Multimodal Project in the Honors Program)**
- * Mai, L., *Ending the Mental Health Crisis for College Students in Vietnam* [Digital Story]
- * Martioski, C., *Supporting Veterans in the Classroom* [Digital Story]
- * Myers, J., *The Effects of Injuries on College Athletes and Their Futures* [Digital Story]
- * Ng, Y.L., *Will Moving Technology into Classrooms give Students Benefits or Harm* [Digital Story]
- * Provenzano, M., *The Student Debt Crisis* [Digital Story]
- * Shelton, L., *The Case Against Mandatory Volunteerism in High Schools* [Digital Story]
- * Stevens, A., *Mental Health of Student Athletes* [Digital Story]
- * Strouse, J., *How Discipline Affects Student Performance within Higher Education* [Digital Story]
- * Viakinnou, O., *Reforming General Education* [Digital Story]

2018

- * Mailman, D., *The Evolution of Stealing Money* [Paper] **(Honorable mention for outstanding paper)**

2016

- * Fiducia, K., *Summer Camp Advantages* [Presentation]
- * Leighton, T., *Vampires: How Our Fears Influence our Monsters* [Presentation] **(Honorable mention for outstanding paper)**

2015

- * Danis, M., *Challenging the 'No Child Left Behind' Act* [Presentation]
- * Easton, L., *Immigrants and America* [Round Table]
- * Grover, J., *Cyber-Predators* [Presentation] **(Honorable mention for best outstanding presentation)**
- * Heyman, B., *Working Towards Successful Tutor Alumni: Tutor Motivation and Learning Center Training Practices* [Poster]
- * Meoli, V., *Quality of Food and its Effects on Success in Post-Secondary Education* [Poster]
- * Palmer, M., *Banned Books Ban the Future⁵* [Presentation]
- * Soucy, A., *The Contribution of Grade Acceleration to Education* [Presentation]

2014

- * Drylie, D., *Social Media in Education: Assessing the Benefits of Integration* [Presentation]
- * Hiltz, J., *Social Media Use as an Addiction* [Presentation]
- * Laurin, N., *The Advantages of Social Media for Small Businesses* [Presentation] **(Honorable mention for outstanding presentation)**

2013

- * Champion, B., *The Truth of George Carley Wallace* [Presentation]
- * Mancuso, B., *Teacher-Student Relationships: Effects and Benefits* [Poster]

2014

- * Call, K., *Entrance Exams and College Admission* [Poster]
- * Michaud, A., *Online Learning for High School Students* [Poster]
- * Pinkham, A., *Violence in Schools* [Poster]
- * Vanat, A., *The New Face of Teacher Preparation* [Poster]
- * Wescott, J., *Conceptual Mathematics: A Solution to the Current Crisis in Math Education* [Paper]
- * Wright, D., *Censorship: An Act That Ought to be Prohibited* [Paper]

Conference on College Composition and Communication

- * Palmer, M., *Fostering Grit in the Classroom: Understanding Student Perceptions of Failure* 2017

College Reading and Learning Association

- * Palmer, M., *Cultivating Grit: Supporting Student Failure to Increase Success* 2016

New England Peer Tutor Association

2010

- * Monroe, C, and Illingsworth, R., 'Outsmarting' Learning Style Differences in the Tutoring Session
* Lilly, M., Kerekeys, K., Vaillencourt, R., *Surviving a Session by Keeping it Alive through Motivation*

2009

- * White, D., Kim, J., Kincaid, M., and Stanley, J., *Paving the Yellow Brick Road with Gold: Transforming Tutees Lacking Inspiration*

2008

- * Marquis, C., Pugliese, S., and Stanley, J., *Memory Charms: Retaining Knowledge for the Future*

2007

- * Marquis, C., and Pugliese, S., *Dimming the Floodlights and Breathing Deep: Meditations and Relaxation Techniques*
* Pugliese, J., and Fritz, J., *When Center Stage Becomes Overwhelming: Examining the Role of Tutor Burnout*

2006

- * Lafortune, J., and Pugliese, J., *Hunting for Buried Techniques: Scaffold and Proximal Zone of Development*

2005

- * Lora, J., Pugliese, J., Domenech, C., McGinn, L., and Draper, L., *Scattered Scenarios: An Exploration of Tutoring Techniques*
* McNamara, J., and Lafortune, J., *OK, Tutor Me! A Study in Motivational Strategies*

2004

- * McGinn, L. and Bubnick, K., *Communication Sensations: Reaching Tutees through Conversations*

2003

- * Pepe, J. and Prokop, C., *Tutoring Toolboxes: Reflecting on Connections*

2002

- * Bruno, K., and Nyhaug, E., *Communication Skills in a Changing World*

2001

- * Roake, S., Winful, E., and Wagenseil, S., *Tutoring Ethics: The Nebulous Frontier*

2000

- * Cullivan, K., Hendershaw, C., and Roake, S., *Connecting with Faculty: Working Together to Make Tutoring a Success*
* Zidek, S. and Winful, E., *Time for Tutoring.*

1999

- * Chaffey, S., Wilson-Reich, S., *Learning through Motivation*
* Fletcher, A. and Roake, S., *Establishing Positive Tutor/Tutee Relationships*

1998

- * Deschene, K., *Stress and Relaxation Techniques*
* Morgen, D. and Fisher, J., *Techniques to Improve Tutee Ambition*
* Zidek, S. and Regan, T., *New Tutor and Professor Interactions*

AWARDS, GRANTS, AND RECOGNITION

* SNHU; Summer Grant to develop VR/AI writing activities for use with MetaQuest™ headsets	2025
* SNHU; Summer Grant to create course-specific writing support materials for the English Department	2024
* Faculty Mentor for “Students Transforming through Research” (STR) program sponsored by the national Council for Undergraduate Research (CUR) – lobbied for support for undergraduate research in Washington, D.C., and participated in a year-long training program in advocating and writing for public policy	
* SNHU; Summer Grant to Create Explainer and Instructional Videos	2022
* Nominated for President-elect for College Reading and Learning Northeast Association (Regional) (CRLA-NE)	2022
* Nominated for President-elect for College Reading and Learning Association (National) (CRLA)	2021
* College Reading and Learning Association (CRLA); <i>The Karen G. Smith Special Recognition Award for Outstanding Service</i>	2021
* SNHU; Full-Year Sabbatical Award	2020
* SNHU; Summer Grant to Create Internal Writing Support Materials and Webpage	2020
* Port and Starboard Yacht Club; Commodore’s Award for Outstanding Service	2018
* SNHU; Summer Grant to Create Digital Feedback Protocols	2018
* National Association of Developmental Education (NADE); <i>Certificate of Appreciation for Outstanding Service</i>	2017
* SNHU; Summer Grant to a Digital Storytelling Webpage	2017
* SNHU; Outstanding Teaching Award Finalist	2016
* SNHU; Travel Grant to support IEAC in Hong Kong	2015
* SNHU; Summer Grant to Create an Adjunct Faculty Handbook	2015
* SNHU; President’s Merit Award for Outstanding Service	2014
* SNHU; Summer Grant to Create Internal Writing Resource Website	2014
* SNHU; Travel Grant to support EATAW in Budapest, Hungary	2013
* Learning Assistance Association of New England (LAANE); <i>Certificate of Outstanding Contributions to the Organization</i>	2012
* SNHU; Travel Grant to support EATAW in Limerick, Ireland	2011
* Learning Assistance Association of New England (LAANE); <i>Certificate of Outstanding Contributions to the Organization</i>	2007
* National Association of Developmental Education (NADE); <i>Certificate of Appreciation for Outstanding Service</i>	2007
* Listed in <i>Empire’s Who’s Who for Executive and Professional Women in Education</i>	2005
* Listed in <i>The Chancellor’s List</i>	2004
* Listed in <i>Marquis’ Who’s Who in America</i>	2000
* Inducted into Phi Kappa Phi Honors Society	2006
* Member of Sigma XI Research Program	1996
* Excellence in English Award	1993

CONSULTING

TOUR DIRECTOR

Friendship Tours; Bloomfield, CT
2024-Present

Responsibilities:

- * Lead bus day trips throughout New England; provide relevant information about destinations
- * Ensure safety for all participants
- * Submitted reports in a timely fashion that focused on accuracy and clarity

AUDITOR
Insula Research; www.insula.com
2010-2012

Responsibilities:

- * Visited a variety of businesses to perform on-site data collections used for quality control
- * Submitted reports in a timely fashion that focused on accuracy and clarity

.....

PROFESSIONAL ON-LINE TUTOR
SmartThinking; SmarThinking.com
2011-2012

Primary Responsibilities:

- * Responded to and guided student writing within a variety of academic fields and levels

ADDITIONAL PROFESSIONAL EXPERIENCE

Although the following positions outline my experiences outside of higher education, they speak to valuable events that I share with my students. Additionally, these positions were critical in shaping my writing, communication abilities, management style, and administrative approaches.

.....

**NATIONAL SPECIAL INTEREST GROUP (SIG) LEADER FOR TECHNOLOGY AND
DISTANCE LEARNING**
College Reading and Learning Association; Oak Creek, WI
2016-2024

Responsibilities:

- * Lead SIG meeting at CRLA annual conference and offer pre-conference institute on educational technology
 - * Maintain SIG website and post current articles, annotated bibliographies, and resources
 - * Organize and review SIG proposals for the annual conference; organize reviewers; advocate acceptances
 - * Submit bi-annual report to CRLA leadership
-

CHAPLAIN INTERN
St. Vincent's Hospital; Worcester, MA
2019-2020

Responsibilities:

- * Met spiritual needs and requests of patients, families, and hospital staff in a timely fashion
 - * Provided counseling to people going through personal and emotional challenges
 - * Worked with medical personnel and participated in team meetings and charting activities; promoted an interdisciplinary approach
 - * Performed patient rounds in emergency room, intensive care unit, observation, and post-surgical
 - * Acknowledged a wide variety of faith traditions
 - * Participated in the offering of worship opportunities
 - * Conducted spiritual assessments of patients
 - * Conferenced with fellow chaplains in order to provide standard, consistent, and supportive spiritual care to patients and hospital staff
-

GUEST EDITORIAL ASSOCIATE
***Shoreliner* – a publication dedicated to the New York, New Haven, and Harford Railroad**
Sterling, MA
2017

Primary Responsibilities:

- * Perform editorial changes; copyedit articles
- * Provide content feedback and revision suggestions to authors and the editor-in-chief

OFFICE MANAGER
M.S. Enterprises; Leominster, MA
1994-1996

Primary Responsibilities:

- * Designed and distributed marketing folders, postcards, and press kits
- * Responsible for content, desktop publishing, layout and design
- * Established and implemented marketing schedule
- * Trained and supervised office staff
- * Wrote bids, estimated pricing, and ordered computer systems
- * Addressed customer service questions and problems

.....
PUBLIC RELATIONS AND ARTS MANAGEMENT INTERN & VOLUNTEER
ProArte Chamber Orchestra of Boston; Boston, MA
1994-1996

Primary Responsibilities:

- * Initiated a college-connection program for post-secondary music programs
- * Developed and produced media kits and informational packets
- * Performed public relations functions and responsibilities
- * Participated in ticket swaps and activities to build liaisons with other Boston arts venues

.....
COMMUNICATIONS AND CLIENT RELATIONS SPECIALIST
John Hancock Financial Services; Leominster, MA and Acton, MA
1990-1994

Primary Responsibilities:

- * Worked for representatives maintaining 200K+ in commissions to establish independent offices linked to district offices
- * Hired, trained, and managed office support staff
- * Designed and maintained client database files and contact lists (using ACT)
- * Managed telemarketing staff, coordinated training times, maintained sales logs, etc.
- * Wrote scripts and supervised tracking data for initial contacts
- * Responsible for client contact, follow-up, and services
- * Implemented and maintained client communication including letters, acknowledgements, informational pieces, and annual updates

.....
OFFICE ASSISTANT
Victory Supermarkets Corporate Office; Leominster, MA
1987-1990

Primary Responsibilities:

- * Managed switchboard; tracked senior management during store rotations; worked customer relations
- * Responsible for vendor office appointments
- * Balanced invoices for accounts receivable and accounts payable

.....
PROFESSIONAL MUSICIAN
Union Local 143; Worcester, MA
1990-1994

Primary Responsibilities:

- * Performed 1st or 2nd chair reeds for pit orchestra for local musicals, including *Barnum*, *Hello, Dolly*, and *Grease*
- * Performed 3rd or 4th chair reeds for professional concerts, including Central Massachusetts Military Band, *Starburst* and Ashby Local Military

COMPUTER SKILLS

- * Proficient PC and Apple user, including iPad Pro, iMac, and MacBook Pro
- * Proficient in Apple applications, including *Pages*, *Keynote*, and *Numbers*
- * Proficient in PC applications including *Word*, *Excel*, *PowerPoint*, *Publisher*, and *Outlook*
- * Proficient in design apps including *Camtasia* (video instruction software), *Weebly & Wix* (web page development), and *Techsmith/Jing Video & Screen-O-Matic/ScreenPal* (screencasting programs)
- * Proficient in Adobe *Photoshop Elements*, *Corel PhotoStudio*, *Corel VideoStudio*, Apple *iPhoto*, and Apple *iMovie*
- * Proficient with *ACT* database management system
- * Proficient in Educational Portals, including *Jenzabar* and *MyWritingLab*
- * Proficient in Learning Management Systems, including *WebCT*, *Blackboard 8*, *Blackboard 9*, and *Brightspace (D2L)*
- * Proficient in Google applications including *Drive*, *Gmail*, *Photos*
- * Proficient in *MicroGrade* (grading software)
- * Proficient in student inclusion and response apps, including *Kahoot*, *PollEverywhere*, and *Remind*

SERVICE ROLES

PORT AND STARBOARD YACHT CLUB (PSYC) Jonesport, ME 2018-2022

Primary Responsibilities:

- * Race official 2018-2020
- * Club photographer
- * Member of committee/chase boat/safety boat

FEDERATED CHURCH OF CHARLTON (FCC) Charlton, MA 2018-2022

Primary Responsibilities:

- * Greeter
- * Lay Worship Leader
- * Volunteer (yard sales, breakfasts, fundraisers)
- * Church Retreat Participant
- * Community Service Worker (serve meals at the Dismiss House, a community living environment that aids in reconciling former inmates back into society)
- * *Facebook* page manager for “Daily Devotions,” and FCC page, both dedicated to church
- news, updates, and lectionary readings (2018-2020)
- * Missionary to Houston, TX (worked on homes damaged by flooding and assisted with trip logistics) (2019)
- * Interim Confirmation Teacher (2019-2021)
- * Technology Committee Secretary/Recorder (2021-2022)
- * Technology Committee Chair (2022-present)

AMERICAN RED CROSS (ARC) Worcester, MA 2018-2021

Positions:

- * Trainee (May 2018)
- * Promoted to Disaster Action Team (DAT) member (August 2018)
- * Promoted to DAT Supervisor-in-Training (July 2019)
- * Promoted to DAT Supervisor (August 2020)

Completed Trainings:

- * Using Edge as a Learner (2018)
- * Disaster Cycle Services: An Overview (2018)
- * Recovery Services: An Overview (2018)
- * Concepts of Operations (2018)
- * Shelter Fundamentals (2018)
- * Deployment Fundamentals (2018)
- * Meet the Client: What is a Family (2018)
- * Concepts of Operations Basics (2018)
- * Psychological First Aid: Helping Others in Time of Stress (2018)
- * CAS for Recovery Fundamentals (2019)
- * CAS: Your Account (2019)

* Disaster Action Team Fundamentals (2020)

* Mass Care: An Overview (2020)

Responsibilities:

* Conduct interviews of those affected by a disaster to assess and meet their emergency needs

* Provide appropriate client assistance based on the Direct Client Assistance Program

* Generate necessary reports or documents related to the incident or assistance

* Assist in staffing reception centers and shelters when large numbers of disaster clients are displaced from their homes

* Assist, when appropriate, with on-scene food and beverage mass care service to disaster clients and emergency workers in the disaster area

* Attend monthly meetings, “Central Territory Disaster Cycle Services”

Hours Served:

* Response hours: 375.09 hours (as of December 31, 2021)

* Lifetime combined hours: 5,138.09 (as of December 31, 2021)

Notable Events/Service

* Gas line fires/explosions in Lawrence and Andover, MA (September 2018)

- Worked overnight logistics and shelter set-up

* Hospital responses, including fatalities, emergency rooms, and trauma centers

ADDITIONAL SERVICE

* American Red Cross (ARC) Blood Donor	2017-present
* Siamese, Oriental, and Snowshoe (SOS) Cat Rescue	2020-present
- Adopted two cats from a Texas kill shelter	
- Assist with transportation throughout the New England area to foster families and adopters	
- Approved foster parent to provide short-term care for cats available for adoption	
- Assist in matching available cats to homes	
* American Red Cross (ARC) COVID-19 Convalescent Plasma Donor	2020-2021
* SNHU’s Center for Civic Engagement – Volunteer for <i>The Way Home</i> shelter; yard work	2014-2016
* Pet Therapy Volunteer (United States Dog Registry)	2008-2013
- Took 2 cats, 2 Russian hamsters, 1 dog, and 1 dwarf Dutch Rabbit to local shut-in residents, Assisted living environments and nursing homes.	
* Joe G.’s Modern Big Band (Worcester, MA)	1998-2017
- Manager and Program Designer	
- Musician	
- Played concerns for residents of the Jewish Healthcare Center and local church events	
* Lunenburg Town Band (Lunenburg, MA)	
- Musician	1988-2010
- Manager	2006-2010
* Fitchburg American Legion Band (Fitchburg, MA) - musician	1988-2010
* Westminster Town Band (Westminster, MA) - musician	1988-2010
* Townsend Town Band (Townsend, MA) - musician	1988-2010
* Epsom Town Band (Epsom, NH) - musician	1988-2010
* New Players Theatre Guild (Fitchburg, MA)	1984-1994
- Performer (actress & dancer)	- Stage Hand
- Stage Manager; Asst. Stage Manager	- Director
- Property Coordinator	
* Leominster Hospital (Leominster, MA)	1988-1996

CERTIFICATIONS / NON-ACCREDITED COURSEWORK

- * CPR/AED Certified (American Heart Association) 2018-present
- * First Aid Certified (American Red Cross) 2018-present
- * Wilton Certified for Cake Decorating
 - Level I - Tiered Wedding Cakes
 - Level II
- * American Kennel Club (AKC) Canine Good Citizen Certified 2008
- * Diploma in Biblical Studies (BiblicalTraining.org) 2019-2020
 - Courses include:
 - *Life is a Journey* (BiblicalTraining.org)
 - *Bible Survey: Big Screen Perspective* (Western Seminary)
 - *Understanding the Old Testament* (Beeson Divinity School)

INTERESTS

- * Interests
 - Kayaking
 - Music (reeds/woodwinds)
 - Photography
 - Sailing
 - Horseback Riding
 - Dog Agility
 - Kickboxing
 - Scrapbooking & Cardmaking
- * Amateur Photographer
 - Photographs may be viewed on the following websites:
 - > Jonesport Nautical Gifts (<https://www.nauticalantiques.com>)
 - > Port and Starboard Yacht Club (<https://www.facebook.com/portandstarboardyachtclub/>)
 - > Wicked Awesome Maine; Down East Destinations (<https://facebook.com/featherbedisland.com>)
 - Published Photographs
 - > “Port and Starboard Yacht Club Regatta”; *Machias Valley News Observer*; August 21, 2019
 - > “Pisces Propels Fishes to Another Sailing Trophy”; *Machias Valley News Observer*; August 9, 2017
 - Sample photos may be viewed at: <https://cbickford7.wixsite.com/professorcrystal/photography>
 - Club Photographer for Port and Starboard Yacht Club

TRAVEL

- * Domestic Travel (places of special interest)
 - Steamboating: *Delta Queen* (Mississippi River); *Mississippi Queen* (Ohio River); *American Queen* (Mississippi River)
 - National Parks
 - Civil War Battle Fields (including St. Petersburg, Vicksburg, Gettysburg, Antietam, Fredericksburg, Chickasaw, Bull Run, Harper’s Ferry, Charleston Harbor, Chattanooga, Chickamauga, Lookout Mountain, Lynchburg, Appomattox, and Fort Sumter)
 - Major cities and backroads
- * Domestic Travel with Students⁺
 - Minneapolis, MN (including Swedish Institute and Illusion Museum)
 - Washington, DC (including national monuments, Congressional Hill, and museums)
 - New Orleans, LA (including historical tours, ghost tours, Bourbon Street, WWII museum, and national parks)
 - Oklahoma City, OK (including Route 66 and University of Central Oklahoma)
 - Pittsburgh, PA (including incline, Segway tour, Pittsburgh Zoo, and Heinz Museum)
 - Memphis, TN (including Beale Street, Graceland, and University of Memphis)
 - Louisville, KY (including zip-lining, Mammoth Caves National Park, and Lincoln’s birthplace)
 - Cincinnati, OH (including Underground Railroad Freedom Center)
 - Portland, OR (including coastal region and Columbia Gorge)
 - Gettysburg, PA (Gettysburg National Park)

⁺ Travel with students generally includes a combination of cultural experiences (local museums and sites), entertainment (zoos, sightseeing, ziplining, Segway tours, etc.), ample conference participation & concurrent sessions, and a sample of local food and eateries.

- Atlanta, GA (including Georgia Aquarium – largest in the country, Zoo Atlanta – one of three zoos in the country with panda bears, Human and Civil Rights Museum, and the Coca-Cola Museum)

* International Travel with Students

- Greece (including Athens, Delphi, and inner islands)
- Italy (including Venice, Florence, Rome, Vatican City, Sienna, San Giamignao, and Orvieto)
- London, United Kingdom
- Paris, France
- Amsterdam, The Netherlands
- China (including Beijing, Shanghai, Hong Kong, and Xi'an and the businesses of Kingway Beer Company and General Motors)
- Ireland (including Shannon, Dublin, Aran Islands, Ring of Kerry, Claddagh, and Wicklow)

* Solo International Travel

- Ireland (including Giant's Causeway, Limerick, Belfast, and east coast driving route)
- France (including Paris, Giverny, and Versaille)
- Hungary (including Budapest, the Danube Bend, Szentendre, Kecskemet, and Lajosmizse)
- Hong Kong, China S.A.R. (including Landau Island, Tai O, Aberdeen, Macau, Ocean City, Disneyland, Stanley, Victoria Peak, and Kowloon)
- Spain (including Palma de Mallorca and Carretera Alcudia-Artá)
- Sweden (including Stockholm, Göteborg, Marstrand, Vinga, and Lidköping)