

Curriculum Vitae
Rhiannon N. Pollard

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EDUCATION

Ph.D. Educational Technology, Curriculum and Instruction, University of Florida, 2022.
Dissertation: "Past, Present, and Post(?) - Pandemic Future: Instructional Designers in Higher Education," Committee Chair: Swapna Kumar, Ed.D.

M.Ed. Educational Technology, Curriculum and Instruction, University of Florida, 2015.

B.A. English, University of Florida, 2004.

B.S. Psychology, University of Florida, 2004.

PROFESSIONAL EMPLOYMENT

UF Online, University of Florida	2021-Present
Associate Director, Academic Strategies	

School of Teaching and Learning, University of Florida	2022-2023
Adjunct Lecturer, Educational Technology	

School of Forest, Fisheries, and Geomatics Sciences, University of Florida	2011-2021
Assistant Director, Academic Support Services, 2019	
Manager, Academic Support Services, 2016	
Academic Program Coordinator III, Graduate and Online Programs, 2014	
Academic Support Services Coordinator II, Online Programs, 2012	
Academic Support Services Coordinator I, Graduate Programs, 2011	

Soil and Water Science Department, University of Florida	2006-2009
Program Assistant, Academic Support Services	

Training and Organizational Development, University of Florida	2005-2006
Program Assistant	

PUBLICATIONS

Wang, X., Kumar, S., Pollard, R., Ritzhaupt, A., Lu, J., & Martin, F. (2023). Centers for Teaching Excellence: Director Roles and Competencies. Manuscript in preparation.

Pollard, R. & Kumar, S. (2023). Pandemic Experiences of Instructional Designers in Higher Education. Manuscript in preparation.

Pollard, R. (2022). Past, Present, and Post(?) - Pandemic Future: Instructional Designers in Higher Education [Doctoral Dissertation, University of Florida]. https://ufl-flvc.primo.exlibrisgroup.com/permalink/01FALSC_UFL/175ga98/alma99384097893006597

Kumar, S., Dawson, K., Pollard, R., & Jeter, G. (2022). Analyzing Theories, Conceptual Frameworks, and Research Methods in EdD Dissertations. *TechTrends*, 1-8. <https://link.springer.com/article/10.1007/s11528-022-00739-4>

Pollard, R. & Kumar, S. (2022). Instructional Designers in Higher Education: Roles, Challenges, and Supports. *Journal of Applied Instructional Design*, 11(1). https://edtechbooks.org/jaid_11_1

Kumar, S., Pollard, R., Johnson, M., & Ağaçlı-Doğan, N. (2021). Online research group supervision: Structure, support and community. *Innovations in Education and Teaching International*, 58(6), 647-658. <https://www.tandfonline.com/doi/abs/10.1080/14703297.2021.1991430>

Pollard, R. (2021, March 1). Support for the Supportive: Illuminating Instructional Design. *CourseTune.com*. <https://coursetune.com/guest-post-support-for-the-supportive-illuminating-instructional-design/>

Pollard, R., & Kumar, S. (2021). Mentoring graduate students online: Strategies and challenges. *International Review of Research in Open and Distributed Learning*, 22(2), 267-284. <https://www.tandfonline.com/doi/abs/10.1080/14703297.2021.1991430>

Pollard, R. (2017). "Course Planning." UF Instructor Guide. University of Florida. <https://ufl.pb.unizin.org/instructorguide/chapter/course-planning/>

CONFERENCE PRESENTATIONS

Presenter, "Online Learning Success Tips," Florida Online Education Symposium in Gainesville, Florida (online), 2023.

Co-Presenter, "Meeting the GenAI: An Ed Tech Intro to AI and Beyond," UF ID Symposium in Gainesville, Florida, 2023.

Co-Presenter, “Center Directors on the Roles and Services Provided by Centers of Teaching Excellence (CTE) in American Universities,” Association for Education, Communication, and Technology International Convention in Las Vegas, Nevada, 2022.

Presenter, “Instructional Designers in Higher Education: Twenty Years of Research,” UF College of Education Symposium in Gainesville, Florida, 2022.

Co-Presenter, “Gator Pathways: Enhancing Access to the University of Florida,” University and Professional Continuing Education Association in Orlando, Florida, 2022.

Co-Presenter, “Strategies for Mentoring Online Graduate Students,” Association for Education, Communication, and Technology International Convention in Las Vegas, Nevada, 2019.

Presenter, “Strategies for Mentoring Online Graduate Students,” International Mentoring Association in Gainesville, Florida, 2019.

INVITED TALKS AND CAMPUS PRESENTATIONS

Guest Speaker, “Centralized and Decentralized Administration of Online Educational Programs,” EME6236, UF College of Education, 2023.

“Setting Yourself Up for Success,” UF Online Gator Get-Together, 2023.

Panelist, “Panel with the Pros,” UF Preview Family Sessions, 2022.

“How to Turn Chapter Two into a Publication,” UF College of Education, 2021.

“Engage, Scaffold, and Support: Stories of Opportunity,” University of Florida, 2021.

“Faculty Guide to Getting a Website,” UF/IFAS School of Forest Resources and Conservation, 2021.

“Course Quality Initiative,” UF/IFAS School of Forest Resources and Conservation, 2020.

“Lessons Learned: Reflections on Online Teaching and Looking to the Future,” UF/IFAS School of Forest Resources & Conservation, 2020.

“Teaching Hyflex: Easy Ways to Make it Work” (asynchronous), University of Florida, 2020

“Teaching Online: How to Transition Your Course Without Losing Your Mind,” University of Florida, 2020.

“Let’s Get Aligned,” Teacher’s Bootcamp (with Roche Fellow Steven Johnson, Ph.D.), College of Agricultural and Life Sciences, 2019.

“Writing Learning Outcomes,” UF College of Agricultural and Life Sciences, 2019.

Panelist, Instructional Design, CourseTune workshop, 2019.

“Leveraging Technology for Academic Support,” UF College of Agricultural and Life Sciences Advising Committee, 2018.

“Canvas Orientation,” UF/IFAS School of Forest Resources and Conservation, 2015.

“Raising the Bar on Distance Education,” UF/IFAS School of Forest Resources and Conservation, 2012.

TEACHING EXPERIENCE

Non-credit faculty development workshops, “Design a Great Online Course,” “Build a Great Online Course,” and “Teach a Great Online Course,” (team project), Center for Teaching Excellence, University of Florida, 2023.

EME 6236, Distance Education Leadership and Management, University of Florida, Fall 2022.

Non-credit professional development course, “Online Student Success Coaching” (team project), Houston Community College, 2022.

Non-credit team onboarding course, “UF Online Team Onboarding Experience,” University of Florida, 2022.

Non-credit public demo course, “UF Online Course Experience Demo” (team project), University of Florida, 2022.

Non-credit faculty development course, “Teaching Online: Do It Yourself,” University of Florida, 2020.

Non-credit student professional development course, “Professional Behavior and Academic Integrity,” University of Florida, 2019.

Non-credit student orientation course, “SFRC Academic Hub,” University of Florida, 2016.

RESEARCH EXPERIENCE

UF Online Student Experiences (UF IRB exempt approved), PI.

Making instructional design collaborations work for faculty (UF IRB exempt approved), PI.

How "quality matters" to students: perspectives on online course quality (UF IRB exempt approved), PI.

Experimental Analysis of an Academic Coaching Intervention for Online Student Success (IRB202200725), Study Staff.

Examine the competencies of directors for centers for teaching excellence in institutions of higher education (IRB202102388), Study Staff.

UF Online Student Experience Survey (IRB201902998), PI Proxy.

Foretelling the Future: Higher Education Instructional Designers' Visions of Their Profession Post-Pandemic (IRB202100020), PI.

Facing Challenges and Finding Supports: Experiences of Instructional Designers in Higher Education During a Pandemic (IRB202100002), PI.

Analysis of Dissertations in an Online Doctoral Program (IRB201903131), Study Staff.

Lessons Learned: Teaching in Higher Education During a Pandemic (IRB202001864), PI.

Challenges Faced by Instructional Designers in Higher Education (IRB201900798), PI.

Teaching Beliefs and Practices of Highly Regarded Undergraduate and Graduate Instructors (IRB201700251), Study Staff.

UNIVERSITY SERVICE

Member, Quality Enhancement Plan 2024-2029 Task Force, University of Florida, 2022-Present.

Chair, UF Online Advising Circle, University of Florida, 2021-Present.

e-Learning Advisory Committee, University of Florida, 2012-Present.

- Member, subcommittee on Authentic Assessment, 2020.
- Chair, subcommittee on Learning Analytics, 2019.
- Member, subcommittee on Change Management Planning, 2014.

Member, Assistant Provost and Director of Student Success Search Committee, University of Florida, 2022.

Member, Senior Director of Advising Search Committee, University of Florida, 2022.

Member, ITN-22NH-109 Proposal Committee, University of Florida, 2022.

Member, Interface Planning Committee (formerly Technology Innovation Advisory Committee) University of Florida, 2012-2021.

Member, Distance Education Committee, School of Forest Resources and Conservation, University of Florida, 2012-2021.

Member, Graduate Programs Committee, School of Forest Resources and Conservation, University of Florida, 2011-2021.

College of Agricultural and Life Sciences Curriculum Committee, University of Florida, 2017-2019.

- Chair, subcommittee on Learning Outcomes, 2019.
- Developed college-wide teaching support resources, 2019.

Member, Faculty Development Advisory Committee, University of Florida, 2014-2016.

PROFESSIONAL ASSOCIATION MEMBERSHIPS

Member, University Professional and Continuing Education Association (UPCEA), 2021-Present.

Member, International Mentoring Association (IMA), 2019-Present.

Member, Association for Education, Communication, and Technology (AECT), 2017-Present.

Member, National Center for Faculty Diversity and Development (NCFDD), 2017-Present.

Member, Online Learning Consortium (OLC), 2014-Present.

Member, National Academic Advising Association (NACADA), 2011-Present.

RELATED PROFESSIONAL SKILLS

University leadership and administration of academic program, curriculum, faculty support, and student support operations.

Comprehensive development and implementation of educational programs for online and/or blended delivery.

Application of learning theories, principles, and other fundamentals of instructional and user experience design to online, blended, and face-to-face course development.

Quality assessment and evaluation of courses, curricula, and student support and engagement activities.

Translational communication across diverse audiences (e.g., prospective and current students, faculty, and university staff).

Supervision and management of teams of direct and indirect reports, including academic advisors and instructional designers.

Innovative application of technologies related to teaching and learning, data collection/analysis, CRM, and project management.

Academic advising and student success coaching.

Web development and graphic design.

AWARDS AND HONORS

Outstanding Staff Member, School of Forest Resources and Conservation, University of Florida, 2020.

Outstanding Staff Member, School of Forest Resources and Conservation, University of Florida, 2012.

Outstanding Staff Member, Soil and Water Science Department, University of Florida 2006.

National Merit Scholar, 2000-2004.

Florida Academic Scholar, 2000-2004.

Golden Key National Honor Society, 2000-2004.

NON-ACADEMIC PROFESSIONAL EXPERIENCE

Web development and graphic/instructional design, freelance	2005-Present
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REFERENCES

Evangeline Cummings, Ed.D., ecummings@ufl.edu, Senior Assistant Provost and Director, UF Online, University of Florida.

Swapna Kumar, Ed.D., swapnakumar@coe.ufl.edu, Clinical Associate Professor, College of Education, University of Florida.

Al Wysocki, Ph.D., wysocki@ufl.edu, Associate Dean, College of Agricultural and Life Sciences, University of Florida.

Terrell “Red” Baker, Ph.D., ttredbaker@ufl.edu, Director, School of Forest, Fisheries, and Geomatics Sciences, University of Florida.

Kristin Powers, kristinleighpowers@gmail.com, Director of Marketing, Cidi Labs.