

RHIANNON POLLARD

PhD

ONLINE PROGRAM LEADER
EXPERT LEARNING DESIGNER

PROFESSIONAL INTERESTS



Online Teaching & Learning Environments

Faculty Development

Research & Thought Leadership

UX/LX Design

Online Student Support

Performance Improvement

User/Client Training

SKILL AREAS



Strategic Planning & Leadership

Process Improvement

Instructional/Learning Design &
Educational Technology

Training & Development

Survey Design & Deployment

Collaborative Communication

Qualitative & Mixed Methods Research

Productivity, Media/Graphics, & Learning
Software Platforms

Web Development

PROFESSIONAL STATEMENT

I am a demonstrated and successful leader in the design, development, deployment, expansion, and administration of units, projects, and teams focused on online teaching and learning, faculty/client training and professional development, and digital communications and collaboration, including research, strategic planning, and thought leadership.

I care first and foremost about user/learner/stakeholder experience and strive to use my energy, position, and expertise to enable those experiences to be as enriching and engaging as possible for each individual.

Transparency, integrity, and empathy represent my core values as a leader.



CURRENT & PAST RESPONSIBILITIES

Overseeing centralized online academic program administration at the #1 online bachelor's program in the US (2021, 2022), encompassing 25 undergraduate majors serving 5,000+ students. Focus on: student success, support, and advising; instructional design needs; faculty development; course quality assurance; policy interpretation and implementation; and academic unit engagement and collaboration.

Directing online graduate-level academic programs including student services and advising management, instructional design team management, faculty development, academic assessment (program and course evaluation), and unit marketing/communications.

Recommending, implementing, and training on technologies for teaching, learning, and student support.

Developing and/or co-developing online courses for academic and non-credit activities, primarily in the Canvas LMS.

Developing and implementing proposals for new online programs, courses, teaching support, and incentive structures.

Developing guidelines for instructor support and collaboration on online teaching and learning strategies and professional development.

Teaching online graduate course EME6236, Distance Education Leadership and Management.

Leading communications efforts, including publication of newsletters, annual reports, social media, and press releases.

Leading and facilitating a community of practice of over 30 academic advisors for fully online degree programs.

Leading and participating on departmental, college, and university-wide committees for online learning.

Supervising full-time instructional design, communications, administrative, and student support staff

Managing annual budgets from < \$100,000 to > \$3,000,000.



Rhiannon Nicole Pollard
rhiannon@ufonline.ufl.edu

Gainesville, Florida, 32606

RHIANNON POLLARD

PhD

ONLINE PROGRAM LEADER
EXPERT LEARNING DESIGNER

PROFESSIONAL HISTORY



UF Online, 2021 - Present

Associate Director, Academic Strategies,
2021-

UF/IFAS School of Forest, Fisheries, & Geomatics Sciences, 2011-2021

Assistant Director, Academic Support
Services & Communications, 2019-2021

Manager, Academic Support Services
Academic Programs, 2016-2019

Academic Program Coordinator III, Graduate
& Online Programs, 2014-2016

Academic Support Services Coordinator II,
Online Programs, 2012-2014

Academic Support Services Coordinator I,
Graduate Programs, 2011-2012

UF/IFAS Soil & Water Science Department, 2006-2009

Program Assistant, Academic Support
Services

UF Training & Organizational Development, 2005-2006

Program Assistant

Web Developer, Freelance,
2005 - 2023

ADDITIONAL WORK HISTORY AVAILABLE



SPECIFIC ACCOMPLISHMENTS

Developed and delivered numerous trainings and professional development workshops focused on instructor training, staff onboarding, teaching, technology, and advising for online programs.

Designed and published 50-100 online graduate and undergraduate courses at UF in collaboration with faculty instructors.

Established policies and procedures to improve transparency and communication between central academic administration and individual colleges and departments.

Created standardized online course development resources, processes, and timelines for faculty working with instructional designers.

Built and effectively managed online graduate academic programs, resulting in consistent enrollment and revenue increases of nearly 90% year-over-year in the first 3 years with stable or increasing profit margins.

Designed and implemented a comprehensive annual Student Experience Survey and follow-up interview protocols to ensure student voices are represented during continuous improvement processes.

Developed a faculty-focused Canvas site repository of resources for teaching and advising, including tutorials and best practices.

Designed and developed dozens of websites for clients including UF departments, faculty research programs, non-profits, and small businesses.

Created a complete customer support solution using Zendesk and Pendo for a tech company, including design and migration of help center contents.

Created a comprehensive new hire onboarding experience for remote workers using LMS, Slack, and Zendesk.

Built and nurtured multiple collaborative, successful, and high-morale teams of direct and indirect reports.

Streamlined and automated numerous online student advising processes while preserving the feedback experience, improving workflow and turnaround time for responses.

Improved efficiency and reduced faculty and staff effort for the collection and reporting of student learning outcomes in online courses and programs.

Improved efficiency of staff workflows, data management, and collaborative tasks through the combined use of several online technologies.

Developed and produced dozens of asynchronous video user trainings focused survey methodology best practices and online platform tutorials.

Designed and created academic advising hub and orientation, which serves CRM functions, to encourage community and provide information and guidance for students in online programs.

Designed and facilitated training for Houston Community College Online Success Coaches on best practices for advising and supporting fully online students.

Elevated online student engagement and connection to programs through monthly contests, welcome swag packages, and more.

Expanded and organized communication strategies and efforts through the use of a CRM (Mailchimp).



Rhiannon Nicole Pollard
rhiannon@ufonline.ufl.edu

Gainesville, Florida, 32606

RHIANNON POLLARD

PhD

ONLINE PROGRAM LEADER
EXPERT LEARNING DESIGNER

EDUCATION



PhD, Curriculum & Instruction,
Educational Technology
University of Florida, 2022

MEd, Curriculum & Instruction,
Educational Technology
University of Florida, 2015

BS, Psychology (Cum Laude),
University of Florida, 2004

BA, English (Cum Laude),
University of Florida, 2004

CURRICULUM VITAE AVAILABLE [HERE](#)



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. & 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

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. (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>

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://courseline.com/guest-post-support-for-the-supportive-illuminating-instructional-design>

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



REFERENCES

Evangeline Tsibris Cummings, EdD, ecummings@ufl.edu
Senior Assistant Provost & Director, UF Online, UF

Emma Brady, vida@ufl.edu
Assistant Director, UF Online, UF

Swapna Kumar, EdD, swapnakumar@coe.ufl.edu
Clinical Associate Professor, College of Education, UF

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

Terrell "Red" Baker, PhD, tbakeriii@ufl.edu
Director, School of Forest, Fisheries, & Geomatics Sciences, UF



Rhiannon Nicole Pollard
rhiannon@ufonline.ufl.edu

Gainesville, Florida, 32606

THANK YOU FOR YOUR ATTENTION.
Please reach out with questions!