

CURRICULUM VITAE

Dr. Tiffany Chan, Ed.D., M.A., B.A.

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Statement of Teaching Philosophy

Acquiring knowledge by instruction, analysis, and study is the purpose of education. But teaching encompasses much more. Teaching includes the development of critical analysis through writing, as well as through literature. It is about connecting literary works to a range of disciplines such as psychology, history, social justice, and science to name a few. This allows students to respond to classic works of literature, and their own areas of interest, in meaningful ways and often sparks a life-long love of learning and promotes curiosity in the world around them. To communicate this view to my students, I practice a subjective approach to composition and literature derived in part from reader response theory and make inclusion, equity, and diversity a priority in the literature studied. My course assignments and classroom activities stress individual thought and the diversity of interpretive processes to assist students in cultivating the cognitive skills necessary for effective interpretation and communication, as well as provoke deep thought about our world and communities.

In my own development as an instructor, my focus on literature has evolved to include elements of social justice because it is my belief that we all have obligations to our fellow human beings, to our students and colleagues, our families, neighbors, and to strangers we will never meet in places we will never go. It is my philosophy that the study of literature, mapping the contours of what it means to be human—our aspirations and anxieties, our histories and hopes—is essential to the growth of a progressive society, which places equality and social justice at the forefront. As humans, we come to know others by the stories they tell, even as we determine who we are by the stories we tell ourselves. It is for these reasons that it is important to the learning process, students must first recognize that what they are studying is of value and importance and form a strong connection to the material both in theory and practical application. Student learners are a diverse group with divergent viewpoints and interests; therefore, I recognize that my role as an educator and leader is to help students recognize the relationships that exist between varying interests and fields of study.

In my work as a scholar, writer, and teacher, I often explore how literature, more than any other discipline, is based in a play of imagination that animates abundant possibilities for alternate social arrangements: atypical societies, different ways of living, utopian intuitions about more equitable, more liberated, and more just forms of social organization. Literature's diverse inventory of aesthetic forms and strategies can move readers emotionally and recruit us to develop habits of empathy and nuanced thought. Literature can uncover the affective dimension of structures of inequality; its use of language may force readers to re-think moral rhetoric and its relationship to ethical practice; its complexly realized worlds can embody, and thus make knowable and subject to analysis, vast economic and global structures that resist conceptualization based on individual experience. Literature can lead us, as well, to understand traditional social structures from an informed, critical perspective.

Personal Attributes

Demonstrated leader managing an international corporate department of educational technology with strong interpersonal communication skills to facilitate exceptional interdepartmental support, collaboration, and team development.

Significant expertise in project management, Agile, learning assessment, curriculum development, program development, student retention, faculty development, faculty governance, program assessment, competency-based education programs, institutional assessment, and accreditation.

Subject matter expertise in Competency-Based Education, leadership, professional development, management, communications, higher education, cultural and gender diversity, and ethics.

Significant project management experience in design and development of competency-based education programs, assessments,

content, and implementation.

Exceptional at teaching and guiding online students, technology implementation, and constructing coursework that is highly engaging, entertaining and informative.

Skilled practitioner of research-based best practices for identifying, writing, assessing, and helping students to achieve learning objectives and competencies.

Demonstrated achiever with exceptional knowledge in composition pedagogy, world literature, and creative writing.

Published scholarly author in the area of education, management, leadership, and literature and developed competency-based learning materials and assessments.

Activist in all areas of higher education with a clear vision for academic excellence and an uncompromised commitment to academic integrity.

Highly involved leader who consistently inspires and motivates students to accomplish challenging goals and attain the highest standards possible.

Teaching & Development Experience

Instructor 2015 – Present
American Intercontinental University, Schaumburg, IL

Teach English composition and public speaking courses.

Courses Taught:

ENGL 106 English Composition

In this course, students focus on developing writing skills through practice and revision of a variety of different types of essays. Students are also given instruction in library and online research and methods of documentation.

ENGL 107 English Composition II

In this course, students focus on research and developing writing skills through writing the "argument" essay. Students are also given instruction in library and online research and methods of documentation.

PRES 111 Public Speaking: Presentation Essentials

This course focuses on preparing and delivering effective presentations. In addition, students learn about presentation strategy and the creation of visual aids.

Prior Learning Assessment and Experiential Essay SME (short-term contract) 2021 – 2022
American Intercontinental University, Schaumburg, IL

Researched, developed, and adapted all current undergraduate, graduate, and doctoral programs to allow application for PLA (Prior Learning Assessment) and Experiential Essays as part of their Accelerate path. Using the Kolb learning model and CAEL frameworks, I worked with each department to align PLA and Experimental Essay requirements through competency alignment and implement a digital delivery solution within the LMS, provided internal document guides, and trained advisors on identification and analysis of artifacts to determine eligibility.

Director of Educational Technology 2018 – 2021
Mathnasium HQ, Los Angeles, CA

Directed, strategized, and implemented the online learning program for all 2000 world wide Mathnasium learning centers through careful collaboration between vendor partnerships, development, customization, roll out and adoption among franchisees, trained, and aided in marketing of the program. This included a total migration from Blackboard to the ConexEd platform. In addition, particular attention was given to client life-cycle, LMS development and implementation including development of APIs, franchise systems, customer adoption, training, and technical documentation. Primary technical support and developer for LMS and software to Mathnasium centers globally. Grew adoption of the program to 98% across entire franchisee eco system, and increased overall student enrollments by 40% nationally. Worked closely with VP of marketing and Creative Director to assist in marketing strategy at community and national level.

Instructional Technologist

2017 – 2018

IDesignEdu, Dallas, TX

Designing and creating visually engaging eLearning projects using multimedia eLearning software that meet SCORM and AICC compliance standards with high-quality learner interactivity. Coordinating the design specifications, narration scripts, storyboards, and production of interactive learning objects (media assets, graphics, text, audio, and video) for eLearning projects. Applying innovative pedagogy that focuses on the learner's experience for effective online delivery. Developing visual design of course production templates and/or courses in a variety of LMS platforms, including but not limited to Canvas, Blackboard, Moodle, and Desire2Learn. Interacting effectively with internal and client stakeholders to create a shared vision for each specific project.

English Teacher

2018 - 2018

Tomorrow Advancing Life/VIPX, Beijing, China

Manage and teach ESL to groups and one-on-one session of Chinese students, ranging in level and ability, ages 5-adult. Effectively use time management practices in 25 to 45 minute lessons. Use multiple modalities to construct an engaging and reciprocal teaching experience.

Implementation Consultant

2016 – 2017

D2L, Kitchener, Ontario, Canada

Primary contact in the Implementation Phase of D2L Solutions for medium to large sized clients such as higher education institutions and corporations. In addition, I assess client technical readiness and plan software installation and configuration. Requirements analysis with clients to establish an implementation and configuration plan for the solution. Propose, design, develop, and deploy standard product as well as custom technical solutions. Design, configure, and deploy integration solutions between enterprise systems such as the D2L suite of products and Student Information Systems. Support client acceptance testing of deployed solutions. Keep up to date with new technology trends to help facilitate client learning solutions. Maintain proficiency with D2L Web Services APIs to help clients develop custom integrations. Design and develop solutions using most effective technology for a given situation like XML, XSLT, MS SQL or various scripting languages.

Instructor

2016 - 2017

Embry Riddle Aeronautics University, New York, NY

Teach English composition courses.

Courses Taught:

ENGL 123 – English Composition

This course focuses on learning to use writing as a tool for thinking as well as a tool for expression of thoughts and ideas. It addresses the composing process, research and documentation, and rhetorical strategies for various audiences and purposes.

Associate Professor

2016 - 2017

University of Maryland University College, Upper Marlboro, MD

Teach English composition courses.

*Courses Taught:***WRTG 101 – Introduction to Writing**

(Fulfills the general education requirement in communications.) Practice in effective writing and clear thinking at all levels, including the sentence and paragraph, with emphasis on the essay and the integration of research into one's writing. A review of grammar is provided. The objective is to apply specific steps within the writing process, including formulating purpose, identifying an audience, and selecting and using research resources and methods of development. Emphasis is on revising essays and applying a recursive writing process. Assignments require the application of various rhetorical patterns, including narrative, comparison-contrast, and cause-effect analysis, and the integration of sources in APA format. Students may receive credit for only one of the following courses: ENGL 101, ENGL 101X, WRTG 101, WRTG 101S, or WRTG 101X.

Instructor

2016 - 2017

Travecca Nazarine University, Nashville, ND

Teach English composition courses.

*Courses Taught:***ENG 1100 – English Composition I**

This course emphasizes the tasks and skills involved in writing formal essays. The essay writing process is deconstructed into achievable milestones in order to increase writing proficiency. Grammar mechanics will be consistently practiced based on each student's identified strengths and weaknesses. The course will conclude with an examination of types of writing found in the Bible.

ENG 2100 – English Composition II

This course builds upon existing knowledge of basic constructs and research skills for academic writing. Intellectual and analytical reasoning will be emphasized in continual research practices and writing throughout this course. Grammar mechanics will be consistently practiced through peer review methods. The course will conclude with strategies for research and reasoning applied to the Bible. (Prerequisite: EGL-1100 or equivalent)

English Professor

2015 - 2017

Florida State College at Jacksonville, Jacksonville, FL

Teach English composition courses.

*Courses Taught:***ENGL 1101 English Composition I**

This course embodies the fundamentals of effective expression with emphasis on the various forms of expository writing, logical and imaginative thinking, and reading for understanding. The course provides instruction in sentence structure, diction, organization of short essays, and correct usage of standard American English, documentation skills, and writing with sources.

ENGL 1102 English Composition 2 – Writing About Texts

This course focuses on understanding and writing about texts. The student will develop proficiency in evaluating written, visual, and filmic texts and in writing analytically about these texts. The course provides a solid introduction to research writing as well as college-level writing skills. This course includes reading and writing competencies.

Instructor/Course Designer
Bainbridge State College, Bainbridge, GA

2015 - 2018

Teach English composition courses.

Courses Taught and Developed:

ENGL 1101 English Composition I

Composition course focusing on the college-level skills needed for effective writing in a variety of contexts. The course develops your abilities to read, write, and think critically; at least one essay requires the use of research methods and materials. Students who complete this course will have practiced several times writing for the Regents' Test.

Instructor
Fayetteville Technical Community College, Fayetteville, SC

2015 - 2018

Teach writing and research courses.

Courses Taught:

ENG111 Writing and Inquiry

This course is designed to develop the ability to produce clear writing in a variety of genres and formats using a recursive process. Emphasis includes inquiry, analysis, and effective use of rhetorical strategies, thesis development, audience awareness, and revision. Upon completion, students should be able to produce unified, coherent, well - developed essays using standard written English.

ENG112 Writing and Research in the Discipline

This course, the second in a series of two, introduces research techniques, documentation styles, and writing strategies. Emphasis is placed on analyzing information and ideas and incorporating research findings into documented writing and research projects. Upon completion, students should be able to evaluate and synthesize information from primary and secondary sources using documentation appropriate to various disciplines.

College for America at Southern New Hampshire University
Manchester, NH

2015 –2016

Learning Coach

Engage with students through meaningful and effective communication to encourage pace and mastery of the degree's 120 competencies. Active in the online community and are versed in social media and its effective applications to improve the learning community. Work collaboratively with the CFA team to improve, iterate, and build the program. Responsible for guiding students in planning a program path, setting and maintain pace and developing a support network, providing students with a primary and reliable point of contact. Participate in weekly team meetings and other trainings to develop best practices, and conducting outreach.

Professional Development Designer/Trainer

Designed and taught workshops related to professional development needs of student ambassadors in the CFA of SNHU program. Created workshops centered on professional skills needed in the work place. Recent projects include a three-part series on public speaking, building confidence when speaking, body language, and presentation skills.

Instructor/Course Designer/Subject Matter Expert

2013 - 2018

Fortis College, Winter Park, FL

Developed and teach English composition courses.

Served as Subject Matter Expert for creation of accelerated 5 week course for ENG101.

Courses Taught & Developed:

ENG 101 English Composition

Course Description: Writing skills are essential to professional success. In this course students learn the major aspects of writing, beginning with components of the essay, and ending with full essays of different modes of composition. Students go through the various writing stages and strategies and learn to adapt them to their own writing and learning preferences. They also acquire skills for generating ideas, preliminary outlining, topic selection, and drafting while learning to revise, rewrite, and polish structure and style for effective communication.

Instructor/Course Designer

2014 – 2015

Darton State College, Albany, GA

Developed and taught English composition courses.

Courses Taught and Developed:

ENGL 1011 English Composition

Course Description: This is a composition course focusing on skills required for effective writing in a variety of contexts, with emphasis on exposition, analysis, and argumentation, and also including introductory use of a variety of research skills. This course emphasizes the development of thought and expression through personal, informative, and persuasive essays. The course is concerned largely with the composing process involving substantial reading and analysis of ideas in preparation for written assignments. Students who successfully complete ENGL 1101 will be able to apply thinking processes to composition, demonstrate competence in writing personal, informative, and persuasive essays, collect and synthesize material for essays, employ various basic research skills, express clarity of style, content, and grammar in writing timed essays on unannounced topics.

ENGL 1012 English Composition II

ENGL 1102 is a composition course that develops writing skills that emphasizes interpretation and evaluation, and that incorporates a variety of advanced research methods. This course includes the development of thought and expression through critical analysis and emphasizes style, content, and organization of essays. This course includes the planning and writing of analytical essays and continues the development of reading, speaking, listening, and critical thinking. Course activities involve reading and discussion of literary genres, review as needed of punctuation and grammar, and library research.

Educational Article Writer

2013 – 2014

Demand Media Studios, Online

Produced a wide-range of article to various clients such as GlobalPost, ehow.com, Seattle P-I, and Synonym.com.

Types of articles include lesson plans, higher education degree information and comparisons between degrees, analysis of literary works, and how-to articles.

Completed all articles before deadlines and keep in close contact with editors through the writing and revision process.

English and Essay Writing Tutor 2010
- 2014
Tutor.com, New York, NY

Conducted one-on-one online tutoring/teaching sessions with college and high school students. Conducted lectures and discussions on specific literary works as per student's assignments. Provided feedback on essay composition and proofreading/editing direction to students. Assisted students in literary analysis revolving around major genres and time periods. Instructed students in grammar, punctuation, and every genre of essay writing. Worked with students on completion of worksheets, research skills, and proper citation skills. Conducted approximately 200 one-on-one sessions per month with various grade level students. Extensive instruction and assistance provided to ESL students of all levels.

Professional Experience

Nick's Night Club 2009 – 2011
Night Manager, Chico, CA

Managed night operations as head bartender and night manager while maintaining an accelerated academic schedule. Maintain excellent customer service for large night club and concert venue with two bars. Responsible for hiring of new bar backs and payroll, inventory and cash management.

The Dance Academy 2005 – 2009
Ballet Instructor/ Office Manager, Show Low, AZ

Implemented and designed a curriculum for remedial dance students at selective and private theater. Provided instruction in ballet and modern dance styles. Office manager duties included registrations of students and companies, accounting, tax preparation, maintaining all files, and handling all aspects of management of boutique sales.

Entrepreneurial Experience

Dreaming to Living 2013 - 2016
Owner

Business coaching, solutions engineer, strategy and development consulting.

Formal Education

Edd, Higher Education Leadership 2020
City University of Seattle, Seattle, WA

MA, English 2013
National University, La Jolla, CA

BA, English 2011
National University, La Jolla, CA

AA, Liberal Arts 2006
Taft College, Taft, CA

Educational Training

Introduction to Agile 2019
Project Management Institute

Introduction to Project Management 2018
Project Management Institute

TEFL 2018
Tomorrow Advancing Learning

ADDIE 2017
Lynda

Instructional Design Essentials 2016
Lynda

Adobe Captivate 9
2016
Lynda

Improving Retention
2016
EA Virtual Training Academy

Online Writing Course Focuses on Writing, and Isn't That
2015
What We've Been Aiming For?
National Council for Teachers of English

Teach with Rubrics 2015
Fortis College

Overcoming Limitations of Common Teaching Methods 2015
Fortis College

Prompts to Help Students Reflect on How They Learn 2015
Fortis College

Title IX Compliance 2015
Darton State College

Increasing Instructor Presence in Distance Education 2015
Fortis College

Shifting the Paradigm: An Academic Literacy Model for Reading Acceleration 2015
Ellucien

Assessment Methods for the Online Course 2015
Ellucien

Make Lectures More Participatory Grading Bias and Consistency 2015
Fortis College

Cyber Security American InterContinental University	2015
Blackboard Collaborate Fortis College	2014
Blackboard Technical Skills 2014 Fortis College	
Challenging the Online Student Ellucien	2014
Engaging Instructional Methods in Distance Education Fortis College	2014
Accreditation in Higher Education 2013 Fortis College	

Memberships and Affiliations

Project Management Institute	2018
Online Learning Consortium	2016
Women in Literacy and Life Assembly: National Council of Teachers of English Gender Studies Group	2015
Modern Language Association	2015
American Educational Research Association	2015
Association of Writers & Writing Programs	2015
Association of Leadership Educators	2015
Romance Writers Association	2014
Teaching English in the Two-Year College	2013
California Teachers of English	2012
Conference on College Composition and Communication	2012
National Council of Teachers of English	2010
Academic Integrity Hearing Committee, Fortis College	2013-2016

Community Service and Leadership

Communications Manager Mathnasium Convention	2020
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Writing Judge Association of Leadership Educators	2018
Writing Judge Norman Mailer High School and College Writing Awards established by the National Council of Teachers of English	2017
Secondary Section Reviewer 2016 National Council of Teachers of English Annual Convention.	2016
Secondary Section Reviewer 2015 National Council of Teachers of English Annual Convention.	2015
Writing Judge Norman Mailer High School and College Writing Awards established by the National Council of Teachers of English	2014
Fundraising Volunteer Valley Oak Veterinary Center	2014

Professional and Scholarly Presentations

Smith, T. (2015, February). Strategic Leadership using Innovative Methods, presentation, Wrex Products Inc., Chico, CA.

Smith T. (2015, October). Best practices for the online environment, presentation, American Intercontinental University, Schaumburg IL.

Conferences Attended

Amazon Web Services re:Invent August 2020
AWS re:Invent is a learning conference for the global cloud computing community. The event features keynote announcements, training and certification

20/20 Vision: Mathnasium Education Convention (Virtual) July 2020
Annual mathematics education convention where over 2000 attendees share insight and innovations.
Presenter/Expo Hall Manager

The Power of Connection: Mathnasium Education Convention July 2019
Annual mathematics education convention where over 2000 attendees share insight and innovations.
Presenter/Expo Hall Manager

FUSION 2016 Conference July 2017
Technology in Education from around the world gathered to share innovative approaches, software, and tools to aid in educating world.

College of Composition and Communication Annual Convention October 2015
Annual convention for the CCCC extension of the National Council of Teachers of English.

English Council of California Two Year College 2015 Conference March 2015

Colleagues from around California gathered to share innovative approaches to the teaching of reading and composition in the community college.

Residencies and Colloquia

Doctoral Residency 1 City University of Seattle	June 2017
Doctoral Residency 2 & 3 City University of Seattle	June 2016

Articles and Research

- Smith, T. (2015). Decision-making paradigms, work place dynamics, and their applications. *International Journal of Managerial Studies and Research*, 3(6), 1-4. Retrieved from: <http://www.arcjournals.org/international-journal-of-managerial-studies-and-research>
- Smith, T. (2014). The matriarch of Bath – Chaucer’s feminist insights. *International Journal of Literature and Arts*. Retrieved from: <http://www.sciencepublishinggroup.com/journal/paperinfo.aspx?journalid=502&doi=10.11648/j.ijla.20140203.14>
- Smith, T. (2012). From trickster to heroic savior: Jake Sully’s journey in avatar. *American Popular Culture*. Retrieved from: <http://www.americanpopularculture.com/archive/film/avatar.htm>
- Smith, T. (2012). Top rated distance education doctoral programs in the US. *Synonym*. Retrieved from: <http://classroom.synonym.com/top-rated-distance-education-doctoral-programs-8529.html>

Articles Cited In

Mauk, J., Stayer, J., Mauk, K. (2013, January). *Think About It*. 1st edition. Pg. 224 – 230.

Awards and Honors

Acknowledging Contributions & Efforts (A.C.E.) Award Mathnasium HQ	2020
Excellence in Teaching American Intercontinental University	2018
Excellence in Teaching American Intercontinental University	2017
Pinnacle Non-Traditional Honors National University for Academic Excellence	2011
Magna Cum Laude Graduation Honors National University for Academic Excellent	2011
Magna Cum Laude Graduation Honors Taft College for Academic Excellence	2006
Phi Beta Kappa Taft College for Academic Excellence	2005

Highly Competent Subject Areas

Software:

JIRA
Salesforce
Blackboard Collaborate
MS Word
PowerPoint
Publisher
Excel
Access
Outlook
Macromedia Dream Weaver
Adobe
Captivate 9
Storyline
SCORM
Sharepoint
PeopleSoft
GoToMeeting
Zoom
Google+
Skype
Office Front Page
CSS
HTML

Learning Management Systems:

ConexED
Jigsaw
D2L
Blackboard LMS
Canvas
ECollege
SambaLive
Vedamo
BrainCert
Angel
Moodle
WebCT

Subject Matter Expert:

Project Management
SCRUM
Agile
Addie
English Composition I
English Composition II
English as a Second Language

Leadership
Management
Education
Public Speaking
Introduction to Literature
World Literature
British Literature
Creative Writing
Poetry
Communications
Instructional Design
Humanities
Trends in Leadership

References

Available Upon Request