

Susan C. Wyckoff, Ph.D.

PROFESSIONAL PROFILE:

- Extensive 30+ year higher education background in academic and strategic planning, financial management, resource development, program accreditation, review and assessment initiatives, international academic program development and trainings, faculty development and effective pedagogy, integrated course design, curriculum development, faculty evaluation systems and processes, student engagement, success and retention strategies, enrollment management and adult/continuing education;
- Passionate, dynamic, innovative, collaborative and results-oriented leader combining academic expertise with entrepreneurial flair to address a variety of institutional needs within and beyond campus;
- Extensive college teaching experience at the undergraduate and graduate levels in face to face, hybrid and online formats;
- Polished, effective and respected presenter/consultant on key issues in higher education;
- Respected educational leader serving on numerous local state and national boards;
- Past President: Massachusetts ACE Network of Women Leaders in Higher Education.

EDUCATION:

University of New Hampshire, Durham, NH

Ph.D. in Education/Higher Education Administration

Dissertation: *Student Satisfaction with Faculty Advisors: Influences on Retention in Higher Education*

Keene State College, Keene, NH

M.Ed. in Educational Administration/Curriculum Development

University of Rhode Island, Kingston, RI

B.S. in Education/Human Development

ADMINISTRATIVE EXPERIENCE

Colleges of Worcester Consortium, Worcester, MA

Vice President for Academic Affairs 2001 – 2013

Program Director, Certificate in College Teaching Program 2001 - 2013

Dean College, Franklin, MA

Vice President for Academic Affairs/Dean of the Faculty 1999-2001

New England College, Henniker, NH and Arundel, England

Vice President for Academic Affairs and Dean of Faculty 1996-1999

Associate Vice President for Academic Affairs 1994-1996
Associate Professor of Education 1996-1999
Assistant Professor of Education 1992-1996
Director of Teacher Education 1992-1994

Franklin Pierce College, Rindge, NH

Director of Teacher Certification 1988-1992
Keene Campus Director, Division of Continuing Education 1985-1988
Assistant Director of Admissions 1984-1985

HIGHER EDUCATION TEACHING EXPERIENCE

Masters in Higher Education Administration Program: Bay Path University (2015-present)

- MHE 500: Introduction to Higher Education
- MHE 505: Organization and Governance in Higher Education
- MHE 620: Contemporary College Students
- MHE 632: Building Online Learning Communities
- MHE 640: History and Economics of Higher Education
- MHE 650: Leading Change Through Research in Higher Education

Higher Education Leadership & Management Program: UMass Amherst (2014-present)

- EDUC 674: Leading Higher Education
- EDUC 689: The Academic Profession
- EDUC 692: Introduction to College Teaching

Certificate in College Teaching – Colleges of Worcester Consortium (2002 - 2015)

- CT 901: Seminar in College Teaching
- CT 914: Learner Centered Assessment
- CT 916: Applying the Scholarship of Teaching and Learning
- CT 902: Practicum in College Teaching

Worcester State University, (2002 - 2006)

Undergraduate Courses:

- ED 351: Principles of Curriculum & Evaluation in the Secondary School
- ED 356: The Middle & Secondary School: History, Philosophy & Organization

Graduate Courses:

- ED 917: Approaches to Teaching in Secondary Schools: Theory & Practice
- ED 960: Education Law
- ED 977: Seminar in Contemporary Trends & Issues in Middle and Secondary Schools
- ED 981: Advanced Foundations of Education

New England College (1992 - 1999)

Undergraduate Courses:

- Principles of Education, Practicum in Education, Educational Psychology, Methods of Teaching the Secondary Schools, Supervision of Field Experiences and Student Teachers

PUBLICATIONS

Wyckoff, S.C. [1999]. *The academic advising process in higher education: History, research and improvement.* Recruitment and Retention in Higher Education, 13, [1] 1-3.

Wyckoff, S.C. [1998]. *Students as consumers in a buyers' market: Implications for higher education.* Recruitment and Retention in Higher Education, 12, [8] 1-3.

Wyckoff, S.C. [1998]. *Retention theories in higher education: Implications for institutional practice.* Recruitment and Retention in Higher Education, 12, [2], 1-7.

Wyckoff, S.C. [1996]. *Ruth Nanda Anshen: Einstein's Instigator.* Jewish Women in America: An Historical Encyclopedia. New York: Carlson Publishing Company.

PROFESSIONAL PRESENTATIONS

Excellence in Online Teaching: Getting Started Using Best Practices (May 2017). Elms College, Chicopee, MA

Building Relationships Online: Four Essential Qualities of Effective Online Instructors (May 2017). Elms College, Chicopee, MA

Creating Course Rubrics to Assess Student Learning, (August 2015), Fitchburg State College, Fitchburg, MA

Integrated Course Design Model for Impactful Course Revision, (May 2015), Fitchburg State College, Fitchburg, MA

Models of Faculty Development Programs in Higher Education: Promoting Effective Pedagogy, Research & Scholarship and Community Service, (April 2013), Assumption College, Worcester, MA

Faculty Evaluation of Teaching Performance: Use and Misuse of Student Ratings of Instruction, (March 2013), The College of the Holy Cross, Worcester, MA

Improving Student Retention and Persistence in Higher Education: Using Theory and Research to Inform Institutional Practice, (August 2012) Elizabeth City State University, Elizabeth City, NC

Creating Effective Rubrics to Assess Student Learning, (August 2010), Richmond Community College, Hamlet, NC

Assessment of Student Learning: Effective Practices for Faculty, (January 2010), TFA, Orlando, Florida

Syncing Assessment of Student Learning and Effective Grading Practices, (September 2009) Nichols College, Dudley, MA

Improving Assessment of Student Learning Through Multiple Choice Tests: Utilizing Integrated Course Design and Learning Outcomes as a Guide to Test Development, (January 2009) Albany College of Pharmacy, Albany, NY

Faculty Evaluation of Teaching Performance: Use of Student Ratings, (October 2008) Castleton State College, Castleton, VT

Creating a Learner-Centered Course, (May 2008) American International College, Springfield, MA

Collaboration in Action: Gerontology Studies and the Consortium Model, (February 2008). Association for Gerontology in Higher Education, Baltimore, MD.

A Consortial Approach to Faculty Development, (December 2007), South Carolina Commission on Higher Education, Columbia, SC

Achieving a Coherent College Teaching Curriculum: IDEA-Based Design and Assessment, (October 2007), Professional and Organizational Development (POD) Conference, Pittsburgh, PA

Evaluation of Faculty Teaching Performance: Effective Use of Student Ratings (May 2007), Castleton State College, Castleton, VT

Designing Courses and Curricula with Learners at the Center, (July 2006), Massachusetts College of Pharmacy and Health Sciences, Worcester, MA

Using Rubrics to Share Expectations with Students, (April 2005), Worcester State College Faculty Development Symposium, Worcester, MA

Designing Courses with Students at the Center, (November 2004), Worcester State College Faculty Development Symposium, Worcester, MA

Campus Faculty Development Programs: Current Issues and Trends (April 2004), New Hampshire College and University Council, Concord, NH

Evaluating Teaching Performance in Higher Education (December 2002), Thomas College, Waterville, Maine

Faculty Evaluations Systems in Higher Education: Overview of Models, Trends and Best Practices (October 2002), Thomas College, Waterville, Maine

Student Retention: An Overview of the Research (July 1999), International Seminar on First Year Programs, University of Edinburgh, Scotland

Enhancing Campus Climate for Students: Institutional Policies Promoting Integration, (March 1998), University of South Carolina Wellness Conference, Myrtle Beach, SC

Student Satisfaction and Retention: Implications for Policy and Practice in Higher Education (July 1997), University of New Hampshire, Durham, NH

Student Satisfaction: Impacts on Institutional Planning for Liberal Arts Colleges (October 1996) Bradford College, Bradford, MA

Student Satisfaction with Faculty Advisors: Influence on Retention in Higher Education (October 1996), Paper presented at the Annual Meeting of The Northeastern Educational Research Association, Ellenville, New York

Enrollment Patterns from First to Second Year: Stemming the Tide of Attrition (October 1996), Saint Anselm College, Manchester, NH

Promising Shifts in Academic Culture (September 1996) Panel Participant, New Hampshire College and University Council, Keene State College

Student Satisfaction and Retention Patterns, (September 1996) Rivier College, Nashua, NH

The Invisible Faculty in New Hampshire: A Workshop on Adjunct/Part Time Faculty (April 1996 Panel Participant, New Hampshire College and University Council, New Hampshire College

Service Learning in Teacher Education in New Hampshire: Infusing Service Learning into Education through K-12 Higher Education Partnerships (October 1995) Roundtable Participant, New Hampshire College and University Council

Higher Education in New Hampshire: The State of the Art (September 1995) Roundtable Leader, New Hampshire College and University Council

Gender Issues in the Classroom: Impacts on Higher Education, (April 1994) New England College, Henniker, NH

An Application of Gilligan's Theory of Moral Development to Women in Four Academic Disciplines (April 1993) University of New Hampshire, Durham, NH

Attribution Theory and Learned Helplessness: What Can Faculty Do? (July 1992) University of New Hampshire, Durham, NH

Sabbatical leave: Philosophy and Provisions at Four Higher Education Institutions in New Hampshire (November 1991) University of New Hampshire, Durham, NH

HIGHER EDUCATION CONFERENCES AND SYMPOSIA IMPLEMENTED

Grading vs. Assessment: Distinctions for College Faculty, Becker College, April 2013

Planning Successful Scholarship: Obtaining Fellowships and Grants for Sabbaticals and Ongoing Research, Assumption College, November 2012

Teaching Naked: How Moving Technology Out of Your Classroom Will Improve Student Learning, featuring Jose Bowen, Massachusetts College of Pharmacy and Health Sciences, October 2012.

Blueprint for Creating Measurable Student Learning Outcomes: A Workshop for Faculty, Worcester State University, October 2012

FERPA 101: Institutional Implications for Administrators, Faculty and Staff, Clark University, October 2012

Life Lessons from Within and Beyond the Academy: A Conversation with Women Leaders in Higher Education, Massachusetts National Network of Women Leaders, Nichols College, September 2012

Making Technology Transparent: The Professor's Dilemma, Spring COWC/NEFDC Conference New England Institute of Technology, June 2012

Why Engagement Matters: Education for Democracy & Transformation of Higher Education, featuring John Saltmarsh, NERCHE, April 2012

It's Not Just Alcohol Anymore: Addressing Substance Abuse Trends on Campus, COWC Regional Conference on Substance Abuse in Higher Education, April 2012

Difficult Conversations in Higher Education: Making Them More Productive and You More Successful, featuring Harriet Nezner, Ph.D. Massachusetts National Network of Women Leaders, Holy Cross, March 2012

iTeach - iPad Apps for College Teaching, Worcester Polytechnic Institute, February 2012

Connecting with Colleagues Through Reflective Practice: A Hands-on Approach, FDC Workshop with Betsy Zuegg, Quinsigamond Community College, February 2012

Building Cultural Competency in the Health Care Professions: A Workshop for Faculty, Massachusetts College of Pharmacy and Health Sciences, December 2011.

Creating a Culture of Writing in Your Classroom: Using Peter Elbow's Concept of Low-Risk/Low Consequence Writing as a Mode of Active Learning, Worcester State University, November 2011

Beyond Bean Counting: How to Turn Program Assessment to Your Advantage, Workshop for Deans and Department Chairs, Assumption College, November 2011

Professional Development Seminar: Increasing Your Impact on Campus, for Academic Affairs Administrative Support Staff, Holy Cross, November 2011

Crisis, Catastrophic Emergency and Postvention Training, featuring Gene Deisinger, Virginia Polytechnic Institute, Holy Cross, August 2011

Mentoring for Good Teaching and Successful Learning, featuring Mary Deane Sorcinelli, COWC/NEFDC conference, May 2011

You DO Make a Difference! Professional Development Conference for Student Affairs Administrative Support Staff, April 2011

Legal Issues for Department Chairs in Academe, CAO Workshop, April 2011

The Learning Paradigm College, featuring John Tagg, MCPHS, March 2011

Discover Your Future in Biotechnology, Biomedical Research & Health Professions, University of Massachusetts Medical School, March 2011

External Funding for Faculty Research: Working with NIH and NSF, The College of the Holy Cross, February 2011

Engaging Faculty in Assessment: Changing Paradigms and Perceptions, featuring Catherine M. Wehlberg, COWC conference, February 2011

Moving Nanotechnology from the Bench to the Marketplace, MCHPS Conference, February 2011

Better Teaching/Better Learning: Reflective Practices for Faculty and Students, featuring Dan Willingham, COWC/NEFDC Fall Conference, November 2010

Models of Academic Leadership for Department Chairs, COWC, November 2010

Community Based Learning: Effective Practice and Partnerships, COWC, March 2010

When Questioning is the Answer: Reflective Practice for College Faculty, featuring Stephen Brookfield, COWC/NEFDC Fall Conference, November 2009

Faculty Life Beyond Work: How Accomplished Professionals Retire Successfully, COWC, October 2009

Fostering Student Success: Critical Collaborations Between Academic Affairs and Student Affairs on Campus, featuring Richard J. Light, October 2009.

America Ages: Our Region Responds, COWC Research Symposium, March 2009

Affective Domain in the Classroom, featuring Ed Nuhfer, FDC, February 2009

Interfacing Higher Education with the Workforce in Biomedical, Biotechnology and Health Professions Fields, COWC, February 2009

Promising Practices: Addressing Alcohol Use and Abuse in the College Population, COWC, February 2009

Assessing Academic Excellence: What Colleges Can Do to Promote Student Success, featuring Pedro Noguera, COWC/NEFDC Fall Conference, November 2008

Designing and Grading Writing Assignments, featuring Linda Nilson, FDC, April 2008

An Open Conversation About Assessment, featuring Scott Jaschick, FDC, April 2008

Consortium Biomedical, Biotechnology and Health Professions Network Event, CAO, April 2008

Engaged Learning: Fostering Student Success, featuring George Kuh, NEFDC/COWC Fall Conference, November 2007

Before, During and After: Managing a Campus Tragedy, CSAO, September 2007

Research and Educational Partnerships in the Health Care Industry,” COWC Research Symposium, April 2007

Creating a Campus-wide Learning Experience, featuring Maryellen Weimer, COWC, February 2007

Improving Student Learning through Assessment and Evaluation, featuring Barbara Walvoord, COWC, November 2006

Achieving Greater Expectations by Making Excellence Inclusive, featuring Alma Clayton-Pedersen, COWC, March 2006

Linking Cooperative Activities to Research on Learning, COWC, featuring Barbara J. Millis, April 2005

Environmental Issues in Worcester County: Research Symposium, COWC, April 2005