

Katie Elliott

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EDUCATION:

Master of Arts in English Literature, May 2007
Virginia Commonwealth University, Richmond, VA

Bachelor of Arts in English, Minor in Fine Arts, May 2004
Guilford College, Greensboro, NC

PROGRAM ADMINISTRATION AND LEARNING SUPPORT EXPERIENCE:

**Associate Director, Service-Learning Office, Division of Community Engagement,
Virginia Commonwealth University, Richmond, VA**

January 2016 – present

- Support faculty in the design, teaching, assessment, and improvement of their service-learning courses
- Coordinate the undergraduate Service-Learning Teaching Assistants (SLTA) program and teach three courses designed to support and develop new and returning SLTAs (CMST 310, 410, and 411)
- Review all applications for new service-learning designated courses to ensure high-quality educational and community engagement experiences. Manage the renewal of existing service-learning courses.
- Develop campus and community capacity through outreach, networking, and personal and organizational support.

Associate Director, KU Writing Center, University of Kansas, Lawrence, KS

July 2013 – December 2015

- Manage writing consulting services, including the recruitment, hiring, training, and monitoring, of a cohort of 30-35 undergraduate and graduate student writing consultants during fall, spring, and summer sessions
- Co-teach ENGL/LA&S 400 (Teaching & Tutoring Writing), a service-learning course that also serves as the primary recruiting and training vehicle for undergraduate consultants; train incoming consultants; develop and provide ongoing training, education, and professional development for consultants.
- Craft and facilitate ongoing training and professional development for student staff, including focused workshops on topics such as diversity and inclusiveness, encouraging peer learning and inquiry, and working effectively with multicultural, nontraditional, and special needs audiences
- Assess student needs and program offerings, including: developing and implementing Writing Center programs to meet identified needs, evaluating program outcomes with a focus on continuous improvement of content and customer service, surveying clients and stakeholders, and analyzing usage data
- Promote services and perform outreach, including giving promotional/informational class visits; participating in information fairs, orientation programs, and at faculty and staff meetings; designing print and electronic promotional materials; and cultivating a KUWC social media presence.
- Develop and offer student, staff, and faculty workshops on writing, research, teaching, and critical thinking. Highlights include in-class student workshops on topics such as developing research questions, APA style, and revision strategies; graduate workshops on responding to student writing and crafting abstracts; and faculty and staff workshops on effective business writing, incorporating writing into classes, and designing successful writing assignments.
- Consult individually with undergraduate and graduate students, faculty, and staff on writing, research, and teaching projects. Faculty consultations include work on conference papers and presentations, course redesign, scaffolding writing, using backwards design to effectively teach writing and research, and assessing and designing writing assignments.
- Collaborate with other University offices and personnel to provide writing consulting and programmatic support services

Writing Center Coordinator, University College, Virginia Commonwealth University, Richmond, VA

August 2007 – August 2011

- Administrated all daily operations for a campus writing center serving a student population of more than 30,000
- Supervised, hired, and mentored a staff of 40 graduate and undergraduate consultants.
- Coordinated the Writing Center internship portion of 400-level English course.
- Worked proactively to evaluate, assess, and meet needs, as determined via student and faculty feedback and internal review
- Identified and implemented programs to assess and improve the quality and quantity of services, ensure client satisfaction and learning, provide ongoing training and professional development opportunities for staff, and streamline scheduling and follow-up procedures for students
- Initiated new services, such as graduate and faculty writing and research workshops; a consultant-led undergraduate workshop program; Drop-In Research and Writing Clinics (with the reference librarian team); off-site consultation services for audiences including student athletes, medical students and Allied Health professionals; and intensive programs for international and ESL students, in partnership with the English Language Program
- Directly promoted services to current and prospective students, parents, faculty, and university administrators via classroom visits, university open houses, orientation, and new student programs
- Designed print and electronic promotional materials for a variety of audiences that provide information about services and brand the Center's personality and identity

Writing Center Consultant, University College, Virginia Commonwealth University, Richmond, VA

January 2006 – August 2007

- Consulted with writers in a wide variety of academic disciplines and levels of expertise, on topics ranging from idea generation to copyediting and citation practices
- Implemented long-range improvements, such as introducing a shift-based scheduling system, a Lead Consultant program to train new staff, and consultant readers that highlight pertinent Writing Center issues
- Researched ESL scholarship and teaching practices and coauthored a consultant handbook on the needs of ESL students
- Collaborated with Writing Center Director and other consultants to create a handbook detailing the pedagogy, procedures, and practices of the Writing Center for new staff
- Designed and facilitated student workshops on topics including writing personal statements, writing effective abstracts and proposals, and workshops for international students on American academic expectations

TEACHING EXPERIENCE:

Instructor, ENGL 400/LA&S 400, University of Kansas, Lawrence, KS

July 2013 – present

- With the Writing Center Director, co-teach a 400-level course centering on the pedagogy and practice of writing centers, peer tutoring, and the teaching of composition
- Direct the internship portion of the course, including one-to-one teaching, observing and discussing interns' work, assessing written and multimedia projects, and managing logistics and grades for student internships
- Helped secure acceptance for the course to be included in KU's Service-Learning Certification program
- Developed a mentor program that deepened student learning by pairing current ENGL/LA&S 400 students and interns with previous students who had successfully completed the class and gone on to work at the Writing Center
- Collaboratively redesigned the course as a "blended online course," combining technologies such as Blackboard, VoiceThread, and Prezi, with a face-to-face guided internship.

Instructor, University College and English Department, Virginia Commonwealth University, Richmond, VA

January 2007 – July 2011; various courses, including ENGL 101 and 200

- Emphasized and taught writing, thinking, and research skills and strategies for a quickly changing information landscape
- Encouraged collaborative, peer-to-peer learning and incorporated formal and informal peer review and in-process workshops
- Utilized multimedia and pop cultural presentations to increase student engagement, course relevance and currency
- Created course designs and learning objectives that met core curriculum expectations and emphasized learning-centered education, engaged critical thinking, and active participation in the writing and research process
- Taught approximately 25 students per section, including diverse groups such as international, continuing education, returning veterans, and traditional students

Additional Teaching Experience and Service, Virginia Commonwealth University, Richmond, VA

August 2007 – August 2011

- Collaborated with the Campus Learning Center to develop curriculum and teach one-credit student success and study habits course and not-for-credit workshops
- Created an intensive writing course for highest-need students, in collaboration with English Language Program administrators and instructors. Facilitated weekly one-on-one coaching sessions as part of ongoing support and curriculum
- Developed and led faculty workshops on teaching and evaluating thinking and writing, in partnership with the Center for Teaching Excellence
- Participated in orientation activities and workshops for new first-year, transfer, and graduate students and for new faculty. Also participated in University recruitment and engagement activities
- Volunteered as an overflow adviser for First-Year Advising, serving as needed during peak advising times
- Teamed with University College advisers to create individualized learning support plans for at-risk students

Graduate Teaching Assistant, English Department, Virginia Commonwealth University, Richmond, VA

August 2005 – December 2006; various courses

- Assisted in classes of 150-250 students and served as the contact for all student inquiries and assistance, including conducting one-on-one conferences, group study sessions, and tutorials outside of class
- Responsible for all grading, feedback, and record-keeping, as well as managing class materials and online tools

WRITING AND EDITORIAL EXPERIENCE:

Copy Editor and Writer, The University of Chicago, Chicago, IL

February 2012 – June 2013

- Developed constituent-focused content as part of the Alumni Relations and Development writing and editorial team
- Proofread and copy edited periodicals, including the University alumni magazine, College magazine, and college/department newsletters, as well as various publications targeted to alumni, parents, friends, and community members.
- Proofread and copy edited work a wide range of alumni relations and development materials, including, direct mailings, email solicitations, alumni weekend materials (alumni awards program, event brochures and signage), and campaign materials
- Wrote 3-7 stories per issue of *LabLife*, the magazine for University of Chicago Laboratory Schools (nursery through grade 12), including research, interviewing faculty, students, and parents, and pitching story ideas
- Created written content for magazines and other periodical publications, mailings, brochures, and newsletters
- Assisted with compiling, editing, and proofreading “back of the book” content such as alumni news and obituaries.
- Served as the interim editor for the Alumni News section of the *University of Chicago Magazine* for 1.5 publication cycles during the hiring of new staff editor.
- Fact-checked stories for publication as assigned

Freelance Proofreader and Copy Editor

January 2006 – present

- Performed comprehensive editing and proofreading services, focusing primarily on academic works, on a contract basis
- Edited for content, style, and citation, as directed or in consultation with client
- Worked on projects including doctoral dissertations, master’s theses, personal websites, articles for publication (scholarly and trade), and book-length manuscripts

Editorial Assistant, *Victorians Institute Journal*, Virginia Commonwealth University, Richmond, VA

August 2006 – August 2007

- Coordinated event planning for the 2007 conference of the Research Society of Victorian Periodicals
- Responsible for all shipping, billing, and record-keeping for the journal
- Prepared accepted submissions for publication by checking the accuracy of research, editing for coherency, correctness and style, and formatting and copyediting final manuscripts

Literary Intern and Copy Editor, *Blackbird: an online journal of literature and the arts*, Richmond, VA

September 2006 – May 2007

- Reviewed submitted manuscripts and provided written recommendations for publication and for internal use by editorial staff
- Copy-edited accepted submissions and web content
- Assisted in creation of web content, including interview transcriptions and descriptions of contributors and works

DIVERSITY AND INCLUSIVENESS WORK:

- Participate in diversity and awareness training, including Safe Zone (LGBTQ+ focus), Green Zone (veteran focus) and accessibility and disability awareness (2007-15).
- Active in Safe Zone program: Have regularly attended Safe Zone trainings since 2007 (at three different universities). Help facilitate Safe Zone workshops at KU.
- Incorporate principles of advocacy and social justice into learning support and classroom instruction. Led diversity- and sensitivity-focused professional development workshops for writing center staff and graduate teaching assistants on: Understanding Structural Racism and Oppression; Increasing Accessibility and Sensitivity for Students with Disabilities; and Creating Safe Zones in the Writing Center: Working with Diverse Clients (2014-15).
- Participated in Diversity Focus Groups and trainings by VCU's University Equity and Diversity Committee. Volunteered for LGBT subcommittee.
- Serve as resource and informal support person for queer students and staff, and act as visible member of queer community.
- Currently writing queer-focused children's and young adult literature.
- Stay active and current on queer news, theory, and scholarship, especially as it applies to higher education.

PRESENTATIONS AND PROFESSIONAL ACTIVITIES

Conference Papers and Presentations:

- Proposal Submitted: "Empathy Activators: Strategies for Developing Empathy in Service-Learning Students." 2016 International Association for Research on Service-Learning & Community Engagement (IARSLCE). Coauthored with Robin Everhart and Lynn Pelco.
- "Storying as Action: Using Narrative to Co-Create Identity in the Writing Classroom." 2016 Conference on College Composition and Communication. Houston, TX. With Charlesia McKinney and Cynthia Fields. (April 2016).
- "Revolutionary Design: Creating Consultant Education that Yields Energy, Innovation, Collaboration, and Ideas." International Writing Centers Association 2015 Conference. Pittsburgh, PA. With Aron Muci and Amanda Hemmingsen. (October 2015).
- "Developing Research Questions and Brainstorming Topics: Helping writers ask academic questions about their real-life interests." 2014 Tutor Retreat and Symposium of the Greater Kansas City Writing Centers Project. Kansas City, MO. (August 2014). "Two Guys and a Girl Step into a Hot Tub: Helping Students Succeed at Research Papers by Exploring What They *Actually* Care About," 2014 Georgia Southeastern Writing Center Association Tutor Research Symposium. Atlanta, GA. (March 2014).
- "Openings and Closings: Best Practices for Establishing Rapport, Setting the Agenda, and Cementing Learning in the One-on-One Session." 2013 Tutor Retreat and Symposium of the Greater Kansas City Writing Centers Project. Kansas City, MO. (August 2013).
- "Redefining the Assessment Landscape: Beyond the 'Numbers Served' Economy," 2011 Conference of the Southeastern Writing Center Association. Tuscaloosa, AL. (February 2011)
- "Cultivating the Space Between: A Learning-Centered Workshop Model for Writing Centers," 2011 Conference of the Southeastern Writing Center Association. Tuscaloosa, AL. (February 2011)
- "Access Denied: Reexamining authorship, ownership, and plagiarism prevention in an age of accessibility," Conference on College Composition and Communication, Louisville, KY. (March 2010)
- "From Isolation to Collaboration: A Continuum of Student Support," Colonial Academic Alliance Global Education Conference, Richmond, VA. Panel Presentation with Keith Boswell, Martha Young, Patty Strong, and Wendy Nugent (February 2010)
- "Mapping a New Academic Landscape: Towards Rhetorical Pluralism in WAC/WID, Writing Centers, and the First-Year Course," Conference on College Composition and Communication, San Francisco, CA. With Patty Strong. (March 2009)

Conference Attendance and Professional Activities:

- 2016 Gulf South Summit. Savannah, GA. April 2016.
- AAC&U Diversity, Learning, and Student Success Conference. Philadelphia, PA. March 2016.
- 2015 Conference on College Composition and Communication. Tampa, FL. March 2015.
- 2015 Collaborative: Conference of the International Writing Centers Association. Tampa, FL. March 2015.
- Tutor Retreat and Symposium of the Greater Kansas City Writing Centers Project. Kansas City, MO. August 2014. (Planned and participated in conference.)
- Summer Institute of the International Writing Centers Association. Lexington, KY. June 2014.
- 2014 Conference on College Composition and Communication. Indianapolis, IN. March 2014.
- Conference of the International Writing Centers Association. Indianapolis, IN. March 2014.
- Georgia Southeastern Writing Center Association Tutor Research Symposium. Atlanta, GA. March 2014.
- KU Experiential Learning Symposium. Lawrence, KS. February 2014.
- Conference of the Midwestern Writing Centers Association. Chicago, IL. October 2013.
- Tutor Retreat and Symposium of the Greater Kansas City Writing Centers Project. Kansas City, MO. August 2013. (Planned and participated in conference.)
- Conference of the Association of Writers and Writing Programs (AWP). Chicago, IL. March 2012.
- Conference of the Southeastern Writing Center Association. Tuscaloosa, AL. February 2011.
- 2010 Conference on College Composition and Communication, Louisville, KY. March 2010.
- Colonial Academic Alliance Global Education Conference, Richmond, VA. February 2010.
- 2009 Conference on College Composition and Communication, San Francisco, CA. With Patty Strong. March 2009.
- 2008 Conference on College Composition and Communication. New Orleans, LA. March 2008.

University Service: Voluntary Service Work, Committees, and Professional Development

Participation in KU and VCU community and professional development includes:

- Serve as the KU Sustainability Ambassador to the Undergraduate Studies unit, focusing on education and outreach on KU's Green and Sustainability Initiatives (since March 2014).
- Serve on the Professional Development Committee of the KU Student Senate (since January 2015).
- Actively involved in the Summer Reading program at KU and lead small-group book discussions with new students during fall orientation. Previously assisted in book selection and discussion groups at VCU.
- Facilitated Safe Zone Trainings for VCU faculty and staff (2009-11). Active in LGBTQ+ support at VCU and KU.
- Completed voluntary diversity training and professional development, including:
 - Safe Zone certification, focusing on LGBTQ identity, needs, and awareness initiatives
 - Green Zone certification, focusing on the needs of student veterans
 - Diversity Focus Groups/training offered by the University Equity and Diversity Committee
- Contribute as an active member of professional associations including the National Association of Teachers of English, International Writing Centers Association, the Midwestern Writing Center Association, and (previously) Southeastern Writing Center Association
- Participated in the public review segment of interview process for KU's Director of Academic Access and Achievement, March 2014
- Record of service on a variety of committees and faculty development groups, such as VCU's English Language Learners (ELL) Faculty Learning Community, the committee of ELL Programs Coordinators, and the LGBT subcommittee of the VCU Equity and Diversity Committee. Acted as an overflow adviser for VCU's First-Year Advising Program during peak advising times
- Taught one course per semester in KU's Core Curriculum program
- Led several class meetings each semester for VCU's Student Success and Study Skills classes offered through the Campus Learning Center
- Served on VCU Honor Council in both advisory and hearing member capacities, Fall 2009 to July 2011
- Participated in interview and hiring processes for the Dean of the University College (spring 2009), tenure-track English Literature faculty (multiple semesters, 2006 -2009), and first-year reference librarian (fall 2010). Served as a graduate student on a Tenure and Promotions Review Committee and was solely responsible for collecting and compiling feedback from 175 students interviews and email questionnaires

INTERESTS AND AWARDS:

- Awarded personal grant from the University of Kansas Professional Development Fund for Unclassified Staff to fund participation in the 2014 International Writing Centers Association Conference and Conference on College Composition and Communication
- Software proficiencies include the MS Office Suite, Adobe Creative Suite, Drupal, Blackboard, WOnline, Accutrack, InDesign, QuickBooks, Prezi, VoiceThread, and a variety of presentation and e-mail marketing programs. Comfortable using content management systems for web maintenance and have some familiarity with basic HTML coding
- Copy editing experience includes familiarity with the Chicago Manual of Style and the Modern Language Association's style guide; additional experience with citation in MLA, Chicago, and APA
- Awarded a Graduate Assistantship to the MA program in English Literature at VCU, comprising full tuition and stipend
- Received Best in Show in the 2007 Creating and Consuming Culture E-Project Competition for a collaboratively created hypertext edition of *The Rubáiyát of Omar Khayyám*
- Awarded the 2007 Mary Frances Minton Tutor Certificate for achievement as a graduate instructor and writing consultant
- Design, make, and sell hand-crafted jewelry, art, and home goods, and operate a small Instagram boutique (Oh Hooray! Shop)
- Personal interests include painting, sewing and fiber arts, photography, reading, writing, hiking, travel, gardening, cooking, dancing, and playing with my cat and two dogs