

JILL HACKETT Ed.M, Ph.D.

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Combines more than 12 years of expertise in teaching (traditional, hybrid, and online) including educational design, course creation and delivery, instructional design, subject matter expert, and content development. Previous background includes extensive award-winning technical writing and editing work within the corporate sector, which complements business, creative, and technical experience in academia and digital publishing. Expertly tailors information and presentations to suit multiple learning levels, technologies, and delivery systems, with competency in pedagogy, and in mentoring writers.

AREAS OF EXPERTISE

Core Competencies: Writing, Teaching, Mentoring, Workshop and Course Instruction & Development, Facilitating the Creative Process, Online & Live Learning Technology, Creating & Organizing Lessons, Technical Writing & Editing, Classroom Management, Interviewing Skills for Research, Presentation Delivery, Podcasting

Technical Skills: Blackboard, Qualtrics, WordPress (CMS), Zoom H4N, Audition, Storyline, Photoshop, Illustrator, Audacity, Levelator, LibSyn Syndication, Twitter, Google+, LinkedIn, Facebook, Dragon Naturally Speaking

EDUCATION

BA, Mathematics, Drama Minor

VASSAR COLLEGE, Poughkeepsie, NY

EdM, Human Development, concentration in Counseling and Consulting Psychology

HARVARD UNIVERSITY, GRADUATE SCHOOL OF EDUCATION, Cambridge, MA

44 grad credit hours, Counseling and Consulting Psychology

NORTHEASTERN UNIVERSITY, BOSTON BOUVE SCHOOL OF PSYCHOLOGY, Boston, MA

PhD, Communications, concentration in writing

THE UNION INSTITUTE AND UNIVERSITY, Cincinnati, OH

RECENT COURSES TAKEN

PRINCETON WRITING PROGRAM

New Faculty Training Workshop I was invited to attend and participate as a guest in the 2014 intensives for new faculty members in the Princeton Writing Program, which taught the key terms and approach for writing research papers and included grading policies.

COLUMBIA SCHOOL OF JOURNALISM

Strategic Social Media Workshop 4 week hands-on course teaching best practices in current social media & emerging technologies. Won class prize for the most and farthest reaching Tweets. One of my Tweets was retweeted reaching 5,500 users. Covered using social media as both a broadcasting and report tool. Curating and sharing social media, optimizing profiles on Twitter, Facebook, Instagram, Google+, LinkedIn, Flipboard.

Social Media Advanced Workshop for Journalists, Bloggers & Media Professionals taught by Sree Srinivasan .social media expert for CNET and the Chief Digital Officer at the Metropolitan Museum of Art, this course covered Twitter, Facebook, Google+, LinkedIn, Pinterest, and tracking tools to optimize impact—such as Crowdbooster.

STANFORD UNIVERSITY ONLINE WRITER'S STUDIO

Getting your Writing Out There: Social Media, eBooks, and More 4 week online taught by Seth Harwood, mystery writer, podcaster, & Iowa Writing Workshop graduate. Basics of podcasting, through Podiobooks, Libsyn and iTunes.

PROFESSIONAL EXPERIENCE

Instructional Designer and Writer | KEEN ALIGNMENT **2015 – Present**
 Designing and writing video-driven e-learning courses delivered via Storyline to the Learning Management System (LMS).

Academic Editor | DIANA PUBLISHING LLC **2012 – Present**
 Serving recent clients from Princeton, Hofstra, and Lesley Universities as well as online learning course developers. Also provide training and consulting for small businesses, including podcast production, writing, editing, and website content design within academic and corporate sectors. Publishing services include coding books and manuscripts for Kindle and print on demand softcover. Individualized consultations with writers addressing technical and creative challenges.

Writer | FYI LEARNING **2014 – 2015**
 Develops and structures online courses and content targeted towards high school and college-level learners pursuing career exploration. Designed and wrote online course on banking and financial services encompassing 30 lesson modules and a wrap-up capstone project.

Faculty | PRINCETON UNIVERSITY **2010 – 2014**
 As an Instructor and Associate Professional Specialist, taught and led the PSY101 Introduction to Psychology laboratories, supporting and training 29 instructional assistants in supervising and delivering 91 lab sections to over 1200 undergraduate students.

- Integrated technology into course delivery, incorporating e-textbook and designing online exams
- Continually refined the course using student feedback on instruction, course content, online testing, and other parameters gathered from originally designed Qualtrics surveys.
- Designed and ran writing workshops focusing on STEM—science and technology—writing
- Invited as a guest to attend The Princeton Writing Program’s training for new faculty members

Faculty / Subject Matter Expert | SOUTHERN NEW HAMPSHIRE UNIVERSITY **2010 – 2014**
 Recruited from the faculty as a subject matter expert to design a new communication Master’s program for the College of Online and Continuing Education. Designed program outcomes, course flow, course objectives, core and concentration tracks, and specializations for the Master’s program. As writing faculty,

- Integrated video conference and podcast technology to enhance learning and course content.
- Guided undergraduate students through writing, critiquing, revising, and editing multiple non-fiction essays including memoirs, personal profiles, and profiles of place.
- Received outstanding student evaluations relative to the overall SNHU English department ratings.

Courses taught:

Eng: Non-Fiction Magazine Writing Workshop
 Eng 341: Intermediate Non-Fiction Writing Workshop

Consultant | LESLEY UNIVERSITY **2012 – 2013**
 Designed 2 research grants in partnership with the Master’s of Intercultural Relations program director to fund a key study examining the effectiveness of transitioning traditional course material into a hybrid delivery format.

- Participated in the beta version of online program delivery to prospective students, and suggested strategic modifications based on feedback and evaluation.
- Consulted on integration and potential of social media for enriching hybrid delivery methods.

Consultant/Subject Matter Expert | COLLOQUY **2008 – 2012**
 Collaborated with the Executive Director of Academic and Institutional Services and the Associate Director of Instructional and Media Services to write and structure a series of online multimedia courses for a subsidiary of Kaplan Education.

- Designed and created storyboards to prepare online students to succeed in their classes.
- Developed course materials that taught study, research, and critical thinking skills.
- Wrote course content, including specification for animation and illustration

Faculty | UMBRA INSTITUTE

2007 – 2008

Taught Abnormal Psychology and Human Development courses to American college students on a semester abroad studying in Perugia (Umbria) Italy. Acting school counselor. Courses taught:

Abnormal Psychology and Culture
Human Development in Culture

Faculty | CAPELLA UNIVERSITY

2002 – 2010

Guided students in writing skill development as a faculty member of the doctoral level writing program, the Master's program within the School of Business and Technology, and the School of Undergraduate Studies. Designed on-line courses and retreat-intensive workshops, and provided instruction to more than 60 sections of adult learners over the course of 7 years. Lectured on writing skills including logic and organization, audience, purpose, approach, plagiarism, and APA citations. Courses included:

Dissertation Writers' Retreat	(Doctoral level)
Research and Writing for Graduate Students	(Master's level)
Writing for Publication	(Master's level)
Technical Communications	(Master's level)
Developing a Business Perspective	(Undergraduate)
Communicating in the New Media	(Undergraduate)

Technical Writer | CONTRACTOR and PERMANENT

Hewlett-Packard | Compaq Computer Corporation | Mazer Digital Media | Digital Equipment Corporation |
NEC Electronics | Harvard Business School, Division of Research

SELECT PUBLICATIONS

Overview: Doctoral dissertation published as a trade book by, The Writer Books. Articles appeared in magazines and newspapers including *The Boston Globe* and NPR, as well as tech writing trade publications. Technical manuals: wrote a minimum of 5 technical manuals a year from 1986 to 2000. Select publications include:

- *I Gotta Crow: Women, Voice and Writing*, published by The Writer Books (the book division of *The Writer* magazine), distributed by Kalmbach Publishing.
- *Eat Play Cook: Nurturing Your Creativity*, podcasts on writing, on jillhackett.com and iTunes.
- Published and presented at 11 international conferences for *The Society of Technical Communications*, including delivering half day post-conference workshop on structured documentation.

CONFERENCES & WORKSHOPS

Overview:

- Leading academic writing and non-fiction workshops.
- Presented doctoral dissertation workshops and retreats.
- Published and presented at 11 international conferences for *The Society of Technical Communications*, including delivering half day post-conference workshop on structured documentation
- When the STC began offering post-conference paid workshops, STC asked me to co-lead a workshop on Structured Documentation.
- Also presented at University of Lowell, National Speakers Association, International Women Writers Guild's *Meet the Authors* panel in NYC.
- For Hewlett Packard led half day workshop in the Women at Work Series for 80 professional women, this was broadcast simultaneously to India, Texas and Colorado from Massachusetts.
- Co-lead *Cakes for the Queen of Heaven* feminist theology seminar, at several Unitarian churches in Massachusetts.
- Organized and led writing groups through museums, booksellers, libraries, writing organizations and also online.
- Conducted book promotion tour with author talks at Barnes & Nobles, Borders, Harvard Coop, local TV stations, radio.