

Lindsey M. Freer

South Hadley, MA

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Summary

Technology manager, educational technologist, and former humanities instructor with experience serving faculty and students at both public and private institutions. Experience managing technology personnel, assets, and budget; teaching and working in culturally diverse communities; and serving both traditional age students and adult learners. Equally focused on both the efficient delivery of IT support services in higher education, and the creative application of emerging technologies in traditional, online, and hybrid modalities of teaching and learning. My lifelong goal is to develop productive uses of technology that increase access to education for underserved populations.

Areas of Emphasis

- Faculty Development
- Technology Leadership
- Team Management
- Service Design
- Technology-Enhanced Pedagogy
- Project Management

Professional Experience

Manager of Digital Pedagogy

Mount Holyoke College

2018-present

South Hadley, MA

Built and manages instructional technology team, dedicated to supporting productive and creative curricular uses of technology across the College. Develops, maintains, and communicates team's strategic vision, including scope of work and long-term goals. Hires and supervises staff, guides policy development, and regularly evaluates instructional technology needs across the College. Pilots new technologies for learning, in partnership with colleagues and faculty. Coordinates technology needs assessment and installation for new and renovated learning spaces across campus.

Technology Manager

College of Education, Portland State University

2016-2018

Portland, OR

Oversaw division technology unit. Supervised staff and managed assets, provided instructional technology support to faculty, coordinated instructional design support for online and hybrid courses, and administered data management systems for the purposes of accreditation and candidate licensure. Managed the College of Education's technology budget and served as the College's technology purchasing authority. Fostered educational technology community.

- Restructured technology team, conducted thorough analysis of data management processes and daily operations, implemented new strategic plan and budget, grew unit efficiency and capacity.
- Created and implemented customized professional development plans, improved employee engagement.
- Supported 3D printing, remote livestreaming, podcasting, web development, and other special projects.
- Facilitated collaborative projects with technology staff at community partnership sites.

Program Manager, Instructional Technology Referral Office

Continuing and Professional Education, University of Oregon

2014-2016

Eugene, OR

Coordinated the startup of a new service unit, which referred faculty to appropriate instructional technology services across a decentralized campus IT environment. Created and implemented intake and project oversight processes. Facilitated productive outreach between faculty, instructional staff, and technology staff. Developed communication strategies to solicit impactful partnerships with other university service units. Collaborated with other service units on new cross-campus teaching and learning initiatives.

- Wrote training modules for UO faculty new to teaching online
- Led the production of a comprehensive report for academic leadership, providing an analysis of the digital education environment at the University of Oregon and its peer institutions to guide the re-organization and re-alignment of mission, objectives, and services.
- Served as chief researcher for the provost's task force on online and hybrid education, organizing fact-finding and conducting internal and external research on behalf of university leadership

Web Developer

Self-Employed

2012-2016

New York, NY and Remote

Designed, developed, and maintained digital presence for a documentary film, a related non-profit organization, and the associated production company. Trained creative team on web site management, blog content, and social media strategies; advised on digital marketing efforts. Developed and implemented e-commerce solutions.

Senior Instructional Technology Fellow**2012-2014****Central Instructional Technology Fellow****2009-2012****Instructional Technology Fellow****2007-2009**

Macaulay Honors College, City University of New York

New York, NY

Advised Macaulay faculty on the uses of technology in syllabus development and classroom practice in a wide range of disciplines. Led students in the design, development, and implementation of digital scholarship. Conducted instructional sessions for students and faculty on topics such as multimedia development, data visualization, digital research practices, electronic portfolios, and online collaboration.

- Assisted in the hiring and mentoring of new fellows
- Developed fellowship alumni database and organized alumni outreach and community development

Technology Consultant, First-Year English**2001-2012**

Barnard College, Columbia University

New York, NY

Guided effort to collaboratively design an effective research support web site for instructors and students of First-Year English. Developed and maintained multiple iterations of said web site, consulting with faculty coordinators on a part-time basis.

- Trained faculty on the use of learning management systems for collaborative online discussion
- Liaised with Barnard and Columbia IT staff on behalf of First-Year English

Learning Lab Coordinator, Project for Pride in Living**2005-2006**

Community Technology Empowerment Project, AmeriCorps

Minneapolis, MN

Designed and taught a technology-skills curriculum for entry-level and immigrant job seekers. Trained staff of a local non-profit organization on technology applicable to the organization's mission, including audio-visual equipment, multimedia editing, and digital resources.

- Developed a user-friendly web site for job seekers new to computers
- Managed the purchase and installation of software and peripheral devices for a new agency location
- Trained agency staff and other AmeriCorps volunteers on accessibility standards and assistive software

Teaching Experience**City University of New York**

2003-2014

Campus

Macaulay Honors College
Center for Worker Education, City College
York College

Borough of Manhattan Community College

Courses Taught

Honors Thesis Colloquium
Core Humanities
Research and Writing for the Sciences, Mathematics, and Technology
Research and Writing for Professional Programs
English Composition
Intensive Writing

Columbia University

2012, 2013

Program

Summer Program for High School Students

Courses Taught

Critical Reading and Study Skills
Study Skills and Research Techniques
Writing Expository Prose

Additional Teaching Experience

2008-2013

Institution

Fashion Institute of Technology
Hofstra University
Mercy College

Courses Taught

Identity in America: History and Literature, 1865-2000
Writing Studies and Composition
Fundamentals of Exposition

Education

M. Phil, English

Graduate School and University Center, City University of New York

New York, NY

B.A., English, *cum laude*

Barnard College, Columbia University

New York, NY

Skill Highlights

Computer Systems: Windows, Mac OS X, iOS, Linux. **Learning Management Systems:** Canvas, Desire2Learn, Blackboard, Moodle, Sakai. **Web Management:** HTML/CSS, WordPress, Dreamweaver, MediaWiki, Drupal. **e-Learning:** Articulate 360 (Storyline, Rise), Camtasia. **Multimedia:** Adobe Creative Cloud, Audacity, Final Cut Pro, Zoom. **Asset Management:** Jamf Pro, SCCM, Alexandria, Snipe-IT. **Emerging Technologies:** 3D printing and related applications.

Selected Presentations

“Strategies for Career Resilience in the Face of Economic Uncertainty.” ACM SIGUCCS Annual Conference (New Orleans, LA), November 3-6, 2019.

Co-presenter, “Reimagining Your University’s Educational Technology Culture.” UPCEA West Region Conference (Long Beach, CA), September 30-October 2, 2015.

Co-presenter, “Re-Curating the Snapshot: Student-Created Videos for Deeper Analysis.” Annual CUNY IT Conference. John Jay College, CUNY (New York, NY), December 4 2009.

University Service and Professional Development

Mount Holyoke College

- Leadership Development Program, 2019
- Chair, Instructional Technologist Search Committee, 2019
- Software Cross-Functional Team, 2019—

Portland State University

- Building Committee, College of Education, 2017
- Chair, Technology Support Specialist Search Committee, College of Education, 2017
- Lab Managers Group, 2016-18

University of Oregon

- Co-founder, Educational Technology Advisory Group, 2015-16
- Instructional Designer Search Committee, Continuing and Professional Education, 2015
- Office 365 Service Initiation Team, Information Services, 2015

Professional Memberships

SIGUCCS (ACM), Online Learning Consortium, EDUCAUSE