

CRYSTAL DAUGHTERY 5814
Wyndham Circle Unit 303
Columbia, Maryland 21044
443-835-9733 daughteryc@gmail.com

EDUCATION

Liberty University, Lynchburg, VA

Ed.D in Curriculum and Instruction, November 2022

Applied Research Dissertation: "Recommendations to Solve the Problem of Low Attendance Rates for General Education Classes"

Honors: Graduate with High Distinction

University of Maryland Baltimore County, Baltimore, MD

M.A. in Instructional Systems Development, December 2018

Major Field: Instructional Design

Nova Southeastern University, Davie, FL

Graduate School of Computers and Information Sciences

Ed.S. in Computer Technology, June 2003

Major Field: Computer Technology in Education

Chapman University Orange, CA

M.S. in Human Resources Management, August 1993

Major Field: Human Resource and Information Management

Chapman University Orange, CA

B.S. in Computer Information Systems, December 1990

Major Field: Computer Information Science

INSTRUCTIONAL TRAINING EXPERIENCE

US Customs & Immigration Services (USCIS)

Training & Development Branch

Instructional Systems Specialist, (2016-2023)

Designed and developed comprehensive instructional materials by applying instructional system design (ISD) theories to plan and manage the analysis, design, development, instruction and evaluation phases of the design process. Created support materials and training aids for both technical and nontechnical training in a variety of discrete subject-matter areas. Developed a variety of soft skills training initiatives incorporating theories of Adult Learning using interactive training techniques, assessments, and analytical tools. Conducted onsite and offsite training using online platforms and learning management systems to provide collaborative environments, facilitate the exchange of ideas and information, and share best practices within the training community. Evaluated training strategies by applying Kirkpatrick 4 levels of evaluation to connect business objectives and organizational goals to learning objectives in order to satisfy customer and stakeholder needs. Additionally, formative and summative methods were used to ensure training was connected to performance.

Department of Homeland Security

Headquarters

Training Lead, (2011-2016)

DHS Headquarters Training Lead for the operation and maintenance of a Learning Management System (LMS). As project lead I collaborated with multiple training managers within the agency to develop and execute training strategies for the assessed needs of their populations. In addition, I implemented training programs that provided the most efficient and cost-effective method of training for user categories according to an integrated management schedule (IMS). Furthermore, I developed training plans for management to support their employees in the successful operation and maintenance of HR automated systems. The training included elearning, job aids, checklists and user manuals. Lastly, I conducted training sessions for business owners, executive staff, system administrators, supervisors and employees.

FACULTY EXPERIENCE

Beacon University, Columbus, GA

Adjunct Faculty, General Education Department, 2008

Developed curriculum to integrate technology in the classroom using computer applications. Taught introductory computer courses in the evening.

Columbus State University, Columbus, GA

Adjunct Faculty, Department of Computer Science, 2006-2008,

Taught curriculum, created assessment tools, introduced flexible trends in the learning environment to increase engagement, consulted on course content with colleagues. Delivered content via learning management system.

General Smallwood Middle School, Charles County, MD

Faculty, Grades 6-8, 2003-2004

Designed and developed K-12 instruction and assessment material for introductory computer technology classes. Assisted with the Federal TRIO program through participation in outreach activities with local colleges.

Higher Colleges of Technology (HCT), Abu Dhabi, United Arab Emirates

Faculty, Department of Computer Science, 2000-2003

Taught introductory computer science curriculum and human resource courses for second year students. Developed student centered instructional strategies to engage students that were second language learners (ESL). Collaborated with a team of instructors from the business and English language department to ensure students were integrated into the learning process and assessed appropriately.

Department of Defense Dependent School System, Ankara, Turkey

Faculty, Grades 9-12, Business Education, 1998-1999

Developed instructional material for computer applications and business information courses. Operated and maintained local area networked computer labs.

Moreno Valley High School, Moreno Valley, CA

Faculty, Grades 9-12, Business Education, 1996-1998

Taught computer applications and business information courses. Chair of the Business Academy. Managed Carl Perkins grant budget and developed strategic plans for the growth and sustainment of the Business Academy developing academic improvement initiatives that included student advisor duties.

PUBLICATIONS/PAPERS

Daughtery, C. & Berge, Z.L., (2016). Mobile learning pedagogy, *The International Journal for the Scholarship of Technology Enhanced Learning (IJSOTEL)*, 1(2), 111-118. https://www.academia.edu/110623305/Mobile_Learning_Pedagogy

Daughtery, C. (2009). An Exercise in Rigor: A Review of Robert K. Yin's Case Study Research Design and Methods. *The Qualitative Report*, 14(2), 162-165. <https://doi.org/10.46743/2160-3715/2009.2842>

LICENSES & CERTIFICATIONS

Maryland Advanced Professional Educator Certificate
Computer Application & Business Education, 7-12
Ancillary Credit, Reading Valid period: 7/1/2020-6/30/2025

Federal Acquisition Institute (FAI)
Program and Project Managers
Level 1 Certification, 2012

Office of Accessible Systems & Technology (OAST)
508 Training Certification
Developing Accessible Microsoft Office Documents

MEMBERSHIPS:

Kappa Delta Pi, International Honor Society in Education, 2020
Troops to Teachers, 1996

REFERENCES:

Leslie Hackworth, Ed.D.
Applied Research Chair, School of Education
Liberty University, Lynchburg, VA
lharris208@liberty.edu
(434) 420-4699

Joan Johnson
Division Chief
Human Resources Information Management Systems (HRIS)
Department of Homeland Security
Washington, DC
(301) 785-6530

Marlon Butler
Chief
Curriculum Design Section
Department of Homeland Security
Washington, DC
Marlon.butler@ice.dhs.gov

Kiana Davis
Program Manager
Workforce Development
US Customs & Immigration Services (USCIS)
Office of Human Capital and Training
(254) 630-2194