**Jennifer C. George**

**PhD, MA, BA, PGCert HE, ATCL, ALAM, AWWA, Dip (Psy), SFHEA**

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**Professional Profiles**

LinkedIn: [uk.linkedin.com/pub/jennifer-george/18/33a/868/](http://uk.linkedin.com/pub/jennifer-george/18/33a/868/%22%20%5Co%20%22View%20public%20profile)

Research Gate: <https://www.researchgate.net/profile/Jennifer_George2/?ev=hdr_xprf>

Academia.edu: <https://northumbria.academia.edu/JenniferGeorge>

Twitter: @jenni26cg

I am an influential academic leader with excellent leadership and management skills at an international level and have a proven track record of delivering complex and innovative initiatives in both public and private higher education institutes. My key areas for University-wide projects include Technology Enhanced Learning, Digital Literacy, international partnerships, programme approvals and validations. I have been in the teaching profession since 1995, with experience in HE since 2005, and have an in-depth regulatory knowledge of the HE sector. I am extremely organised and am able to deliver high volumes of complex work without compromising attention to detail or quality both personally and through leading and developing a professional team. My particular strengths are lecturing and classroom management, project management, organisation, policy development, stakeholder management, learning and development, academic writing, IT, presentation, coaching, training, people management and influencing skills.

**Employment Overview**

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**Academic Employment Experience**

**May 2021 – todate Head of Department, Computing Goldsmiths, University of London**

I am head of department to 16+ undergraduate and post graduate programmes with approximately 1,200 students and approximately 70 members of staff.

**Mar 2019 – April 2021 Senior Lecturer/Deputy Head of Department Goldsmiths, University of London**

As a Senior Lecturer, I am the Programme Leader for BSc Computing and the module leader for Designing Digital Interactions. I supervise final year projects and also have personal tutor responsibilities. In my additional administrative roles, I have also been the assessments officer for the department. As a Deputy Head of Department, I am Chair of the Exam Board; lead the department of curriculum reviews, changes and the development of new programmes and am also the key liaison for international partnerships. I was Acting Head of Department for approximately 5 months in 2019 and 2 months in 2020.

**Mar 2014 – Mar 2019 Principle Lecturer/Academic Lead: Learning Technologies and Digital Media Anglia Ruskin University**

Responsible for collaborating with 5 faculties and services across ARU, 2,000 members of staff in a 30,000 student strong university and leading on evaluating, integration and promotion of leading edge Technology Enhanced Learning (TEL) approaches into the university and providing related staff development relating to Learning Technologies and Digital Media to deliver corporate goals and targets. Also responsible for line-managing a team of 2 and cross-functional leadership of a group of 12 Learning Technologists while keeping up to date with leading edge technologies and their application to Learning, Teaching and Assessment (LT&A).

**Key Achievements**

* Developing and leading the Technology Enhanced Framework (including the development of policy, strategy and implementation plans) to reflect LT&A Strategy targets and Corporate Plan goals. Managing and working with a range of internal and external stakeholders to enable implementation.
* Leading the evaluation and implementing new technology and learning platforms in terms of Learning Gain, ARU’s Digital and Education Strategy, user experience, inclusion and commercial. Reviews and evaluations I have conducted include: VLEs, Badging and showcasing, Video Conferencing, e-learning tools, Lecture capture, Quiz tools, and Media Tools.
* A key member of a university-wide working group to increase staff awareness of inclusive teaching, accessibility and disability support to meet the sector gap created by disability funding cuts. Led and implemented several university wide accessibility initiatives relating to LT&A and TEL.
* Led on delivering a highly successful open and online digital literacy course, with over 2,000 participants, that gained recognition by the European Commission for staff across ARU. Successfully developed and implemented a digital literacy barometer that is used as self-evaluation and CPD planning tool at appraisals across ARU.
* Effectively interpreting NSS performance relating to student engagement, retention and achievement and leading on utilising technology to enhance student experience.
* Successfully established staff and student partnerships to create learning opportunities to enhance digital literacy in the staffing community whilst enhancing student employability.
* Led university-wide engagement in defining requirements for learning and teaching analytics tool and contributed to developing a reporting and tracking tool to provide accurate reporting across the university on staff and student engagements using learning technologies.
* Active Panel and committee member of: VLE and Learning Technologies Strategy Group, VLE and Learning Technologies Academic Group; Recording and Media Steering Group, SSIG Disability Working Group/Inclusive Champions Action Network; Reading Lists Group; Learning and Teaching Subcommittee for Faculty of Art, Law and Social Sciences, Students Survey Operational Group.
* Effective chairing of an exceptionally challenging panel group that had been disbanded a number of times due to the complexity of the group and its dynamic. Brought the group together and continue to run it effectively.

**Sep 2010 – Feb 2014 Senior Academic Coordinator SAE Institute**

Managed the delivery of Middlesex University (MU) degree level programmes across a network of 38 campuses globally as Programme Leader to 7 undergraduate degree programmes (Audio Production, Digital Film Making, Web Development, Interactive Animation, Games Programming, Cross-Media Communication and Publishing, Music Business), which were delivered in 7 languages (English, French, German, Spanish, Greek, Italian and Swedish); ensured full quality achievement, QAA Coordinator, Link-Tutor to Middlesex University responsible for assessment panels and boards for all 32 campuses four times a year and established registry processes and Senior Lecturer.

**Key Achievements**

* Instrumental in leading SAE Institute, UK (the world’s largest creative media educator) from being a Vocational Education Provider into a HEI by leading a complex private institution through a QAA Review for Educational Oversight and obtaining a commended outcome.
* Responsible for successfully drafting academic and operational policies, procedures and implementing them across 32 campuses across the world. Effectively, established academic quality monitoring and audit processes and implemented them at an international level. Processes are still operational today.
* Established quality assurance measures (including assessment, peer reviews, delivery and moderation, campus academic coordination and registry manuals) and led a diverse team remotely across multiple countries to deliver a consistent service.
* Achieved Highly Trusted Status from the Home Office for SAE Institute UK, allowing it to sponsor International Students.
* Successfully set up degree programmes at SAE satellite centres, obtaining local government and UK University approval, establishing localised curriculum, managing budgets for both technical and human resources, developing policies and training staff in Liverpool, Bochum, Mexico City, Jakarta, Stockholm and Geneva. Also instrumental in setting up an online campus to increase the reach of the organisation and provide a new route to market.
* Lead the setting up individual campus research initiatives and international (regional) research groups in London and Sydney.
* Conducted reviews, validations and accreditations of new undergraduate and postgraduate degree programmes, in multiple languages, for both face-to-face and online delivery.
* Panel and committee member of: International Standards and Quality Committee; European Management Group; Partnerships Business Steering Group; Partnership Operations Group.

**Sep 2007 – Feb 2014 MA/MSc Professional Practice Programme Leader SAE Online**

Successfully reviewed and validated all undergraduate (delivered in English and Greek) and post-graduate online programmes; set up the e-learning environment to enable learning; ensured the learning design was optimised for delivery mechanism. Was a project supervisor and assessor with responsible for the induction of all postgraduate staff. Acted as Learning Advisor for approximately 20 postgraduate students in custom-made programmes. Set up first face-to-face postgraduate programme delivery campus in Milan (delivered in Italian).

**2007 – 2013 Visiting Lecturer Goldsmiths College, University of London**

I was employed for teaching Flash and ActionScript for a term but was asked to teach in several subjects over 7 years. Third year: Mathematical modelling, Decision Support Systems and Information Systems, E-Commerce, Human Computer Interaction and Project supervisions; Second year: Flash Animation; First year: Computer Science Basics. Was responsible for teaching and assessment with consistently excellent module evaluation and NSS feedback.

**Apr 2005 – Feb 2014 Senior Lecturer SAE Institute**

Responsible for high quality teaching and assessment with consistently excellent student feedback in topics for degree level programmes, including: human computer interaction; interface design; interaction design; usability; accessibility; study skills; e-learning; business and legal issues; video-based training; principles of communication; project management; graphic design; web development; audio and video authoring for the web. Project supervisor for undergraduate programmes.

**Other Academic Employment Experience**

**UK Academic Coordinator:** SAE Institute, London (2009 – 2010)

**Visiting Lecturer:** Academy of Contemporary Music, Guildford (2006 – 2007)

**Speech, Drama and Spoken English Teacher:** Wendy Whatmore Academy, SriLanka (1995 – 2002)

**Previous Business Based Employment Experience**

**Web Design and Development Coordinator:** KO Entertainment/Management (2005: 3-month project)

**Web Developer and Trainer:** IT Phoenix (2005: 2-month project)

**Production and Post-Production Assistant:** Tamil Media Group (2003: 6-month contract)

**Art Director:** Warner Link Associates (2000 – 2002)

**Trainee Graphic Designer:** Uniwick (Pvt) Ltd (1999 – 2000)

**IT Consultant and Court interpreter**: Wimal & Co Solicitors (2002- 2013, need-based)

**Education**

**PhD in Research through Design (passed without modifications):** *A Case Study of Balance and Integration in*

*Worth-Focused Research through Design* **-** Northumbria University (2016)

**Postgraduate Certificate in Management of Learning and Teaching in HE:** Goldsmiths College (2012)

**MA in Creative Media Practice (Distinction):** University of Middlesex (2007)

**BA (Hons) in Multimedia Arts (2:1):** University of Middlesex (2005)

**Teaching Diploma:** Associate of Wendy Whatmore Academy (AWWA) (2002)

**Speech and Drama Teacher Diploma:** Associate of Trinity College (ATCL) (2002)

**Teachers Diploma in Acting:** Associate of London Academy of Music and Dramatic Art (ALAM) (2002)

**Diploma in General Psychology:** American College of Higher Education (2000)

**External Roles**

2020 Chair of Exam Board for University of London, Goldsmiths Online Programmes.

2018 External Reader for BSc Information Systems at Goldsmiths, University of London

2018 External Examiner for MSc Dissertation at Middlesex University

**Memberships**

Fellow of Higher Education Academy (2013)

Senior Fellow of Higher Education Academy (2017)

Scientific Committee Member and Reviewer: DSAI (2009, 2010, 2013, 2015)

Organising Chair: DSAI (2010)

**Professional Development**

Management and Development

Influencing and Leading Change

Effective Chairing

Counselling

Diversity in the Work Place

Interview Skills, Unconscious Bias

Recruitment and Selection

Customer Service

Appraiser Training

Active Collaborative Learning (including several University Vision visits)

Changing the Learning Landscape

Data Protection

IBM Resources

Usability and Accessibility Testing

Managing Unconscious Bias

GDPR

**Languages**

English – Native/Fluent/Second Language

Tamil – Native/Fluent/Mother Tongue

Sinhalese - Conversational

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**Academic Profile**

**PhD Thesis**

George, J., (2016), *A Case Study of Balance and Integration in Worth-Focused Research through Design***,** Northumbria University, 2016, Available at: <http://nrl.northumbria.ac.uk/30326/1/george.jennifer_phd.pdf>.

**Journal Publications**

1. Stienen-Durand, S., George, J., (2014), Supporting Dyslexia in the Programming Classroom, 5th International Conference on Software Development and Technologies for Enhancing Accessibility and Fighting Info-exclusion, DSAI 2013, Edited by Manuel Pérez Cota, João Barroso, Simone Bacellar Leal Ferreira, Benjamim Fonseca, Tassos Mikropoulos and Hugo Paredes, Procedia Computer Science, Science Direct, Volume 27, Pages 1-498 (2014), Copyright © 2014 Elsevier [Available at: http://www.sciencedirect.com/science/article/pii/S1877050914000489].
2. George, J., Gnanayutham, P., (2010), Developing Multimedia Interfaces for Speech Therapy, Universal Access in the Information Society, Vol. 9, No. 2, June 2010, Springer,[Available at: <http://www.springerlink.com/content/8565120578uw0336/>]
3. George, J., Gnanayutham, P., (2008), Using Multimedia Interfaces for Speech Therapy, Universal Access in the Information Society, Springer

**Conference Papers and Presentations**

1. George, J., (2015), Accessible Documents for the Learning and Teaching Environment*,*Anglia Learning and Teaching Conference, presentation and publication, Anglia Ruskin University, 30th June 2015.
2. George, J., Richter, U. M. (2015), Technology Enhanced Learning and Teaching Framework, Anglia Learning and Teaching Conference, presentation and publication, Anglia Ruskin University, 30th June 2015.
3. Stienen-Durand, S., George, J., (2013), Supporting Dyslexia in the Programming Classroom, 5th International Conference on Software Development and Technologies for Enhancing Accessibility and Fighting Info-exclusion, DSAI 2013, Vigo, Spain, Published by Elsevier B.V.
4. George, J., Gnanayutham, P., (2010), Developing Rehabilitation Robots for the Brain Injured, K. Miesenberger et al. (Eds.): ICCHP 2010, Part II, LNCS 6180, Springer-Verlag Publishers, July 2010, Vienna, Austria.
5. George, J., Cockton, G., Greenough, T., (2010), A Social Approach to Accessible Social Networking Using the CAT Model, K. Miesenberger et al. (Eds.): ICCHP 2010, Part I, LNCS 6179, pp. 216–223, 2010, Springer-Verlag Publishers, July 2010, Vienna, Austria.
6. George, J., Gnanayutham, P., (2009), Theories for Interaction Design, ATINER, July 2008, Athens, Greece.
7. Gnanayutham, P., George, J., (2009), Designing Rehabilitation Robots for the Brain Injured, ATINER, Greece, 2009, July 2009, Athens.
8. George, J., Cockton, G., (2009), Towards Comprehensive ICF Compatible Sociodigital Approaches to Choice and Use of Assistive Technology for Young Children, In Proceedings of 2nd International Conference on Software Development for Enhancing Accessibility and Fighting Info-exclusion DSAI 2009, pages 7-94, Editors: Dias, M.S., Hadjileontiadis, L., Barroso, J., DSAI 2009 International Conference, 3-5 June 2009, Lisbon, Portugal, Publisher Universidade de Trás-os-Montes e Alto Douro, ISBN 978-972-669-913-2.
9. George, J., Gnanayutham, P., (2008), Global Legislation, Accessibility Practices and Assistive Technology, ATINER, Greece, 2008, July 2008, Athens.
10. Gnanayutham, P., George, J., (2008), Analysis of Research Methodologies for Neurorehabilitation, ATINER, Greece, 2008, July 2008, Athens.
11. George, J., Gnanayutham, P., (2008), An Experiment using Personalised Multimedia Interfaces for Speech Therapy, ICCHP2008, July 2008, Springer-Verlag Publishers, July 2008, Linz, 1236 – 1243.
12. Eyasim, F., Gnanayutham, P., George, J., (2008), Multimedia Interfaces for BSL Using Lip Readers, ICCHP2008, July 2008, Springer-Verlag Publishers, July 2008, Linz, 663 – 669.
13. Gnanayutham, P., George, J., (2008), Adaptive Brain-Body Interfaces, BCI-HCI Symposium, A Symposium at the Artificial Intelligence and Simulation of Behaviour (AISB) 2008, Aberdeen, Scotland 2008, accepted for publication.
14. George, J., (2007), Theories for Educational Multimedia Application Development: A Case Study, HCI International 2007, Lecture Notes in Computer Science Series, Posters, Springer,  July 2007, Beijing, 1211 – 1215.
15. George, J., Gnanayutham, P., (2007), Research Methodology for Phonological Development, HCI International 2007, Lecture Notes in Computer Science Series, Posters, Springer,  July 2007, Beijing, 907 – 911.
16. George, J., Gnanayutham, P., (2007), Facilitating Pronunciation skills for Children with Phonological Disorders using Human Modelling, Edited by Duffy, V., G., HCI International 2007, Lecture Notes in Computer Science Series, Springer,  LNCS 4561, July 2007, Beijing, 595 – 605.
17. Gnanayutham, P., George, J., (2007), Inclusive Design for Brain Body Interfaces, Edited by Schmorrow, D., D and Reeves, L., M.,  HCI International 2007, Lecture Notes in Computer Science Series, Springer,  LNAI 4565, July 2007, Beijing, 102 – 111.
18. George, J., Gnanayutham, P., (2007), Using Multimedia Based Assistive Technology to Enhance Pronunciation Skills for Children with Phonological Disorders, ATINER 2007, July 2007, Athens.
19. Gnanayutham, P., George, J., (2007), Developing Brain Body Interfaces for the Visually Impaired, ATINER 2007, July 2007, Athens.
20. Gnanayutham, P., George, J., (2006), Using Human Computer Interaction Concepts to Design Interfaces for the Brain Injured, ATINER 2006, June 2006, Athens.
21. George, J., (2006), Usability Issues in Multimedia Interface Design, ATINER, June 2006, Athens.

**Book Chapters**

1. Kerrigan, M. J. P. and George, J., (2018), Anglia Ruskin University: Implementing Digital Literacy, (pp78-79), Stefano, K., Laia, P. P. DigComp into Action: Get inspired, make it happen. A user guide to the European Digital Competence Framework, Publications Office of the European Union, ISBN 978-92-79-79901-3, [Available at: <http://publications.jrc.ec.europa.eu/repository/handle/JRC110624> ].
2. Gnanayutham, P. and George, J., (2007), Developing Brain Body Interfaces for the Visually Impaired, Current Advances in Computing, Engineering and Information, Edited by Panagiotis Petratos & Pamaswami Dandapani, Part 1, pp 41-54, ISBN: 978-960-6672-34-7, 345, Published by ATINER 2008.
3. Gnanayutham, P., George, J., (2007), Brain-body interfaces, Edited by Constantine Stephanidis, User Interfaces for All - Concepts, Methods, and Tools, Taylor and Francis
4. George, J.C. and Gnanayutham, P., (2007), Using Multimedia based Assistive Technology to Enhance Pronunciation Skills for Children with Phonological Disorders, Current Advances in Computing, Engineering and Information, Edited by Panagiotis Petratos & Pamaswami Dandapani Part 1, pp 27-40, ISBN: 978-960-6672-34-7, 345, Published by ATINER 2008.
5. Gnanayutham, P., George, J., (2006), Using Human Computer Interaction Concepts to Design Interfaces for the Brain Injured, Chapter 1, pp 2 -14, ISBN: 960-6672-07-7, Published by ATINER, 2006.
6. George, J., (2006), Usability Issues in Multimedia Interface Design, Current Computing Developments in E-Commerce, Security, HCI, DB, Chapter 1,ISBN: 960-6672-07-7, ATINER, 2006, 61 – 74.

**Position Papers**

1. George, J., Cockton, G., (2008), Tabletop Computers as Assistive Technology, Shareable Interfaces for Learning Workshop 2008, 11-12 September 2008, UK.

**Blogs**

1. George, J., (2016), Accessible Organisations: Involving Staff in Inclusive Learning at Anglia Ruskin, 15th July 2016, [Available at: <https://accessibility.jiscinvolve.org/wp/2016/07/15/anglia-ruskin-templates/>].
2. George, J., Williams, J., (2017), 5 Days of Digital Literacy, [Available at: <https://5daysofdigitalliteracy.com/>]