

Crystal De Riggs

P.O Box 1271, St. George, Grenada, (473) 449 8701, crystal.deriggs@gmail.com

EDUCATION:

Doctor of Education - Higher Education Leadership

Maryville University, MO, USA

Master of Science - Management and Educational Leadership (Hons)

University of the West Indies, Open Campus, Grenada

Bachelor of Business Administration - Management (Magna Cum Laude)

Berkeley College, White Plains, NY, USA

Associate Degree - Social Sciences

T.A Marryshow Community College, St. George, Grenada

EXPERIENCE:

ST. GEORGE'S UNIVERSITY (SGU), St. George, Grenada

2024 – Present

Director of the Learning Strategies Unit (LSU), Department of Educational Services (DES)

- Provide oversight to the LSU to ensure relevance, competency, and quality of programs delivered, ensuring alignment with SGU's mission and vision.
- Periodically assess learner needs and develop targeted support interventions.
- Maintain systems surrounding scheduling, curriculum design, pedagogy, educational research and program evaluation, policies for the LSU.
- Design and develop evidence-based support practices to help students in improving time management; focus; approaches to learning; memorizing; building long-term memory; integration of content; test preparation; multiple-choice test-taking for university and national standardized exams; learning strategy assessments; information processing and selecting the main idea.
- Lead and participate in professional development activities that contribute to team and individual professional learning.
- Work collaboratively with others in the DES team on departmental initiatives to ensure unity of action intra-unit and inter-unit.
- Work on special projects and tasks, including teaching and faculty engagement initiatives, as requested by the Chair of DES.

2024 – Present

School of Medicine (SOM) Team Lead, DES

- Coordinate learning support and strategy services for all SOM students.
- Identify gaps in services and develop innovative services to achieve student outcomes.
- Represent the DES SOM team by preparing and presenting mid-semester and semester reports within DES and at other campus meetings.
- Coordinate the delivery of DES SOM orientation programming.
- Provide leadership support to SOM learning strategists, including delegating tasks and monitoring progress and performance to perform yearly appraisals.

2023 - 2024

Preclinical (PCLN) Team Lead, DES

- Lead the development of pre-clinical learning strategies programming.
- Represented the DES pre-clinical team by preparing and presenting mid-semester and semester reports within DES and at other campus meetings.
- Coordinated the PCLN Success Teams program for peer support and collaborative learning. Responsible for all program design and delivery aspects, including advisor recruitment, communication, evaluation, and administration.
- Coordinated the delivery of preclinical orientation sessions for third-year pre-clinical and post-baccalaureate students and students transitioning from pre-clinical programs to medical school.

PCLN 301 Course Director, DES

- Oversaw all aspects of this 1-credit course in the pre-clinical program, structured as experiential and critically reflective to promote the development of self-regulated learning. The course was presented through live workshops, independent learning activities and reflections, and assignments.
- Coordinated the delivery of in-class workshops with other learning strategists and DES faculty.

2022 - Present

Learning Strategist, DES

- Design and develop academic support services (programs, presentations, workshops, handouts, online resources) focused on learning strategies and content to improve student performance.
- Host one-on-one student sessions for general and remediation academic support.
- Create individualized learning and action plans with students to support the development of their academic goals based on a self-directed, lifelong learning model.
- Monitor student progress and use of services and report to key stakeholders.
- Collaborate with colleagues, leadership administration, and faculty in other support service units to develop and implement supplemental programming.
- Work on special projects and tasks, including teaching and grading support, as requested by the Director of the Learning Strategies Unit and the Department Chair.

2020 - 2022

Peer Learning Group (PLG) Coordinator, DES

- Recruited and assisted with the training of PLG facilitators.
- Managed all PLG activities, including scheduling sessions, student and faculty communication, liaising with faculty and team members to assess the level of support needed for students, recording PLG attendance, and generating PLG reports.
- Assisted with the supervision and observation of PLG's for the School of Medicine (SOM) and the School of Veterinary Medicine (SVM).
- Provided orientation support for all programs: assisted with planning, scheduling, attendance, and other assigned responsibilities.
- Provided teaching & grading support for the preclinical learning strategies course.
- Served as faculty advisor for the SOM Academic Enhancement and Preclinical Success Teams programs.

2019 - 2020

Demonstrator, Observer, DES

- Observed and provided feedback to student facilitators during peer review sessions to promote continuous improvement

Demonstrator, Specialized English Language Program, DES

- Reviewed and offered feedback on medical students' curriculum vitae and personal statements to support their residency preparation.

THE UNIVERSITY OF THE WEST INDIES, Open Campus, St. George, Grenada

2018 - 2020

Course Delivery Assistant

- Ensured course delivery met quality assurance standards and that teaching activities aligned with the approved curriculum and syllabus.
- Monitored instructor engagement on online course platforms and reviewed student assignment feedback for quality and alignment.
- Provided formative feedback to instructors as needed.
- Assisted students in effectively navigating online learning platforms.

THE MARKETING & NATIONAL IMPORTING BOARD, St. George, Grenada

2017 - 2018

Sales & Marketing Manager

- Managed the daily operations of five retail outlets.
- Developed yearly sales & marketing plan for organizational growth.
- Supervised, trained, and evaluated a team of six Retail Supervisors, one Sales & Marketing Executive, and forty-five retail team members.

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- Managed retail customer relations and relations with corporate customers (export/international clients, hotels, restaurants, supermarkets, schools).
- Created marketing campaigns and implemented sales promotions.

LE PHARE BLEU BOUTIQUE RESORT & MARINA, St. George, Grenada

2014 - 2016

Restaurant Manager

- Managed & coordinated restaurant procedures, including staffing, inventory management, stocks and supplies, scheduling, and planning for two restaurants.
- Successfully planned & executed the opening of a second restaurant on the property.
- Oversaw the planning and execution of logistics and operations for private meetings, conferences, concerts, weddings, and all special events.

TRUE BLUE BAY RESORT, St. George, Grenada

2012 - 2014

Restaurant Manager

- Managed daily restaurant operations, including staffing, inventory, stocks and supplies, scheduling, planning, and overseeing functions.
- Served on the marketing committee and assisted with managing social media accounts.
- Interviewed and trained personnel to work in a restaurant environment.
- Successfully developed customer needs and improvement plans.

ALFRED COLLEGE, Alfred, NY, USA

01/2011 - 06/2011

Interim Residence Director

- Supervised daily operations in a residence hall of over two hundred students.
- Supervised and evaluated a staff of nine Resident Assistants, one Head Resident Assistant, and one Office Manager.
- Planned and executed social and developmental programs for residents.

BERKELEY COLLEGE, White Plains, NY, USA

2008 - 2010

Administrative Assistant - Academic Affairs

- Worked closely with the Academic Dean and support staff to assist students with registration and academic planning.

TEACHING:

ST. GEORGE'S UNIVERSITY

Courses

2025	EDUC816: Learning Theories (Graduate Course)
2023 – 2024	PCLN301: Learning Strategies for Pre-Clinical Students (Graduate Elective Course)
2024	EDUC901: Global Issues in Education (Graduate Course)

Workshops

Time Management and Retrieval Practice, 2025; Time Management and the Study Cycle, 2025; Retrieval Practice: MCQ Approach, 2025; Cultivating a Growth Mindset, 2024; Active Learning for College Students, 2023.

RESEARCH:

Submitted for Publication

De Riggs, C., & Myrick, J. 2024. *Attitudes and Perceptions about Vocational Education and Careers Among Secondary School Teachers and Principals in Grenada* (dissertation).

In Progress

De Riggs, C., Wildman-Browne, A., Alleyne, A., & Alexander, B. *Medical students' perception of AI-generated multiple-choice questions for retrieval practice.*

De Riggs, C., Wildman-Browne, A., Alleyne, A., & Alexander, B. *Beyond Support: Exploring the Barriers Faced by Faculty in Engaging with Formal Research.*

PRESENTATIONS:

De Riggs, C., Wildman-Browne, A., Alleyne, A., & Alexander, B. (2025, October). *Transforming resistance into resilience & academic success: Positive reframing in mandatory academic support programs in higher education.* Presentation at the NACADA Annual Conference, Las Vegas, NV, USA.

De Riggs, C. (2025, July). *Embrace lifelong learning; Expand your definition of success; and Think beyond borders—but build within them!* Featured address presented at the T. A. Marryshow Community College Graduation Ceremony, St. George's, Grenada.

Lessey Charles, A., **De Riggs, C.,** Alexander, B., James Alleyne, T., St. Louis, D., St Bernard, D. (2025, February). Navigating the Transition: The Academic Enhancement Program for Medical Student Success at St. George's University (SGU). Poster presentation at the Learning and the Brain conference, San Francisco, CA, USA.

De Riggs, C. & Burgen, K. (2024, March). Developing a Learning Strategies Course for Pre-clinical Students at a Medical University. Poster presentation at the NASPA conference, New Orleans, LA, USA.

PROFESSIONAL AFFILIATIONS:

Member, Learning Specialist Association of Canada (LSAC)

Member, Profession and Organization Development (POD) Network

Member, National Association of Student Personnel Administrators (NASPA)

Member, National Academic Advising Association (NACADA)

OPEN COURSE CERTIFICATIONS:

ST. GEORGE'S UNIVERSITY

Foundations of Teaching and Learning

UNIVERSITY OF THE WEST INDIES, Open Campus

Embracing Student-Centered Learning

Foundations of Facilitation

Timely and Meaningful Assessment

Tech Quest for Facilitators 1 & 2

Course Room Facilitation Techniques