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HARD SKILLS

- D2L Brightspace
- Salesforce/Target X
- Blackboard
- Zoom
- Google Workplace
- Kaltura
- Microsoft Office Suites
- WordPress
- Canva
- Database Management
- Reporting

SOFT SKILLS

- Leadership
- Collaborative/Team player
- Reliable
- Effective communication
- Adaptability
- Creativity
- Time Management
- Organization
- Attention to detail
- Emotional intelligence

PROFESSIONAL EXPERIENCE

Assistant Director of DLL Advising Center and Student Support Services [Promotion]

| Division for Lifelong Learning | University of Maine | October 2025 - Current |

- Coaches, trains, and supervises advising center staff
- Advisor to 500+ online students - matriculation through graduation, in addition to daily inquiries
- Collaboration with directors, faculty, and program coordinators in 27 online graduate degrees/certificates
- Pre-review of select online graduate education applications
- Supervise the projects being completed by graduate assistants, student employees, and interns supporting UMaineOnline
- Support of Success Coaches through monthly meetings, case studies, and professional development
- Maintenance, Review, and Update of Communications Plans
 - Target X (Salesforce) email inquiry campaign review, implementation, and maintenance
 - Target X (Salesforce) email follow-up campaign review, implementation, and maintenance
 - Navigate (EAB) text campaign design, implementation, and support
 - Target X (Salesforce) email / Navigate (EAB) text campaign for Non-Degree Graduate Educators
 - Data analytics and reporting of the communication plan data
- Schedule staff to cover chat shifts and report on chat feature data
- Oversee the continuous training and certification of all Advising Center staff.
- Development and implementation of new policies and procedures for the support of online students
- Coordination of UMaineOnline Newsletter - *Black Bear from Anywhere News*
- Outreach events for on-site marketing of programs
- Collaboration and coordination with other campuses, senior administration, in addition to various University offices through leadership opportunities
- Attend meetings in place of the Executive Director

Adjunct Faculty

| *College of Liberal Arts and Sciences | University of Maine | August 2021 - Current* |

- LAS 150 - First-Year Seminar
- Course creation in D2L Brightspace
- Provide a community for first-year students, centered around knowledge and support
- Allow students to explore the academic and social resources on campus
- Introduce students to the necessity of studying as well as self-compassion
- Discuss the importance of attendance, accountability, and perseverance
- Practice engagement in academic planning/management for success

UMaineOnline Senior Advisor [Promotion]

| *Division for Lifelong Learning | University of Maine | January 2023 – October 2025* |

- Advisor to 500+ online students - matriculation through graduation, in addition to daily inquiries
- Collaboration with directors, faculty, and program coordinators in 27 online graduate degrees/certificates
- Pre-review of select online graduate education applications
- Mentor 3 UMaineOnline Advisors through monthly meetings and trainings
- Supervise the projects being completed by graduate assistants, student employees, and interns supporting UMaineOnline
- Coordination and support of the Success Coaches through the training process, including bi-weekly meetings
- Development and implementation of new success coaching policies and procedures
- Creation, Review, and Update of Communications Plans
 - Target X (Salesforce) email inquiry campaign review, implementation, and maintenance
 - Target X (Salesforce) email follow-up campaign review, implementation, and maintenance
 - Navigate (EAB) text campaign design, implementation, and support
 - Target X (Salesforce) email / Navigate (EAB) text campaign for Non-Degree Graduate Educators
 - Data analytics and reporting of the communication plan data
- Lead the launch of a new chat feature for UMaineOnline ([Tawk.to](https://tawk.to)), develop a new 12-hour schedule, schedule the chat shifts, and report on chat feature data
- Development and implementation of new policies and procedures for the support of online students
- Launch of UMaineOnline Newsletter - *Black Bear from Anywhere News*
- Outreach events for on-site marketing of programs
- Collaboration and coordination with other campuses, senior administration, as well as various University offices through leadership opportunities

UMaineOnline Advisor

| *Division for Lifelong Learning | University of Maine | March 2018 – January 2023* |

- Advisor to 600+ online students - inquiry through graduation, in addition to daily inquiries
- Supervision of (3) Graduate Assistants
- Collaboration with faculty and program coordinators in 27 online graduate degrees/certificates
- Market research, development, and marketing for new online programs
- Collaboration and coordination with other campuses, senior administration, as well as various University offices, through leadership opportunities
- Development and presentation of new student orientations for programs annually
- CRM (Salesforce/Target X) email campaign design, implementation, and maintenance
- CRM (Salesforce/Target X) report development and data analytics
- Outreach events for on-site marketing of programs, virtual recruitment events
- Lead in the development of the online UMaineOnline New Student Orientation site
- Lead the organization and execution of application and enrollment call campaigns each semester
- Development and implementation of new policies and procedures for the support of online students
- Training of three new UMaineOnline Advisors, five Graduate Assistants, and an Administrative Assistant

- Strategic planning to support the University in pivoting to support historically on-campus programming and services to meet the needs of all students effectively during the pandemic
- Collaboration with and the support of the University of Maine at Machias, as their programming is integrated into UMaineOnline's portfolio
- Led the launch of the chat feature for UMaineOnline, and maintained the scheduling to cover chat

NC-SARA Representative

| *University of Maine and University of Maine at Machias* | July 2018 – May 2024 |

- Complete the yearly renewal applications for both campuses
- Collect and report IPEDS data to NC-SARA for the Distance Education Enrollment annual report
- Collect and report data collected from faculty and staff to NC-SARA for the Out-of-State Learning Placement annual report

LEADERSHIP ROLES

UMS State Authorization Compliance Committee

| *UM/UMM Representative* | June 2020 – May 2024 |

- Collect state certification and licensure information from all departments that prepare students for licensure/certification
- Collaborate with professionals from all 7 campuses to create a website to provide this information to prospective and current students
- Create and communicate the required terminology for compliance with each of the department entities

UPCEA New England Region Planning Committee

| *Past Chair* | January 2023 – January 2024 |

- Assists the Chair in the planning and development of the regional conference
- Provides oversight to the subcommittee chairs
- Assists with agenda and scheduling, and serves as an alternate contact with the national office
- Oversees the email communication plans, supported by a subcommittee and the national office
- Works in partnership with professionals from other institutions in New England to plan and execute upcoming UPCEA conferences

UPCEA New England Region Planning Committee

| *Chair* | January 2022 – January 2023 |

- Planning of the Regional Breakfast at the Annual Conference
- Planning of the social hour with regional leaders
- Host of the Regional Breakfast at the Annual Conference
- Planning and development of the regional salon
- Host of the virtual Regional Salon
- Creates the meeting agenda and leads monthly meetings
- Serves as the contact with the national office

UPCEA New England Region Planning Committee

| *Treasurer/Secretary* | January 2021 – January 2022 |

- Responsible for capturing action items from the meetings and correlating them with the regional communications timeline developed by the national staff, to track progress in planning
- Responsible for all the documents and templates that are shared by the committee
- Organizes and maintains the shared/Google Drive
- Ensures that timely communication is distributed to subcommittee chairs and works with the regional Chair to assist in onboarding subcommittee chairs and members

- Works in partnership with professionals from other institutions in New England to plan and execute upcoming UPCEA conferences

UMS Distance Coding Committee Member

| May 2018 – May 2020 |

- Creation of a student location proposal with colleagues from all UMS campuses
 - Consistent tracking of student location, licensure requirements for NC-SARA, and federal compliance across all seven campuses
- Creation of a coding proposal for modality course code consistency for all UMS campuses

PRESENTATIONS

- 2025 University of Maine - New Faculty Orientation | Orono, ME
Panel presentation on how advising differs across campus
- 2024 UPCEA Annual Conference | Boston, MA
Hosted Regional Breakfast
- 2023 UPCEA Annual Conference | Washington, D.C.
Hosted Regional Breakfast
- 2023 UPCEA Regional Salon | Virtual
Leading Forward Together: New Realities for Higher Ed and the Role of Professional and Continuing Education
- 2021 UPCEA Regions Week | Virtual
Challenges in the Online Environment: Best Practices, Lessons Learned, and Creative Engagement in Advising and Supervision
- 2021 UMS Advising Summit | Virtual
The New Normal: Tips for Advising Students in the Virtual World
- 2020 UMS Advising Summit & 2020 Maine Association Adult Education Conference | Virtual
Online Advising: A Far-Reaching Practice
- 2019 UPCEA South Region | Orlando, Florida
Breaking with Tradition: Exploring new Non-traditional learners' support approaches
- 2018 UPCEA New England Region | Providence, Rhode Island
OPENing the Door to Special Education: Partnerships for Excellence

PROFESSIONAL DEVELOPMENT

- May 2026 | Success on Purpose | Orono, ME
- March - September 2026 | Coach Training EDU | 2.0 Advanced Coach Training | Virtual
- January 2026 | Crucial Conversations | Orono, ME
- October 2025 | Practical Public Speaking: From Fear to Success | Augusta, ME

- March - September 2025 | Coach Training EDU | 1.0 Academic Life Coach Training | Virtual
- March 2024 | 2024 UPCEA Annual Conference | Boston, MA
- August 2024 | 2024 UPCEA New England Region Salon
- March 2023 | 2023 UPCEA Annual Conference | Washington, D.C.
- August 2023 | 2023 UPCEA New England Region Salon
- June 2023 | 2023 UPCEA Central Region Salon
- October 2022 | 2022 UPCEA New England Region Conference | Providence, RI
- October 2021 | UPCEA 2021 Regions Week
- May 2021 | Practical Project Management | Virtual
- June 2021 | UPCEA PCO 103: Overview of Professional, Continuing, and Online Education | Virtual
- April 2021 | 2021 UPCEA Annual Conference
- December 2020 | 2020 UPCEA Marketing and Enrollment Management Seminar
- October 2020 | UPCEA New England Region Conference
- October 2019 | UPCEA Emerging Leader Regional Program at 2019 South Region Conference
- October 2019 | 2019 UPCEA South Region Conference

EDUCATION

Master of Education | Special Education

2019 | GPA 3.9

University of Maine

Bachelor of Science | Elementary Education

2016 | GPA 3.2

University of Maine

COMMUNITY SERVICE

PATAWA - Pine Tree Women's Civic Organization Member | President | June 2021 – June 2023 |

- Representation of the PATAWA Women's Civic Organization at community and statewide events
- Lead the group of women in monthly meetings, both in-person and online
- Work collaboratively with the various leaders in the group to plan and execute multiple fundraising and civic events throughout the year
- Distribution of collected funds to area non-profit organizations

PATAWA - Pine Tree Women's Civic Organization Member | Secretary | June 2019 – June 2021 |

- Participation in fundraisers within the community to support the community
- Fundraising to support Bangor Area Homeless Shelter, Good Shepherd Food Bank, Partners for Peace, Acadia Hospital, Community Caring Collaborative, as well as many other community organizations.