

**Robert J. Linsalato**  
**PO BOX 893476**  
**Temecula, CA 92589**  
**rlinsalato@apu.edu**  
**626-533-6334**

## **EDUCATION**

**Pepperdine University** – Master of Arts Degree in Psychology, *April 1997*

**Psi Chi** – The National Honor Society in Psychology, *May 1996*

**California State Polytechnic University** – Bachelor of Arts Degree in Psychology, *June 1993*

## **EXPERIENCE**

### **Azusa Pacific University**

*Subject Matter Expert, August 2013 to Present*

Manage course development for General Psychology online classes, including syllabi, multi media presentations, quizzes, critical thinking papers, student forum topics, and course delivery.

*Adjunct Faculty, September 2008 to Present*

Lecture in General Psychology, Human Growth & Development, Applied Statistics, History of Psychology, Psychology of Child & Adolescent Development, Psychology of Adult Development, Cultural Psychology, and Stress and Coping. Utilize eCompanion and Sakai for threaded discussions, assignment dropbox, gradebook, webliography, and communication with students. Manage Teaching Assistants assigned to proctor exams, grade coursework, and assess critical thinking papers.

### **Azusa Pacific Online University**

*Subject Matter Consultant, November 2012 to Present*

Manage Course Development Projects for upper division psychology courses in accordance to University and Western Association of Schools and Colleges guidelines. Development includes course requirements, grading scales and rubrics, course activities and related assessments, course resources such as presentations, handouts, and other media, and the course schedule. Perform course design and review and refinement for Curriculum and Academic Policy Committee.

*Adjunct Faculty, January 2012 to Present*

Facilitate General Psychology courses, ensuring student learning objectives are met and courses are completed as outlined in the course syllabus. Provide timely feedback and assessment throughout the course, incorporating faith integration with assigned topics. Utilize Moodle course management system.

### **St. Philip the Apostle School**

*School Board, Public Relations Committee, September 2008 to June 2011*

Coordinated public relations and contributed to the publication of the Annual Report and Quarterly Newsletter. Participated in Accreditation Committee for Western Association of Schools and Colleges site visit.

**University of Phoenix,**

*Adjunct Faculty, September 2008 to Present*

Facilitate classes in General Psychology, Theories of Personality, Child Development, Adult and Family Development, Lifespan Human Development, History and Systems in Psychology, Statistical Reasoning in Psychology, Biological Foundations in Psychology, Cognitive Psychology, Learning and Cognition, Social Psychology, Theories of Personality, Abnormal Psychology, Chemical Dependency in the Workplace, Team Dynamics for Managers, Industrial/Organizational Psychology, Psychological Tests and Measurements, Research and Statistics for the Social Sciences, Program Design and Proposal Writing, Professional, Ethical, and Legal Issues in Human Services, Mental Health and Crisis Intervention Practices, Technology in Human Services, Case Management, Dependency and Addictions, Advocacy and Mediation, and Elements of Clinical Psychology in an extended learning format utilizing on campus instruction and the Online Learning System

**Pasadena City College**

*Adjunct Faculty, January 2002 to January 2012*

Lecture in Introductory Psychology, Physiological Psychology, Child Development, Lifespan Development, Human Sexuality, and Social Psychology

**Le Cordon Bleu College**

*Dean of Students, February 2003 to August 2008*

Managed Student Services for a student population of 2000 attending 5 campuses

- Staff supervision included Associate Dean of Students, Student Services Coordinators, International Student Advisors, ADA Coordinators, Learning Resource Center / Library Staff, and Student Housing Coordinators
- Effectively managed and forecasted division budgets and business operations
- Managed Learning Resource Center / Library
  - Student testing, assessment, and tutoring
  - Scheduling and advertising guest speakers and success seminars
  - Expansion and maintenance of print resources and computer labs
- Population management and student success
  - Coordinated student status changes, leaves of absence, and re enter process
  - Student advisement regarding academic progress
  - Responsible for student retention efforts and annual Retention Plan
  - Evaluation of transcripts for transfer credit with the Registrar's Office
  - Student Program Evaluations, Faculty Evaluations, and Course Evaluations
  - Statistical reports created from data collected in surveys and evaluations
  - Evaluated student recruitment by data mining levels of student success after the admissions process and identified and analyzed trends that contribute to student success
  - Presented student attrition data analysis to the Executive Team to improve the admissions process and better forecast student needs
  - Power Point presentations to administration summarizing student feedback
  - Student Focus Groups
- Student events
  - Managed student activities, clubs, and Student Council / student governance
  - New Student Orientation and Graduation Ceremony
- Committee leadership
  - Department Chair of the Graduation Committee and Scholarship Committee
  - Member of College Advisory Board and Policy and Procedure Committee
  - Member of President's Committee for fiscal resources, annual strategic plan, program marketing, and college expansion plan
  - Strong relationships and partnering with other departments
- Student Management and Safety
  - Student ID Cards and parking
  - Administered student discipline for academic and behavioral concerns
  - Complaints relate to judicial affairs and student mediation process

- Responsible for faculty and staff compliance with FERPA regulations
- Coordinated referrals for medical and psychological services
- Campus Communication
  - External Relations
  - Responsible for special events, Graduation Speakers, and campus tours
  - Managed *Student Portal*, a student intranet providing campus announcements, grades, schedules, account information, and calendars
  - Coordinated with Director of Compliance regarding Accreditation, Institutional Effectiveness Plan, Campus Security Report, and Notice of Student Rights
  - Participated in creating the Student Handbook and College Catalog

***Department Chair, January 2000 to February 2003***

Managed an academic division offering 45 to 50 courses on a quarterly schedule

- Staff supervision included 20 to 25 full time and adjunct faculty
- Development and operation of external general education campus
- Managed academic programs in traditional and non-traditional formats
- Department Chair of curriculum development committees
- Responsible for faculty training in the areas of compliance and FERPA
- Approved faculty syllabi including student learning outcomes
- Published academic schedule
- Coordinated faculty recruitment, orientation, and evaluation
- Responsible for schedule of classes and faculty and classroom assignments
- Managed student, faculty, and program evaluations
- Effectively managed and forecasted division budgets
- Coordinated ordering of text books with the bookstore
- Coordinated audiovisual equipment / multimedia with the Library
- Conducted faculty meetings and student focus groups
- Responsible for policy and procedure development
- Student mediation and grade disputes
- Member of the College Advisory Board
- Represented the division at New Student Orientation and Graduation
- Encouraged continuing education, professional development, and an environment of academic integrity among faculty

***Faculty, November 1997 to January 2000***

Lectured in Introductory Psychology, Industrial / Organizational Psychology, and Supervision for the Hospitality Industry

**American Medical Response**

***Field Supervisor, January 1998 to January 2000***

Managed Paramedics/Emergency Medical Technicians, Nurses, and Respiratory Therapists

- Ensured optimal service levels to agencies, hospitals, and the medical community. Analyzed information regarding customer satisfaction, modify processes, and counsel employees to ensure high levels of customer service
- Participated in the resolution of issues with members of community and agencies
- Coordinated and participated in the selection and pre-placement process including, but not limited to testing, interviews, and offers of employment
- Demonstrated internal and external customer service values and a respect for all team members
- Kept current on industry trends which have potential impact on the operation
- Planned, controlled and monitored operating budgets for assigned areas of responsibilities
- Participated in marketing activities and business development to increase revenues and decrease costs
- Prepared and analyzed financial and other data reports and make modifications to operations to contain costs
- Directed and integrated clinical management
- Designed, implemented and maintained processes to maximize quality of operations

- Established goals and objectives for field operations based upon communicated goals and strategies for the Division, and clearly communicated these goals and objectives to the appropriate employees
- Managed the recruitment, retention, development, and formal recognition of employees
- Managed employee performance by setting and communicating standards, measuring results and providing feedback
- Monitored and ensured compliance with OSHA, EEO, and other applicable local, state, and federal laws governing business and employee relations

***Emergency Medical Technician/Field Training Officer, August 1990 to August 1994***

Provided emergency medical services and trained field personnel in operations and communications

**The Walt Disney Company**

***Theme Park Operations, December 1987 to November 1997***

- Hosted various attractions throughout Disneyland
- Responsible for welcoming Guests and creating a positive experience by providing information for attractions, events, and services
- Provided excellent Guest service, resolved Guest situations, and maintained safety standards
- Presented Area Tours to new Cast Members
- Trained Cast Members in Theme Park Operations specific to Attractions, effective and professional communication techniques, and successful multi tasking in a fast paced environment
- Instructed classes with the *Disney University* and the *Narrations Team* focusing on effective presentation skills, positive Guest interaction, public speaking, and Guest safety