

## Summary

---

A creative and self-motivated education professional with a strong background in higher education and student development with the demonstrated ability to put concepts into action.

## Education

---

**Texas A&M University**, College Station, TX May 2014  
Master of Science, Educational Administration

**University of North Carolina**, Chapel Hill, NC May 2012  
Bachelor of Science, Psychology & Music

## Professional Experience

---

**Coordinator of Teacher Licensure and Preparation** September 2021 - Present  
University of Tennessee at Chattanooga School of Education

- Created a professional development series for the School of Education faculty and staff about having difficult conversations with college students
- Administer the educator licensure process and advise teacher candidates through academic plans
- Update institutional policies and procedures to align with state licensure policy
- Developed formal partnerships between the School of Education and local agencies

**Creative Director** February 2019 - Present  
Jollyville Radio [podcast] and Jollyville Brass Quintet

- Direct a team of over twenty volunteer writers, editors, and voice actors and manage all business functions including bookkeeping and marketing
- Produce interviews on a regular basis with community organizers around the world
- Founded a musical performance ensemble and transitioned it to a semi-fictional variety show podcast in response to the pandemic
- Founding member of the Pizza Rice Podcasting Collaborative, an intimate network of storytelling podcasters around the country

**Coordinator of Student Emergency Services** October 2018 – September 2021  
Office of the Dean of Students at the University of Texas at Austin

- Provided services and resource referrals to students experiencing a wide variety of crisis situations, including outreaching to provide ongoing care and support to students
- Collaborated with several campus departments to provide support to students including UTPD, Financial Aid, Academic Affairs, Counseling and Mental Health Services, and more
- Participated in on-call rotation serving the Office of the Dean of Students
- Acted in mental health practical scenario trainings for UTPD and provide feedback
- Assisted with recruitment and training of new professional case managers new to the department
- Supervised a Graduate Assistant enrolled in a Master of Social Work program

**Associate Director of Public Safety** November 2017 – September 2018  
Warren Wilson College Department of Public Safety, Asheville, NC

- Designed and implement a grant-funded vocational discovery program for students interested in emergency preparedness careers
- Served on third-level on-call rotation, providing support for residence life professional staff

- Fostered relationships with local emergency response agencies and disaster relief partners
- Continued the responsibilities of the Assistant Director

## **Assistant Director of Public Safety**

June 2016 – November 2017

Warren Wilson College Department of Public Safety, Asheville, NC

- Created educational resources for issues such as active shooter situations, wildfire evacuation, and theft prevention
- Supervised a team of 4-7 professional public safety officers and provide 24/7 phone support
- Managed parking operations including ticketing, towing, and mass notifications
- Compiled statistics and information for the Clery Act Annual Security Report
- Initiated and designed a plan to establish comprehensive security camera coverage college-wide

## **Residence Life Area Coordinator & Conduct Coordinator**

June 2014 – June 2016

Warren Wilson College Department of Residence Life, Asheville, NC

- Coordinated the student conduct process including case assignment and adjudication
- Served in multiple roles within the Title IX compliance process including investigator, database support, and trainer for mandated reporters and student support advocates
- Implemented incident reporting software for multiple departments across campus
- Compiled statistics and information for the Clery Act Annual Security Report
- Supervised a section of residence halls, housing approximately 280 students and a staff of up to 15 Resident Assistants
- Served on a weekly on-call rotation for policy violation and emergency response

## **Graduate Hall Director**

August 2012 – May 2014

Texas A&M University Department of Housing and Residential Education

- Supervised a residence hall of 8 Resident Advisors (RAs) serving 298 male residents
- Provided emergency response and engaged in critical response protocol by participation in a weekly duty rotation covering approximately 5,000 residents and 10 on-call RAs

## **Selected Presentations**

---

Crosa, M., Pratt, A., Silver, C. (2022) Amplifying Voices Through Podcasting. ReSEARCH Dialogues at The University of Tennessee at Chattanooga.

Crosa, M. (2022) Soft Skills for Hard Conversations. Spring 2022 TACTE Conference, Tennessee Association of Colleges for Teacher Education, Nashville, TN.

Speaker on Tourette Syndrome at various locations including UNC - Chapel Hill, Texas A&M University, Western Carolina University, Quillen College of Medicine (2010 – present).

## **Certifications and Awards**

---

NABITA Advanced Violence Risk Assessment Certification

November 2019

Mental Health First Aid Certification

December 2018

Staff Teaching Excellence Award, Warren Wilson College

May 2016

Eagle Scout

August 2008