

Lucia Y. Dickinson, Ph.D.

Experience

Oklahoma State Regents for Higher Education

Staff Assistant III

October 2024 - Present

I contribute to the advancement of workforce and economic development initiatives and provide high-level support to the Associate Vice Chancellor for Workforce and Economic Development, managing day-to-day operations and long-term initiatives. I coordinate division activities, events, and training opportunities, maintain calendars, and facilitate communications for the Economic Development Council and Career Services Council. Additionally, I maintain the division's webpage, prepare strategic planning documents, manage financial and travel documentation, and produce recurring workforce and economic development reports. I ensure effective communication and deadline management for data exchanges with state and federal agencies, including the Oklahoma Employment Security Commission, Oklahoma Tax Commission, and U.S. Census Bureau.

Northeast Texas Community College

Adjunct, Part time

August 2024 – Present

As an Adjunct Instructor, I utilize Blackboard to deliver content, manage assignments, and engage students in meaningful discussions. I teach courses on OSHA's Hazard Communication, Formaldehyde, and Blood-Borne Pathogens standards, ensuring students grasp key safety regulations. I provide instruction in funeral terminology, human remains disposition, and the historical foundations of funeral service practices. By reconciling theoretical concepts with industry practices, I facilitate discussions on death, funeralization, and ethical considerations.

University of Central Oklahoma

Assistant Professor, Full time, Tenure Track

August 2022 - May 2024

Full time, Tenure Track Instructor

June 2017 - August 2022

Full time, Practitioner in Residence

June 2016 – June 2017

Number of Hours/Week: 40 hours

- Taught funeral service students and non-majors in several disciplines: funeral directing, serving families, arrangement conferences, funeral home business management, sociology in funeral service concepts, changing disposition trends, and psychological aspects of grief. Most departmental classes ran under a block schedule (8 weeks) which required precise teaching timeline and schedule. Utilized multiple instructional methods to engage students such as textbooks, PowerPoints, online discussions (D2L and Flipgrid), student presentations, guest speakers (in-person or via Zoom), YouTube, TikTok, TEDx talks, projects, discussions, group exercises, and role-play to create engaging learning experiences. Part of my job entailed recruitment at Welcome back events, Admitted Students Day, Central Close up or New Student Orientation.

- As a professor I was dedicated to coaching, mentoring, and fostering a positive learning environment and culture, maximizing individual performance by interpreting students' individual needs and progressing them into actionable lectures or activities, and exceeding student expectations. It was an honor to inspire and align students towards their goal of graduation and their ultimate career path. For many years I did practicum site visits where I was required to provide oversight over numerous funeral homes, determine if they were upholding legal and regulatory compliance and practices, and review preceptor training and contract requirements. I was responsible for managing multiple projects at once and educated over 150 students per semester requiring knowledge and services of multiple disciplines and continuous learning for the progression of the industry.

Additional responsibilities:

- ❖ Assistant Chair to the department for 5 years where I served as a leader and supervisor to faculty/team members by developing, mentoring, and sustaining them through various initiatives, by way of motivation, fostering collaboration and innovation within the department, and ensuring alignment with the institution's strategic objectives. My responsibilities frequently entailed administrative management and the development of plans and evaluation of policies and procedures, meticulously adhering to university protocols, funeral board regulations, and ABFSE criteria and standards. It was customary to attend A team meetings and comprehend budgets. Notable achievements include providing invaluable input on departmental operations, refining curriculum assessments, and implementing robust technical and technological strategies amidst the challenges posed by COVID-19. I orchestrated the seamless transition to alternative semester formats and adeptly guided faculty in navigating a newly designed streaming service, bolstering the department's sustainability. Acquisition of resources and networking was a recurrent focus, pivotal for driving departmental improvements and achieving organizational goals and program effectiveness.
- ❖ Advisor for Sigma Phi Sigma, a student organization for funeral service, for seven years. Responsible for organizing meet-and-greets, invited guest speakers, facilitated attendance at District Meetings hosted by the Oklahoma Funeral Director Association, coordinated yearly job fairs, arranged volunteer activities, and planned field trips and group outings. I ran several social media sites such as Facebook, Instagram, and GroupMe.
- ❖ Conducted research focusing on various complex facets of human disposition trends in Oklahoma, Student Learning Outcomes, gender and women's studies, educational diversity and leadership, organizational theory, and career development. More specifically my research narrowed down interpretations of issues that impact retention in funeral service. My expertise and findings of my research provided recommendations and began to catalyze broader advancements and improvements within processes and the industry at large. It was essential to provide an outlet for representation of core social identities (e.g. background, race, culture, gender, sexual orientation, class, personality, political or religious affiliations, disabilities and physical characteristics) and to serve as an advocate. Most recently, as part of the HLC accreditation process, I was tasked with the special project of chairing a core assessment taskforce and studying Student Learning Outcomes and tracking and analyzing the measurements of success.
- ❖ Provided university service by developing, maintaining, and negotiating relationships and partnerships with community organizations such as third-party companies, stakeholders, state and local government agencies, special interest groups, and direct reports. I attended meetings, graduations, and banquets; served on various committees, taskforces, and focus groups; presented at conferences; and acted as a liaison and had continuous contact with the Oklahoma Funeral Directors Association, Oklahoma Funeral Board, Sales Club representatives, the Cremation Association of North America, and Return Home.

Service Corporation International

Part-Time Funeral Director

July 2016 - 2019

Served families through arrangement conferences and direction of services for twelve funeral home locations, maintained contact with multiple third-party agencies to ensure a smooth transition from time of death to time of disposition, and handled legal and financial paperwork

General Manager

November 2015 – July 2016

Operated three funeral home establishments and one cemetery, conducted inventory of both funeral home and cemetery products, approved accounts receivable, adjustment forms, and cash disbursements, created schedules for part-time associates and apprentices, handled consumer complaints for both the funeral homes and the cemetery, managed the sales associates, conducted monthly reviews with the funeral director, oversaw the JD Powers scores of the employees and establishments, ensure the funeral homes and cemetery are in compliance with governing agencies, and maintained all of the duties of the combo/location managers and the funeral director.

Combo Manager

August 2015 – November 2015

Operated three funeral home establishments, assisted the general manager with reviews, handled consumer complaints, began training of the legal and day-to-day aspects of the cemetery, and maintained all of the duties of the location manager and funeral director at all three locations.

Location Manager

September 2014 – August 2015

Operated two funeral home establishments, oversaw office manager reports, ensured SOX compliancy of the funeral homes, supervised and trained both full-time and part-time employees, and maintained all of the duties of the funeral director.

Funeral Director

December 2011 – September 2014

Took call for multiple funeral homes, served families through arrangement conferences and direction of services, maintained contact with multiple third-party agencies to ensure a smooth transition from time of death to time of disposition, and handled legal and financial paperwork.

Education

Ph.D.

Oklahoma State University

2022

Doctor in Philosophy in Educational Leadership and Policy Studies

M.B.A.

Capella University

2017

Business Administration with a specialization in Human Resources Management

B.S.

University of Central Oklahoma

2011

Funeral Service with a minor in Psychology

Publications

Dickinson, L.Y. (2022) *Untold experiences from the perspectives of women mortuary science students: A qualitative study* (Publication No. 29259756) [Doctoral Dissertation, Oklahoma State University]. ProQuest Central.

Dickinson, L. (2021). Alkaline hydrolysis. In J. B. Fritch, & J. C. Altieri (Eds.), *Fires of change: A comprehensive examination of cremation* (2nd ed., pp. 157 – 161). Funeral Service Education Resource Center.

Dickinson, L., Warlick, J., New, D., Skiles- Jones, S., Fritch, J., & Kroier, E. (2023). Examining formaldehyde concentration in arterial fluid. *Journal of Funeral Service Education*, 40,4-17.

Manning-Ouellette, A., **Dickinson, L.Y.** Gutierrez, K., & Gilley, E.F. (2023) *The Mirage of Diversity, Equity, and Inclusion: Exploring Career Development Professionals' Pedagogy and Praxis* [Manuscript submitted for publication]. Oklahoma State University and University of Central Oklahoma.

Manuscripts Under Review

Knight, A. & **Dickinson, L.Y.** (2023) *The effects of the COVID-19 pandemic on anxiety levels in college students.* [Manuscript submitted for publication]. Department of Funeral Service, University of Central Oklahoma.

Dickinson, L.Y. & Knight, A. (2023). *Assessing Student Learning Outcomes in Online Classes Compared to Traditional: The Ongoing Debate Over Effective Modalities.* [Manuscript submitted for publication]. Department of Funeral Service, University of Central Oklahoma.

Honors and Awards

2024 David C. Baue NFDA Professional Women's Conference Scholarship
2023 Nominated for Oklahoma Center of Community and Justice Leadership Institute
2021 Robert B. Kamm Distinguished Graduate Fellowship
2020 Cecil & Geneva Dugger Higher Education Scholarship
2018 Post Graduate Scholarship from the American Board of Funeral Service Education

Languages

English: Native Language

Spanish: Advanced Listener, Intermediate Speaker, Novice Reading and Writing

Other

OKFDA Member	2011- Present
District 7 Chairperson (representative for UCO students) with OKFDA	2016 - 2024
District 1 Chairperson with Oklahoma Funeral Directors Association	2015 - 2017
Member of Sigma Phi Sigma	2009 – 2011