TAYLOR **DUCKLOW**

Qualitative Researcher | Operations Specialist
Education Innovation Facilitator | Writer

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PROFESSIONAL SUMMARY

An award-winning, detail-oriented qualitative researcher and writer with expertise in interpersonal communication and collaborative facilitation. I conduct extensive research on trends and innovation in education to provide institutions and organizations with evidence-based development opportunities. I have extensive experience guiding higher education institutions in organizational solutions.

PROFESSIONAL SKILLS

- Award-winning Qualitative Researcher
- Proficient in Qualtrics, QuestionPro, Google Forms, Google Scholar, Zoom
- Proficient in Ethnographic, Narrative, Grounded Theory, and Action Research methodologies
- Accomplished Higher Education Facilitator
- Accomplished Communication Consultant
- Accomplished Business Operations Manager
- Proficient Project Manager
- Proficient Event Coordinator

CERTIFICATIONS & TRAINING

Critical Response Process Fundamentals 2026
Liz Lerman LLC

Facilitate for Freedom Fundamentals 2025
Anti-Opression Resource and Training Alliance

LEGO® SERIOUS PLAY® Facilitator 2024
LEGO® SERIOUS PLAY® Methods

Hands-On Thinking Coach 2024
Super9Solutions LLC

Global Advocate Certification 2024
Arizona State University

Spark Method Design Thinking Facilitator 2023
Arizona State University

The Storytelling Leader 2023
DesignConvo LLC

Restorative Justice Circles 2017
Our Family Services

EDUCATION

Master of Arts, Communication December 2024
Arizona State University, AZ, United States
Capstone title: “Cultures of Inclusive Excellence: Supporting Transgender, Non-binary, and Gender Fluid Employees”
Faculty advisors: Dr. Raena Quinlivan, Dr. Kristin Dybvig

Master of Counseling, Non-degree seeking August 2023
Arizona State University, AZ, United States
Courses: LGBTQ Counseling, Counseling Children and Adolescents

Bachelor of Arts, Creative Writing December 2016
The University of Arizona, AZ, United States
Focus: Creative Non-fiction Writing

PUBLICATIONS

IN REVIEW: Working While Trans: An Autoethnographic Evaluation of Transgender Employee Inclusivity Expected: 2026
Kaleidoscope: A Graduate Journal of Qualitative Communication Research, Southern Illinois University Carbondale

RESEARCH/PROFESSIONAL EXPERIENCE

Graduate Research Scholar 08/2023- present
Hugh Downs School of Human Communication, Arizona State University

- Managed, scheduled, and conducted Institutional Research Board-approved qualitative and quantitative research through case studies, close-ended surveys, and semi-structured interviews to perform academic analysis of the experiences of Transgender employees and their supervisors
- Identified trends, patterns, and themes to write 2 research papers (one quantitative analysis, one qualitative autoethnography), with guidance from the Principal Investigator, Dr. Kristin Dybvig, and Dr. Raena Quinlivan
- Drafted, reviewed, edited, and submitted an autoethnography for peer review at a graduate journal of qualitative communication research (Kaleidoscope, Southern Illinois University Carbondale)
- Awarded the 2SLGBTQIA+ Leadership Graduate Student Award by the College of Liberal Arts and Sciences for excellence in research and graduate student leadership that resulted in the innovation of higher education

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RESEARCH/PROFESSIONAL EXPERIENCE (CONTINUED)

Higher Education Design Facilitator 10/2024- present

University Design Institute, Arizona State University

- Conducting and managing multiple co-occurring qualitative data collections of 600+ student, staff, and educator experiences through open-ended surveys (Qualtrics, QuestionPro, Google Forms), structured and semi-structured interviews, focus groups, and case studies to analyze innovation and AI trends in higher education
- Co-designing and co-facilitating 12+ bespoke collaborative innovation processes that generate impactful, equitable, and inclusive solutions to complex education challenges
- Leading multi-month research initiatives, design studios, and workshops, consisting of students, faculty, staff, executive leaders, community organizations, international non-profits, and local municipalities for global research universities (Minnesota, Arizona, Colombia, México, and Ghana)
- Facilitating resource-building workshops for student, staff, and faculty representatives of 200+ R1 public and private research universities for the 2026 Honors Education at Research Universities Conference
- Assisting in the management of business operations across a multi-functional team to deliver exceptional world-class research and design reports

Assistant Director, Experiential Learning Initiatives 02/2023- 10/2024

University College, Arizona State University

- Leading, developing, and implementing higher education programming and engagements in coordination with the Vice Provost and college executive leadership, including student leadership development and retention programming, accessible education, staff recruitment and retention, and community engagement
- Designing a multi-day design sprint called Work-integrated Learning (WIL) Accelerator, aimed at creating strategic and innovative higher education solutions; Facilitating design sprints resulting in embedding experiential learning in 20+ research and skills-based courses
- Building trust with students, leadership, staff, and faculty across the institution, creating collaborative spaces for deep conversations; Serving as subject matter expert and consultant for student development programming
- Planning and promoting programs for 4 ASU colleges to enhance understanding of education inequity and accessibility; Reviewing and evaluating program outcomes for effectiveness and adjusting to ensure established goal achievements

Business Operations Specialist, Career Services

W. P. Carey School of Business, Arizona State University 12/2021- 02/2023

- Designed and implemented onboarding and training programs for student staff to promote compassionate leadership, professional communication, and cultures of belonging; Surveyed the success of program impact and reiterated training design to ensure alignment of department goals
- Coordinated email and phone communication with internal and external partners to support business administration, data collection, and general operations

AWARDS

Semifinalist- Fulbright Germany-U. S. Student Award 2025
Fulbright Foreign Scholarship Board

Graduation With Distinction 2024
The College of Liberal Arts and Sciences, Arizona State University

2SLGBTQIA+ Leadership Graduate Student Award 2024
The College of Liberal Arts and Sciences, Arizona State University

Summa Cum Laude 2016
The University of Arizona

Dean's List 2014-2016
The University of Arizona

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LEADERSHIP & SERVICE WORK

Community Healing Facilitator 2025- present
New Moon Circles Transgender, Queer, Neurodivergent Healing Group, United States

Culture and Inclusion eLearning Curriculum Consultant 2025- present
Arizona State University, United States

SUNLite Leadership Coach 2024- 2026
Arizona State University, United States

Spark Method Facilitator 2023- 2026
Arizona State University, United States

Community Engagement Coordinator 2023- 2025
People Development Network, Arizona State University, United States

Experiential Learning Advisory Board Member 2023- 2024
University College, Arizona State University, United States

Staff Mentor 2022- 2024
Commission on the Status of Women, Arizona State University

WORKSHOPS, PROJECTS, & CONSULTATION

- Play as Innovation LEGO® SERIOUS PLAY® Workshop, Advanced Leadership Initiative (2026)
- Honors Education at Research Universities Conference Workshop (2026)
- Writing as a Sacred Healing Practice, Rainbow Bliss Botanicals (2026, ongoing)
- Inclusive Excellence for Leaders Workshop, Advanced Leadership Initiative (2025, ongoing)
- Culture and Inclusion Office Consultation (2025, ongoing)
- Work-integrated Learning Accelerator, ASU (2024)
- Work-integrated Learning Community of Practice, ASU (Co-designed, 2024)
- People Development Network Community of Practice, ASU (Co-designed, 2023- 2025)
- Work-integrated Learning Program Design, ASU (Co-designed, 2023- 2024)
- ASU Health Literacy Prototype Design & Build, ASU (2025)
- College of Health Solutions School Redesign, ASU (2025)
- Department of Physics Culture Redesign, ASU (2025)
- Supporting Transgender Employees, City of Chandler Diversity, Equity, and Inclusion (2025)
- Cultures of Inclusive Excellence: Supporting Transgender Students, ASU (2024)
- Student Advising Redesign, Fulton Schools of Engineering, ASU (2024- 2025)
- Work-integrated Learning Accelerator, University College, ASU (2024)
- LEGO® SERIOUS PLAY® Workshop, W. P. Cary School of Business, ASU (2024)
- Psychological Safety, Global Advocacy Certificate Program, ASU (Co-designed & Co-facilitated, 2024)
- Arizona Innovation Alliance Workshops (Co-facilitated, 2024)
- Webinar: Designing for Belonging: Cultivating More Compassionate Conversations, ASU (Co-designed & Co-facilitated, 2023- 2024)
- Seminar on Intercultural Friendships, Next Generation Service Corps (Co-facilitated, 2023)
- Elevate Website Design and Updating, Experiential Learning Initiatives, ASU (Co-designed, 2023)
- Student Employment Program Design, W. P. Carey School of Business, ASU (2022)
- LGBTQIA+ 101, Southern Arizona AIDS Foundation (2017)