

## **CURRICULUM VITAE**

**Bettyjo H. Bouchey, Ed.D.**

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### **Professional Summary**

Over 16 years of progressive roles as a higher education administrator and faculty member, producing outstanding student and institutional outcomes across all degree levels, and face-to-face, blended, and online delivery models.

Highly skilled at inspiring and motivating faculty to engage students in exciting and thoughtful ways.

Leadership experience in all areas of college and university operations, including growing student census, curriculum management, faculty management, admissions, financial aid, registrar and records, alumni management, accreditation, and quality assurance.

Accomplished professional with proven qualifications in the training and development of others, organizational leadership, and project management.

Caring and conscientious mentor to faculty, staff, and students, helping them to improve their skills and achieve their personal, professional, and academic goals.

Credentialed and experienced professor in multiple disciplines (Business, Management, Marketing, Entrepreneurship, Higher Education, Sales).

Published and presented extensively on higher education management and teaching methodologies.

### **Areas of Management and Consultative Expertise**

Higher Education

Accreditation and Licensing

Academic Operations

Faculty Management

Student Recruitment & Admissions

Online Course Content and Development

Student Records

Continuous Quality Improvement

Learning/Teaching Methods

Dual Credit & Articulation

Institutional Governance

Non-Profit Organizations & Fundraising

Performance Improvement

Change Management

Finance & Budget

Retention

Student Success

Career Services

At-Risk Students

Diversity

Data Driven Decision-Making

Adult Education / Andragogy

E-Learning

Financial Aid

Program Management

Curriculum Management

Online Teaching

Strategic Planning

Regulatory Compliance

Workforce Alignment & Development

Learning Management Systems

Community Partnerships

## Education

### **University of Maryland Global Campus, Adelphi, MD**

Micromasters, Instructional Design & Technology, expected September 2021

### **Northeastern University, Boston, MA**

Doctor of Education, specialization in *Higher Education Administration*, 2016

Doctoral Thesis: "The Perceptions of Human Resource Professionals on For-Profit Education."

Coursework in *Data-Driven Decision Making, Institutional Governance, Educational Systems, Financial Systems and Decision-Making in Higher Education, Legal Environment of Higher Education, and Enrollment and Fundraising.*

### **Rensselaer Polytechnic Institute, Troy, NY**

Masters of Business Administration, 1998, *Summa Cum Laude*

Concentration in *Technical Product Management*

Completed coursework in *Entrepreneurship, Strategy, Research and Development Management, Organization Leadership.*

### **University at Albany, Albany, NY**

Bachelor of Arts, 1998, *Magna Cum Laude*

Major in *Psychology*; minor in *Business*

## Education Management and Consulting Experience

**04/2015 – Current National Louis University**

**Chicago, IL**

**Dean, Online Education**

**Associate Professor, Business and Management**

Previous positions: Adjunct faculty, Director of Undergraduate Business, Associate Dean, College of Professional Studies and Advancement, Director, University Online Academics

Serve as a member of the President's and Academic Cabinet and lead university strategic initiatives related to digital learning. Lead the development of contemporary instructional design and delivery to position NLU to be a leader in online and remote education. Remain abreast of best practices, policies and emerging trends through research, industry connections and peer benchmarking and make recommendations that position the institution to remain relevant and innovative in instructional delivery and outcomes on behalf of students. Work closely with academic leadership to develop and implement action plans to achieve the university strategic goals related to digital learning and in building a seamless student experience for online learners from enrollment through employment.

Lead efforts to establish guidelines and practices to advance student learning outcomes, persistence, graduation rates, employment and student satisfaction and collaborates with programs, faculty and staff to ensure that these practices are implemented across the university and that each student has an exceptional learning experience.

Collaborates with the Center for Teaching and Learning Excellence to build institutional capacity around online and digital pedagogy; as well as serves as a key partner to the

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academic programs to drive best-practice in the continually evolving nature of online education.

Spearhead growth and innovation through leading the University Innovation ThinkTank focused on instructional delivery experimentation and optimization.

*Selected achievements include:*

Devised and implemented a proactive online advising program aimed at increasing student engagement resulting in several percentage points increase in retention and student satisfaction scores.

Significantly improved college efficiency through process improvement and alignment across University departments, including enrollment, financial aid, advising, and career development.

For successful Online Program Management (OPM) implementation in 2016-17, launched and re-launched 13 programs in baccalaureate, master's and doctoral levels.

Implemented a learning outcomes assessment program across all programs for continuous improvement and workforce alignment.

**08/2014 – 02/2015 Harrison College  
Vice President, Instruction**

**Indianapolis, IN**

Responsible for all instructional activities across thirteen campuses offering baccalaureate, associate, and certificate programs.

Lead initiatives to empower direct-report Deans of Academic Affairs, as well as their Program Chairs and faculty to improved student success outcomes.

Lead faculty development, course development, learning management system implementation and curricular offerings.

*Selected achievements include:*

Key stakeholder and leader in the full-scale migration and implementation of Canvas Learning Management System to replace Angel.

Realized an increase in student retention of 4% within the first quarter due to rigorous follow-up and management of at-risk students and focused faculty development.

**03/2014 – 08/2014 Public Consulting Group  
Senior Consultant**

**Indianapolis, IN**

Managed a team of consultants and education specialists for a state-wide electronic Individualized Education Program (IEP) system used at 97% of the school districts in the state of Indiana.

Responsible for management of the critical state-wide contract, one of only three for the Company.

Complete P&L responsibility for the office.

*Selected achievements include:*

Reinvigorated fledgling add-on software implementation to include collecting new business requirements and delivering on new benchmarks to improve relations with the

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client and encourage the software's usage.

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Designed and implemented the office's first business development initiative resulting in selling three, new add-on products to Indiana IEP clients.

**12/2012 – 03/2014 Antonelli College  
Campus President and Dean, Online Campus**

**Jackson, MS**

Managed all aspects of the campus from admissions to financial aid to academic affairs, such as student and faculty management for improved educational outcomes.

Motivated a team of functional managers, as well as all faculty members, to provide a "student-first" culture and innovative academic program delivery.

*Selected achievements include:*

Increased student retention by 9% during the first term of taking the position.

Met and exceeded admissions and retention goals in six academic terms in a row with an unprecedented start rate.

Managed move from external service provider of LMS/curriculum to institutionally-developed curriculum, with corresponding increase of over 40% in margins.

**07/2010 – 07/2012 MedTech College  
Regional Vice President, Midwest Operations**

**Indianapolis, IN**

Managed all operations of four degree-granting colleges in Indiana and Kentucky through campus-based executive directors.

Complete profit and loss responsibility for the region to include functional excellence in admissions, financial aid, academics, career services, student services and regulatory affairs.

Ultimately responsible for ensuring students, faculty and staff had an extraordinary experience at MedTech through values-driven decision making and servant leadership.

*Selected achievements include:*

Increased revenue for the region by \$4MM and reached campus margins of over 45%, on average, per campus.

Successful programmatic accreditation with CAAHEP, NACCLS and candidacy obtained for NLNAC.

**07/2007 – 07/2010 Empire Education Corporation  
Positions: Vice President, Campus Operations**

**Albany, NY**

Previous positions: School Director and Provost, Albany campus

Managed budgeting/forecasting process, expense control, capital planning and ensured profitability for the College.

Developed and implemented the College business plan and operating budget.

Ensured that the management team took timely and proper action relative to curriculum implementation, admissions activities, marketing strategy, career services support, financial aid, and academic affairs.

Guided employees and oversaw their work to ensure compliance with corporate policies, ethical practices, and guidelines of governmental and accrediting organizations.

*Selected achievements include:*

Implemented a college-wide restructuring program including staff re-deployment, policy authoring and re-alignment to school goals and mission.

Realized an increase of 12% in student retention.

Successfully launched a start-up campus in New York City.

Key stakeholder in obtaining authorization of a Licensed Practical Nursing program; one of the first for-profit colleges to obtain this approval.

**08/2005 – 07/2007 ITT Technical Institute  
Dean of Academic Affairs**

**Albany, NY**

Managed all educational objectives for the College to include managing thirty-five faculty and staff.

Oversaw student progress and implemented effective retention programs.

Ensured compliance was met for corporate policy as well as accrediting body and federal regulations.

Partnered with career services staff to develop and leverage community relationships for student placement.

Administered and measured comprehensive faculty development plan to improve teaching excellence for the College.

Called upon by Corporate Chief Executive Officer to collaborate on a corporate-wide “Women in Technology” initiative.

*Selected achievements include:*

Responsible for a dramatic reduction in student attrition to exceed corporate goals for two, consecutive years.

Met and exceeded admission goal for reentry students by 100%.

**Teaching Experience**

**03/2020 – Current Online Learning Consortium  
Faculty—Online**

**Boston, MA**

Facilitate the Online Leadership Mastery Series and Online Teaching Certification course through Moodle learning management system and synchronous online sessions.

**09/2019 – Current Lumen Learning (formerly Faculty Guild)  
Facilitator—Online**

**Arlington, VA**

Facilitate an online Community of Practice engaged in the implementation of, and reflection on evidence-based instructional practices through a proprietary learning management system and synchronous online sessions.

**04/2016 – Current National Louis University****Chicago, IL**

Associate Professor &amp; Subject Matter Expert—Online &amp; Blended

Teaching undergraduate and graduate coursework in entrepreneurship, business, and higher education leadership within the College of Professional Studies. Serve as subject-matter expert for the Entrepreneurship Concentration for the B.S. in Management and Masters in Business Administration. Trained in and use Desire to Learn (D2L)/Brightspace learning management system.

**01/2017 – 03/2021 American College of Education****Indianapolis, IN**

Adjunct Professor—Online

Teaching doctoral coursework in higher education leadership through the Canvas Learning Management System. Served as subject-matter expert for Higher Education Administration course for the Doctor of Education, Higher Education Leadership program. Served on doctoral committees.

**05/2015 – 04/2016 Herzing University****Menomee Falls, WI**

Adjunct Professor—Online

Taught undergraduate coursework in business, entrepreneurship, marketing, and advertising through Blackboard Learn. Served as course lead for an advertising and public relation course in the undergraduate business program.

**02/2015 – 04/2016 Harrison College****Indianapolis, IN**

Adjunct Professor—Online &amp; Face-to-Face

Taught undergraduate coursework in business, management, and general education through Canvas learning management system.

**03/2015 – 04/2016 National Louis University****Chicago, IL**

Adjunct Professor &amp; Subject Matter Expert—Online &amp; Blended

Taught undergraduate coursework in entrepreneurship and business within the College of Professional Studies through Desire to Learn (D2L)/Brightspace learning management system.

**01/2014 – 04/2014 Ball State University****Muncie, IN**

Adjunct Professor—Face-to-Face

Taught undergraduate coursework in business communication through Blackboard Learn and Cengage Aplia.

**01/2013 – 07/2014 Antonelli College****Jackson, MS**

Adjunct Professor

Taught undergraduate coursework in business, entrepreneurship, marketing and sales management through Moodle learning management system. Contributed to the development of two courses in sales leadership.

### Professional Positions

**2005 – 2009**                      **Alliance of Technology and Women**                      **Albany, NY**  
    National President (03/2007+)  
    Chapter President (09/2005-03/2007)

Comprehensive P&L responsibility for volunteer-based organization.

Managed and empowered remotely-based functional directors in charge of marketing, membership, operations, finance, development, programs, technology, legal and general administration.

Created and implemented organizational vision as well as long and short-term strategic, operating, and financial plans.

Negotiated strategic alliances for program development and organizational growth.

Reported into National Board of Directors comprised of vice presidents and above in Fortune 500 companies.

*Selected achievements include:*

Created and implemented executive tele-class program that exceeded satisfaction and revenue projection expectations.

Reorganized and raised funds for collegiate scholarship program to result in awarding 80% more awards in 2006.

**2003 – 2005**                      **Division Director**                      **Albany, NY**  
    Vericast, VersaTrans Solutions

Successfully implemented and directed all departments within division: customer service, marketing, technology, and sales on a tight budget.

Spearheaded vision, strategy and executed all divisional operations.

Developed and deployed effective customer service models as well as strategic marketing, sales, pricing, product development, and compensation plans.

Coordinated all public relation activities and served as the public spokesperson for television and print appearances.

*Selected achievements include:*

Created first new division in company's history in less than six months.

Created a market-driven division that exceeded sales projections in its first year.

**2001 – 2003**                      **Director of Professional Services**                      **Albany, NY**  
    ThinkOne

As an extension of our clients, worked as a virtual chief marketing officer; set marketing and sales strategy, identified new markets and channels for current products, managed development of collateral programs across all media, designed and executed full-scale market research projects, planned product launches, developed effective pricing models, and designed sales scripts and forecasting tools.

*Selected achievements include:*

Responsible for highest project billed in Company history.

Responsible for excellent client retention resulting in a 30% increase in revenue.

### **Other Professional Experience:**

**Marketing and Communications Director**, Severino Center for Technological Entrepreneurship (SCTE) and Radical Innovation Group, Rensselaer Polytechnic Institute, 2000 – 2001.

**Product Manager**, National Industries for the Blind, 1999 – 2000.

**Marketing Analyst**, Flow Management Technologies, Inc., 1997 –1999.

**Grant and Contract work**, WorkOne, ReportIT, Ivy Tech Community, and Realizit, LLC, various months in 2015 – 2018.

### **Publications**

Bouchey, B. (2016). Exploring selection bias of for-profit college graduates as new employees. *Association for the Study of Higher Education (ASHE) Annual Conference Research Papers*.

Bouchey, B., Castek, J., & Thygeson, J. (2020). Multimodal Learning. In J.X. Ryoo (Ed.), *Innovative Learning Environments in STEM Higher Education: Opportunities, Challenges, and Looking Forward*. Springer.

Gratz, E., Bouchey, B, Knott, J., Simonsen, M., Kohler, M. (2020). Creating Authentic Learning through Online Personal Learning Networks. *International Journal of Online Pedagogy and Course Design*.

Bouchey, B., Gratz, E., & Kurland, S. (2020). The Evolving Nature of Online (and Remote) Student Support in a Time of Pandemic. *Online Learning Journal*.

Bouchey, B., Graham, M., & Wilson, V. (2020). Online Student Support—Virtual Wrap-Around. In Swapna, K., & Arnold, P. (Ed.), *Quality in Online Programs: Approaches and Practices in Higher Education*. Brill/AECT. [Proposal accepted – manuscript in-progress]

### **Presentations**

Levy, J., & Bouchey, B. (April, 2021). *Employing Strategy and Sustaining Quality in Virtual Learning Environments*. Higher Learning Commission Annual Conference (online).

Bouchey, B., Gratz, E., & Kurland, S. (March, 2021). *Online Student Support – What did COVID-19 teach us?* Online Learning Consortium—Innovate Conference (online).

Bouchey, B., Gratz, E., & Kurland, S. (February, 2021). *Online Student Support – What did COVID-19 teach us?* UPCEA--Summit for Online Leadership and Administration + Roundtable (online).

Bouchey, E., Gratz, E., & Simonsen, M. (November, 2020). *Does Structure Matter? Aggregate Findings Of The CORAL Study Into The Evolving Nature Of Organizational Structures Of Online Units At Colleges And Universities*. Online Learning Consortium—



Graham, M. & Bouchey, B. (November, 2020). *The Role Of CIO: Is It Changed Forever Due To The Pandemic Of 2020?* Online Learning Consortium—Accelerate Conference (online).

Bouchey, B., Gratz, E., Reis, M., Simonsen, M., & Reis, M. (June, 2020). *Does Structure Matter—Preliminary Academic Function Findings? The Evolving Nature of Online Organizational Structures in Higher Education Institutions.* Online Learning Consortium—Innovate Conference (online).

Bouchey, B., Bondi, C., & McDevitt, R. (June, 2020). *Not Your Average Advisors: Online Student Support & Advising Model at National Louis University.* Online Learning Consortium—Innovate Conference (online).

Reis, M., Simonsen, M., Bouchey, B., & Gratz, E. (June, 2020). *Transparency and Clarity: The Way We Define Online, Hybrid, and Blended Matters.* Online Learning Consortium—Innovate Conference (online).

Bouchey, B., Bondi, C., & McDevitt, R. (May, 2020). *Not Your Average Advisors: Online Student Support & Advising Model at National Louis University.* EDUCAUSE Learning Initiative (ELI)—Annual Conference. Seattle, WA.

Bondi, C., McDevitt, R. & Bouchey, B. (March, 2020). *Not Your Average Advisors: Online Student Support & Advising Model at National Louis University.* American College Personnel Association (ACPA)—Annual Conference. Nashville, TN.

Bouchey, B., Gratz, E., Reis, M., Simonsen, M., Kurland, S., Lawrence, M., & Gamble, A. (February, 2020). *Does Structure Matter? The Evolving Nature of Online Organizational Structures in Higher Education Institutions.* UPCEA--Summit for Online Leadership and Administration + Roundtable. New Orleans, LA.

Bouchey, B., Gratz, E., Reis, M., Simonsen, M., Kurland, S., Lawrence, M., & Gamble, A. (February, 2020). *Finding and Minding Your Gap: Crash Courses in Online Learning Operations.* UPCEA--Summit for Online Leadership and Administration + Roundtable. New Orleans, LA.

Gratz, E., Bouchey, B., Kohler, M., Simonsen, M., & Knott, J. (November, 2019). *Creating authentic online learning experiences through personal learning networks.* Online Learning Consortium—Accelerate Conference. Orlando, FL.

Zone, E., & Bouchey, B. (November, 2019). *Reflect—Collaborate—Plan. Supporting a culture of innovation through online Communities of Practice.* Online Learning Consortium—Accelerate Conference. Orlando, FL.

Simonsen, M., Bouchey, B., Reis, M., & Gratz, E. (November, 2019). *Building your own personal learning network.* Online Learning Consortium—Accelerate Conference. Orlando, FL.

Reis, M., Gratz, E., Bouchey, B., & Simonsen, M. (November, 2019). *Finding yourself in the trends: using reflective discourse to meaningfully integrate research into your online*

*learning organization*. Online Learning Consortium—Accelerate Conference. Orlando, FL.

Bouchey, B., & Bondi, C. (April, 2019). *Not your average advisors: How National Louis University is improving online student persistence*. International Accreditation Council for Business Accreditation Annual Conference. Las Vegas, NV.

Bouchey, B., & Scott, N. (April, 2019). *Creating personal relationships with online students to increase persistence*. Higher Learning Commission Annual Conference. Chicago, IL.

Bouchey, B., & Neer, S. (March, 2019). *Not your average advisors: How National Louis University is improving online student persistence*. Gardner Gateway Conference. Atlanta, GA.

Bouchey, B., & SanFilippo, D. (August, 2017). *Not your average case study*. Annual Meeting of the Distance and Learning Technology Conference. Madison, WI.

Bouchey, B., & SanFilippo, D. (April, 2017). *Not your average case study—research results*. Annual Meeting of the International Assembly for Collegiate Business Education. San Francisco, CA.

Bouchey, B., & SanFilippo, D. (April, 2017). *Not your average case study—research results*. Annual Meeting of the United States Distance Association. San Francisco, CA.

Bouchey, B., & Stecklow, J. (October, 2016). *Not your average case study*. Symposium at Middle States Regional Meeting of the International Assembly for Collegiate Business Education. Columbus, OH.

### **Speaking & Workshops**

Kohler, M., Major, A., Pyke, G., Bouchey, B., & Moore, C. (March, 2021). *Agile Leadership with Heart*. Online Learning Consortium—Innovate Conference (online).

Bouchey, B. (March, 2021). Panelist: OLC Today!: *Lessons Retained from COVID-19*. Online Learning Consortium—Innovate Conference (online).

Bouchey, B. (February, 2021). Keynote Speaker: *Online Student Engagement: Be Human, Be Prepared, Be Adaptable*. Annual Faculty Development Conference—Farmingdale State College.

Bouchey, B. (February, 2021). SOLA+R 2021 Roundtable (panelist): *The Way Forward: Post-Pandemic Online Operations*. UPCEA--Summit for Online Leadership and Administration + Roundtable (online).

Bouchey, B., & Rettler-Pagel, T. (January, 2021). Strategies to Improve [Online Student] Retention. Online Institute with Online Learning Consortium and Higher Learning Commission.

Bouchey, B. (November, 2020). *Active Learning in a Synchronous Online Environment*. Kappa Delta Pi International Honor Society in Education.

Bouchey, B., Kohler, M., & Rettler-Pagel, T. (November, 2020). *Conscious Leadership For Online Leaders -- Reprise*. Online Learning Consortium—Accelerate Conference (online).

Knott, J. (Producer). (2020, November 13). *Dr. Bettyjo Bouchey: "Designed for Adaptation."* [Audio Podcast]. <https://dontatmeedu.com/2020/11/13/s1e4-dr-bettyjo-bouchey-designed-for-adaptation/>

Bouchey, B. (August, 2020). *Women in Leadership Panel: Finding Your Voice*. D2L Fusion Conference (online).

Deyamport, W. (Producer). (2020, September 8). *Dr. Bettyjo Bouchey (@DRbouchey) - Online Isn't Inferior to F2F*. <https://thedrwillshowpodcast.simplecast.com/episodes/dr-bettyjo-bouchey-drbouchey-online-isnt-inferior-to-f2f>

Major, A., Kohler, M., Bouchey, B., & Moore, C. (June, 2020). *Help! I'm Stuck! When Your Big Initiative Stalls* (workshop). Online Learning Consortium—Innovate Conference (online).

Restauri, S. & Bouchey, B. (April, 2020). *Accessibility in Remote Teaching* (virtual salon speakers). Online Learning Consortium—IDEATE Conference (online).

Bouchey, B. (March, 2020). *Keeping Students Engaged in a Transition to Online Learning* (speaker). Online Learning Consortium—Academic Continuity Series.

Bouchey, B. (March, 2020). *Higher Education Remote Teaching: Questions, Suggestions, & Resources on Teaching During COVID-19* (panelist). Kappa Delta Pi International Honor Society in Education.

Bouchey, B. (February, 2020). *Innovative teaching using evidence-based instructional strategies & reflective practice* (webinar). Kappa Delta Pi International Honor Society in Education.

Bouchey, B., Kohler, M., & Rettler-Pagel, T. (November, 2019). *Becoming a conscious online leader: 15 commitments to transform your leadership style* (workshop). Online Learning Consortium—Accelerate Conference. Orlando, FL.

Bouchey, B., & Reichard, S. (June, 2018). *Engaging student feedback in the online classroom*. Faculty Roundtable Water Cooler Chat. Indianapolis, IN

Bouchey, B. (May, 2017). *Breathing life into your online case study*. Keynote address presented at University of Illinois, Urbana-Champaign, Faculty Summer Institute. Champaign, IL.

Dhupelia, A., Templin, T., & Bouchey, B. (September, 2016). *A unified undergraduate experience*. Roundtable at the Fall Faculty Conference at National Louis University. Chicago, IL.

### **Active Research**

Mixed-method study to experiment with a new instructional delivery model in an adult

education bachelor's program to better understand student and faculty agency and satisfaction.

Mixed-method study to evaluate the efficacy of faculty development for online teaching fundamentals.

### **Professional Service**

2021 – Current	Co-Chair Invited Speakers & Workshops for Innovate Conference, <i>Online Learning Consortium</i> .
2020 – Current	Peer Reviewer, <i>Online Learning Journal</i> , Online Learning Consortium.
2019 – Current	Peer Reviewer, <i>TechTrends</i> , Springer.
2019 – Current	Peer Reviewer, International Accreditation Council for Business Education.
2018 – Current	Principal Researcher & Co-Founder, CORAL Research Collaborative. Lead a series of research studies into online higher education.
2018 – Current	Doctoral Chair and Committee Member, National Louis University.
2017 - Current	State Advocacy Leader (IN), Epilepsy Foundation of America (EFA) Washington, DC. State and national legislative advocacy.
2016 - Current	Advisory Board Member, Epilepsy Foundation of Indiana (EFIN), Indianapolis, IN. General oversight and guidance to the Executive Director and Community Action Network.
2016 – Current	Peer Reviewer, Master Peer Reviewer, and Online Program Reviewer, Quality Matters (QM), Annapolis, MD. Review peer institution's online course offerings for improvement and alignment to the QM standards.
2019 – 2021	Co-Chair, Equity & Inclusion Committee, Online Learning Consortium.
2018 – 2020	Leadership Engagement Subcommittee Member, National Council for Online Education (UPCEA).
2010 – 2011	Committee Member, Research Committee, The Accrediting Council for Independent Colleges and Schools (ACICS), Washington, DC. Reviewed sponsored research and the need for data to support member organizations.
2007 – 2009	Evaluator, Accreditation Team, The Accrediting Council for Independent Colleges and Schools (ACICS), Washington, DC. Participated in multiple accreditation visits to institutions across the United States.
2004 – 2007	Board member, American Red Cross of Northeastern New York, Albany, NY. Assisted Executive Director in meeting organizational needs.

### **Professional Certifications & Licenses**

2020	Certification in Peer Review (K12)—Quality Matters
2019	Certification in Online Program Review—Quality Matters

- 2017 Certification in Master Peer Review (Higher Education)—Quality Matters
- 2016 Certification in Peer Review (Higher Education)—Quality Matters

### **Honors & Awards**

- 2020 Effective Practice Award (Undergraduate College Online)  
Online Learning Consortium (OLC)
- 2019 Bruce M. Chaloux Scholarship for Early Career Excellence Award  
Online Learning Consortium (OLC)
- 2018 Participant in the Institute for Emerging Leaders in Online Learning program  
of the Online Learning Consortium (OLC)
- 2017 Sara Stubblefield National Advocacy Award  
Epilepsy Foundation of America, Washington, DC
- 2016 Elizabeth “Lizzie” Service Award  
National Louis University, Chicago, IL
- 2005 40 under Forty  
Albany Business Journal, Albany, NY
- 2004 Outstanding Chapter President  
Alliance of Technology and Women, Dallas, TX
- 2004 Woman of Excellence  
Albany-Colonie Chamber of Commerce, Albany, NY

### **Software Proficiency**

Exceptionally proficient in technology.

Specialize and thrive in new technology implementation, identification of emerging technologies, and integration into business operations.

Proficient user of:

Microsoft Office Word/Excel/PowerPoint/Outlook/Visio (business productivity)

Microsoft SharePoint (intranet), PowerBI

D2L, Blackboard (9.1/Learn), Sakai, Canvas

Banner, SonisWeb, CampusVUE (student information system)

### **References**

References available upon request