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PROFESSIONAL SUMMARY

Experienced Researcher and Manager of teaching, adult pedagogy, instructional design, and educational technologies. Demonstrated ability of developing curriculum and coordinating Professional and Faculty Development in Higher Education. Diverse and extensive Learning Management Systems / Collaborative Learning Environments experience. Knowledgeable about audio/video media, collaborative/conferencing systems, and engaging interactive instruction. User advocate for intelligently deployed Web 2.0 / Social Media solutions for interdisciplinary teaching and learning. Experienced in undergraduate college teaching. Conduct, publish, and present scholarly research on a regular basis.

TEACHING PHILOSOPHY

Foundation: Grounded in studies based on Cognitive Information Processing (CIP) used in conjunction with Situated Cognition/Constructivist theories (specifically Symbolic Interactionism as defined by J.M. Charon (2007)).

Implementation: The ADDIE model as defined by Rothwell and Kazanas (2003) is used as the process model for designing all instruction. In preparation for training workshops, the use of Gagne's Nine Events of Instruction combined with Keller's ARCS model of motivation is additionally used to address aspects of Instruction and Learning, respectively.

RESEARCH INTERESTS & SPECIALTIES

Research

- Professional/Faculty Development from a Diffusion of Innovations / Change Agency perspective incorporating aspects of Human Performance Improvement.
- Published research in Multimedia Cognition studies and Distance Education.
- Conducted qualitative contextual inquiry research for Sakai Foundation.
- Follow studies on Situated Cognition in the realm of Multi-User Virtual Environments (MUVE) and Massively Multi-player Online Games (MMOG) and their potential in Education applications (i.e., Second Life, OpenSIM, ActiveWorlds, etc.).
- Discover, use, evaluate, and present on emerging technologies (e.g., Wikis, Blogs, Prezi, Twitter, Twine, Tungle, Google Apps, etc.).
- Interest in self-improvement using the Transtheoretical Behavior Change Model to develop on-going intellectual, spiritual, and physical education for lifelong learning.

Specialties

- Technology and User Adoption of Innovations in Higher Education.
- Instructional Design (ADDIE), Human Performance Improvement, Blended Learning/eLearning as well as non-training/training solutions.
- Sakai, Blackboard, Moodle, WebCT, & Web Content Management Systems.
- Synchronous remote collaboration (IP Videoconferencing, WebEX, Vyew, Wimba Classroom, Elluminate, DimDim, Centra, Adobe Connect Pro, Skype, iChat, etc.)
- Software: Windows, Macintosh, and UNIX operating systems; Microsoft Office; Adobe Creative Suite (Flash, InDesign, Photoshop, Dreamweaver, etc.);

Collaborative tools/Web 2.0 applications; Sakai, Blackboard, WebCT, Moodle and other LMS.

EDUCATION

Virginia Polytechnic Institute and State University, Blacksburg, VA
Ph.D. in Curriculum and Instruction (Instructional Design and Technology) **Spring 2013**

Dissertation Topic: "Relationship of Self-Efficacy to the Stages of Concern in the Adoption of an Innovation in Higher Education."

Three-year post-graduate degree from an accredited research university.

Advisor: Dr. Katherine Cennamo.

California State University, Chico, CA
M.S. in Instructional Technology **Spring 2009**

Project: "Design and Evaluation of An Interactive Instructional Support Tool for Teaching the Mager/Pipe Performance Analysis Model."

Two-year post-baccalaureate degree from an accredited university.

Advisor: Dr. Thomas Welsh.

California State University, Chico, CA
B.A. in English **Fall 2003**

Areas of Concentration: Middle English, German, & British Literature.

Four-year baccalaureate degree from an accredited university.

Advisor: Mary Ann Latimer.

California State University, Chico, CA
Certificate in Technical Writing **Fall 2002**

Areas of Concentration: Computer Science

Two-year certificate degree from an accredited university.

Advisor: Mary Ann Latimer.

CERTIFICATES

Virginia Polytechnic Institute and State University, Blacksburg, VA
Institutional Review Board / Training in Human Subject Protection Certificate **Fall 2007**

AWARDS

XCaliber Award Finalist **Spring 2009**

A finalist in the "exceptional, high-caliber contributions to technology-enriched learning activities ... integrating technology in teaching and learning in a course or in a significant technology-enriched project ... that are exemplars of student-centered pedagogy."

Awarded by the Center for Innovation in Learning.

Virginia Polytechnic Institute and State University, Blacksburg, VA.

VT FDI Departmental Full-Tuition Waiver **2007 - 2008**

Awarded by Faculty Development Institute & Learning Technologies.

Virginia Polytechnic Institute and State University, Blacksburg, VA.

OERO Doctoral Student Travel Grant **2007**

Internal travel award to present at the 2007 AECT Conference.

Awarded by the Office of Educational Research and Outreach (OERO) and the School of Education.

College of Liberal Arts and Human Sciences.
Virginia Polytechnic Institute and State University, Blacksburg, VA.

Who's Who Among College Students **2007**

College of Liberal Arts and Human Sciences.
Virginia Polytechnic Institute and State University, Blacksburg, VA.

VT EDCI Departmental Full-Tuition Waiver **2006 - 2007**

Awarded by Educational Psychology Research Program.
Virginia Polytechnic Institute and State University, Blacksburg, VA.

**Exemplary Online Instruction at California State University,
Chico** **Fall 2005**

"CDES 270A: Introduction to Multimedia Design and Development." [[Web site](#)]
Center for Excellence in Learning and Teaching Conference Competition. California
State University, Chico, CA.

Who's Who Among College Students **2005**

College of Communication.
California State University, Chico, CA.

Leslie Main Instructional Technology Scholarship **2004 - 2005**

College of Communication Design.
California State University, Chico, CA.

**Dean's Team Honor Roll;
Who's Who Among College Students** **1998**

College of Engineering, Computer Science, and Technology.
California State University, Chico, CA.

RESEARCH EXPERIENCE

Virginia Polytechnic Institute and State University, Blacksburg, VA

Dissertation (Pending) – "Relationship of Self-Efficacy to the
Stages of Concern in the Adoption of an Innovation in Higher
Education." **2010 – 2013**

Abstract

Building on research conducted in the fields of innovation-diffusion in higher education, technology adoption, self-efficacy, and behavioral change, this study seeks to identify the underlying psychological factors of self-efficacy that faculty embody as they adopt a technology. This research seeks to uncover the relationship between faculty general self-efficacy, teaching self-efficacy, and computer self-efficacy and their identified stage of concern in the adoption of a technological innovation at a Research One institution. Attention is paid to self-efficacies that could be indicative of stage of concern representation and predictors of stage-change movement, or the readiness for change. Being able to identify a readiness for change could allow those responsible for the rollout of an innovation to efficiently apply interventions, maximizing training effectiveness and providing cost-savings. For this particular study, the adoption of Google Apps will be selected as the technology innovation for study. All actively teaching faculty were invited to participate.

- Principal Investigator** – “Contextual Inquiry for Designing a CLE.” **2009 – 2010**
- Co-Investigator** – “The Transition Experience Of Newly-Hired Tenure-Track Faculty At A Research One Institution Using A Phenomological Design.” **2007**

TEACHING EXPERIENCE

Methodist College of Nursing, Peoria, IL

Instructor – for “HS 200: Informatics in Healthcare” for three semesters. **Fall 2011 – Present**

- Two semesters: 100% online via Sakai.
- One semester: Blended-learning 50% face-to-face / 50% online via Sakai.
- Course featured in nationwide “Teaching With Sakai Webinar Series” (at <https://confluence.sakaiproject.org/x/AqCCB>)
- Taught and supported existing curriculum through demonstrations, recorded lectures, and hands-on activities.
- Met with students upon request and during every face-to-face session.
- Graded all written work, assignments, and projects.
- Created reusable learning objects to enhance and encourage student learning.
- Part of a committee to address the revisit and redesign the course due to new textbook, new technology, and/or new pedagogical techniques to engage and enhance student learning.

Virginia Polytechnic Institute and State University, Blacksburg, VA

Workshop Instructor – for the Faculty Development Institute and Online Learning and Collaboration Services. **Summer 2007 – Fall 2010**

- Taught more than 650 technology and pedagogy workshops to over 6,000 faculty, staff, and graduate teaching assistants at a Research One institution.
- Developed more than 15 blended-learning courses in Blackboard and Scholar (Sakai).
- Responsible for facilitating eight 3-day FDI Track C: Using the Web (Blackboard/Sakai) for Instruction.
- Extensive research of instructional technology trends (e.g., classical ADDIE model or emergent constructivism) creates the foundations for the learning that takes place.
- Work with members of the FDI team (managers, assistants, students, and faculty/staff patrons) to identify, coordinate, develop, implement, and support training sessions.
- Approaches to instruction are hands-on and immersive (utilizing situated learning principles through the use of technologies whose media attributes support communities of practice).
- Workshops conducted include: Scholar (Sakai) / Blackboard; Technology Planning and Evaluation; GTA Seminar; Blended Instruction; Teaching with Technology; Emerging Web 2.0 Technologies; Collaborative (Web 2.0) Technologies; Creating a Community of Practice; Building a Digital Community of Practice; Google and Yahoo! Tools; Blogs in Higher Education; Second Life Orientation & Pedagogy; Collective Intelligence; Universal Design and Accessibility; Web Standards; Effective Web Design; Advanced Web Design Topics; Dreamweaver 8; Train-the-Trainer; and consultations on custom projects.

California State University, Chico, CA

Lecturer – for the Communication Design Department in “CDES 322: Advanced WWW Design and Publishing” for one semester. **Fall 2005**

- Taught curriculum from original lessons, activities, projects, quizzes, and student-directed study and research within WebCT, a Learning Management System (LMS), combined with an experiential lab.
- Met with students upon request and during every lab session.
- Graded all written work, assignments, and projects.
- Mentored during student-directed study.
- Fostered a Problem-Based Learning environment with situations and troubleshooting mimicking real-world situations.
- Developed the course using hybrid and multiple-level learning strategies.
- Provided professional and personal guidance.
- Encouraged open dialogue and on-going inquiry as part of any solution analysis.

Lecturer – for the Communication Design Department in “CDES 270A: Introduction to Multimedia Design and Development” for one semester. **Spring 2005**

- Course was nominated, and awarded, for Exemplary Online Instruction.
- Taught curriculum from original lessons, activities, projects, and quizzes within WebCT.
- Met with students upon request and during every lab session, graded all written work, assignments, and projects.
- Created reusable learning objects (in part for submission to MERLOT) to enhance and encourage student learning and time-on-task.
- Course developed as a prototype for online-only possibilities.

Lab Instructor – for the Communication Design Department in “CDES 112: Introduction to WWW Design and Publishing” for two semesters. **Fall 2004 - Spring 2005**

- Taught and supported existing curriculum through demonstrations.
- Met with students upon request and during every lab session.
- Graded all written work, assignments, and projects.
- Created substantial amount of reusable learning objects to enhance and encourage student learning.

Graduate Assistant – to Professors Sam and Carol Edelman for “The Center for Excellence in the Study of the Holocaust, Genocide, Human Rights, and Tolerance” for two semesters. **Fall 2003 - Spring 2004**

- Collaborated on materials development for all workshops designed for K-12 California teachers
- Designed, developed, and updated the central website and databases.

Teaching Assistant – to Professor Tom Welsh in “CDES 270A: Introduction to Multimedia (Flash)” for one semester. **Summer 2004**

- Supported existing curriculum through demonstrations.
- Met with students upon request and during every lab session
- Graded all written work and projects, including final exam.

Fall 1997 -

Teaching Assistant – to Professor Steve Metzger in “UNIV001: Introduction to University Life” for three semesters. **Spring 1999**

- Collaborated on “life-adjustment” curriculum development.
- Met with students upon request.
- Reviewed student journals and provided feedback on student performance.
- Graded written work, including midterm exam papers/journals.

Teaching Assistant – to Professor Terry Gustafson in “SOSC 10: Computer Applications” for six semesters. **Fall 1997 - Spring 1999**

- Collaborated on MS Office curriculum development.
- Met with students upon request and during every lab session.
- Graded all submitted work, including final projects.

Teaching Assistant – to Professor Albert Culver in “SOSC 10: Computer Applications” for one semester. **Fall 1996**

- Collaborated on MS Office curriculum development.
- Met with students upon request and during every lab session.
- Graded all submitted work, including final projects.

LEADERSHIP & TEAM EXPERIENCE

rSmart, Scottsdale, AZ

Academic Technology Consultant – Full Time

February 2012 - Present

- Help customers improve the quality of education through conducting analysis and understanding the culture, business processes, and stakeholders.
- Educate customers on the capabilities of the rSmart technologies.
- Documenting customer use cases and requirements.
- Direct impact on the successful implementation of Sakai through configuration of rSmart technologies to match customer requirements.
- Provide documentation and training to show how the technologies can be used to meet requirements.
- Plan, demonstrate, and validate conversion between legacy systems and Sakai.
- Engage with members of the Sakai open source community and the rSmart customer and employee community to learn, share knowledge, and bring the best most relevant information to bear for rSmart’s customers.
- Support customers with expert functional advice, advanced troubleshooting, and a helpful and supportive attitude.
- Consult with potential new customers.
- Develop the support knowledge base, creating documentation, and developing rich media materials to provide a wealth of self-help and engaging learning materials.

*Methodist College of Nursing, Peoria, IL
Dept. of Academic Affairs.*

Coordinator of Continuing Education – Part Time

August 2011 - February 2012

- Coordinates all aspects of the Continuing Education program using strong project management skills and experience.
- Currently developing and implementing a comprehensive program of continuing education responsive to the needs of health care education and industry.
- Monitors trends in health care delivery, adult learning education, nursing and

nursing education, and professional continuing education for health care providers.

- Maintains knowledge of current and emerging requirements for professional licensure renewal in the health care disciplines.
- Collaborates with local and regional representatives of health care agencies to plan appropriate continuing education sessions or series of sessions within the context of the comprehensive program.
- Collaborates with institutional, local and regional health care profession educators to plan appropriate continuing education sessions or series of sessions within the context of the comprehensive program.
- Collaborates internally with the Dean of Educational Technology and Faculty Development in the development of materials to assist new and/or inexperienced faculty in personal development in the role of educator.
- Develops and carries out the assessment plan for the continuing education unit for appropriate decision-making and as a part of the overall college-wide institutional effectiveness plan.
- Successfully co-chaired the annual Regional Nursing conference (Nov. 3, 2011) with 500+ in attendance.
- Have secured topics, speakers, and locations for 3 more conferences (May 7, 2012 – Pat Hooper; May 22, 2012 – NLN Technology; Oct. 4, 2012 – Barb Bancroft).

*Virginia Polytechnic Institute and State University, Blacksburg, VA
Learning Technologies (LT).*

**Online Learning and Collaboration Services Manager
Training and Documentation – Full Time**

**March 2010 -
September 2010**

- Worked independently within an intensive service-oriented team environment, with minimal supervision, to address the needs of 6000+ faculty, staff, and graduate assistants at a Research One institution.
- Increased participant attendance by more than 60% during tenure.
- Taught more than 205 technology and pedagogy workshops to over 2,300 faculty at VT.
- Managed the hiring, training, mentoring, and supervision of 3 technical writing and OLCS instructor staff.
- Recognized for the high quality and prolific support produced for Sakai at VT (118 knowledge base articles, 40+ Sakai handouts, 6 custom video tutorials, 18 Adobe Connect Pro recorded lectures, and an 8-week online-only Faculty Sakai training course).
- Over 110 hours reading, submitting, answering, and replying to 150+ Remedy Problem Reports and 40+ JIRAs.
- Over 4 hours monthly performing Quality Assurance testing for Blackboard and Scholar systems.
- Employed the use of innovation-diffusion models (Rogers' Diffusions of Innovations, Concerns-Based Adoption Model, and the Stages of Concerns) to address the successful rollout of Scholar.
- Developed communication plans personalized for university audiences.
- Conducted research and presented findings at conferences.
- Weekly and monthly review of participant evaluations, remedy tickets, and emails for use in designing year-long curriculum and workshops.
- Conducted FDI & OLCS weekly meetings to identify, coordinate, develop, implement, and support training.

- Accurately documented and represented departmental products, policies, and procedures for posterity and sustainability via Confluence Wiki.
- Provided friendly and prompt third-tier support and collaboration services for Scholar (Sakai) CLE.
- Responsible for the implementation and content of the new EPSS (Sakai Help).
- Evaluated Sakai-integrated technologies (Melete, YAFT, SoftChalk, LAMS, iTunes, Google Apps).
- Independently provided over 56 one-on-one assistance and tailored training sessions for specific groups and key university stakeholders (Provost Office, VetMed, School of Ed., OIRED, IGERT, Biology, Chemistry, Mechanical Engineering, Engineering Education, Horticulture, Academic Advising, Services for Students with Disabilities, Occupational Health & Safety, CCTA, IDDL, VT Alumni Association, Carillion Academic Technologies, and Northern Virginia Graduate Center).

*Virginia Polytechnic Institute and State University, Blacksburg, VA
Learning Technologies (LT).*

**June 2009 -
March 2010**

**Online Course Systems Training and Documentation
Coordinator – Full Time**

- Work independently within an intensive service-oriented group environment, with minimal supervision, to address a variety of faculty audiences.
- Coordinate a team of 3+ graduate assistants and hourly wage staff.
- Work with members of the OCS team to proactively identify, coordinate, develop, implement, conduct, and support training sessions for faculty at a research one institution.
- Possess excellent presentation and communication skills, quickly learn software applications and concepts, and troubleshoot or navigate the unexpected (in hardware, software, environmental, or interpersonal).
- Conduct follow-up to reassess participants' knowledge, skills, and abilities. Identify training or support needs and coordinate internal and outside vendor presentation and workshop schedules.
- Oversee all documentation (web/print) and technical writing staff, including the hiring, training, and supervision to ensure a standardized approach and quality of performance.
- Accurately document and represent departmental products, policies, and procedures for posterity and sustainability via Confluence wiki.
- Provided friendly and prompt online and course systems frontline and secondary support for Scholar (Sakai) CLE.

Virginia Polytechnic Institute and State University, Blacksburg, VA
Learning Technologies (LT).

**February 2008 -
 June 2009**

**Faculty Development Institute Coordinator of Instruction &
 Online Course Systems Support Specialist – Full Time**

75% -

- Responsible for maximizing enrollments in summer short course vendor workshops (MathWorks, Scholar (Sakai), Blackboard) through targeted and direct marketing procedures.
- Coordinate a team of 6+ FDI lab assistants, grad assistants, and wage staff.
- Work with members of the FDI team to proactively identify, coordinate, develop, implement, and support training sessions.
- Work independently within an intensive service-oriented group environment, with minimal supervision, to meet project deadlines.
- Possess excellent presentation and communication skills, quickly learn software applications and concepts, and troubleshoot or navigate the unexpected (in hardware, software, environmental, or interpersonal).
- Conduct follow-up to reassess participants' knowledge, skills, and abilities. Identify training or support needs and coordinate internal and outside vendor presentation and workshop schedules.
- Oversee all documentation (web/print) and technical writing staff, including the hiring, training, and supervision to ensure a standardized approach and quality of performance.
- Accurately document and represent departmental products, policies, and procedures for posterity and sustainability via Confluence wiki.
- Conduct applicable research of instructional technology trends.
- For a listing of workshop instruction, please refer to the **Workshop Instructor** position listed above in the TEACHING EXPERIENCE section.

25% -

- Provide friendly and prompt online and course systems frontline support for Blackboard, Scholar (Sakai), DyKnow, Courseware, Course Evaluation, ElementK, ePortfolio, and iTunesU.

Virginia Polytechnic Institute and State University, Blacksburg, VA
Faculty Development Institute (FDI).

**August 2007 -
 February 2008**

Graduate Assistant – Part Time

- Work independently within an intensive service-oriented group environment, with minimal supervision, and meet project deadlines.
- Conduct the hiring, training, and supervision of 3+ undergraduate FDI Lab Assistants each semester to ensure a standardized approach and a quality of delivery.
- Possess excellent presentation and communication skills, quickly learn software applications and concepts, and troubleshoot or navigate the unexpected (in hardware, software, environmental, or interpersonal).
- Provide web site support, report progress, develop instruction, and teach technology/pedagogy workshops.
- Knowledge of HTML and use of web-related software (e.g., Adobe CS Suite) in design and management of a large template-based site with advanced features.
- Conduct applicable research of instructional technology trends (e.g., classical ADDIE model or emergent constructivism).
- Conduct follow-up to reassess participants' knowledge, skills, and abilities.

- Accurately document and represent GA level departmental products, policies, and procedures for posterity and sustainability.
- Work with members of the FDI team to identify, coordinate, develop, implement, and support training sessions.
- Workshops conducted include: Universal Design and Accessibility; Web Standards: Making Accessible Web Sites; Web Design: Building an Effective Web Site; Dreamweaver 8 (Part Two): Site Management and Interface Development; Dreamweaver 8 (Part Three): Cascading Style Sheets, Templates, and other Advanced Topics; A Survey of Emerging Web 2.0 Technologies: Engaging Students with Technology to Build a Community of Practice; Engaging Learners through Google and Yahoo! Tools; Blogs in Higher Education; Second Life (Part One): A Hands-on Overview and Introduction; and Second Life (Part Two): Pedagogy in Virtual Worlds.

*Virginia Polytechnic Institute and State University, Blacksburg, VA
Faculty Development Institute (FDI).*

Lab Assistant – Part Time

**May 2007 -
August 2007**

- Assisted in instructing faculty how to effectively and efficiently integrate technology into teaching and research. This integration required: rethinking faculty teaching methods and goals, exploring the potential of specific instructional technology and research applications, and investigating strategies to improve the effectiveness of current teaching and research practices.
- Duties included: assisting faculty who needed help during workshop presentations, working one-on-one with faculty from a broad array of disciplines on technology-based projects, helping presenters pace their presentations, providing feedback concerning workshop content, assembling workshop folders and handouts, and assisting with the development and dissemination of online training for faculty.
- Workshops conducted include: Universal Design and Accessibility; Web Page Design & Creation using Dreamweaver 8; Second Life; and Planning and Evaluating Your Technology Use (with Marc Zaldivar).

*Virginia Polytechnic Institute and State University, Blacksburg, VA
Educational Psychology Research Program (EPRP).*

Graduate Lab Assistant – Part Time

**August 2006 -
May 2007**

- Investigated the relationship between working memory and learning in multimedia instructional environments utilizing quantitative approaches.
- The purpose of these studies is to investigate the effects of multimedia teaching tools and working memory capacity on recall, individual differences and attention.

Montgomery-Floyd Regional Library System. Blacksburg, VA.

Circulation Specialist – Part Time

**July 2006 -
May 2007**

- Provided assistance to library users, maintained appropriate conditions for library patrons, and maintained files and records.
- Provided excellent customer service while problem-solving.
- Followed and upheld organization and orderliness.
- Duties included: circulate library materials; staff a public service point; re-shelve and straighten materials; help patrons locate materials; issue library cards; receive payment of fines and fees; reserve library facilities and computers; process materials for circulation; assist with use of library equipment; receive and place phone calls; interpret and implement library

policies; serve on library committees; and perform all related tasks as required.

Migrant Clinicians Network (MCN). Chico, CA. **August 2004 -
January 2006**
Consultant for Distance and Online Education – Part Time

- Implemented Chickering and Gamson’s “Seven Principles for Good Practice in Education” within online learning modules for on-going health practices education.
- Assessed, designed, developed, and implemented online training for the MCN Health Network online learning modules accessible world-wide.

Chico Area Recreation District (CARD). Chico, CA. **January 2004 -
April 2005**
Instructional Designer and Technologist – Part Time

- Assessed, designed, developed (documented), and implemented technical and user-end application training sessions (1.5 hours long) for 45-65 year-olds.
- Incorporated Keller’s ARCS model of motivation into the design of training.
- Evaluated training materials and sessions using Kirkpatrick’s Four Levels of Evaluation methods and incorporated J. Phillips’ fifth level, ROI.
- Facilitated patrons’ learning through the use of aligned objectives-to-assessments grounded in Gagne’s Nine Events of Instruction and CIP research.
- Actively problem-solved with patrons to uncover possible solutions whether through training or non-training solutions. (Referenced Mager’s Model of Performance Analysis Flow Diagram as necessary.)
- Enhanced learning through creation/use of job aids (Flash-based, web-based, or print).
- Worked comfortably and congenially with others.
- Worked in a variety of computing environments while under pressure to perform “on-the-fly.”
- Approached new concepts in a myriad of ways (visual means, analogies, demos, OTJ-training, etc.)

LearningChange, LLC. Chico, CA. **August 2004 -
February 2005**
Instructional Design and Technology Consultant – Part Time

- Designed, developed, updated, documented, and implemented materials to aid and assist the instructor and students of a web development and publishing course.

California State University, Chico. Chico, CA
Distributed Learning Technologies (DLT). **June 2003 -
August 2004**
**Distance Learning Instructional Support Assistant (Student
Assistant Level 4) – Part Time**

- Assessed, designed, developed (updated & documented), implemented, disseminated, and evaluated materials to aid and assist faculty in conducting online education courses in their respective discipline.
- Facilitated faculty’s transition between Lacasterian teachings to an interactive, blended eLearning environment; identified appropriate instructional strategies for the desired learning objectives.
- Work congenially with student assistants, staff members, and a number of faculty in a variety of computing environments while under intense deadlines to meet or exceed the mark of quality assurance.
- Troubleshooted technical operational programming, broadcasting, and/or Internet-specific issues to ensure successful class delivery for distance and

online students.

California State University System. Chico, CA
Center for Excellence in the Study of the Holocaust, Genocide,
Human Rights, and Tolerance. **August 2003 -**
May 2004

Online Multimedia Producer (Graduate Assistant) – Part Time

- Self-motivated and largely unsupervised, met fortnightly with the co-directors of the Center for Excellence for directional meetings and to report progress.
- Worked extensively with Drs. Sam and Carol Edelman in collection and dissemination of informational materials pertaining to genocides worldwide in an educational venture to essentially help save mankind from itself.
- Estimated project length and met deadlines.
- Created Flash and static HTML web pages for interactive and informational learning while prioritizing information.
- Categorized and organized information on web pages following information architecture rules set forth by O'Reilly and Associates.
- Followed W3C compliance specifications.
- Continually adhered to ADA 508 compliance (using Universal Design principles) for a State-and-grant supported organization.

California State University, Chico. Chico, CA
User Services (USRV). **June 2002 -**
June 2003

Field Technician (Student Assistant Level 4) – Part Time

- Performed numerous repairs for PC/Mac computers ranging from troubleshooting hardware to software issues.
- Edit and evaluate technical instructional documentation by verification through implementation of specified procedures.
- Represented User Services' best values to faculty and staff.
- Exclusive trainer for the new Faculty/Staff "Lite" series offered by the joint effort between Student Computing and User Services.

California State University, Chico. Chico, CA
Student Computing (STCP). **January 1997 -**
June 2002

Lead Workshop Instructor / Lab Assistant (Student Assistant Level 4) – Part Time

- Involved in organizing and supervising every Student Computing ResNet Install Faire held, demonstrating comfort in leading teams and working in groups to get the job done right in a timely fashion that satisfies all parties involved.
- Taught, reviewed, and evaluated a majority of Student Computing Workshops.
- Educated Student Computing employees and CSUC students by providing information and education through free workshops and classroom instruction.
- Envisioned, created, designed, documented, and implemented both technical and user-end application training sessions for use campus-wide.
- Responsible for over 56 PC's, 56 Macs, and 18 Email Express Stations total combined from the 3 labs on campus (THMA, PHSC, MLIB).
- Consistent, pleasing one-on-one assistance for CSUC students regarding anything from Microsoft Office, email, Adobe Photoshop, to Lightwave.
- Troubleshooting Win 95/98/NT DUN and Mac FreePPP through phone support and on a "drop-in" basis to get students connected to the campus modems.
- Access to and consistently navigate and utilize features and functions within Novell's environment (i.e.-setting up printers).

COC AG. Burghausen, Germany.

Communication & Language Trainer/Translator – Full Time Internship

**May 2000 -
August 2000**

- Conducted training at both the WACKER IP-HelpDesk and at COC's Communication Center (M50).
- Resolved deficiencies in English-language training of German-speaking COC employees.
- Provided information and education through workshops, classroom instruction, and per-individual private learning sessions.
- Envisioned, created, designed, documented, and implemented creative pedagogy for adult English-learners.
- Represented American work values and ethics in a growing multi-national company.
- Proofread and edited all translated German-to-English materials before submission to the publisher.
- Translated legal contracts between COC and clients from German-to-English.

COC AG. Burghausen, Germany.

C++ Programmer & Technical Writer – Full Time Internship

**May 1999 -
November 1999**

- Programmed in C++ for a major software project that acquired data from car crash-testing devices.
- Researched extensively for existing code fragments and software for use in the KT DAS project.
- Recorded, designed and maintained documentation for all programming projects and code.
- Translated German C++ code comments to English.
- Was the first American to represent international work values and ethics within COC AG. (My participation prompted the policy to include foreign student interns to serve COC AG with a starting point of international business and contacts.)
- Participated in several important meetings between clients (German and British) and COC AG's CEO, Ralf Schuster and/or his Executive Board.
- Served as an American liaison and translator for Ralf Schuster (CEO), Andreas Bublak (Executive Board, General Manager), Peter Reschka (Chief Technology Officer), and Hans Zieglgänsberger (Chief Communications Officer) for COMDEX 1999 in Nevada.

SERVICE AND OUTREACH

Sakai Foundation (SakaiProject.org).

Teaching With Sakai Innovation Award (TWSIA) Steering Committee Co-Chair and Judge; Active Member

**Spring 2009 –
Present**

- The Teaching With Sakai Innovation Award (TWSIA) is the International Sakai Community competition that recognizes exemplary and innovative Sakai sites.
- The seven committee members are responsible for revising and developing judging criteria, co-authoring meeting notes, generating new ideas to solicit Sakai Community participation, requesting gift donations, selecting judges, performing a comprehensive review of all submitted Sakai sites for judging, aggregating the scores and feedback, notifying the finalists/winners, and organizing the showcase of winners at the annual Sakai conference.
- Member of End-Users Support Group, Documentation, Teaching and Learning,

and User Experience (UX).

Scholar (Sakai) Advisory Board at Virginia Tech. Blacksburg, VA. **Spring 2009 – Spring 2010**
CLE Organizer and Secretary

- Maintain the collaborative file management site, keep minutes, and communications for the Board.
- The Scholar Advisory Board, formed by Learning Technologies, consists of key stakeholders from all colleges and several units.
- Gathered advice and perspective for planning and proved invaluable as direction and strategy was set.

VT Instructional Technology Student Association (ITSA). Blacksburg, VA. **Fall 2007 – Summer 2009**

Webmaster

- Co-assess, co-coordinate, and co-evaluate Virginia Tech ITSA/IDT needs.
- Developed and deployed CMS collaborative site focused on a(n): (1) enduring professional portfolio, (2) online repository of program documents and resources, and (3) collaborative space for members.

Regional Sakai Conference at Virginia Tech. Blacksburg, VA. **Fall 2008**
Session Chair

- Chaired three presentations in a three day period.
- Introduced the speakers and kept them on-track for time.
- Distributed and collected evaluations at close of session.

Institute for Distributed and Distance Learning at Virginia Tech. Blacksburg, VA. **Fall 2007 – Spring 2008**

Virtual Student Center Competition Judge

- Attended monthly meetings.
- Provided feedback to competition group participants.
- Assessed instructional design and usability components of projects submitted.

PROFESSIONAL DEVELOPMENT

- | | |
|---|--------------------|
| • EDUCAUSE Conference. <i>Denver, CO</i> | 2012 |
| • Sakai 2012 Conference. <i>Atlanta, GA</i> | 2012 |
| • Sakai 2011 Conference. <i>Los Angeles, CA</i> | 2011 |
| • EDUCAUSE Mid-Atlantic Regional Conference. <i>Baltimore, MD</i> | 2011 |
| • National Distance Learning Week Webinars. <i>St. Louis, MO</i> | 2010 |
| • Leadership and Influence Summit. <i>Online Event</i> | 2010 |
| • Get Motivated Business Seminar. <i>Peoria, IL</i> | 2010 |
| • VA Community College New Horizons Conference. <i>Roanoke, VA</i> | 2010 |
| • Association of Collegiate Computing Services of Virginia Conference. <i>Charlottesville, VA</i> | 2009 |
| • Conference on Higher Education Pedagogy @ VT. <i>Blacksburg, VA</i> | 2007 – 2009 |
| • Regional Sakai Conference at Virginia Tech. <i>Blacksburg, VA</i> | 2008 |

ONLINE PRESENCE

- Contxt: Text “amsdiane” to 50500 for my SMS/Twitter Card

- Twitter: <http://twitter.com/AmsDiane4Tech/>
- Blog: <http://amsdiane.blogspot.com/>
- Portfolio: <http://amsdianeportfolio.blogspot.com/>
- LinkedIn: <http://www.linkedin.com/in/adevans/>



PUBLICATIONS

- Evans, A. D., Adams, I. S., Sunha, K., Richmond, J. A., Spruill, N. R. (submitted). The transition experience of tenure-track faculty at a research one institution. *Journal of the Professoriate*.
- Evans, A. D. & Lockee, B. B. (2008). AT A DISTANCE: A Model for Distance Education. *Distance Learning*.
- Lusk, D. L., Evans, A. D., Jeffrey, T. R., Palmer, K. R., Wikstrom, C. S., & Doolittle, P. E. (2008). Multimedia learning and individual differences: mediating the effects of working memory capacity with segmentation. *British Journal of Educational Technology*.
- Evans, A. D. & Lockee, B. B. (2007). AT A DISTANCE: A model for distance Education. In M. Simonson (Ed.) *Association for Educational Communication and Technology 2007 Annual International Convention Proceedings: On the Practice of Educational Communications and Technology*, 2(144-149). North Miami Beach, FL.

CONFERENCE PRESENTATIONS

- Evans, A.D., Lee, R.-A. (2011, June). Conducting a Smooth Sakai Transition: Planning, Acting, and Maintaining the Momentum. Presentation session at the 2011 Sakai Conference in Los Angeles, CA.
- Bond, M.A., Evans, A.D., Swenson, K. (2011, June). Wikis: More than Text and Context. Presentation session at the 2011 Sakai Conference in Los Angeles, CA.
- Swenson, K., Bond, A.M., Evans, A.D., Ruggiero, C., Hagedorn, S. (2011, January). *Improving Student Interaction: Using Wikis to Enhance Student Collaboration*. Experience IT interactive session at the 2011 EDUCAUSE Mid-Atlantic Conference in Baltimore, MD.
- Swenson, K., Brown, R., Evans, A.D., Bond, A.M. (2010, November). *Improving Student Interaction: Using Wikis to Enhance Student Collaboration*. Presentation accepted at the 2010 WICHE Cooperative for Educational Technologies Conference in La Jolla, CA
- Evans, A.D., Summers, T.M., Blevins, S.J. (2010, April). *Working with a Course Management System (or Collaborative Learning Environment): Lessons we can all learn, regardless of platform*. Panel session at the 2010 Virginia Community College System New Horizons Conference in Roanoke, VA.
- Evans, A.D., Summers, T.M., Blevins, S.J. (2010, April). *Refining Course Management Systems: Listening to those who do it and use it*. Research paper presentation at the 2010 Virginia Community College System New Horizons Conference in Roanoke, VA.
- Summers, T.M., Evans, A.D., Blevins, S.J. (2010, April). *Blogs, Wikis, and ePortfolios: Benefits, challenges, and practical applications for multiple disciplines*. Presentation session at the 2010 Virginia Community College System New Horizons Conference in Roanoke, VA.
- Evans, A.D. (2009, October). *Scholar: Update on the Transition from Blackboard*. Symposium presentation at the bi-annual Virginia Tech Departmental Computer

Support Symposium of Blacksburg, VA.

- Evans, A.D. (2009, July). *Concerning their concerns: Using CBAM to Map Support for a Transition*. Roundtable discussion at the 10th Annual Sakai Conference in Boston, MA.
- Moore, J., Evans, A. D. , McPherson, D., Summers, T., Humphries, W. (2009, July). Virginia Tech's Transition to Sakai. Presentation at the 10th Annual Sakai Conference in Boston, MA.
- Evans, A. D., McPherson, E. J., Hurley, C. (2009, March). *Finding the knowledge to support classroom learning: In the classroom and beyond*. Paper presentation at the 4th Annual Association of Collegiate Computing Services of Virginia, Charlottesville, VA.
- Evans, A. D., Adams, I. S., Sunha, K., Richmond, J. A., Spruill, N. R. (2008, February). *The transition experience of tenure-track faculty at a research one institution*. Paper presentation at the 31st Annual Eastern Educational Research Association Conference, Hilton Head, SC.
- Evans, A. D., Adams, I. S., Richmond, J. A., Spruill, N. R. (2008, February). *The voices of tenure-track faculty: Their transitional experiences*. Poster presentation at the 3rd Annual School of Education Student Association Research Conference, Blacksburg, VA.
- Lusk, D. L., Evans, A. D., Jeffrey, T. R., Palmer, K. R., Wikstrom, C. S., & Doolittle, P. E. (2008). *Multimedia learning and individual differences: mediating the effects of working memory capacity with segmentation*. Paper presentation at the 31st Annual Eastern Educational Research Association Conference, Hilton Head, SC.
- Evans, A. D. & Lockee, B. B. (2007, October). *AT A DISTANCE: A model for distance education*. Paper presentation at the 30th Annual Association for Educational Communication and Technology International Convention, Anaheim, CA.
- Evans, A. D. (2007, October). *AT A DISTANCE: A model for distance education*. Encore paper presentation at the Virginia Polytechnic Institute and State University School of Education, Curriculum and Instruction Professional Seminar, Blacksburg, VA.
- Evans, A. D. (2005, October). *How it was done: 'CDES 270A: Introduction to multimedia design and development.'* Encore project presentation for being an "Exemplary Online [WebCT] Instruction" award recipient at the Center for Excellence in Learning and Teaching Conference, Chico, CA.
- Knolle, J. W. & Evans, A. D. (2004, April). *Create web-based course content without creating additional stress*. Faculty symposium at the Technology in Learning and Teaching Consortium, Chico, CA. [[Flyer](#)]
- Gustafson, A. D. (1996). *Is the time you live by intuitive or mechanical?* Paper presentation at the Western Regional Honors Council, Boise, Idaho.

INVITED SPEAKER

- Evans, A. D. (2011, October). "Blended Learning: Best of Both Worlds." Invited speaker, Teaching with Sakai Webinar Series (Session 02), Online at <https://confluence.sakaiproject.org/x/AqCCB>
- Evans, A. D. (2011, March). "Zotero." Invited speaker, Faculty Development at Longwood University, Farmville, VA.
- Evans, A. D. (2011, March). "5 Technology Teaching Tools for Today." Invited speaker, Faculty Development at Longwood University, Farmville, VA.
- Evans, A. D. (2010, March). "Google Applications for Education." Invited speaker, Faculty Development at Longwood University, Farmville, VA.

- Evans, A. D. (2009, February). "More Google Tools 4 School." Invited speaker, Faculty Development at Longwood University, Farmville, VA.
- Evans, A. D. (2008, December). "Engaging Learners Through Google Tools." Invited speaker, Faculty Development at Longwood University, Farmville, VA.
- Evans, A. D. (2007, October). *AT A DISTANCE: A model for distance education*. Encore paper presentation at the Virginia Polytechnic Institute and State University School of Education, Curriculum and Instruction Professional Seminar, Blacksburg, VA.
- Evans, A. D. (2005, October). *How it was done: 'CDES 270A: Introduction to multimedia design and development.'* Encore project presentation for being an "Exemplary Online [WebCT] Instruction" award recipient at the Center for Excellence in Learning and Teaching Conference, Chico, CA.

LANGUAGES

- English – native language
- German – speak, read, and write with rudimentary competence.
- Romanian & Swedish – currently learning.

COMPUTER SKILLS

- OS: DOS/Windows (All), Macintosh (All), UNIX.
- Software: Microsoft Office Suite, Macromedia/Adobe (all), Doc-to-Help (German), TechSmith (Camtasia Studio, Jing, SnagIt), 3D Studio Max, 3D/VR software, various web utilities (Zip, FTP, WebDAV, etc.), media creation/editing software (DVD, CD, MovieMaker, iMovie, Final Cut Pro, etc.), scanning, digital photography, Collaborative tools/Web 2.0 (social networking, blogging, wikis, etc.). Synchronous remote collaboration (IP Videoconferencing, WebEX, Vyew, Wimba Classroom, Elluminate, DimDim, Centra, Adobe Connect Pro, Skype, iChat), etc.
- W/C/LMS: Sakai, Blackboard, WebCT, Moodle; Sloodle; Ensemble CMS.
- Basic Scripting/OOP: D/HTML 4, XML, JavaScript, CSS; Elementary JAVA, C++.

MEMBERSHIPS

Professional

- American Educational Research Association (AERA)
- Association for Educational Communications and Technology (AECT)
- International Society for Performance Improvement (ISPI)
- American Society for Training & Development, Illinois Chapter (ASTD HOI)
- Society for Technical Communication (STC)
- Golden Key National Honors Society (GKNHS)
- Instructional Design Student Association, Virginia Tech Chapter, Officer (ITSA)
- Association for Computing Machinery, Chico State Chapter, Officer (ACM)
- Instructional Design and Technology Society, Chico State Chapter (ITS)
- Network for Women in Computer Science and Technology, Chico State Chapter (NeWT)
- Society of Women Engineers, Chico State Chapter (SWE)