

SUSAN GILMORE

EDUCATION

2004-2005 Troy University Troy, AL 36081
Pursuing a *Master of Education (non-certification option)*
Concentration in Instructional Technology (All course work complete)

1995 - 1999 Troy State University Troy, AL 36081
Bachelor of Science in Computer and Information Sciences
Double Minor in Business Administration and Criminal Justice

PROFESSIONAL EXPERIENCE

11-05 – Present Troy State University Troy, AL 36081
Associate Director of Learning Systems and Blackboard Administration
Directs and coordinates all activities of the Learning Systems and Bb Administration Division of the Instructional Design and Educational Technologies Department of the eCampus. Oversee, establish, and implement criteria and quality standards in the Troy University Learning Systems (Blackboard) according to the SACS distance learning principles and best practices for electronically delivered courses. Implement and give direction for design concept infrastructure of the course management software. Act as System Administrator for Blackboard. Produce and develop reusable multimedia components for eCampus courses and Blackboard portal. Provide and supervise employees offering technical assistance for the use of the learning portal (Blackboard). Offers technical assistance to end-users and faculty. Supervises and gives direction to technical staff in assisting with student and faculty needs. Possess knowledge of videoconferencing, instructional course design, web design and coordination, adult learning theories, multimedia technology, distance learning strategies, and educational technologies. Establish, coordinate, and participate in Troy University organization, workshops, committees, and conferences designed to promote best practices in distance learning for instructional design and education technologies. Makes decisions concerning purchases of instructional materials, teaching aids, computer software and hardware. Maintain responsibility, and accountability, in the delivery of all academic programs to ensure compliance with program quality and content as delineated by the Academic Deans or Chairs.

10-04 – 11-05 Troy State University

Troy, AL 36081

Learning Portal Coordinator

Responsible for the maintenance and coordination of the Blackboard Portal Community system. Also responsible for the newly integrated Content Management system housed inside the Blackboard portal. Develop custom tabs for site specific delineation and implementation within the Blackboard portal. Create and design modules for strategic placement in the custom tabs for maximum benefit to both faculty and students. Coordinate new module community infrastructure as needed to satisfy cohesive constructs of Troy University. Manage constant contact with Blackboard ASP services in providing and ensuring the integrity of the Blackboard interface. Oversee the activities of all "System Administrators" in fulfilling their roles to the Blackboard community. Schedule system maintenance upgrades and version releases with ASP support for Blackboard regarding enhancements and situational resolutions. Responsible for the coordination of portal training events for system administrators. Provide technical assistance to students and faculty for use of the system. Designed and developed the online Student Orientation course to be implemented within Blackboard and opened as a required course for all online students. Created a portal community proposal for demonstrating an envisioned portal interface with an estimated launch date of January, 2006. Serve on various technology committees to include the revision of the Troy University OGU website, Course evaluation committee, and Blackboard System Administrators committee.

7-03 – 10-04 Troy State University

Troy, AL 36081

Instructional Designer

Responsible for course design and development of distance learning courses and interactive videoconferencing delivery. Work with faculty members to design syllabi, detailed lesson plans, supplemental material, tests and course evaluation materials for online conversion. Work with faculty members, to produce multimedia content for educational technology delivery systems including interactive videoconferencing and online courses. Write training manuals for teachers to use distance learning technologies strategies and pedagogies for distance learning course preparation and course delivery. Produce interactive training manuals for both print and online format indicative of best practices for teaching online. Create various presentations for demonstrating the functional features in the Bb environment. Publicly demonstrate knowledge of Blackboard to faculty and interested parties. Created the first edition Blackboard Proficiency training events supplemented with corresponding evaluation instruments for Proficiency Courses 2 and 3. Provide technical support services for faculty members utilizing the Bb course delivery systems for instruction. Assist students with technical issues concerning the Bb system. Wrote an Instructional Design Course Rubric for potential use in the course evaluation process. Evaluated numerous current online courses for meeting the recommendations of SACS.

08-02 – 10-03 Troy State University

Troy, AL 36081

Consulting Contract (Online Course Developer)

Responsible for course design and development of distance learning courses related to a subcontract with the Alabama Department of Education through the SEAL Network project for curriculum core courses in Tech prep. Created applicable multimedia content including audio and video components to engage students in interactive participation in the over-all learning experience. Designed the structure of the online courses to foster different learning styles.

PROFESSIONAL EXPERIENCE (CONTINUED)

10-00 – 7-02 MacArthur State Technical College Opp, AL 36467

LBW Community College – MacArthur Campus (formerly MacArthur)

Title III, Activity I Director, (Distance Learning Director)

Provide overall leadership and coordination for Activity I and the objectives set forth in the Title III Grant Project. Course Developer and Designer for all on-line classes. Coordinate activities for developing on-line courses. Assist instructors in preparing instructional guides for students who enroll in on-line courses. Serve as the admissions officer for students enrolling in on-line courses. Strengthen academic programs by integrating technology into the teaching, learning environment. Utilize DACUM charts to assist instructors in the development and revision of courses. Provide leadership in working with local industries to establish off-campus sites for workers. Maintain enrollment and retention charts for analysis and report writing. Provide technical support to faculty and staff members to include specialized individual training. Provide counseling for on-line students needing assistance in the transition to the on-line environment.

TEACHING EXPERIENCE

5-00 – 12-00 MacArthur State Technical College Opp, AL 36467

LBW Community College – MacArthur Campus (formerly MacArthur)

Adjunct Faculty

Prepare lesson plans and course objectives. Lecture in a manner conducive to achieving the goals of MacArthur State Technical College, as well as, individual course requirements. Prepare the course syllabi in order to accomplish course structure and expectations of the students. Write learning objectives in measurable terms.

International Christian University

Kiev, Ukraine

Conversational English Instructor

Developed core curriculum designed to engage the students in conversational English. Drafted simulation exams to prepare the students for the TOEFL exam (the exam given as requirement for entrance into the university). Authored lesson plans for daily instruction to better the student's understanding of English.

REFERENCES

Lydia Dillingham
Attorney at Law
Enterprise, AL 36330
(334) 308-2222

Dr. Debbie Fortune
Technology Education Specialist/Distance Learning
5351 Gordon Persons Building
P.O. Box 302101
Montgomery, AL 36130-2101
Phone: (334) 242-9797

Peggy Linton
Dean of Institutional Development
LBW Community College (formerly MacArthur State Technical College)
Opp, AL 36467
(334) 493-5337

SHOWCASE OF WORK

Digital Vitae
<http://prism.troy.edu/~gilmore> (Online portfolio)