Inez M. Giles

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SUMMARY:

Over thirteen years experience developing and delivering classroom-based and online distance education courses and seminars for the Adult Learner. Experienced college administrator managing technical implementation in course delivery for online and broadcast environments. Hands-on experience with various computer-conferencing software systems. Major strength is understanding how to meet the educational needs of the Adult Learner in the online, computer-conferenced environment in today's technological environment.

PROFESSIONAL EXPERIENCE:

UNIVERSITY OF MARYLAND UNIVERSITY COLLEGE
1995 - Present, Director of Distance Education Technology:

Manage integration of technology for course delivery to include computer conferencing, voice mail and compressed video (IVN). This includes evaluating conferencing software system and voicemail vendors for functionality and efficiency. Develop and conduct comprehensive (technological and pedagogical) faculty training programs for effective use of online conferencing software, voicemail and IVN systems and act as technical resource for faculty. Develop and teach technology-related workshops in Netscape and multimedia. Represent institution at national and international gatherings speaking about and presenting Distance Education paradigms. Represent institution at meetings with national and international corporations and educational institutions interested in partnering with UMUC in joint distance education ventures. Responsible for developing a peer mentoring program for distance education faculty.

1986 - Present, Adjunct Associate Professor:

Designed, developed and instructed undergraduate courses in a variety of computer science and project management areas (TMGT, IFSM, CAPP) from "hands-on" components utilizing off-the-shelf packages for systems analysis and design, in addition to standard word processing, spreadsheet, database and project management functionality. Nominated for Excellence in Teaching Award consistently rated outstanding as an instructor. Elected to Dean's Advisory Council for 1994-1995 term.

Virginia Polytechnic Institute and State University
1998, Technical Consultant
Technical consultant for project with University of Madras, India. Tasked with identifying conferencing software for course-delivery use, managing web-page development for course delivery and working with counterparts in India to ensure technical connectivity is optimized.

UCS, Inc.
1993 - 1995, Senior System Engineer:
Project Leader tasked with managing a team to specify requirements and with developing the high level design for a major reengineering effort. Also tasked to develop the application software prototype in PowerBuilder and to work with user to further define system functionality.

Responsible for developing requirements and managing a development staff of three to design and to implement a database to process background investigations for the Internal Revenue Service. This effort required working with IRS users, soliciting feedback and refining system design. In first quarter 1994, was site manager at the client's disaster application processing facility in Redwood City, CA. Tasked with trouble shooting the system, defining system requirements and working with programmers to develop code. Responsible for conducting software acceptance tests, which meant establishing a test database and developing test plans and test scripts.

DOWNEY, Inc.
1992 - 1993, Senior Systems Analyst/Integration Manager:

As Integration manager, was responsible for incorporating various GUI functionalities with existing, legacy system software; designing, testing and presenting demos of evolving software development. Part of five member team tasked with developing a strategic plan to migrate Defense Logistics Agency Pre-Award Contracting System (DPACS), to the industry standards specified in the DISA CIM Technical Reference Model (TRM). Responsible for developing milestones and staffing plans identifying the activities and staff required during software development, implementation and deployment phases of the project.

KOH SYSTEMS, Inc.
1989 - 1992, Senior Systems Analyst/Functional Team Leader:

Developed system specifications/functional requirements for a major automated procurement system based on client-server technology. Based upon requirements, created prototype designs for system software, designed and implemented the database. In addition, developed end user documentation and conducted training sessions for management and end users of the system. Provided quality customer support using Total Quality management (TQM) techniques.

INTERNATIONAL BROTHERHOOD OF TEAMSTERS
1987 - 1989, Senior Systems Analyst:

Defined system requirements, both hardware and software, for automating manual accounting environment using structured system methodologies for union headquarters. Developed corporate proposal for automation projects to include evaluating alternative vendor proposals, conducting cost-benefit analysis and model development for hardware and software requirements, software configuration and physical layout and security. Developed user manuals for various levels of users, e.g., how to query and run reports for management levels and basic data entry manuals for end users.

FEDERAL EMERGENCY MANAGEMENT AGENCY
1986 - 1987, Network Manager:

Managed team of analysts/programmers to redesign FEMA's mainframe-based system to operate on a Novell Local Area Network (LAN) for disaster field office operations. Designed database to support multi-organizational user interfaces to Red Cross and State assistance program offices. Coordinated with HQ and regional personnel to establish system deployment policies and procedures. Conducted market research to recommend selection of network, database, applications and system software and support hardware. Trained system users to use disaster operations software and conducted introductory courses in Novell, WordPerfect and Lotus.

1984 - 1986, Database Administrator:

Redefined the disaster assistance database and incorporated new user requirements. Supervised a staff of five employees to deploy prototype system and test application software. Wrote and published operations policies and procedures. Supervised production of user manual. Hired and trained 15 to 20 data entry personnel and supervised automated disaster assistance operations. Conducted system software training sessions for management.

ARMED FORCES RELIEF AND BENEFIT ASSOCIATION
1980 - 1984, Manager of Application Processing:

Designed and implemented a mainframe-based acceptance tracking system. Designed new automated loan tracking and reporting system emphasizing delinquency exception report analysis. Responsible for training association personnel to provide quality customer support.

STO-ROX SCHOOL DISTRICT
1972 - 1979, Public School Teacher

EDUCATION:
PhD   Doctorate in Adult Education, Virginia Polytechnic Institute and State
           University, Falls Church, VA. March, 1999
M.B.A.   Management Information Systems (MIS), Southern Illinois University, Edwardsville, IL
M.A.   Ethnology, Duquesne University, Pittsburgh, PA
B.A. Ed. Music Education, Carlow College, Pittsburgh, PA
Cert.   UNIX/C programming certificate, George Washington University, Washington D.C.

PUBLICATIONS

Developing Faculty Expertise for Teaching in the Web-based Computer Conferenced Classroom. Chapter for book schedule for April 1999 publication, Web-based Compuer Conferencing: A Guide to Higher Education.

CONFERENCES and PRESENTATION:
"Staffing the Virtual University: A Training Plan for Developing Faculty Expertise for Web-based Courses." Paper to be co-presented at the annual meeting of the International Council for Open and Distance Education. Vienna, Austria, June 1999.

"Developing Faculty Expertise for the Online Environment." Paper accepted for presentation by the American Educational Research Association, Montreal, Canada. April 19 –23 1999.

"Peer Mentoring: An Integral Component of a Virtual Faculty Development Program." Presentation at the LILLY Conference. April 24, 1999.

"Using Technology to Teach Technology: Designing a Hall of Mirrors." Paper presented at International Conference on Technology and Education. Edinburgh, Scotland, March 1999.

"Using Caucus Software Effectively" Workshop presented as part of University System of Maryland Web Initiative in Teaching (WIT) workshop. June 1998.

"Distance Education - Course design and logistical support" Presentation to Virginia Polytechnic and State University. April 4, 1998.

"VU Certification Plan – an Idea Whose Time Has Come" Presentation at ICTE conference, Santa Fe, NM. March 8 – 11, 1998.

"Discussions about Distance Education." UMUC General Faculty Meeting. February 8, 1997.

"Distance Education Issues." UMUC General Faculty Development Workshop. November 6, 1996.

"Distance Education for the Adult Student." Odense Business College, Odense, Denmark. October 10 and 11, 1996.

""Distance Education at University of Maryland University College." Aarhus Business College, Aarhus, Denmark. October 9, 1996.

"Distance Education for the Adult Learner." Aarlburg Business College, Aarlburg, Denmark. October 8, 1996.

"Using Tycho Online Conferencing Software." Workshop for UMUC European Division faculty. October 1 through 4 1996.

"Distance Education at University of Maryland University College." DANTES presentation, August 8, 1996.

"Online Conferencing for Workforce Training." American Society of Association Executives presentation, July 26, 1996.

"Tycho Conferencing Software." International University Consortium Conference, Distance Education and Technology: Future Visions. May 7, 1996.

"Developing Faculty Online Expertise." Paper published in proceedings to Thirteenth International Conference of Technology and Education (ICTE). March 1996.

"Technology to Support the Independent Learner." Co-presenter at UMUC Faculty Development Workshop, November 28, 1995.

"Tycho Conferencing Software." Special presentation to members and staff of the House Veterans' Affairs Subcommittee on Education. United States of Representatives. November 8, 1995.

PROFESSIONAL AFFILIATIONS:

American Association of Adult and Continuing Education (AAACE)

United States Distance Learning Association (USDLA)

Phi Betta Kappa - Business Honor Society