

Elizabeth A. Evans

Information Technology Services
University of North Carolina at Chapel Hill
440 W. Franklin, CB# 1150
Chapel Hill, NC 27599-1150
evans@unc.edu
(919) 843-0132

Education:

Coursework for Ph.D. in Information Science completed, UNC-Chapel Hill, 1998.

Master of Science in Library Science, UNC-Chapel Hill, August 1982.

Business data processing courses (COBOL), Durham Technical Institute, Durham, NC. Fall 1982-Winter 1983.

Bachelor of Arts in English and Psychology, UNC-Chapel Hill, May 1978. Dean's List.

Professional Development

Coaching Skills, UNC-Chapel Hill, August 2006
Providing Effective Feedback, UNC-Chapel Hill, July 2006
Emotional Intelligence for Leaders, UNC-Chapel Hill, February 2005
Managing Projects Successfully, UNC-Chapel Hill, February 2004
Great Management, UNC-Chapel Hill, July 2001
Information Technology Professional Development Program, Spring 1999
University Management Development Program, Fall 1995

Employment Experience

Academic Outreach Specialist, Division of Teaching and Learning, Information Technology Services, UNC-Chapel Hill, July 2006-present.

Imagine, create, and implement programs and events to engage the campus community in thinking about the effective use of technology, especially in teaching and learning. Design evaluations to assess outcomes for the activities. Revived a series called ConsiderIT and increased attendance from an average of approximately 12 people per event to an average of about 60. Worked with technical staff and our computer-based training (CBT) vendor to integrate our campus authentication with the vendor-hosted CBT service. Manage vendor relations and publicity for the CBT service. Engineered a collaboration with Human Resources Training & Development to add business skills CBT courses to our license. Increased the number of CBT subscribers from several hundred to over 4,000 in two years. Regularly present at meetings and conferences.

Manager, Training and Education, Information Technology Services, UNC-Chapel Hill, November 2004-June 2006.

Created information technology training and education activities for faculty, staff, and students and for professional development opportunities (technical and otherwise) for the Information Technology Services staff with no funding and limited staff. This position was created during a major reorganization of the 400-employee unit.

Project Manager, Administrative Information Services, UNC-Chapel Hill, November 2001-November 2004.

Responsible for Blackboard course management system changes and upgrades; campus-wide events calendar; e-Print services (a system to replace large printed reports with Web-viewable versions); and implementation of our campus compliance with SEVIS (a federally-mandated database of international students and scholars). Other projects included a variety of applications to support instruction on campus.

Manager, Development and Evaluation, Academic Technology and Networks, UNC-Chapel Hill, September 2001-November 2001.

Accepted responsibility for this group when the manager retired. Instructional technology development, Remedy development, and the control center liaison comprised the group. Remedy is the application used for the campus-wide problem-tracking system. The group was disbanded during a reorganization. Served in this position which continuing responsibilities for the instructional technology development group described below.

Manager, Instructional Technology Development Group, Academic Technology and Networks, UNC-Chapel Hill, August 1998-November 2001.

Managed group that performed software integration and development of new software systems and applications to support instructional delivery. Developed annual budget, approved professional development activities, worked with staff to prioritize projects, served as project manager for applications development and integration. Served as project manager for campus-wide events calendar. Continued in this position while accepting additional responsibilities for managing the development and evaluation group (above).

Associate Director for Information Services, Carolina Population Center (CPC), UNC-Chapel Hill, November 1993-July 1998.

Managed editorial services, the CPC library, and internal communications. Responsible for developing and maintaining central CPC presence on the World Wide Web; publishing a CPC-wide newsletter (on the Web and in print); and developing services and resources to support CPC research. Under my direction, the CPC library staff entered URL information and links into the online catalog for all library materials normally collected to enhance retrieval of those materials. Wrote the information services section of a major 5-year NICHD renewal grant and represented the group during the funding agency's site visit.

Educational Coordinator, Office of Information Systems (OIS), School of Medicine, UNC-Chapel Hill, March 1987-October 1993.

Created and managed Educational Services Division to provide user service, training, and documentation to the School of Medicine for Sun workstations (Sunview, Openlook, and terminal emulation), MS-DOS microcomputers, Macintoshes, and Novell LANs. Managed fee-for-service microcomputer support. Supported office applications, electronic mail, and medical computing. Produced newsletter with circulation of approximately 5000. Served as liaison between OIS and School of Medicine departments. Served as liaison between School of Medicine computer support services and campus computer support services. Served on campus-wide and state-wide committees and task forces. Participated in local, state, and national conferences.

Visiting Instructor, Durham Technical Community College, Winter 1992.

Taught Unix to class of technical writing students as part of a series of computer skills modules.

Computer Programmer, Department of Psychiatry, UNC-Chapel Hill, February 1983-March 1987.

Designed, implemented, tested, and documented clinical and administrative data management projects using dBASE II/III and SAS; consulted with departmental personnel for hardware and software selection, system design, application programming, and hiring of technical personnel; served as consultant for other School of Medicine departments; organized and developed departmental and campus-wide seminars in use of computer hardware and software packages; supervised students; coordinated development and use of departmental computer laboratory; wrote and produced departmental computer newsletter.

Visiting Instructor, UNC-Chapel Hill School of Library Science. Automatic Information Processing as part of introductory core curriculum, Fall 1985.

Taught word processing, electronic mail, systems analysis, and database management systems using a mixture of CP/M and MS-DOS machines to master's level students.

Independent Computer Consultant, September 1982-1993.

Provided services in systems design, programming, and user education.

Information Specialist, North Carolina Science and Technology Research Center, Research Triangle Park, NC, July 1982-January 1983.

Graduate Assistant, UNC-Chapel Hill School of Library Science, May 1982-June 1982.

Intern in Library Services, Environmental Protection Agency, Research Triangle Park, NC, May 1981-May 1982.

Research Assistant, UNC-Chapel Hill School of Library Science, August 1980-May 1981.

Teacher, vocational English, math, and science to students identified as potential dropouts, Lexington, NC, October 1979-June 1980.

Substitute Teacher, Lexington, NC, October 1978-June 1980 (concurrently with half-time position above).

Awards

- On the Spot, Information Technology Services, Fall 2005, Fall 2006.
- Star Heel, UNC-Chapel Hill, 2005.
- Office of the Provost Public Service Award (for service to the University), UNC-Chapel Hill, 2001.
- Nominated for inaugural UNC-Chapel Hill Excellence in Management Award, 1998.
- Nominated for UNC-Chapel Hill Information Technology Award, Spring 1993, 1994, 1995, 2003, and 2006.
- Excellence in Achievement Award, Microcomputer Users' Group for Libraries in North Carolina, December 1988.
- Distinguished Service Award, UNC-Chapel Hill Department of Psychiatry, June 1985.

Noteworthy Achievements

Took over the project to implement fsaATLAS under a strict federal deadline and elevated customer stress. Managed a team of technical staff (systems administrators, database specialists, student information programmers), representatives from the registrar's office, and staff from the office that manages international students and scholars. The project was completed on time with high customer satisfaction.

Took over negotiations for a new computer-based training (CBT) contract after a major restructuring of our organization. Worked with application programmers, authentication specialists, and the vendor to use our authentication system to access to the vendor-hosted CBT service. After one year, successfully negotiated with the vendor to expand the courses offered in exchange for decreasing the number of license seats. Engineered a collaboration with Human Resources Training & Development that resulted in Human Resources paying a share of the license to add business skills courses to the course offerings. Increased the number of CBT users from several hundred to over 4,000 in two years.

Project manager for implementation of Blackboard 5.5.1, level 3. Blackboard is a course management package which integrates administrative data (instructor, student, course, enrollment) with courses. The project team included over 30 people from academic computing, administrative computing, academic departments, campus libraries, and the registrar's office. The project was completed on time and under budget.

Created and facilitated working group to define needs for campus-wide events calendar and evaluate commercial software against those needs as recommended in the "1997 Chancellor's Report on the Intellectual Climate." The calendar was put into production service in April 2001.

Chair of subcommittee responsible for providing electronic mail access to medical students beginning in 1989. Training became an ungraded requirement for all first year students. This was one of the first wide-scale student technology requirements on campus.

Was elected by my peers to the first UNC-Chapel Hill Employee Forum.

Committees (1997-present)

- Member, Teaching and Learning with Technology Consortium Conference Promotion Subcommittee, 2006-2007.
- Chair, Local Arrangements Committee, Joint Conference on Digital Libraries 2006 (JC DL '06, Sponsored by ACM and IEEE), UNC-Chapel Hill campus, June 2006.
- Board of Directors, University Managers Association, 2000-2006. Membership chair, 2000-2005. President, 2005-2006.
- Chair, Internet and the Social Sciences (Odum Institute for Research in Social Science Working Group), 2002-present.
- Member, Advisory Committee for the UNC-Chapel Hill Office of Intellectual Life, 2000-2003.
- Member, Advisory Committee for the Information Technology Services Professional Development Program, 2000.
- Member, UNC-Chapel Hill Master Plan Bicycle Advisory Working Group, 2000.
- Member, UNC-Chapel Hill Academic Technology & Networks Employee Council, 1999.
- Co-Chair, UNC-Chapel Hill Intellectual Climate Implementation Committee, 1998-2000. Chair, Intellectual Climate Outside the Classroom Subcommittee. Organizer, Intellectual Climate Discussion Lunch Series.
- Member, UNC-Chapel Hill Employee Appreciation Fair Committee. Co-Coordinator, vendor exhibits. 1998-1999.
- Member, UNC-Chapel Hill Parking and Transit Task Force, Fall 1997-Spring 1998.
- UNC-Chapel Hill Employee Forum, 1997-1999 (2-year term). Elected secretary 1997. Chair, Task Force on the Intellectual Climate, 1997-1999. Chair, Nominating Committee, 1997.

Publications

“It’s Eleven O’Clock: Do you know where your identity is?” with Carolyn M. Kotlas, Donna W. Bailey, Abe J. Crystal, and Terri Buckner. SIGUCCS User Services Conference 32nd Proceedings, Baltimore, MD, October 10-13, 2004, pp. 361-363.

“Cross-campus collaboration: Everybody wins,” with Kathleen Thomas, essay in *Developing Faculty to Use Technology*, 2003, pp 41-43. David G. Brown, ed. Featured in the books on teaching section of the *Chronicle of Higher Education*.

“Online PAA papers,” *The Communicator* (APLIC newsletter), Fall 1996, No 62.

“A modular approach to user satisfaction assessments,” SIGUCCS User Services Conference XXI Proceedings, San Diego, CA, November 7-10, 1993, pp. 325-329.

“A menu-driven interface to Unix-based resources,” *Thirteenth Annual Symposium on Computer Applications in Medicine Proceedings*, Washington, DC, November 5-8, 1989, pp. 679-684. Lawrence C. Kingsland III, ed.

“Clinical utilization of microcomputer technology” (book review), *Contemporary Psychiatry*, vol 5(3), pp. 210-212. September 1986.

“Microcomputers: an interlibrary loan application,” *Special Libraries*, vol 75(1), pp. 17-27. January 1984. Reprinted in *Readings in Technology*, 1984, Nancy M. Viggiano, ed.

Presentations (2000-present)

“Putting the power in PowerPoint.” Innovations in Instruction Conference, Elon University, August 17, 2006.

“Conference sharing: The Teaching Professor.” UNC-Chapel Hill LearnIT session to share information from the Teaching Professor conference. July 12, 2006.

“It’s eleven o’clock: Do you know where your identity is?” with Carolyn M. Kotlas, Donna W. Bailey, Abe J. Crystal, and Terri Buckner. ACM SIGUCCS, Baltimore, MD. October 10-13, 2004. Poster and pre-conference tutorial.

“Identity abuse on campus: A symposium” with Carolyn M. Kotlas, Donna W. Bailey, Abe J. Crystal, and Terri Buckner. UNC CAUSE, Boone, NC. October 6, 2004.

“It’s due when? Project management tips and lessons.” UNC CAUSE, Wilmington, NC. November 14, 2003.

“Distributed management for a large-scale campus events calendar,” with Kathryn M. Nasser and Ashlyn Goldberg. MidAtlantic EduCAUSE, Baltimore, MD. January 17, 2003.

Seminar Leader, “Project management techniques for cross-campus collaboration.” UNC Teaching and Learning with Technology Collaborative 2002 Conference, Greensboro, NC. April 13, 2002.

Panelist, “Tips and tricks for Blackboard enterprise edition.” Blackboard Users Conference 2002, Phoenix, AZ. March 19, 2002.

“Campus-wide events calendar status report.” Carolina Technology Consultants meeting, UNC-Chapel Hill. November 14, 2001.

“Campus-wide events calendar.” UNC Teaching and Learning with Technology Collaborative 2001 Conference, UNC Wilmington, Wilmington, NC. May 24, 2001.

“A campus-wide events calendar: Process and product.” UNC CAUSE, Charlotte, NC. September 29, 2000.

(Approximately 50 presentations pre-2000. For a complete list, point your Web browser to <http://www.unc.edu/~uevans/resume.html>.)