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**Claudia Pragman, Ph.D.**  
**Professor**  
**Management**  
**College of Business**  
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## **Professional Interests**

### **Certifications**

Quality Matters Certification for MBA 612: Data Analysis and Statistics for Managers, 2017  
Quality Matters Certification for MGMT 346: Production and Operations Management, 2016

### **Memberships**

Academy of Management  
American Production and Inventory Control Society  
Decision Sciences Institute  
Production and Operations Management Society

## **Work Experience**

### **Academic Background**

Ph.D. University of Nebraska, 1993.  
M.B.A. University of Nebraska, 1988.  
B.S. Concordia Teachers College, 1974.

### **Courses Taught**

**Courses from the Teaching Schedule:** Data Analysis/Stats Mgrs, Internship, Internship, Managing Service and Manufacturing Operations, Principles of Management, Productn & Operatns Mgmt

**Courses taught, but not in the Schedule:**  
Management Science, Total Quality Management

### **Intellectual Contributions:**

#### **Refereed Articles**

Pragman, C. (2019). Revising Quantitative Assignment Policies to Improve Student Achievement in an Online Operations Management Course. *Business Education Innovation Journal*, 11 (2), 22-29.

Pragman, C. H. (2014). Using Student Feedback to Revise a Flipped Operations Management Course. *Business Education Innovation Journal*, 6 (2), 11-19.

Schumann, P., Scott, T., Kalinowski, J., Kaliski, J., & Pragman, C. (2014). Noble Systems Inc.: Inside the Mind of an Entrepreneur. *Journal of Business Case Studies*, 10 (3), 263-292.

Pragman, C. H., Flannery, B. L., & Bowyer, S. D. (2012). Teaching Social Responsibility through Service Learning: A Study of Antecedents Leading to Change. *International Journal of Society Systems Science*, 4 (3), 257-277.

Flannery, B. L., & Pragman, C. H. (2010). Service-Learning and Integrated Course Redesign: Principles of Management and the Campus Kitchen Metaproject. *Journal of Management Education*, 34 (1), 11-38.

Pragman, C. H., Bowyer, S. D., & Flannery, B. L. (2010). Using Student Feedback to Assess Team Projects in a Required, Cross-Disciplinary, Undergraduate Management Course. *Academy of Educational Leadership*

Journal, 14 (2), 85-101.

Flannery, B. L., & Pragman, C. H. (2008). Working Towards Empirically-Based Continuous Improvements in Service-Learning. *Journal of Business Ethics*, 80 (3), 465-479.

Pragman, C., & Flannery, B. (2008). Assessment of Service-Learning Outcomes: Examining the Effects of Class Size, Gender, Major, and Service-Learning Experience. *The International Journal of Learning*, 15 (4), 217-225.

Okleshen, M., Pragman, C. H., & Zelin II, R. (2000). Michaels Ballet Company. North American Case Research Association, 20 (4), 111-118.

Pragman, C. H. (1996). JIT II: A Purchasing Concept for Reducing Lead Times in Time-Based Competition. *Business Horizons*, 39 (4), 54-58.

## Refereed Proceedings

### Full Paper

Fox, M. L., Pragman, C. H., & Bowyer, S. D. (2009). Peer Assessment of Teamwork in Business Education. Midwest Academy of Management.

Booker, Q. E., Pragman, C., Kitchens, F. L., & Rebman Jr., C. (2008). Combining Active Learning Techniques and Productivity Projects to Improve Student Performance in Production and Operations Management Classes: An Exploratory Study. *Decision Sciences Annual Meeting 2008*, 4421-4426.

Pragman, C. H., & Flannery, B. L. (2006). Service Learning: A Praxis for Management Education. IBAM 14 Conference (14), Institute of Behavioral and Applied Management, 283-288.

Pragman, C. H., & Flannery, B. L. (1998). Advancing Environmental Education in the Operations Management Curriculum. Midwest Decision Sciences Institute.

Anglin, L., Pragman, C., & Rolfes, M. (1995). If We Knew Then What We Know Now: An Honest Look at Starting Assessment. Sixth Annual Business/Economics Teaching Conference, 2, 1-14.

### Abstract Only

Kalinowski, J., Scott, T. W., Schumann, P. L., Kaliski, J. A., & Pragman, C. H. (2009). Noble Systems, Inc.: Get Big Or Go Home? North American Case Research Association.

Pragman, C. H., Bowyer, S. D., & Flannery, B. L. (2009). Students' Perceptions of a Team Project in a Required Cross-Disciplinary Management Course: An Exploratory Study. Allied Academies International Conference, 14 (1), New Orleans, LA:, 37.

Anglin, L., Pragman, C. H., & Rolfes, M. (1997). General Effectiveness Skills: Perceived Preparation Levels of Accounting Alumni. Midwest AAA.

## Articles in Books of Readings

Pragman, C. H., & Flannery, B. L. (2012). Assessment of Service-Learning Outcomes: Examining the Effects of Class Size, Major, Service-Learning Experience, and Sex. In Jonathan Westover (Ed.), *Academic Service-Learning Across Disciplines: Models, Outcomes, and Assessment* (pp. 239-252). Champaign, IL USA: Common Ground Publishing LLC.

Pragman, C. H., & Flannery, B. L. (2010). Assessment of Service-Learning Outcomes: Examining the Effects of Class Size, Major, Service-Learning Experience, and Sex. In Jonathan H. Westover (Ed.), *Training the Next Generation of Knowledge Workers: Readings for Effective Secondary Education & Workplace Learning Practices* (pp. 93-107). Australia: Common Ground Publishing Pty Ltd.

## Presentation of Refereed Papers

### International

McManimon, D., Richie, K., Turner, J.C., & Pragman, C. (2018). Taking the Next Step-Using a Mastery-based Approach to Meet the Needs of Working Adults. Fusion 2018, Houston, Texas.

### National

Bowyer, S. D., Flannery, B. L., & Pragman, C. H. (2008, April). Students Against Hunger: Structuring and Sustaining a Meaningful Service-Learning Project. The 19th Annual National Service-Learning Conference--Youth for a Change, Minneapolis, Minnesota.

Bowyer, S. D. & Pragman, C. H. (2007, October). Academic Partnerships to Increase Involvement and Gain

Support. 2007 National Campus Kitchens Project Leadership Conference, Mankato, Minnesota.

Fitzgibbons, D. E., Bento, R., Pragman, C. H., & Steingard, D. S. (2004, August). The Use of Affluenza In The Management Classroom. Academy of Management Annual Meeting, New Orleans, Louisiana.

### **Regional**

Pragman, C., Campana, K., Deris, A., & Nelson, P. (2016, February). Using SoftChalk™ Cloud to Create Digital Lessons for Online Learners. 2016 STAR Symposium, Mankato, Virtual.

Booker, Q. E. & Pragman, C. H. (2008, November). Teaching a Quantitative Hybrid Course: Lessons Learned. Teaching with Technology, Mankato, Minnesota.

Flannery, B. L., Pragman, C. H., & Meier, K. S. (2006, October). A Management Odyssey: Campus Kitchen, Mankato. Upper Midwest Campus Compact Conference, Brooklyn Center, Minnesota.

Dale, K. & Pragman, C. H. (2005, November). Using Online Self-Assessments to Apply Course-Related Concepts. Wireless and Teaching Technology Conference 2005, Mankato, Minnesota.

## **Presentation of Non-Refereed Papers**

### **Local**

Pragman, C., Richie, K., & Stark, E. (2016). Online Teaching Presentation. Invited presentation at Online Teaching Session, Mankato, Minnesota.

Pragman, C. (2015). Using Student Feedback to Revise a Flipped Operations Management Class. Invited presentation at Scholars-At-Work Series, Mankato, Minnesota.

Pragman, C. (2014, December). Scholarship of Teaching and Learning and the iSALT (The Institute for the Scholarship of Assessment, Learning, and Teaching) Program. Invited presentation at 2014 Valley Writing Workshop, Mankato, Minnesota.

Flannery, B. L., Fox, M. L., & Pragman, C. H. (2000, March). Modeling Effective Work Teams in the Classroom: Getting Past the Rage. Minnesota State University, College of Business Faculty, Mankato, Minnesota.

### **Regional**

Turner, J.C., McManimon, D., Pragman, C., & Richie, K. (2018). The FlexPace Pathway: Reaching Working Adults. Invited presentation at Adult Leadership Institute, Rosemount, Minnesota.

Pragman, C. H. (2016, April). SoftChalk® in the Online Classroom for Brightspace D2L. Invited presentation at 2016 D2L Brightspace Minnesota Connection Conference, Bloomington, Minnesota.

### **State**

Turner, J.C., McManimon, D., Pragman, C., & Richie, K. (2018). The FlexPace Online Business AS/BBA Pathway: Reaching Working Adults. Invited presentation at Luoma Leadership Academy, Bloomington, Minnesota.

Pragman, C. H. (2013). Integrated Business Experience. Invited presentation at Minnesota Campus Compact--Civic Engagement and Entrepreneurship, St. Paul, Minnesota.

## **Research Grants**

### **Funded**

2018: Pragman, C., Richie, K., Turner, J.C., & McManimon, D., On-line Degree Programs Collaboration, Principal Investigator, Minnesota State System.

2016: Pragman, C. Faculty Inquiry Groups (FIGs), Co-Principal Investigator, Academic and Student Affairs - Educational Innovations, Minnesota State Colleges and Universities. This year's Faculty Inquiry Groups are scheduled to run from April 2016 through January 2017. The program provides individual support to faculty members who want to investigate a specific student learning challenge that currently exists in their online course.

2013: Pragman, C. H. Using Online Video Tutorials to Teach Analytics, Principal Investigator, Minnesota State University at Mankato.

## **Research Reports**

1997: Anglin, L., Pragman, C.H., & Rolfes, M., College of Business Student Assessment: Department

Comparisons 1994 - 1996 Studies., submitted to .

1997: Anglin, L., Pragman, C.H., & Rolfes, M., College of Business Student Assessment: Two-Year Review of Graduating Seniors 1994-1996., submitted to .

## Service:

### Service to the University

#### Department Assignments

##### **Chair:**

2007-2008: Personnel Committee

##### **Faculty Advisor:**

2011-2012: Guest Speaker at Management Club Meeting

##### **Member:**

2003-2004 – 2006-2007: Personnel Committee

1998-1999: Management Department Curriculum Committee

1996-1997 – 1997-1998: Personnel Committee

#### Department Assignments

##### **Member:**

2017-2018: Search Committee for Business Management Faculty Member

#### Department Assignments

##### **Other Institutional Service Activities:**

2009-2010: Department Chairperson

#### College Assignments

##### **Chair:**

2005-2006: Internship and Placement

##### **Member:**

2011-2012: Integrated Business Experience

2009-2010 – 2011-2012: Graduate Curriculum, Policy & Admissions

2009-2010 – 2010-2011: Student Scholarships

2006-2007 – 2008-2009: Internship and Placement

2004-2005: Internship and Placement

#### College Assignments

##### **Other Institutional Service Activities:**

2016-2017: College to Careers--Delta Sigma Pi Event

#### College Assignments

##### **Other Institutional Service Activities:**

2010-2011: Fall 2010 Commencement Participant

2009-2010: Fall 2009 Commencement Participation

#### College Assignments

##### **Other Institutional Service Activities:**

2020-2021: FlexSync--Resources and Getting Started Breakout Session at College of Business Kick Off Conference

### **College Assignments**

#### **Other Institutional Service Activities:**

2007-2008: Management Department Representative at Spring Commencement

2005-2006 – 2006-2007: Management Department Representative at Fall Commencement

### **College Assignments**

#### **Other Institutional Service Activities:**

2014-2015: Spring 2015 Commencement Participant

### **College Assignments**

#### **Chair:**

2001-2002: Teaching Enhancement Committee

### **College Assignments**

#### **Member:**

2016-2017: Advising Advisory Council

### **College Assignments**

#### **Member:**

2010-2011: Faculty Association Graduate Committee

1996-1997 – 1998-1999: College of Business Assessment Committee

### **College Assignments**

#### **Member:**

2017-2018: FlexPace Partnership with Riverland Community College

### **College Assignments**

#### **Member:**

2011-2012: Search Committee for MBA Faculty Member

2009-2010: Graduate Policy, Curriculum, and Admissions Committee

2002-2003: MBA Committee

2000-2001: Teaching Enhancement Committee

1998-1999 – 1999-2000: Scholarly Enhancement Committee

### **College Assignments**

#### **Member:**

2017-2018: Teaching Excellence Committee

2016-2017: Teaching Enhancement Committee

### **University Assignments**

#### **Committee Chair:**

2012-2013: Faculty Association Graduate Curriculum and Policy

2002-2003: Faculty Improvement Grant and Sabbatical Committee

#### **Committee Member:**

2003-2004: Degree Audit Reporting System Pilot Program

## **University Assignments**

### **Committee Member:**

2020-2021: Faculty Association Budget Committee  
2017-2018 – 2018-2019: Faculty Association Budget Committee

## **University Assignments**

### **Committee Member:**

2011-2012: Faculty Association Graduate Curriculum and Policy

## **University Assignments**

### **Committee Member:**

2017-2018: Faculty Association On-line Programs Workgroup  
2013-2014 – 2014-2015: Faculty Association Planning Committee

## **University Assignments**

### **Committee Member:**

2012-2013: Search Committee for Associate Vice President for Research and Dean, College of Graduate Studies  
2012-2013: Search Committee for the Dean of Graduate Studies and Research  
2011-2012: Presidential Scholarship Interviews  
2009-2010: Graduate Faculty Committee  
2008-2009: Service-Learning Audit Steering Committee  
2003-2004 – 2005-2006: Faculty Development Committee  
2002-2003 – 2005-2006: Faculty Peer Consultant  
2001-2002: Faculty Improvement Grant and Sabbatical Committee

### **Faculty Advisor:**

2005-2006: Community-Based Learning Advisory Board

## **University Assignments**

### **Faculty Advisor:**

2018-2019: Midwest Undergraduate Data Analytics Competition (MUDAC)

## **University Assignments**

### **Faculty Advisor:**

1998-1999: Undergraduate Research Conference

## **University Assignments**

### **Other Institutional Service Activities:**

2014-2015: Career Development Center

## **University Assignments**

### **Other Institutional Service Activities:**

2012-2013: Career Development Center--Speed Networking 101  
2010-2011: Exploring Academic Service-Learning: Examples, Opportunities, and Connections

## **University Assignments**

### **Other Institutional Service Activities:**

2018: Faculty Panel for New Entering Freshman Orientation

**University Assignments**

**Other Institutional Service Activities:**

2011-2012: Fall 2011 Commencement Participant

**University Assignments**

**Other Institutional Service Activities:**

2019-2020: First-Year Student Orientation

2017-2018: General Fund Strategic Budget Process Planning Review Panel

2016-2017: Greeter/Host for Career & Internship Expo

**University Assignments**

**Other Institutional Service Activities:**

2004-2005: Presidential Scholarship Interviews

2001-2002: Presidential Scholarship Interviews

1995-1996 – 1996-1997: Presidential Scholarship Interviews

**University Assignments**

**Other Institutional Service Activities:**

2018-2019: Presidential Scholarship and Honors Program Interviews

2016-2017: Presidential Scholarship/Honors Program Interviews

**University Assignments**

**Other Institutional Service Activities:**

2010-2011: Served on Faculty Panel at Student Orientation

2007-2008: Professional Development Day

**University Assignments**

**Other Institutional Service Activities:**

2016: Student Orientation

**University Assignments**

**Other Institutional Service Activities:**

2010-2011: Summer Orientation Faculty Panel

2009-2010: Summer Orientation

2004-2005: Summer Orientation

2002-2003: Summer Orientation

**Service to the Profession**

**Academic Conference: Discussant**

1998: Midwest Decision Sciences Institute.

**Chair: Conference / Track / Program**

1998: Midwest Decision Sciences Institute.

1997: Midwest Academy of Management.

**Reviewer: Conference Paper**

2008 – 2009: Decision Sciences Institute.

1999: Academy of Management.  
1997 – 1999: Academy of Management.  
1996 – 1998: Decision Science Institute.

#### **Reviewer: PRJ**

2016 – 2017: Journal of Management Education.  
2016: Journal of Management Education.  
2015: Assessment and Evaluation in Higher Education.

### **Service to the Community**

#### **Other Community Service Activities**

2010: Our Savior Lutheran Church, Treasurer  
2009: Community-Engagement/Service-Learning/RSO Fair, Met with leaders of community agencies regarding service-learning opportunities for MSU students within the Mankato community.

#### **Positions Held in Civic Organizations**

1996 – 1999: Mankato Ballet Company Board of Directors

#### **Speech / Presentation at a Community Meeting**

2020: KMSU Radio Interview, Radio interview on March 23, 2020, with Karen Wright about supply and demand during the COVID-19 pandemic.  
2001: Internships: A Win-Win Proposition, Presentation to community leaders about internships as a form of experiential education.

### **Faculty Development**

#### **Assurance of Learning - Professional Development**

2019: Creative Alternatives for Fiscally Responsible Quality Assurance Webinar.  
2004: Significant Learning Faculty Learning Community. A faculty learning community (spring 2004) sponsored by the Center for Excellence in Teaching and Learning at Minnesota State University, Mankato.  
2003: Assessment Book Group.  
2003: Writing Rubrics.

#### **Instructional-Related Conference**

2016: Using a Survey to Enhance Online Teaching Effectiveness. Michael Manderfeld presented an evaluation form for online classes. The form is available to use in D2L as well as a Qualtrics survey.  
2016: College of Business Technology Training. Michael Manderfeld, and MSU, Mankato instructional designer, described the resources available to faculty from Academic Technology Services and the Center for Excellence in Teaching and Learning.  
2016: 2016 D2L Brightspace Minnesota Connection Conference. Sponsored by D2L in collaboration with Minnesota State Colleges and Universities and St. Catherine University, this conference will showcase many aspects of teaching and learning within the D2L Brightspace Learning Management System. Sessions will also feature related topics such as best practices in instructional design, technology integration and administrative management. A MN D2L Connection Conference is all about connection and collaboration. With presentations, training sessions, and time for peer networking, attendees can discover how D2L Brightspace—our integrated learning platform—supports every individual's unique pathway and potential.  
2016: McGraw-Hill Education Higher Education Transformative Teaching: A Virtual Event.  
2010: Using Just-in-Time Teaching (JiTT) to Understand Student Thinking, Improve Preparation for Class, and Enhance Student Learning. The program will address ways to encourage outside-of-class preparation by students, promote reflective learning and stimulate student feedback on understanding of class material. JiTT provides hands-on, in-class activities designed to boost engaged student learning  
2008: Teaching with Technology Conference. Teaching with technology conference.  
2008: 2008 e-Learning Summit. Normandale Community College on May 21, 2008.  
2005: Teaching with Technology Conference. Teaching with technology conference.



- 2004: Teaching with Technology Conference. Teaching with technology conference.
- 1999: Stimulating Class Discussion and Enhancing Active Learning Through the Use of Instructor Prepared Course Materials.
- 1998: Coming Full Circle: Using Assessment to Transform Teaching and Learning.
- 1997: Peer Review of Teaching: A Strategy for Improving Teaching and Learning.
- 1996: Using the Internet in Undergraduate Instruction.
- 1996: Teaching Effectiveness--Harvey J. Brightman.
- 1996: What We Know About Learning And How CATs Can Help Us Apply That Knowledge.

### **Research-Related Conference/Seminar**

- 2019: The Online Student Experience: Results from a NSSE-QM Collaboration.
- 2017: College of Business Research Day. Promote and celebrate research excellence.
- 2017: Case Study Resources. Writing and publishing teaching cases.
- 2014: CETL--The Institute for the Scholarship of Assessment, Learning & Teaching (iSALT) Fellows Program. The iSALT Fellows Program brings together a cohort of innovators on campus and provides systematic support for them to conduct research around their innovative projects. The goal is to help participants produce scholarly works that can be published in peer-reviewed journals, trade publications, or as part of conference proceedings.
- 2010: How to Improve your Survey or Questionnaire.
- 2010: SPSS Workshop.
- 2009: Teaching and Research: Two Sides, One Coin. Teaching and Research: Two Sides, One Coin
- 2007: SPSS Workshop. SPSS Workshop (May 25, 2007) sponsored by the Center for Scholarship and Research at Minnesota State University, Mankato.
- 2007: Proposal Planning and Writing. Proposal writing workshop (May 18, 2007) sponsored by the Office of Research and Sponsored Grants at Minnesota State University, Mankato.
- 1998: Midwest Decision Sciences Institute.
- 1997: Midwest Academy of Management.

### **New or Renewed Professional Certification**

- 2016: Quality Matters. <http://www.mnsu.edu/its/academic/quality/qmmankato.html>

### **Other Professional Development**

- 2020: Writing Fellow Program--Writing Across the Curriculum Program.
- 2019: Writing in the College of Business: Models that Work. Writing Across the Curriculum Workshop
- 2019: Rock Star Advising for International Students.
- 2019: MinnState Solutions Workshop: Handling the Paper Load. Writing Across the Curriculum Workshop
- 2019: Going Small But Meaningful. Writing Across the Curriculum Workshop
- 2019: Grieving the Loss of a Major.
- 2019: Workplace Environment Training.
- 2018: FlexPace Meeting with Viracon Owatonna Human Resource Representative.
- 2018: FlexPace Meeting with Fun.com Mankato Human Resource Representative.
- 2018: Mid-Term Reports in MavCONNECT.
- 2018: Student Outreach MavCONNECT.
- 2016: Dean's List Reception. College of Business Reception Dean's List Event
- 2016: College of Business Scholarship Awards Dinner.
- 2016: College of Business Graduation Reception.
- 2016: Driven to Deliver: Featuring Mark Davis. **From Milk Truck Driver to Dairy Mogul**

Join us for an evening with Mark Davis, chairman of Davis Family Holdings, a local visionary business leader and Minnesota State University, Mankato alumnus. He is known for his entrepreneurial spirit, passion and unmatched vision. Davis will share his story, from his roots as a milk truck driver to founding, partnering or

leading to success many Minnesota based internationally renowned brands including:

- Davisco
- Cambria
- Davis Family Dairies
- Sun Country Airlines

2014: Advising Training - College of Business.

### **Professional Internships**

2018: Lunch with Fun.com Human Resource and Marketing Executives.

### **Professional Seminars / Workshops**

2020: Jumpstart Your Academic Writing for the Year!.

2019: Faculty Lunch and Learn - Topic: The Role of Business Strategy in Analytics - Hosted by Optum.

2019: Beyond Online: Using the QM Rubric for Face-to-Face Course Design.

2019: Student Advising Lunch & Learn.

2019: MavConnect Lunch & Learn.

2018: Self-Defeating Habits of Otherwise Brilliant People®. presented by Anna Maravelas, Psychologist Emeritus and President of Thera Rising International.

2018: Careers in Agriculture.

2018: Steele County Workforce Meeting.

2017: Mankato Free Press Lunch & Learn.

2017: Overview of New Hardware & Software for Faculty & Students. An overview of the new technology available in Morris Hall 208.

2017: Launching into Business Analytics with IBM. Demonstration of IBM SPSS Modeler.

2017: Microsoft Dynamics Academic Alliance Lunch and Learn. Discuss the College of Business and Microsoft Dynamics Academic Alliance's partnership.

2017: Syllabus Development Session. The session will cover best practices of writing course syllabi.

2017: Bremer Bank--Lunch & Learn. Banking Regulations Updates

2017: Enterprise Lunch & Learn. The topics covered included industry challenges Enterprise is facing including increased consumer expectations, the impacts of technology and shared economies (Uber, Lyft, etc.) on the business, and the need to adapt sales processes to fit a changing global business landscape.

2016: Advisor Training Workshop. The MSU, Mankato Advising model was presented. Advisor responsibilities for helping advisees with their academic plan were presented along with strategies for helping students raise their GPAs.

2016: Article 22 Training.

2016: Lunch and Learn. Fun.com, a business started by MNSU-Mankato COB alumni and headquartered in North Mankato, hosts a faculty lunch and learn session highlighting hot topics related to Marketing and Human Resources relevant to their industry.

2016: SIG Webinar: Learning Outcomes for the Cognitive Domain. In this workshop, we will explore the characteristics of good and bad learning objectives, practice writing measurable ones, and learn techniques for passing this knowledge onto others. Please plan to collaborate and be an active participant in this workshop: the use of chat, audio, and video is encouraged.

2016: SIG Webinar: Serving Student Veterans.

In this webinar, we will take a deeper look at student veterans - who are they, what issues impact them, what makes them unique as students, the value they bring to the campus, and how we can better serve them. We will also learn about the variety of resources available through the Minnesota Department of Veterans Affairs Higher Education Veterans Program to help your campus best meet the needs of your student veterans.

Presenters

David Schrader Higher Education Coord. MN Depart. of Veterans Affairs

2016: SIG & MOQI Webinar: Use QM as Guide to Design Engaging, Informative and User-Friendly Courses

within Brightspace Learning Environment. Brightspace provides a large toolbox with many possibilities - knowing which tools to use and how to best use the tool is important for creating a quality learning experiences. This session will demonstrate how to use the Quality Matters Standards as a guide to making course design decisions and will review examples, strategies and best practices for use of many Brightspace tools to help create courses that are engaging, informative, and user-friendly.

Presenter: Robin O'Callaghan & Beth McMahon Co-Coordinator for Minnesota Online Quality Initiative

2016: SIG Webinar: Invigilation Techniques for Online Instructors. This session is designed to raise awareness of best practices and tools available to help insure academic integrity. We will discuss design strategies for Quiz/Exam Design and Best Practices that include monitoring gradebooks, alerting Service Desk with questions or concerns, and maintaining Data Security. Participants will also receive resources to share students.

Presenters Carrie Miller Sr. Instructional Designer Minnesota State University Mankato  
Jeff Henline Enterprise Technology Coordinator Minnesota State University Mankato

2016: MOQI & SIG Webinar: QM as Guide to Design Accessible & Organized Courses within Brightspace D2L. This session will demonstrate how to use the Quality Matters Standards as a guide to making course design decisions and will review examples, and best practices for use of many Brightspace tools to help create courses that are accessible for all students. This session will also give you strategies and examples on how to organize your course using D2L Brightspace tools.

Presenters

Elizabeth McMahon Online Faculty Northland Community & Technical College

2014: Certificate of Excellence for Online Teaching and Learning Program. These workshops will go beyond the technology of online teaching to create an awareness of how to effectively engage students and improve learning in the online environment. Our first semester will feature introductory modules to Online Teaching & Learning, Backwards Design, and Basic Technology Tools that are available through our campus. While the second semester of the program will be tailored to individual participant's needs and interests. Upon completion of the program, participants will have completed an online project and the initial Quality Matters training as well.

2009: Preparing to Search. Preparing for the search process: overview of preparing notices of vacancy, recruitment plan, screening forms and more.

2008: Recognizing Bullying in the Workplace. Its been called the silent epidemic. What is a bully? What do bullies do in the workplace? How should you respond to it? How common is it? Come to this enlightening session intended for all employees and join us in the discussion about bullying in the workplace.

2006: Legal Issues: References and Referrals. A teleconference (April 19, 2006) sponsored by the Minnesota State Colleges and Universities.

### **Technology-Related Training**

2018: The College of Business Build Your Online Course Workshop Series.

2018: Mid-Term Reports in MavConnect.

2018: In-Depth Appointment Scheduling in MavConnect.

2017: Thomson Reuters Eikon - Overview/Training. Overview of accessing the Thomson Reuters Eikon database.

2017: SoftChalk:

Learn how navigation works within SoftChalk Create, including how to make a topic part of the navigation, how to change the appearance of the on-page navigation, and how to create a table of contents and create new pages. You will also learn how to create a sidebar and place internal navigation within the sidebar.

2012: Quality Matters.

2010: Teaching Enhancement Seminar. This seminar will expose you to new technologies that should help to enhance student learning and maybe even save you time. Topics covered include Jing, iSpring Free, Adobe Connect and ECHO 360. There will also be a brief discussion of student collaboration tools such as Google Docs, Google Wave and Adobe ConnectNow. This seminar is designed for everyone but many of these tools will be especially helpful for those of you who teach online or plan to teach online.

2010: Teaching Enhancement. The topic will be Windows 7. Windows 7 is a new operating system that offers better security and performance than previous versions of Windows. In the seminar a discussion of new features such as Snap, Peek, and Shake will take place. Attention will also be devoted to updated programs such as the calculator.

2009: SPSS Part 3. The following will be presented in this workshop: selecting cases, splitting files, reverse

coding, and creating new variables.

2009: Getting Started with Microsoft Project 2007. Microsoft Office Project 2007 gives you project management tools so you can manage projects more efficiently and effectively. During our sessions we will look at how we can stay informed, control project work, schedules, and finances, keep project teams aligned, and be more productive through integration using familiar Microsoft Office programs.

2009: Lecture Capture System. This session will introduce you to lecture capturing with Echo360. With Echo360, your lectures can be scheduled, captured, and formatted for a variety of devices automatically.

2008: Basic Web Page Creation Using Nvu. This class introduces basic web page creation using Nvu, a web authoring system compatible with Microsoft Windows, Linux, and Macintosh. During these sessions we address topics such as inserting text, hyperlinks, and objects. We also discuss and demonstrate methods to publish your personal web page.

2008: Basics of Editing Images and Photos. Ever want to take the red eye out of a photo? Can you crop an image? During these sessions we use basic software to demonstrate how to edit images and photos. Using Picture Manager in Part 1, we insert, flip, rotate, and crop images, as well as use Auto Correct and Red Eye Removal. In Part 2 we use Photo Story to build stories with photos, add music, and save them as movies.

2008: Curriculum Design System. This training session will walk you through the new way to view, create and approve curriculum. No more paper copies floating around campus. The entire process will be done online.

2008: An Introduction to SPSS Part II. SPSS is a statistical software program frequently used in research. The goal of this workshop is to provide interested faculty and staff with the opportunity to learn how to manipulate variables within the SPSS spreadsheet. Topics that will be covered in the workshop include: importing data from other sources, entering variables and data, coding data, and manipulating data.

2008: Interactive Phone and Voicemail Session. During a session we use the phone to change many settings, place, transfer, and park calls. We also demonstrate the NEW voice mail system. These sessions are for new staff and faculty as well as for those who would like a review. These sessions take place in the Technology and Teaching Center? Seminar Room (ML94B).

2008: Microsoft Excel 2007 - College of Business Faculty. Customized class on Microsoft Excel 2007 for the College of Business faculty.

2008: Outlook 2007 Tips and Tricks. This fast paced class will show you many shortcuts using Microsoft Outlook. We will look at how to archive, drag and drop items, insert hyperlinks, attachments, keyboard shortcuts and much more.

2007: Optimizing Your Microsoft Access Database. This class covers more features of Microsoft Access. Topics include converting, compacting, repairing, creating macros, switchboards, action queries, importing and exporting

2007: Microsoft Access 2007 Part 4 - Reports. Part 4 of a 4 part series - Topics of discussion include report creation, report design, AutoReports, tabular and columnar reports, and expressions.

2007: Microsoft Access 2007 Part 3 - Forms. Part 3 of a 4 part series - Topics of discussion include form creation, form design, views, using the wizard, using AutoForms, and subforms.

2007: Microsoft Access 2007 Part 2 - Queries. Part 2 of a 4 part series - Topics of discussion include creating and running queries, criteria, expressions, and parameter queries.

2007: Microsoft Access 2007 - Part 1. Part 1 of a 4 part series - Topics of discussion include database terminology, relationships, database objects, table creation, table structure, field properties, and input masks.

2007: Internet Explorer 7. During this session we will explore the new features of Internet Explorer 7. This latest update has improved security features that protect you against malicious software, helps you keep your personal data safe, and implements enhanced website security and privacy settings. Join us in this session to explore the new user interface as well as learn how to open multiple windows using tabs.

## **Honors-Awards-Grants**

### **Honor**

2018: Woman of Courage and Vision 2018, The President's Commission on the Status of Women.