

Dr. Shirley Waterhouse

<http://shirleywaterhouse.com>

Phone: 386-453-3369 Email: shirley@erau.edu

Professional Experience:

**1989 to
Present
Embry-Riddle
Aeronautical
University**

2008-Present, Senior Director, Academic Excellence and Innovation, Office of the Chief Academic Officer, Embry-Riddle Aeronautical University, Daytona Beach, Florida. Report to the CAO of Embry-Riddle Aeronautical University (ERAU) to provide senior-level leadership insuring excellence in curriculum and instruction and the effective utilization of instructional technologies for ongoing innovation. Serve as liaison for the CAO's office and senior-level ERAU leadership responsible for IT, academic excellence, and student services. (ERAU is the world's leading institution of higher education in aviation and aerospace with campuses at Daytona Beach, Florida, Prescott, Arizona, and 130+ centers throughout the world.)

2007-2008, University Director, Centers for Teaching and Learning Excellence, Office of the Provost. Provide provost-level leadership for the Centers for Teaching and Learning Excellence. (Three centers in total accommodating the three major ERAU campuses.)

1996-2007, Director, Educational Technology. Was recruited from the ERAU faculty by the President of ERAU to establish the institution's educational technology effort. Designed, implemented, revised, and led the institution's ongoing educational technology initiatives for eleven years.

1989-1996. Full-time Professor in Computer Science Department. Taught in and managed the Computer Applications program. **Voted the outstanding professor in the Computer Science Department 11 out of 14 semesters, an award voted on by graduating seniors.** (Upon becoming an ERAU administrator, continued to teach a graduate course on "Computer-Based Instruction," once a year.)

President, eLearnGlobal, Inc., Ormond Beach, Florida.

**1999 to Present
eLearnGlobal**

Owner and President of eLearnGlobal, Inc., a small, elearning consulting practice. Direct all eLearnGlobal, Inc. initiatives including design and implementation of workshops for faculty and administrators, elearning strategic planning facilitation for institutions, and other elearning consulting services as required. For additional information, visit <http://shirleywaterhouse.com>

**1979-1989
Naclerio & Associates, Inc.**

Principal, Naclerio & Associates, Inc., Washington, D.C., An office automation consulting firm specializing in systems design, systems implementation, and user technology training for industry and government agencies.

Consulting. Determined hardware and software technology needs of client businesses and government agencies. Designed and implemented office automation systems.

Human Resource Responsibilities. Recruited, selected, and trained consultants and trainers. Trained instructors in methods and principles of developing training programs and conducting hands-on computer courses. Trained instructors in methods of writing training manuals.

Course Development, Design, and Facilitation. Designed and presented training programs on management issues and office automation topics for Fortune 100 clients and government agencies. A partial client list includes: AT&T, NASA, NIH, Rockwell International, RJR Nabisco Corporation, Maryland Department of Education, U.S. Marines, Naval Training Center, Kirtland Air Base, the State of Pennsylvania, and many others.

**1974-1979
Daytona Beach Community College**

Instructor, Daytona Beach Community College, Daytona Beach, Florida.

Nationally recognized as one of the first to implement office automation courses. Obtained a federal grant and implemented the first individualized word processing training center at a community college in the nation. This program was awarded "Exemplary Status" by the State of Florida in 1979.

Outstanding Accomplishments and Awards:

- **2004. Elected to be one of the 20 top eLearning professionals in North America** by the EAgenda2004 organization (sponsored by Griffith University, Australia.)
- **2004 - Present. Selected to be one of eight Blackboard directors and judges in the Blackboard Exemplary Course program** from a client base of over 4,000 institutional representatives.
- **2001 to 2005. Member of the Blackboard Product Advisory Board.**
- **1997. The Faculty Senate Outstanding Service Award for 1997-** Voted on by Embry-Riddle faculty peers in the Faculty Senate.
- **1989-1996. Outstanding Computer Science Professor Award - 11 Semesters** during 1989-1996. This award is voted on by graduating seniors.
- **1995. Elected to serve as the Graduate Student Council Representative by peer Nova Southeastern Doctoral Students.** Voted on by peer doctoral students.
- **1995. ERAU President's Innovation Award** for exemplary academic accomplishments in the Computer Science Department.

Education:

1996 - Ed.D., Information Technology with an Educational Technology Specialization, Nova Southeastern University.

1976 - M.S., Education - Psychotherapy and Counseling, University of Central Florida.

1970 - B.S., Business Education, University of Georgia.

Publications: Articles and Books

Articles:

2009. Harnessing Technology In Future Education Schools, Waterhouse, S. *In Conversations With Becta Publication*, January, 2009, United Kingdom.

2005. EDUCAUSE Recap: The Major eLearning Responsibilities of University Leaders. Waterhouse, S. & Smith, M. *Bb Matters*, Feb. 2005 Edition.

2004. The Importance of Policies in eLearning Instruction. Waterhouse, S. & Rogers, R., *EDUCAUSE Quarterly*, Vol. 27, No. 3, 2004. pp. 28-39.

Books:

2005. The Power of eLearning: The Essential Guide for Teaching in the Digital Age. *Allyn & Bacon Publishers* (A Pearson Company). Boston, MA.

2001. The Ten Steps to Establishing Instructional Technology. *Executive Leadership Foundation*. Washington, D.C. Co-authored with Harris, R.

1999. Working the Web for Learning, Lotus Development Corporation. (Online Course) Co-authored with Pedersen, D.

1995. Lotus SmartSuite Essentials, *Macmillan Publishing, Que College Division*. Indianapolis, IN.

1992. Enable Made Simple. *Kendall/Hunt Publishers*.

1983. Office Automation and Word Processing Fundamentals. *Harper & Row Publishers, Inc.*

1979. Word Processing Fundamentals. *Harper & Row Publishers, Inc.*

Example Consulting Clients:

Examples - Ongoing Clients:

Edutech, Middle East-Work with Edutech clients in the Middle East region including Oman, the United Arab Emirates, and Saudi Arabia. Conduct workshops on elearning pedagogy for faculty in major institutions throughout the region. Conduct workshops on elearning strategies and strategic planning for administrators and institutional leaders throughout the region. (Began work with Edutech in 2002.)

Blackboard-Serving as a Director of the Exemplary Course Program. Participate in design and maintenance of quality control standards and rubrics for online learning published by Blackboard. Participate as a judge of the yearly Blackboard Exemplary Course Program. (Began work with Blackboard in 1999.)

Executive Leadership Foundation (ELF)-Washington, D.C. Co-authored with Ramon Harris, Director of the Executive Leadership Foundation, *A Ten-Step Guide to Establishing Instructional Technology*. Guide was distributed to Historically Black Colleges and Universities in the United States. Designed and conducted workshops on "How to Establish Effective Instructional Technology Systems." Designed and conducted faculty workshops on "eLearning Pedagogy." Facilitate elearning strategic planning initiatives for the clients served by the ELF. Have worked with over 50 institutions in this capacity. (Began work with ELF in 1999.)

Examples - Previous Clients:

Becta Organization, United Kingdom – 2009. Delivered consulting services during an "educational innovation" week of events in London and Oxfordshire in the United Kingdom. (Keynote addresses to military generals, boards of directors of colleges, and faculty groups. Also, participated in televised interviews and discussions on elearning.)

State of Nebraska- Department of Education – 2009. Designed and conducted State of Nebraska Symposium on eLearning for K-12 Teachers. Symposium resources and activities were centered around "The Power of eLearning," Waterhouse, S., Allyn & Bacon Publishers, a book provided all K-12 teachers engaged in online learning development activities.

University System – State of Maine – 2008. Facilitated faculty team in design of a quality rubric to use throughout system to promote the effective use of elearning. Delivered keynote address and workshops at summer institute to an audience representative of faculty and leaders from five state universities in Maine.

University of South Dakota – 2007.

Tailored a keynote presentation for the University of South Dakota's "Beyond Boundaries Conference" attended by elearning faculty and professionals throughout Canada and United States. Spoke on "The Importance of eLearning Pedagogy."

University of Central Oklahoma (UCO) - 2006.

Designed and facilitated elearning workshops for UCO leaders with an emphasis on elearning strategic planning. Designed and facilitated workshops for faculty with an emphasis on elearning pedagogy. Facilitated a process to develop an eLearning strategic plan and authored final UCO eLearning Strategic Plan. Facilitated a process and led a faculty team to design a UCO rubric to be used in all faculty efforts to create quality elearning.

University of Nebraska Lincoln – 2006. Designed and facilitated elearning workshops for instructional designers, faculty, and administrators. (Topics included: eLearning pedagogy, quality controls for online learning, strategic planning, and leadership issues in online instruction.)

Lotus Development Corporation and Affiliated Business Partners – 1998 - 2002. Authored "Working the Web for Learning," an online course that demonstrated the features of LearningSpace. Designed and conducted workshops on elearning pedagogy for clients of Lotus Business Partners.

IBM - 1998- 2002. Reviewed course management tools on the market and provided comparison report. Provided miscellaneous services related to elearning in higher education for IBM staff and clients.

Pearson Publishers - 2000. Wrote requirements for online course on "The Basics of eLearning" used by instructors in the Pearson Course Compass program.

Conference Presentations:

2009:

Keynote Address: An Update and Report from the U.S: What Leaders Must Do to Insure the Potential of eLearning. Oxfordshire, England, February 4, 2009. (Addressed generals from the Ministry of Defense throughout the United Kingdom.) Department of Defense Symposium, Oxfordshire, England, February 4, 2009.

Keynote Address: What a College Board of Directors Needs to Know About eLearning. LSIS Symposium, London, England, February 6, 2009.

Keynote Address: The Power of eLearning in K-12.

State of Nebraska Symposium on eLearning, Omaha, Nebraska, February 11, 2009.

2008:

Keynote Address: Best Practices in eLearning,

Faculty Institute, University System of Maine, Augusta, ME, May 15, 2008.

Managing Online Discussions, Faculty Institute, University of Maine, Augusta, ME, May 15, 2008.

Spend Your Time *Teaching*, Not *Housekeeping*: How Online Course Policies Can Help,

Faculty Institute, University System of Maine, Augusta, ME, May 15, 2008.

2007:

Evaluating Exemplary E-Learning: A Rubric and Associated Best Practices,

EDUCAUSE Learning Initiative, (ELI), Atlanta, GA, January 24, 2007.

Attaining Maximum e-Learning Success at Your Institution – Planning and Assessment”

Bb World 2007, Boston, MA, July 10, 2007.

Beyond the Bells and Whistles: Greenhouse Exemplary Courses,”

Bb World 2007, Boston, MA, July 11, 2007.

Exemplary eLearning – Demonstrating an Online Speech Course Best Practice,

MERLOT Conference, New Orleans, LA, August, 2007.

Keynote Address: The Importance of eLearning Pedagogy,

Beyond Boundaries Conference, Sponsored by the University of South Dakota, Grand Forks, ND, October 4, 2007.

2006:

Designing an Interactive Syllabus That Helps Students Uncover the Content,

EDUCAUSE Learning Initiative, (ELI), San Diego, CA, January 20, 2006.

Attaining the Potential of E-Learning Through Strategic Planning,

EDUCAUSE, Dallas, Texas, October 11, 2006.

Enhancing Student Learning with eLearning Initiatives.

SunGuard Executive Summit 2006, Orlando, FL, April 1, 2006.

Viewing Blackboard as a Strategically Vital Application.

Co-Presented with Becky Vasquez. Bb World, San Diego, CA, March 1, 2006.

2005:

How eLearning Policies Can Reduce Faculty Workloads and Keep eLearning Courses Running Smoothly. EDUCAUSE, Orlando, Florida, October 18-21, 2005.

Keynote Address: The Educational Leader's Guide to Technology Integration and Innovation: What You Need to Know and Do To Insure Success. The Third World Federation of Colleges and Polytechnics Congress, Dubai, United Arab Emirates, March 8-9, 2005.

2004:

Institutional Leaders – This is Your Wake-Up Call, You Have Major eLearning Responsibilities. EDUCAUSE, Denver, Colorado, October 19-21, 2004.

eLearning Pedagogy and Policies. European College Teaching & Learning Conference, Edinburgh, Scotland, June 14-15, 2004.

The Importance of eLearning Policies. EAgenda2004 Conference, Atlanta, Georgia, March 12-13, 2004.

Faculty Adoption and Blackboard's Role. Blackboard Product Advisory Board Annual Meeting, Atlanta, Georgia, March 8, 2004.

Keynote Address: The Power of eLearning. Technology – The Way to Global Learning Symposium, Jeddah, Saudi Arabia, March 2-4, 2004.

2003:

Keynote Address: The Power of eLearning, The Past, The Present, and The Future. ETEXOMAN 2003, Muscat, Oman, October 22-24, 2003.

Keynote Address: Attaining the Power of eLearning, Keynote Address, Waterhouse, S. e-ducation Without Borders 2003 Conference, Abu Dhabi, United Arab Emirates, Feb. 17-19 2003.

2002:

Keynote Address: Online Pedagogical Strategies for Faculty, Waterhouse, S., Learning and Technology Conference, Jeddah, Saudi Arabia, Oct. 24 - 25, 2002.

Keynote Address: What Students Really Want in Web-Enhanced Courses, Waterhouse, S., Learning and Technology Conference, Jeddah, Saudi Arabia, Oct. 24 - 25, 2002.

eLearning Pedagogical Strategies: Understanding the Basics, Waterhouse, S., EDUCAUSE, Atlanta, GA., October 1-4, 2002.

How To Design Effective eLearning Pedagogical

Strategies: Waterhouse, S., Blackboard Users' Conference, Phoenix, AZ, March 17-20, 2002.

Moving to the Next Level: Pedagogical

Effectiveness, Waterhouse, S., Blackboard Product Advisory Board Meeting, Phoenix, AZ, March 17, 2002.

2001:

Designing Effective Web-Based Pedagogical

Strategies, Waterhouse, S., EDUCAUSE, Indianapolis, IN, Oct. 28-31, 2001.

How To Design Strategies for Instructional

Technology Success, Waterhouse, S., EDUCAUSE, Indianapolis, IN, Oct. 28-31, 2001.

A 10-Step Guide to Establishing Instructional

Technology" Waterhouse, S., EDUCAUSE, Indianapolis, IN, Oct. 28-31, 2001.

Embracing Online Teaching Strategies for

Institutions and Faculty, Waterhouse, S. AAHE, Tampa, FL, Feb. 2001.

2000:

Institutional Collaboration: A Win, Win WBI Project,

Pedersen, D. and Waterhouse, S., League for Innovations, Orlando, FL, Feb. 2000.

Getting Faculty Hooked on Online Teaching, Smith,

M., and Waterhouse, S., Blackboard Users Conference, Washington, D.C., Nov. 2000.

Addressing Institutional Culture and Change Issues to Insure the Effective Implementation of

Instructional Technology, Harris, R. and Waterhouse, S., EDUCAUSE'2000, Nashville, Oct., 2000.

1999:

Ten Steps to Establishing Educational Technology,

Waterhouse, S., Facilitated Discussion, Clark Atlanta University Educational Technology Expo '99, Atlanta, GA, Nov., 1999.

Faculty IT Liaison: One Proven Solution to Get

Faculty Online, Waterhouse, S., EDUCAUSE '99, Long Beach, CA., Oct., 1999.

What Students Really Want in Web-Enhanced

Courses, Waterhouse, S., EDUCAUSE '99, Long Beach, CA., Oct., 1999.

Embry-Riddle Aeronautical University Online (ERAU Online), Gamage, B. and Waterhouse, S., EDUCAUSE '99, Long Beach, CA., Oct., 1999.

Delivering Flexible Collaborative Distance Learning, Waterhouse, S., and Schrader, K., American Association of Collegiate Registrars and Admissions Officers (AARCO) National Conference, Charlotte, N.C., April, 1999.

1998:

How to Get Faculty (and trainers) Ready for Online Learning, Waterhouse, S. A., TechLearn '98, Orlando, FL, Nov., 1998.

Working the Web for Learning, Waterhouse, S. A., Asynchronous Learning Network Conference (ALN), New York, NY, Nov. 1998.

An Intranet Web Site and Mobile Computing Initiative in Support of an Integrated Curriculum for Engineers at Embry-Riddle Aeronautical University, Gamage B., Johnson, V., Mussaf J., and Waterhouse, S. A. The Fifteenth International Conference on Technology in Education, Santa Fe, New Mexico, 1998.

1997:

A Worldwide University's Strategies for Change - Dynamic Innovation in Educational Technology at Embry-Riddle Aeronautical University, Pedersen, D., Shook M., and Waterhouse, S.A., EDUCOM '97, Minneapolis, MN, 1997.

Building an Educational Technology Infrastructure within the Information Technology Department, Waterhouse, S. A., Nordlund, S., The Fourteenth International Conference on Technology and Education, Oslo, Norway, Aug. 1997.

Using the Lotus LearningSpace Template for Online Course Delivery, Waterhouse, S. A., Twenty-Fifth Nova Southeastern University Summer Institute, 1997.

1996:

Faculty Educational Technology Resource Services, Waterhouse, S. A., VI Annual Conference on Distance Learning, University of Distance Learning, Costa Rica, November, 1996.