

PHYLISE H. BANNER

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Learning experience design pioneer with a commitment to seeking out and embracing opportunities to experiment with emerging technologies and pedagogies in order to best serve learners, and to create vibrant and engaged communities of practice. Proven ability to implement new approaches and lasting solutions to learning initiatives, with a focus on applied effective practices.

CONSULTING SERVICES

Senior-level learning experience designer with over 25 years of vision, action, and leadership experience in transformational teaching, training, and learning approaches within academia and industry.

- Designing, developing, delivering, and managing course, program, and institutional learning initiatives.
- Integrating adaptive technology solutions into K-12, higher education, and corporate learning environments.
- Providing instructional strategy services for learning ecosystem development and implementation.
- Weaving user experience design, design thinking, and appreciative inquiry into the learning and development agenda.
- Establishing content strategy standards, structure, workflow, and governance.
- Offering tailored workshop curriculum design and facilitation.
- Coaching and mentoring learning and development professionals and teams.
- Managing global, virtual design and development teams.

Current clients include InSync Training, State University of New York System Administration, Tennessee Board of Regents, National Institutes of Health, Northern Alberta Institute of Technology, Online Learning Consortium, Saint Georges University, New York Six Foreign Language Initiatives, Lavacon, Training Magazine, National Staff Development and Training Association, and the Society for Technical Communication.

Learning Ecosystem Design and Development

- *The InSync Blended Learning Hub*, InSync Training, 2017
- *The Technology Test Kitchen Makerspace*, 2014, 2015, 2016, 2017

Workshop Development and Facilitation

- *Designing Modern Blended Learning*, Learning Solutions, 2017
- *Practical Pedagogies for Online Learning*, NAIT, 2016
- *Teaching Foreign Languages Online*, New York Six, 2015
- *Caribbean Research Ethics Education Initiative*, 2014, 2016
- *Advanced Research Ethics in Eastern Europe*, 2014

Online Course/Textbook Content and Activity Development

- *Tools and Technologies for Teaching Online*, Epigeum, May 2013

Virtual Conference Management, Production, and Facilitation

- Society for Technical Communication Annual Summit, 2014, 2015, 2016
- Lavacon Conference on Content Strategy, 2014, 2015, 2016, 2017

INSTRUCTIONAL LEADERSHIP

Union Graduate College, Schenectady, NY

Director of Online Teaching and Learning – August 2013 to August 2016

- Provide leadership and direction in support of expanding online offerings across all schools and programs.
- Design and implement strategy for institution-wide academic and administrative initiatives related to online, blended, and web-enhanced teaching and learning.
- Provide guidance and support to deans and faculty in the identification, development and implementation of appropriate instructional strategies, technologies, and services at the course and program level.
- Develop policy and procedures in support of online and blended teaching, learning, administrative, and compliance effective practices.
- Manage the design, development, delivery, and evaluation of faculty professional development resources, courses, and workshops.
- Maximize effective use of internal and external resources in support of all initiatives.
- Research, report, and present on industry trends in online learning and faculty professional development.

American Public University System, Charles Town, WV

Director of Teaching and Curriculum Quality – January 2012 to August 2013

- Directed the design and development of assessment and evaluation procedures for new and ongoing faculty development and training initiatives within the Center for Teaching and Learning.
- Directed and reported on the evaluation of current professional development and training programs and provided recommendations and guidelines for improvement.
- Implemented new approaches to training and professional development, with a focus on applied effective practices related to the Community of Inquiry framework.
- Conferred with academic leadership to identify professional development needs based on current needs and projected changes.
- Managed training and professional development personnel throughout all phases of project design, development and delivery.
- Led strategic planning and established project metrics for Center for Teaching and Learning initiatives.
- Researched, reported, and presented on industry trends in adult learning and faculty professional development.

American Public University System, Charles Town, WV

Instructional Design Project Manager/Instructional Strategist – January 2010 to January 2012

- Facilitated the instructional design and curriculum development process across programs and disciplines, integrating best practices in the use of technology in teaching and learning into course design and faculty development.
- Led internal and external instructional design team members to develop new, and update existing courses and programs, in order to comply with institutional standards and achieve desired student learning and faculty teaching outcomes.
- Directed the integration of new technology initiatives, acting as liaison between academic and IT professionals.
- Provided guidance at the institutional level, designing and evaluating roadmaps for the introduction of academic technologies and course development processes.
- Managed instructional design team members and worked with budgets assigned to internal and external project resources.
- Supervised instructional technology team members on projects related to academic technologies and institutional research in higher education.
- Established team metrics, objectives and deliverables to meet the Instructional Design and Development team mission and goals.

SUNY Learning Network, Albany, NY

Senior Instructional Designer - September 2008 to January 2010

- Provided instructional design direction and support to campus-based instructional designers, faculty, and program initiatives.
- Evaluated and improved the faculty professional development process, moving theory to practice by interpreting, implementing, disseminating, and refining best practices in online and blended instruction.
- Designed and delivered face-to-face and Web-based training for beginning and experienced faculty, incorporating adult learning principles into the creation of training materials and delivery of workshops.
- Acted as system liaison to Eduventures, providing a supporting framework for system-wide evaluation and research initiatives.
- Monitored course quality through evaluation and implementation of established rubrics.
- Developed and monitored new initiatives and programs related to the support of best practices in faculty professional development and instructional design.

University Without Walls, Skidmore College, Saratoga Springs, N.Y.

Instructional Technology Leader - October 2001 to August 2008

- Directed all instructional design and faculty support services related to distance education.
- Worked with faculty to translate pedagogical approaches into individualized, student-centered course Web interfaces outside of a traditional learning management system.
- Identified and researched industry trends in academic technologies and blended learning.
- Researched, evaluated and implemented technology solutions for use in online courses.
- Managed instructional design and technology staff and interns on all projects and research initiatives.
- Worked directly with budgets assigned to instructional technology and design initiatives.
- Developed and delivered workshops related to the integration of technology into teaching and learning.
- Served as the lead representative for online learning at Skidmore at regional, national and international conferences and campus committee meetings.

Skidmore College, Saratoga Springs, N.Y.

Coordinator of Training and Documentation - September 1998 to October 2001

- Managed the design, implementation and distribution of computer training and support materials.
- Researched and explored new approaches to user training and computer-user interaction.
- Worked with Human Resources to evaluate performance objectives and provided enhanced learning opportunities across campus, including establishing professional development frameworks for faculty and staff.
- Provided consultation, training and technical support in planning and developing online instructional materials.
- Designed learning spaces in support of faculty and student technology use, focusing on universal design and human factors principles.
- Provided general support for administrators, support staff and students in Web development and design; instructional technology; office applications; communications software and utilities.
- Developed and delivered in-depth programs, including the Summer Faculty Institute, January Administrative Institute and Faculty Web Workshop.

TEACHING EXPERIENCE

SUNY Polytechnic Institute, Utica, NY

Course Developer and Instructor for IDT523: Digital Narratives

Empire State College, Saratoga Springs, N.Y.

Course Developer and Instructor for CUL223054: Digital Storytelling

Course Developer and Instructor for CUL-224104-01-10SP1: Information Design

Skidmore College, Saratoga Springs, N.Y.

Guest Lecturer on the topics of instructional design, instructional technology, geographic information systems, hypertext narrative, interface design, information literacy, information visualization.

Instructor for UWW0701: Environmental Conservation with GIS

Instructor for ID100: Information Design and the Web

Instructor for UWW Information Literacy Course

ACADEMIC COMMUNITY LEADERSHIP

Conference Chair, OLC International Conference on Online Learning, 2016

Conference Program Track Chair, Innovate Conference, 2016

Conference Program Chair, OLC International Conference on Online Learning, 2015

Adobe Education Leaders Institute, Adobe Headquarters, July 2009 - 2011

Conference Program Track Chair, Sloan-C International Conference on Online Learning, 2012 - 2014

Conference Program Chair, Sloan-C Emerging Tech, 2011

Conference Program Track Chair, Sloan-C Emerging Tech, 2010

Chair, Education Committee, Society for Technical Communication, 2009 to present

Conference Planning Committee, Sloan-C Conference on Online Learning, 2008 to present

Conference Manager, Education Team, Society for Technical Communication, 2007 to 2009

Program Committee Manager, Society for Technical Communication, June 2006 to May 2007

EDUCATION

Nova Southeastern University, Ft. Lauderdale, Fla.

M.S. in Instructional Design and Distance Education

New York University, Gallatin School of Individualized Study, New York, N.Y.

B.A. in Information Analysis and Design

AWARDS

Effective Practice Award, Online Learning Consortium, 2016

President's Award, Society for Technical Communication, 2015

Above and Beyond Award, American Public University System, 2013, 2012

Fellow, Society for Technical Communication, 2010 - present

Outstanding Service Award, Society for Technical Communication, 2001 - 2015

Associate Fellow, Society for Technical Communication, 2007 - 2010

CERTIFICATIONS

- Learning Environment Modeling Language
- Adobe Education Leader, Adobe
- Certified Peer Reviewer, Quality Matters
- Certified Trainer, Quality Matters

PROFESSIONAL AFFILIATIONS

Society for Technical Communication, Association for the Advancement of Computing in Education, American Society for Training and Development, Adult Higher Education Alliance, Online Learning Consortium, E-Learning Guild, Trout Unlimited, Experimental Aircraft Association, Airplane Owners and Pilots Association, and Seaplane Pilots Association.

A full list of publications and presentations is available upon request.