

Dr. Julie A. Furst-Bowe

Chancellor

Southern Illinois University Edwardsville

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Professional Experience

Southern Illinois University Edwardsville

Chancellor

Serve as the Chief Executive Officer for a St. Louis area comprehensive master's university with 14,000 students and 2,500 faculty and staff members. Represent the campus to the President of Southern Illinois University and to the Board of Trustees. Responsible for academic leadership, strategic planning, and for the administration of academic, personnel, fiscal, and student life policies of the institution. Responsible for advancing the interests of the university through work with business and community leaders; local, state and federal government leaders; regional educational leaders; alumni and foundation support groups.

The University awards degrees in 44 baccalaureate and 70 graduate programs including arts and sciences, nursing, education, business and engineering. Advanced professional degree programs include the Doctor of Dental Medicine, Doctor of Pharmacy, Doctor of Nursing Practice, and Doctor of Education. SIUE also is home to the Illinois Education Research Council, the National Corn-to-Ethanol Research Center, the Center for Urban Research and a regional STEM Center. The University includes a charter high school and outreach center in East St. Louis; a School of Dental Medicine in Alton; and a research and technology park. SIUE competes at the NCAA Division I level. *June 2012 to present.*

University of Wisconsin-Stout, Menomonie, Wisconsin

Provost and Vice Chancellor, Academic and Student Affairs

Served as the Chief Academic Officer for the campus. Provided leadership to the academic colleges: Education, Health and Human Sciences; Management; Science, Technology, Engineering and Mathematics; Social Sciences and Humanities. Supervised the following units: Enrollment Services, Student Services, International Education, Stout Online and the Discovery Center: Applied Research, Economic Development and Technology Transfer. Responsible for academic planning, academic program review, accreditation, assessment, curriculum, distance learning, diversity initiatives, enrollment management, outreach initiatives, program development, outreach services, quality improvement initiatives, research and grants, technology transfer and resource allocation. Member of Chancellor's Advisory Council, Chancellor's Cabinet and Administrative Leadership Team.

August 2005 to May 2012.

Assistant Chancellor, Assessment and Continuous Improvement

Provided campus-wide leadership for academic assessment, accreditation (AQIP), planning and quality improvement efforts. Directed the activities of the Center for Assessment and Continuous Improvement, including the Title III Grant and all Baldrige-related outreach activities. Provided training on assessment and quality improvement to UW-Stout faculty and staff as well as education, healthcare, and service industry audiences worldwide. Supervised Learning Technology Services, the e-Scholar (laptop) Program and the Teaching and Learning Center.

January 2003 to July 2005.

Associate Vice Chancellor, Academic and Student Affairs

Served as Chief Academic Officer in absence of the Provost. Responsible for academic program development, accreditation, curriculum (including distance learning), and program assessment. Coordinated Winter and summer session programming. Served as a liaison to faculty and student governance committees, including the Curriculum and Instruction Committee, the Educational Activities Committee, the General Education Committee, the Personnel Policies Committee, and the Planning and Review Committee. Supervised Continuing Education, Graduate School, Honors Program and the Library Learning Center.

Co-wrote the application and led assessment actions leading to UW-Stout being the first higher education recipient of the Malcolm Baldrige National Quality Award.

March 1998 to December 2002.

Chair, Department of Communications, Education and Training

Responsible for leading an academic department with 30 faculty and staff members. Department offered five undergraduate and three graduate degree programs. Duties included staffing; program development; curriculum development; scheduling traditional, off campus and distance education courses; budget preparation; faculty/staff development; and performance evaluation.

July 1996 to March 1998.

Faculty Member (tenured and held rank of Full Professor) and Graduate Program Director

Taught undergraduate and graduate courses in training, human resource development, instructional media technology and computer applications. Extensively involved in research and service activities. Responsible for recruitment, advisement, internship coordination, and research supervision for students in the Master of Science degree in Training and Development program. Program delivered both on campus and at Fort McCoy military base in Sparta, Wisconsin.

August 1990 to July 1996.

Courses Taught

Quality in Higher Education; Seminar in Quality Criteria Training; Grant Writing for Educators; Training Systems in Business and Industry; Instructional Design; Instructional Delivery Systems; Seminar in Training and Human Resource Development; Seminar in Media Technology; Thesis in Training and Human Resource Development; Audiovisual Communications; Desktop Publishing; Desktop Presentations; Photography; Nature Photography; Words and Data Processing

August 1990 to 2012.

University of Wisconsin-Eau Claire, Eau Claire, Wisconsin

Media Specialist, Media Development Center

Developed instructional materials for faculty in a variety of formats. Conducted training sessions and workshops for faculty and staff.

August 1987 to August 1990.

University of Wisconsin-Waukesha, Waukesha, Wisconsin

Media Specialist, Library and Media Services

Developed instructional materials. Conducted training sessions and workshops for faculty and staff. Managed campus media center.

August 1986 to August 1987.

Education

University of Minnesota, Minneapolis, Minnesota.

Doctor of Education degree, Work, Family and Community Education.
October 1995.

Dissertation received the *1997 Award of Excellence for Outstanding Research* from the International Society for Performance Improvement.

University of Minnesota, Minneapolis, Minnesota.

Professional Certificate in Human Resource Development.
May 1995.

University of Wisconsin-Stout, Menomonie, Wisconsin.

Master of Science degree, Media Technology.
August 1986.

University of Wisconsin-Eau Claire, Eau Claire, Wisconsin.

Bachelor of Arts degree, Journalism.
Magna Cum Laude Graduate.
May 1985.

Continuing Education and Leadership Development

New Presidents' Academy, American Association of State Colleges and Universities,
Lake Geneva, WI. July 2012.

Summit for Advancement Leaders, Council for Advancement and Support of Education,
New York, NY. July 2010.

Mentored American Council on Education (ACE) Fellow from Loyola University in residence at
UW-Stout, 2009-2010.

Leadership Institute for Provosts and Chief Academic Officers, American Academic Leadership Institute,
Washington, DC. 2009-2010.

Institute for Chief Academic Officers, American Council on Education, Washington, DC. 2007-2008.

National Leadership Forum for Women Administrators: Advancing Women's Leadership.
American Council on Education, Washington, DC. June 2006.

Mentored Fulbright Scholars from Germany and Russia researching quality improvement in higher
education in residence at UW-Stout, 2004-2005.

Selected Publications

Books and Book Chapters

Veenstra, C. Padro, Furst-Bowe, J.A. (Eds). (2012). *Advancing the STEM Agenda: Quality Improvement Supports STEM*. Milwaukee, WI: American Society for Quality Press.

Furst-Bowe, J. (2011). Contributor to Education Section (pages 36 – 41). In Schaefer, C. & Bailey, D. (Eds). *Baldrige 20/20: An Executive's Guide to the Criteria*. Gaithersburg, MD: Baldrige Performance Excellence Program.

Sorensen, C.W., Furst-Bowe, J.A. and Moen, D.M. (Eds). (2005). *Quality and Performance Excellence in Higher Education*. Bolton, MA: Anker Publishing (now Jossey-Bass).

Furst-Bowe, J.A. (2004). Profile: Malcolm Baldrige Application Summary. In J. Evans and W. Lindsay (Eds.), *The Management and Control of Quality*. Mason, OH: Thompson/South-Western.

Furst-Bowe, J.A. (2003). Delivering Effective Training Presentations. In E. Biech (Ed.), *The 2003 Annual: Volume 1 Training*. San Francisco: John Wiley & Sons.

Furst-Bowe, J.A. (2002). Identifying the Needs of Adult Women in Distance Learning Programs. In R. Cerverno, B. Courtenay, & C. Monaghan (Eds.), *Global Research Perspectives: Volume II*. Athens, GA: The University of Georgia.

Furst-Bowe, J.A. (1999). Giving Clear, Complete Instructions. In E. Biech (Ed.), *HR Handbook: Volume II*, Pfeiffer Annual Series. San Francisco: Jossey-Bass Inc. Publishers.

Furst-Bowe, J.A. (1998). Technology and Performance Improvement. In R. Torraco (Ed.), *The Research Agenda for Performance Improvement*. Washington, DC: International Society for Performance Improvement.

Journal and Magazine Articles

Furst-Bowe, J.A. (2011, December). Systems Thinking: Critical to Quality Improvement in Higher Education (Guest Commentary). *Quality Approaches in Higher Education*, 2(2), 2-4.

Furst-Bowe, J.A. (2011, February). Quality STEMS from the Planning Process. *ASQ Higher Education Brief*. Milwaukee, WI: American Society for Quality.

Furst-Bowe, J.A. & Puck, B. (2010, February). Taking STEPS to Promote STEM Careers, *ASQ Higher Education Brief*. Milwaukee, WI: American Society for Quality.

Furst-Bowe, J.A. (2009, June). Sustaining Performance Excellence in Higher Education, *ASQ Higher Education Brief*. Milwaukee, WI: American Society for Quality.

Furst-Bowe, J.A. & Bauer, R.A. (2007). Application of the Baldrige Model for Innovation in Higher Education, In T.S. Glickman and S.C. White (Eds.), *New Directions for Higher Education*, 137, 5-15.

Furst-Bowe, J.A. & Wentz, M. (2006). Beyond Baldrige. *University Business*. 9(9), 45-48.

Herrold, C., Furst-Bowe, J.A. & Mooney, C. (2005). Lernen durch Fragen (Learning through Questions). *Qualitat and Zuverlassigkeit*, 6(5), 31-35.

Sorensen, C., Furst-Bowe, J.A. & others. (2002). University of Wisconsin-Stout 2001 Malcolm Baldrige National Quality Award: A Case Study. *Journal of Innovative Management*. 8(2), 41-78.

Coombs, V., Butts, C. & Furst-Bowe, J.A. (2002). Learning From Women at the Top, *Women in Higher Education*, 11(2), 6.

Furst-Bowe, J.A., & Dittmann, W. (2001). Identifying the Needs of Adult Women in Distance Learning Programs. *International Journal of Instructional Media*, 28(4), 405-414.

Furst-Bowe, J.A. & Haeuser, P. (September 2000). *Malcolm Baldrige Award: Self Improvement Leads to Institutional Improvement*. A series of articles published in *Dean & Provost*, 2(1), 1-4.

Furst-Bowe, J.A. (1997). A Comparison of Student Reactions in Traditional and Videoconferencing Courses in Training and Development. *International Journal of Instructional Media*, 24(3), 197-205.

Furst-Bowe, J.A. (1996). An Analysis of the Competencies Needed by Trainers to Use Computer-Based Technologies and Distance Learning Systems. *Performance Improvement Quarterly*, 9(4), 57-78.

Furst-Bowe, J.A., Franklin, T., Polansky, J., McIntyre, B., & Schlough, S. (1996). An Analysis of the Computer Competencies Needed by University Students. *Journal of Research on Computing in Education*, 28(2), 175-189.

Furst-Bowe, J.A., Hagaman, J. & Mooney, C. (1994). Exploring Model Centers for Innovative Learning Technology, *Wisconsin Ideas in Media*, 19, 12-15.

Selected Presentations

International Presentations

Furst-Bowe, J. (December 2012). *Driving Excellence in Higher Education: How to Avoid Swimming Against the Tide*. Invited presentation at "Competing in the Digital Economy Conference." Zairi Institute. Kuala Lumpur, Malaysia.

Furst-Bowe, J. (December 2012). *How to Become a World Class University*. Invited workshop at "Competing in the Digital Economy Conference." Zairi Institute. Kuala Lumpur, Malaysia.

Furst-Bowe, J. (September 2012). *Speech for the Signing Ceremony at La Universidad de la Habana*. Presentation to administrators, University of Havana, Havana, Cuba.

Furst-Bowe, J. (April 2012). *Partnerships for Innovation and Developing a Skilled Workforce*. Presentation at "Going Global: Internationalizing Higher Education Conference," London, England.

Furst-Bowe, J. (February 2012). *Current Trends and Practices in United States High Schools*. Presentation to the Minister of Education and MOE staff members, Singapore.

Furst-Bowe, J. (May 2011). *Driving Maximum Value Through Customer Assessment*. Presentation to the Executive Council, Government of Dubai, United Arab Emirates.

Furst-Bowe, J. (April 2011). Presentations on organizational structures, assessment of student learning outcomes, faculty evaluation processes, and other related topics to the administrators of the Azerbaijan Diplomatic Academy. Baku, Azerbaijan.

Furst-Bowe, J. (September 2009). *A Quality Framework for Higher Education*. Presentation to the faculty and staff at Ahlia University, Bahrain.

Furst-Bowe, J. (November 2007). *Applying the Baldrige Criteria in Education*. Presentation at the Middle East Quality Conference. Dubai, United Arab Emirates.

Furst-Bowe, J. & Mooney, C. (May 2007). *Roadmap to Receiving a National Award for Educational Quality*. Presentation at the International Conference on Higher Education: Global Challenges and Prospects. Bangkok, Thailand.

Furst-Bowe, J. (October 2006). *Strategic Planning and the Value of Comprehensive Customer and Market Management*. Presentation at the 2006 Caribbean Quality Congress, Puerto Rico.

Furst-Bowe, J. (August 2006). *Quality in Higher Education: Application of the Baldrige Criteria*. Featured presentation at the International Conference on Vocational and Technical Education. Institute of Technical Education. Singapore.

Furst-Bowe, J. (November 2005). *Quality in a University Setting*. Keynote presentation for the Canadian Conference Board Quality Network for Universities, Toronto, Canada.

Furst-Bowe, J. & Foxwell, S. (June 2005). *Achieving Organizational Effectiveness Using the Baldrige Model*. Workshop at the International Conference on Integrating for Excellence. Sheffield Hallam University, Sheffield, England.

Furst-Bowe, J. (March 2005). *Receiving the Baldrige Award: A Quality Journey*. Presentation to Bangalore University and Surana College, Bangalore, India.

Furst-Bowe, J. (March 2004). *Quality in Academic and Administrative Units*. Total Quality Management in Higher Education Seminar, Tamkang University, Taipei, Taiwan.

Furst-Bowe, J. (March 2003). *Receiving the Baldrige Award: A Quality Journey*. 4th Annual Quality Congress, Guadalajara, Mexico.

Sorensen, C., Furst-Bowe, J., Meyer, R. & Mooney, C. (October 2002). *Journey to Excellence*. Two-day seminar presented at the Kanazawa Institute of Technology, Kanazawa, Japan.

Furst-Bowe, J. (July 2002). *Applying the Baldrige Criteria in Higher Education*. 14th International Conference on Assessing Quality in Higher Education. Vienna, Austria.

National, Regional and State Presentations

Furst-Bowe, J. (October 2013). Closing Plenary Speaker for the Society for College and University Planning (SCUP) North Central Regional Conference. St. Louis, MO.

Furst-Bowe, J. (June 2013). Served as a faculty member and panelist at the Executive Leadership Academy, sponsored by the American Academic Leadership Institute, Washington, DC.

Furst-Bowe, J. (April 2013, 2011, 2008, 2007, 2004, 2002). Presentations, panels and workshops at the annual conference of the Higher Learning Commission of the North Central Associations of Colleges and Universities and AQIP Colloquium, Chicago, IL.

Greenblatt, S., Furst-Bowe, J. & Nisbet, K. (March 2013). *Discovery to Product: Increasing the Number of Products/Companies Resulting from our Research Enterprises*. Panel presentation at 95th Annual Meeting of the American Council on Education. Washington, DC.

Furst-Bowe, J. (March 2013). *Making Connections with Stakeholders through Customer Service Training*. Presentation at annual Wisconsin Center for Performance Excellence Conference, Madison, WI.

Furst-Bowe, J. (November 2012). *Improving Education Through Use of the Baldrige Framework*. Presentation at Annual Excellence in Missouri Conference and Education Summit. Columbia, MO.

Furst-Bowe, J. (October 2013, 2012). *Improving Education Through Use of the Baldrige Framework*. Keynote presentation at the Leading the Way with Continuous Improvement Superintendents' Forum 2012. Dallas, TX.

Furst-Bowe, J. (February 2012). *Using Survey Research Effectively to Meet the Needs of Students and Stakeholders*. Presentation at the annual conference of the Wisconsin Center for Performance Excellence. Madison, WI.

Furst-Bowe, J. & Dew, J. (July 2011). *Using the Baldrige Organizational Profile for Institutional Assessment*. Presentation at the annual conference of the National Consortium for Continuous Improvement in Higher Education. Tampa, FL.

Furst-Bowe, J., Greinert, T., Kubicek, R., Reinke, R. & Rubin, M. (June 2011). *Meaningful Connections – The Career Network Opportunity*. Panel discussion presented at the First Annual Career Pathways Summit. Madison, WI.

Davenport, R., Furst-Bowe, J., Savron, G., and Weber, D. (May 2011). *Higher Education Roundtable*. Panel discussion presented at the annual conference of the Minnesota Quality Council.

Furst-Bowe, J. & Veenstra, C. (April 2011). *STEM Education: Changing the Direction*. Workshop presented at the Institute for Continual Quality Improvement, Annual World Conference of the American Society for Quality, Pittsburg, PA.

Calaway, T., Furst-Bowe, J., Irwin, B., King, T., Lord, B., & Whitlock, D. (October 2010). *The Difficult We'll Do Right Now; The Impossible Will Take A Little While,* Panel presentation at the 45th Annual Conference of the National Collegiate Honors Council. Kansas City, MO.

Furst-Bowe, J. & Coker, J. (July 2010). *Using Baldrige and AQIP to Sustain Performance Excellence*. Showcase session at the Continuous Quality Improvement Network Summer Institute. Fort Collins, CO.

Furst-Bowe, J. (July 2010). *Quality Enhancement at the University of Wisconsin-Stout*. Presentation at the Summer Institute on Quality Enhancement and Accreditation. Southern Association of Colleges and Schools. Tampa, FL.

Furst-Bowe, J., Kelly, W. & DeYoung, C. (June 2010). *Systems Thinking Using Baldrige in Engineering Colleges*. Panel presentation at the Annual Conference of the American Society for Engineering Education. Louisville, KY.

Furst-Bowe, J. (May 2010). *Engaging the Workforce: Faculty and Staff Involvement in Quality Improvement*. Annual conference of the Minnesota Quality Council. St. Paul, MN.

Furst-Bowe, J. (September 2009). *Sustaining Quality Improvement in a Challenging Economy*. Presentation at the Annual Regional Baldrige Conference, Milwaukee, WI. Presented at Regional Baldrige Conferences in 2008, 2007, 2006, 2005, 2004, 2003, and 2002.

Furst-Bowe, J. (January 2009). *Develop a Performance Culture within Your Institution and Measure the Undergraduate Learning Experience*. Sessions presented at the College and University Performance Conference. American Strategic Management Institute, Washington, DC.

Furst-Bowe, J. (April 2010, 2008, 2004, 2003, 2002). Presentations, including a plenary session, concurrent sessions, panel discussions and preconference workshops at the Annual Quest for Excellence Conference of the Baldrige Quality Awards Program, Washington, DC.

Furst-Bowe, J. (December 2007). *Implementing Quality Improvement in Higher Education*. Keynote Speaker at the Educational Investors Conference, Orlando, FL.

Dew, J., Furst-Bowe, J. & Ruben, B. (July 2007). *National Issues in Higher Education*. Panelist at the National Consortium for Continuous Improvement in Higher Education conference. New Orleans, LA.

Furst-Bowe, J. (February 2007). *Managing Performance in Higher Education*. Keynote speaker at the College and University Performance Conference, Washington, DC.

Furst-Bowe, J. (October 2006). *How to Implement Large Scale Change*. Speaker at the National Consortium for Continuous Improvement in Higher Education Roundtable, Washington, DC.

Furst-Bowe, J. (July 2005). *Implementing Quality Improvement Programs in Medical Schools*. Keynote presentation for the American Association of Colleges of Osteopathic Medicine, Bethesda, MD.

Furst-Bowe, J. (February 2005). *Strategic Planning Using the Baldrige Criteria*. Keynote address at the American Strategic Management Institute, Orlando, FL.

Furst-Bowe, J. (July 2004). *Tools for Assessing Student Learning and Stakeholder Satisfaction*. Session presented at the Continuous Quality Improvement Network Summer Institute, Tucson, AZ.

Furst-Bowe, J. (July 2004). *Continuous Quality Improvement: The Baldrige Award*. Session presented at HERS-Bryn Mawr Summer Women's Leadership Institute, Bryn Mawr, PA.

Furst-Bowe, J. & Mooney, C. (November 2003). *Performance Excellence in Higher Education*. Session presented at the National Quality in Education Conference, Albuquerque, NM.

Sorensen, C., Moen, D. & Furst-Bowe, J. (October 2002). *The Inside Story of Receiving the Baldrige Award*. Presentation at Harvard Institute for Higher Education Alumni Seminar, Boston, MA.

Sorensen, C. & Furst-Bowe, J. (July 2001). *Applying the Baldrige Criteria in Higher Education*. Presentation at the Annual Conference of the National Consortium for Continuous Improvement in Higher Education, New York, NY.

Cooke, K., Schoenberger, L. & Furst-Bowe, J. (April 2000). *2 + 2 + 2 = Increased Achievement*, Presentation at the 9th Annual Conference for Community and Technical Colleges, Dallas, TX.

Furst-Bowe, J. (January 2000). "Mentoring Junior Faculty Women: Successes and Challenges," Presentation at the International Conference on Women in Higher Education, New Orleans, LA.

Workshops and Consulting

Each of these consultancies was for a period of one to ten days with follow-up visits as needed. The focus was on leadership, assessment, strategic planning and continuous quality improvement. During these consultancies, I gave keynote addresses; conducted training workshops; facilitated planning sessions; assisted organizations in preparing state and national quality award applications and accreditation reports; and evaluated organizations based on established criteria. *2001 to present*.

- Ahlia University, Bahrain
- Coastal Carolina University, Myrtle Beach, SC
- College of Southern Maryland, La Plata, MD
- Des Moines University, Des Moines, IA
- Eastern Connecticut University, Willimantic, CT
- Executive Council Government of Dubai, United Arab Emirates
- Hamline University, St. Paul, MN
- Holmen School District, Holmen, WI
- Infosys Technologies, Bangalore, India
- Loyola Marymount University, Los Angeles, CA
- Mercy Health Care Systems, Janesville, WI, *Malcolm Baldrige National Quality Award Recipient*
- Metro State University, St. Paul, MN
- Minnesota State University, Mankato, MN
- Monfort College of Business, Greeley, CO, *Malcolm Baldrige National Quality Award Recipient*
- Morgan State University, Baltimore, MD
- Northern Iowa Area Community College, Mason City, IA
- New Mexico Highlands University, Las Vegas, NM
- Pace University, New York, NY
- Red Cedar Clinic, Menomonie, WI
- Riverland Community College, Austin, MN
- St. Thomas University, St. Paul, MN
- University of Central Oklahoma, Edmond, OK, *Oklahoma State Quality Award Recipient*
- University of Minnesota, Crookston, MN
- University of Minnesota, Minneapolis, MN
- University of Wisconsin-Oshkosh, Oshkosh, WI
- University of Wisconsin-Superior, Superior, WI
- Villa Julie College, Baltimore, MD
- Walden University, Minneapolis, MN
- Western Wisconsin Technical College, La Crosse, WI, *Wisconsin Forward Award Recipient*

Research, Grants and Funded Projects

"Fulbright Senior Specialists Program." Selected to participate as a Senior Administrative Specialist in the Fulbright Scholars Program. Assigned to Azerbaijan Diplomatic Academy, Baku, Azerbaijan. Project involves assisting a new university in a developing country in establishing structure, programs, processes and policies. April, 2011. Awarded \$15,000.

"Making Opportunity Affordable - Wisconsin," Member of state-wide team that developed a planning grant proposal submitted to the Lumina Foundation in April 2008. Awarded \$100,000.

"UW-Stout COBE Initiative" Proposal to the University of Wisconsin System Council on Baccalaureate Degree Expansion Program. October 2005. Awarded \$150,000.

"TITLE III Development Grant: Integration of Advisement, Assessment and Mobile Technologies." Proposal to the U.S. Department of Education. September 2004. Awarded \$1,750,000.

"Malcolm Baldrige National Quality Award Outreach Activities." Proposals submitted to the National Institute for Standards and Technology. January 2002. Awarded \$100,000. July 2003. Awarded \$100,000.

"Wisconsin Instructional Technology Leadership Academy and Technology Institute for Educators." Proposal (with the University of Wisconsin-Eau Claire) submitted to the University of Wisconsin System PK-16 Initiative Program. April 1999. Awarded \$41,104.

"Determining the Needs of Adult Women in Distance Learning Programs." Selected to participate in the Cyril O. Houle Scholars in Adult and Continuing Education Program. Program is funded by the Kellogg Foundation and administered by the University of Georgia. March 1999 to March 2001. Awarded \$40,000.

"STOUT-Online: Developing an Asynchronous Advisement Center." Proposal to UW System Asynchronous Advising Grant Program. June 1998. Awarded \$45,800.

Professional Affiliations

Academic Quality Improvement Program, Higher Learning Commission

- AQIP Reaffirmation Panelist, 2007 to 2009
- Strategy Forum Facilitator, 2002 to 2005

American Association for Engineering Education, 2010 to 2012

American Association of State Colleges and Universities

- Learning Outcomes Taskforce, Voluntary System of Accountability, 2007 to 2008
- Faculty, "Becoming a Provost" Program, 2010
- International Education Committee, 2013

American Society for Quality, Senior Member

- ASQ Course Instructor, Baldrige Self Assessment for Higher Education, 2006 to present
- Co-Chair, Higher Education Division, 2010 to present
- Conference Co-Chair, *Advancing the STEM Agenda Conference*, 2011, 2012, 2013
- Advisory Board, *Quality Approaches in Higher Education*, 2011 to present

American Society for Training and Development
- Northwest Wisconsin Chapter of ASTD, Board of Directors, 1994 to 1997, 2001 to 2004

Baldrige Award Recipients Association, UW-Stout Representative, 2001 to 2012

Continuous Quality Improvement Network, 2004 to 2012

Educational Testing Service (ETS) Central Region University Advisory Council, 2009 to 2012

International Journal of Excellence in Education, Editor-in-Chief, 2007 to present

International Association of University Presidents, 2012 to present

International Network for Quality Assurance Agencies in Higher Education, 2011 to present

National Consortium for Continuous Improvement in Higher Education, Executive Board, 2004 to 2010

Ohio Valley Conference, President's Council, 2012 to present

Southern Illinois Collegiate Common Market, Board of Directors, 2012 to present

Wisconsin Alliance for Minority Participation (WiscAMP) Governing Board, 2005 to 2012

Wisconsin Center for Performance Excellence
- Board of Directors, 2003 to 2012
- Conference Speaker, Trainer and Workshop Facilitator, 2003 to present

Women in Wisconsin Higher Education Leadership, 2000 to 2012

Review Panels

External Review Panel, Singapore Ministry of Higher Education, 2008 to 2013

Review Panel, Higher Learning Commission, Academic Quality Improvement Program, 2007 to 2009

Consultant-Evaluator, Higher Learning Commission, 2001 to present
Advanced Certificate in Peer Review awarded November, 2010

Judge, Minnesota Quality Council (Minnesota State Quality Award Program), 2004 to 2010

Judge, Wisconsin Forward Award (Wisconsin State Quality Award Program), 2005 to present

Senior Examiner, Malcolm Baldrige National Quality Program, 2001, 2002, 2003, 2005

UW System and Wisconsin Technical College System, Joint Committee on Programs, 1999 to 2004

University of Wisconsin Center for Placement Testing Advisory Board, 2009 to 2012

University of Wisconsin System Common Systems Review Group, 2008 to 2012

Awards and Recognition

Notable Alumni Recognition for Most Interesting and Accomplished Graduates, University of Wisconsin-Eau Claire. 2013.

Golden Quill Award, American Society for Quality Press. Awarded for *Advancing the STEM Agenda: Quality Improvement Supports STEM*. 2012.

Outstanding Achievement Award, Wisconsin Women in Higher Education Leadership. 2011.

Certificate of Appreciation of Outstanding Leadership in Advancing Excellence in Higher Education, National Consortium for Continuous Improvement in Higher Education, 2010.

Certificate of Appreciation, American Society for Quality. Presented for Outstanding Instruction and Contributions, 2008, 2009, 2010.

Distinguished Alumni Award, Chippewa Falls Senior High School, Chippewa Falls, WI, 2005.

Philip W. Ruehl Prime Mover Award, College of Technology, Engineering and Management, University of Wisconsin-Stout. Presented for Outstanding Achievement, 2001.

Cyril O. Houle Scholar in Adult and Continuing Education, Kellogg Foundation, Presented for research in Adult Education, 1999.

Outstanding Graduate Faculty Award, University of Wisconsin-Stout, 1997.

Award of Excellence for Outstanding Research, International Society for Performance Improvement. Presented for Dissertation Research. 1997

Wisconsin Teaching Fellow, University of Wisconsin System, 1996.

ECT Mentor Scholarship, Association for Educational Communications and Technology, 1993

Community Involvement

Bolton Refuge House, Eau Claire, WI, Volunteer, 1990 to 1998

Bridge to Hope, Menomonie, WI, Board of Directors, 2007 to 2008

Civic Progress, St. Louis, MO (ex-officio member), 2012 to present

Edwardsville Rotary Club, Edwardsville, IL 2013 to present

Experience St. Louis, 2013 to present

Girl Scouts of Southern Illinois, Board Member, 2013 to present
- featured speaker at the “*All that Glitters*” Awards Ceremony, Belleville, IL, April 2013

Hospital Sisters Health System, Springfield, Illinois, Quality Committee, 2012 to present

Innovate St. Louis, MO, Board of Directors, 2012 to present

Leadership Council of Southwestern Illinois, Edwardsville, IL, Executive Committee, 2012 to present

Menomonie Chamber of Commerce, Menomonie, WI, Member, 2005 to 2012

Meridian Society (Women's Philanthropy Organization), Edwardsville, IL, 2012 to present

Menomonie Public Library, Menomonie, WI, Foundation Board of Directors, 2000 to 2006

Sacred Heart Hospital, Eau Claire, WI, Board of Directors, 2007 to 2012

Sacred Heart Hospital, Eau Claire, WI, Quality of Care Committee, 2009 to 2012

Sacred Heart Hospital, Eau Claire, WI, Search Committee, Chief Executive Officer, 2011

Stout Foundation, Menomonie, WI, Scholarship Donor, 2006 to present

Southern Illinois University Edwardsville Foundation, Board of Directors, 2012 to present

Stout Business and Technology Park, Menomonie, WI, Board of Directors, 2005 to 2009

University Park, Edwardsville, IL, Board of Directors, 2012 to present

UW-Stout Women's Mentoring Program, Coordinator, 2005 to 2012

Veteran's Advisory Board for Southern Illinois, 2013 to present