DANIELLE EDWARDS, M.S.

Assistant Professor
Information Management & Business Analytics
Drake University
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EDUCATION

Drake University
Master of Science in Adult Learning and Organizational Performance, 2010
Graceland University
Bachelor of Arts in Business Administration, 2003
AIB College of Business
Associate of Arts in Business and Technology, 1998

PROFESSIONAL SUMMARY

- Dedicated, motivated, and experienced educator with a passion for technology, process improvement, and helping students achieve their goals
- 20 years of experience in higher education, leadership, and Information Systems
- Outstanding course development, presentation, and facilitation skills
- Extensive experience in curriculum development, assessment, instructional design, online education, Blackboard administration, educational technologies, faculty training and development, accreditation, student services, and orientation
- Robust technology skills in troubleshooting, data analysis, and desktop applications
- Excellent communication, interpersonal, critical thinking, and reporting abilities
- Ability to adapt and learn at a fast pace, embrace improvements, and handle multiple projects simultaneously

PROFESSIONAL EXPERIENCE – ACADEMIA

Drake University – Assistant Professor of Practice, 2022 – present

- Develop coursework, learning materials, and assessments to satisfy learning objectives
- Facilitate instructor-led courses and follow University procedures
- Assess student learning and development
- Provide Service and Outreach to the University

Drake University – Instructional Technology Specialist, 2020 –2022

- Worked closely with faculty members to prepare courses for online delivery and integrate learning technologies in the online environment
- Trained faculty and instructors on the use of Blackboard and other tools to increase engagement and satisfaction in online courses
- Reviewed online courses to ensure functionality and overall course quality
- Developed and maintained tutorials and documentation for online teaching
- Provided faculty support for Blackboard, Panopto, Collaborate Ultra, and other academic technologies

Drake University – Adjunct Instructor, 2017 – 2022

- Develop coursework, learning materials, and assessments to satisfy learning objectives
- Facilitate instructor-led courses and follow University procedures
- Assess student learning and development

AIB College of Business – Assistant Dean for Online Education, 2012 – 2016

- Provided strategic planning and leadership for the online education program, managed the day-to-day operations, and supervised department staff

- Served as the Blackboard Administrator for entire campus **–** managed course deployments and student enrollments, managed updates, and integrated tools and online content from textbook publishers
- Managed the online faculty training program, trained new faculty members, and monitored their progress through their first term of teaching, facilitated training workshops on best practices in online education, educational technologies, Blackboard, and co-hosted the annual all faculty meeting
- Served as the primary point of contact for faculty regarding training or support needed for LMS, AV, recording media, and various academic technologies
- Collaborated with IT on software projects, updates, testing, rollouts, and troubleshooting
- Supported the VP and Chief Academic Officer in various tasks including student appeals, online policies and procedures, faculty communication, faculty performance evaluations, course scheduling, budget management, and new student orientation

AIB College of Business – Associate Professor/Adjunct Faculty, 2006 – 2016
- Designed curriculum, coursework, and assessment materials to satisfy program and course objectives for courses in the General Education and Voice Captioning programs
- Developed and implemented an online Voice Captioning degree program, the first of its kind in the United States
- Facilitated fully online, face-to-face, and blended courses
- Advised and mentored students and assessed learning outcomes
- Served as a member of Faculty Senate in various roles, including VP of Faculty Senate, committee member on curriculum, attendance policy, and HLC Review committees

TEACHING – Courses taught
- **Information Systems & Technology** – Database Management, Information Technology and Business, Introduction to Programming and Application Development, MS Office Tools for Business Analysis, Digital Proficiency Projects, HTML: Web Page Design, MS Excel and Access for Business, Help Desk and Support
- **Business & Communication** – Ethics, Managerial Communications, College Foundations
- **Specialized Technical Programs** – Introduction to Voice Writing Hardware, Advanced Software Applications (CAT), Voice Captioning Speed I–IV, CART Services, Voice Captioning Procedures I & II, Voice Captioning Internship

SERVICE
Drake University
- Wellmark BlueX Internship Program – Drake faculty representative, 2022 to present
- Student DATA club – Drake faculty representative. 2022 to present
- TAI – Technology Association of Iowa, member and Drake faculty representative, 2022 to present
- New Faculty Orientation – faculty panel member 2023
- IS Faculty Seach Committee – committee member 2023

AIB College of Business
- Served as Vice President of AIB Faculty Assembly
- Served as the Primary Designated School Official for the federal Student and Exchange Visitor Program (SEVP)
- Served as Department Chair for the Voice Captioning department for four years
- Organized advisory committee with local IT professionals to evaluate the need for new majors
- Facilitated IT portion of New Student Orientation, both online and on-campus
- Served on various faculty committees including the assessment and attendance policy committees
- Facilitated technology workshops for prospective students
- Served as a volunteer for the Veteran's History Project for five years
- Coached the AIB cheerleading squad for five years

PUBLICATIONS
- Edwards, D., & Mitchell, A. (2025). *Teaching tip: Using a digital-ready mentorship program to develop the future technology workforce*. *Journal of Information Systems Education*, *36*(2),77-89.

PROFESSIONAL EXPERIENCE – INDUSTRY

Self-Employed – Real-time Broadcast Captioner & Instructor, 2015 – Present

- Produce real-time closed captions for live news programming for both local and national news at speeds exceeding 225 words per minute
- Troubleshoot hardware and software performance issues
- Train individuals for a career in closed captioning using custom online course delivery
- Provide technical support and mentoring to fellow captioners

Wellmark Blue Cross Blue Shield – Associate IT Solutions Developer, 2006

- Worked with end users to understand business goals and technology needs
- Gathered requirements to prepare solution specifications, performed business system analysis, data analysis, and developed solutions for business applications
- Designed and executed test plans to ensure business requirements and functional specifications met objectives
- Adhered to the software development lifecycle, operations procedures, and development and security standards
- Supported business applications and end users

Wellmark Blue Cross Blue Shield – Desktop Application Specialist, 2004 – 2006

- Developed and implemented a new technology learning curriculum for the organization
- Created participant guides, quick reference guides, weekly web tips, and classroom activities for desktop applications training
- Designed customized training for new software implementations and specific user groups
- Provided consultative analysis to business units and developed document solutions for more than 1500 internal customers
- Served as a member of the IT Helpdesk and provided customer service and troubleshooting services to internal customers

ITAGroup – Information Technology Trainer, 2001 – 2004

- Developed and facilitated all software training within the company
- Managed software training, scheduling, and enrollment
- Assisted in testing newly developed internal and client applications
- Participated as a member of the IS Support Group on internal help desk calls

ITAGroup – Systems Coordinator, 1999 – 2001

- Responsible for daily database management of multiple performance marketing programs
- Worked closely with the Business Analyst during application design, testing, and implementation
- Managed, tracked, and analyzed data using MS Access and Excel
- Produced monthly reports and statements to measure program performance
- Developed an MS Access application to integrate processes between three business units and track over 80 million dollars of business activities for the Vice President of Event Management

COMMUNITY INVOLVEMENT

- Horizon and Granger Elementary Schools – Volunteer – served as homeroom parent, chaperone for field trips, and planned special events for teacher appreciation
- Big Brothers, Big Sisters – Volunteer – served as a mentor to a child/young man from kindergarten through high school graduation who is now a student at ISU on a full Science Bound academic scholarship and a member of the US Marine Corp
- Senior College – Instructor – developed and facilitated a five-session computer course for seniors
- Habitat for Humanity ReStore – Volunteer – designed and developed a donation tracking system currently being used in four ReStore locations across Iowa and Nebraska