

Information and Education Technology Consultant • Coach and Mentor • Keynote Speaker • Visual Communicator

Susan E. Metros offers over twenty years of experience as an educational technology executive and leader and over thirty years of experience in higher education as a professor and scholar. She currently serves as an information technology and academic innovation consultant, career mentor and an International Coach Federation (ICF) Associate Certified Coach.

Susan has held Chief Information Officer positions at The Ohio State University and University of Southern California's Marshall School of Business. She has served as the University of Tennessee's Assistant Vice President for Educational Technology, OSU's Deputy Chief Information Officer for eLearning and USC's Associate Vice Provost for Technology Enhanced Learning. She was appointed as Associate Dean for USC's Jimmy Iovine and Andre Young Academy for Arts, Technology and the Business of Innovation and helped conceive and develop their undergraduate program and the new online Master of Science in Integrated Design, Business and Technology.

Susan's portfolio includes university-wide oversight for educational technologies, online learning, learning environments, web services and research computing. As an independent consultant, she is committed to helping educational institutions, non-profit organizations and ed-tech companies with strategic planning and initiating new or assessing existing online programs and educational technology processes, products and services. In her coaching and mentoring role, Susan helps individuals and teams identify, meet and exceed their professional and personal goals. Susan publishes and presents on leadership and mentoring, creativity and innovation, visual and multimedia literacy, and the role of educational technology in transforming higher education to be multi-modal, interactive and learner-centered.

Susan was elected to executive roles on the New Media Consortium and EDUCAUSE Board of Directors. She currently sits on numerous boards and advisory committees including Colorado State University's Global Campus Board of Directors. She earned her BFA in Fine Arts and her MFA in Graphic Design from Michigan State University.

CONSULTING SERVICES

**Strategic Planning
and Academic Innovation**

Extensive executive-level leadership experience at top-tier public and private universities directing information and educational technology organizations, operations and services.

- Leads and facilitates enterprise-wide efforts for strategic visioning and planning, organizational transformation and research and development of new and emerging technologies.
- Assists organizations in creating and implementing new models for faculty support, mobile teaching and learning, learning environment design, web services, and course continuity in crisis.
- Works with organizations to select, assess, procure and deploy campus-wide educational technology applications, learning management systems and other student-centered applications and services.
- Helps organizations identify and cultivate external sponsorship opportunities resulting in scholarships, grants, gifts, contracts and partnerships.

Served on more than forty national board of directors, advisory boards, committees and task forces including executive roles on the EDUCAUSE and New Media Consortium Board of Directors and advisory boards for The Colorado State University Global Campus, The Bill and Melinda Gates Foundation, The Western Association of Schools and Colleges, EDUCAUSE Learning Initiative, Document America, Adobe, Apple, Google, Blackboard and Desire2Learn.

Consultancy clients include:

Robert Wood Johnson Foundation, EDUCAUSE, New Media Consortium, Select Equity Group, Cengage Learning, University of Wisconsin, Michigan State University, Trinity University, Central Florida University, Florida Polytechnic University, University of Texas and University of California.

Educational Programs and Online Learning Initiatives

Highly qualified educator and expert in the full continuum of online learning from conceptualizing a program to launching a degree.

As a tenured and research professor, created innovative residential, hybrid and online curricula and learner-centered courses in design, data visualization, educational technology, creativity, multimedia literacy and communications.

Assists higher education leaders with online program conceptualization, planning, development, delivery and assessment.

- Negotiated more than a dozen service contracts with Online Program Management (OPM) partners and managed vendor relations.
- Procured institutional curriculum approvals, obtained accreditations and met other compliancy requirements.
- Oversaw program administration, finances and staffing.
- On-boarded faculty, alumni and other stakeholders.
- Directed faculty in creating curriculum and designing and converting courses to online modalities.
- Developed admission profiles and application selection processes.
- Evaluated and deployed technology infrastructure, software applications and technology support and training.

Co-published a chapter on outsourcing online learning:

Metros, S.E. and Getman, J. (June 2012). "USC Goes the Distance: Outsourcing Online Learning," Chapter in D. Oblinger (Ed.), *Information Technology Game Changers: An EDUCAUSE eBook*, Boulder, CO: EDUCAUSE, 229-251.

<https://library.educause.edu/resources/2012/5/chapter-17-going-the-distance-outsourcing-online-learning>

Professional Coaching and Career Mentoring

Genuine interest in inspiring others to maximize their personal and professional potential.

As an International Coach Federation (ICF) credentialed Associate Certified Coach (ACC), coaches and mentors executives and professionals in leadership presence, management skills, work transition and career growth.

- Develops and delivers leadership training and professional development programs for professionals in education, business and

government. Proficiency in administering and interpreting a variety of standard leadership and team building assessments and programs.

Awarded the University of Southern California Mellon Award for Faculty Mentoring Faculty.

Co-authored a chapter on mentoring:

Metros, S.E. and Yang, K. (2006). "The Importance of Mentors," Chapter in C. Golden (Ed), *Cultivating Careers: Professional Development for Campus IT*, Boulder, CO: EDUCAUSE, 5.1-5.13. www.educause.edu/research-publications/books/cultivating-careers-professional-development-campus-it/chapter-5-importance-mentors

Presentations and Publications

Dynamic keynote and conference speaker and author with over 140 refereed and invited presentations, seminars and workshops and close to 50 refereed and invited publications.

Publishes and presents on educational technology and online learning, leadership and mentoring, creativity and innovation, visual and multimedia literacy and design.

A sampling of publications, presentations, webinars and workshops:

- Teaching and Learning in the Post MOOC Era
- Re-envisioning Teaching and Learning for a Transdisciplinary Future
- Designing Learning Spaces that Disrupt the Status Quo
- Visual Literacy in the Age of Information Abundance
- Aligning IT Planning with New Literacies for New Learners
- Cultivating IT Leaders in the Age of Why Not
- Can You Lead from the Heart without Taking it to Heart?
- Mentoring as a Journey, not a Destination

Design and Visual Communication

Classically educated graphic designer with expertise in visual communication, interface design and user experience.

Consults and advises in the areas of branding, presentation design, information visualization, user experience and educational content creation.

Accomplished in creative problem solving and design thinking methodologies.

Principal designer on several international award winning print, branding, multimedia and web-based projects.

EDUCATION

M.F.A. Graphic Design (terminal degree), Michigan State University

B.F.A. (High Honor) Painting and Drawing, Honors College, Michigan State University

Additional Credentials:

- International Coach Federation (ICF) Associate Certified Coach (ACC)
- The Program on Negotiation for Senior Executives, Harvard University
- EDUCAUSE Frye Leadership Institute Fellow
- Committee on Institutional Cooperation Academic Leadership Fellow
- Apple Distinguished Educator, Apple Computer, Inc.

WORK HIGHLIGHTS

Susan Metros Consulting, Los Angeles, California, 2007-present

- Founder and Principal, Susan Metros Consulting, Los Angeles
- Associate, Steve Heckler Associates and Quantum Thinking, Washington D.C.
- Senior Strategic Advisor, MOStudio, Los Angeles
- Program Consultant, The USC Jimmy Iovine and Andre Young Academy for Arts, Technology and the Business of Innovation, The University of Southern California

The University of Southern California, Los Angeles, California, 2007-2016 (Retired)

- Director, Remote Learning Programs, The USC Roski School of Art and Design
- Associate Dean, The USC Jimmy Iovine and Andre Young Academy for Arts, Technology and the Business of Innovation
- Interim Chief Information Officer, The USC Marshall School of Business
- Associate Vice Provost for Information Technology Services and Deputy Chief Information Officer, Technology Enhanced Learning, Information Technology Services
- Professor of Design Practice, USC Roski School of Art and Design; Professor of Clinical Education, USC Rossier School of Education; and Research Professor of Communication, USC Annenberg School for Communication and Journalism

The Ohio State University, Columbus, Ohio, 2001-2007

- Interim Chief Information Officer
- Deputy Chief Information Officer and Executive Director for eLearning
- Professor (tenured), Design Technology, Department of Industrial, Interior and Visual Communication Design

The University of Tennessee, Knoxville, TN, 1984-2001

- Assistant Vice President for Educational Technology, UT System
- Director of Innovative Technologies Center
- Professor of Art (tenured)

Michigan State University, East Lansing, MI, 1980-1984

- Associate Professor of Art (tenured)

ADDITIONAL INFORMATION

Complete academic vitae, list of publications and presentations, portfolio and references available upon request.