SUSAN E. METROS

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EDUCATION AND PROFESSIONAL CREDENTIALS

International Coaching Federation (ICF)
        Professional Certified Coach (PCC) 2019-present
        Associate Certified Coach (ACC) 2016-2019
Certified Life Coach Institute

        Certified Professional Life Coach, 2020

M.F.A. Graphic Design (terminal degree), Michigan State University, East Lansing, MI
B.F.A. (High Honor) Painting and Drawing, Honors College, Michigan State University, East Lansing, MI

PROFESSIONAL EXPERIENCE

SUSAN METROS CONSULTING, LOS ANGELES, CA   2007-present
metrosconsulting.com

        Founder and Principal
        Academic Innovation Consultant
        Professional Coach and Career Mentor

- Consult on information and education technology and online learning mission, strategy and implementation.
- Advise higher education leaders on online program conceptualization, development, delivery and assessment, including decisions about Online Program Management (OPM).
- Coach and mentor executives and entry-level to advanced professionals in leadership presence, management skills, work transition, career growth and living a fulfilling life..
- Facilitated Communities of Practice for CIOs and IT professionals
- Publish and present on educational technology and online learning, leadership and mentoring, creativity and innovation, visual and multimedia literacy and design thinking.
- Advise in the areas of branding, presentation design, information visualization, user experience and educational content creation.

        Affiliations

- Executive Coach, New Level Work (formerly BetterManager), San Francisco, CA (2021-present)
- Coach, Thrive Partners, Ltd, London, UK (2021-2023)
- Senior Coach, Mindbeat, London, UK (2020-2023)

        Selected list of Clients

        iRobot, OptumCare, deLaski Family Foundation, Education Design Lab, Robert Wood Johnson Foundation, EDUCAUSE, New Media Consortium, Select Equity Group, Citadel Investment Group - Global Equities, Clough Capital Partners, LP, Boston Consulting Group (BCG), Gerson Lehrman Group (GLG*), Cengage Learning, University of Southern California Libraries, University of Wisconsin, Michigan State University, Trinity University, Central Florida University, Florida Polytechnic University, University of Texas, University of Denver, University of California, Clemson University, Arizona State University.

THE UNIVERSITY OF SOUTHERN CALIFORNIA, LOS ANGELES, CALIFORNIA

        Director, Remote Learning Programs, The USC Roski School of Art and Design (Retired), 2014-17

- Led the development of Design@USC, the online Master of Science in Integrated Design, Business & Technology.

- Oversaw the administration of online programs and provided strategic vision and direction for existing and new online opportunities.
- Assisted in high-level programmatic decision-making and direct program operations and budgeting.
- Directed the curriculum design and approval processes, managed faculty and staff, and helped develop the student experience.
- Served as the liaison between the university's executive leaders and vendor partners on matters concerning contract negotiations with OPM vendors, marketing and communication, course conversion, student recruitment and retention, technology services and support, and program assessment.
- Served as a faculty member with responsibilities for curricula and course design, conversion and teaching. Conceived and designed the program's foundational course, Processes and Perspectives.

Associate Dean, The USC Jimmy Iovine and Andre Young Academy for Arts, Technology and the Business of Innovation, 2013-17
- Envisioned, designed, and developed curricula and courses for a newly endowed innovative, interdisciplinary undergraduate degree program.
- Built staffing capacity, implemented marketing and digital and social media strategies, and assisted with student recruitment.
- Assisted with cultivating development opportunities and building partnerships.
- Planned and oversaw the design and build out of a 13,000 Sq. Ft. learning environment and makerspace.

Interim Chief Information Officer, Marshall School of Business, 2015-16
- Directed Marshall Information Services comprising Application and Data, Operations and Infrastructure, Customer Technology and Web Services.
- Conducted an important year-long study for the Dean that resulted in a report and recommendations for "The Future Directions for IT Leadership and Organization."

Associate Vice Provost for Technology Enhanced Learning and Deputy Chief Information Officer for Information Technology Services, Information Technology Services, 2007-15
- Provided vision, leadership, and operational oversight for the University's centrally-supported Technology Enhanced Learning Division with responsibilities for educational technologies, online learning, web and mobility services, learning environments, learning management systems, emerging technologies and new media research and development.
- Directed 40 plus employees with 6 direct reports and manage a budget of over $5 million.
- Led the development, implementation and maintenance of a technology enhanced learning strategic vision and plan.
- Developed university-wide programs and services that facilitated the delivery of technology enhanced teaching, learning, scholarship, research, and service.
- Oversaw programs that advance the adoption and use of new and emerging educational technologies throughout local and global communities.
- Established partnerships to seek extramural funding for supporting the academic community through grants, gifts, and sponsorships.
- Guided and advanced the Provost's initiatives on quality assurance for online learning, course continuity in crisis, campus-wide multimedia literacy, and innovation in facilities design.
- Negotiated university-wide, online learning vendor agreements and supported the partnerships. Negotiated more than a dozen full service contracts to provide needs assessment, marketing, recruitment and the design and delivery of fully online master's degree programs.
- Participated in professional organizations and represented the university on boards and committees and at conferences and professional meetings.

Faculty Appointments
- **Professor of Design Practice** for the USC Roski School of Art and Design, 2007-17

- **Professor of Clinical Education** for the USC Rossier School of Education, 2008-17
- **Research Professor of Communication** for the USC Annenberg School for Communication and Journalism, 2011-17

- Areas of research and scholarship:
  - IT leadership and mentoring, educational technology, knowledge visualization, multimedia and visual literacies, graphical user interface design, creativity and innovation, and the role of new and emerging technologies in transforming education to be engaging, interactive, and learner-driven.
- Courses taught:
  - Multimedia for Change, USC School of Cinematic Arts
  - Communication Technology and Culture, USC Annenberg School of Communication and *Journalism.*

THE OHIO STATE UNIVERSITY, COLUMBUS, OH

Interim Chief Information Officer, 2007

- Provided vision and leadership for supporting the information and educational technology components of the University's academic mission and plan.
- Led a large, central information technology organization with an annual budget of over $40 million and more than 360 employees.
- Reported to the Provost and serve as a member of the President's Cabinet.
- Led the development, implementation, and enforcement of university-wide institutional data and network security policies and standards.
- Researched, published, and presented widely on innovative leadership methods and mentoring techniques.

Deputy Chief Information Officer and Executive Director for eLearning, 2001-07

Office of the CIO, Technology Enhanced Learning and Research (TELR)

- Transformed Technology Enhanced Learning and Research into a professionally staffed, client focused, multi-million-dollar operation supporting the academic community in integrating technology into teaching, learning, outreach, and research.
- Led the university's faculty-driven evaluation process and transition to Carmen (powered by Desire2Learn,) an enterprise level learning management system serving over 2000 instructors and close to 50,000 students.
- Initiated a partnership with University Libraries to establish the Digital Union, a new media production laboratory and emerging technologies research center. Overseeing an expansion that will increase the size fourfold and add a variety of new services and research opportunities. Established and chair an External Partners' Advisory Panel. Envisioned and launched a Corporate Sponsorship Program in collaboration with the Office of Development with annual financial commitments from HP, Microsoft and Adobe Systems.
- Co-created Research on Research, an innovative grant program pairing undergraduates with faculty for the purpose of using technology to extend faculty research into the learning environment.
- Identified and sought partnerships, grants, contracts, and projects that supported the use of innovative technologies.
- Led the future state phase of PlanIT, the university's IT strategic planning effort.
- Participated in the governance and executive sponsorship of enterprise level systems including campuswide wireless networking, learning management systems, enterprise messaging, student information systems, and disaster recovery planning.
- *Researched, published and presented widely in the areas of leadership, learning objects, knowledge management, visual and digital literacy, and technology enhanced teaching and learning.*
- *Served on numerous local, national, and international boards, committees and task forces.*

Professor, Design Technology (tenured), 2001-07
Department of Industrial, Interior and Visual Communication Design

- Taught undergraduate and graduate courses for the Department of Industrial, Interior, and Visual Communication Design and the College of Arts and Sciences.
- Served on five graduate M.F.A. thesis committees and directed Independent Studies and Honors Theses.
- Participated in department governance and service.

THE UNIVERSITY OF TENNESSEE, KNOXVILLE, TN
Assistant Vice President for Educational Technology, 2000-01
Director of Innovative Technologies Center (ITC), 1998-00
Acting Director of Innovative Technologies Center, 1996-98
Faculty Associate Liaison for the UT Computing Center and College of Arts and Sciences, 1989-96

- Transformed the Innovative Technologies Center into a centrally supported, client-centered unit providing educational technology vision, support, and resources for resident and distance education faculty.
- Promoted the use of new technologies to support online and collaborative teaching, digital video conferencing, wireless instructional strategies, and design and use of learning objects.
- Founded and directed the Educational Technology Collaborative, a systemwide faculty development initiative leveraging instructional technology expertise across all of University or Tennessee's seven campuses and institutes.
- Appointed by the Chancellor to serve as Interim Director of the University of Tennessee System and the Tennessee Board of Regents' Tennessee Virtual University at the Renaissance Center in Jackson, TN. Responsible for leading a team to establish the Tennessee Virtual University, an on-line university providing pathways to academic degrees and certificates offered by Tennessee's public higher education institutions. Served on the search committee for a permanent director.
- Led the campuswide evaluation, procurement, and implementation of a university-wide enterprise level course management system. Became one of the first Blackboard Certified Educational Training Centers in the nation.
- Designed marketing strategies and business plans to identify and pursue external sponsorship opportunities resulting in numerous grants, gifts, contracts and partnerships.
- Served as principal investigator for the 2000 Pew Grant Program in Course Redesign and the William and Flora Hewlett Innovative Teaching Fellowships Grant. Co-investigator on the university matched National Alumni Grant.
- Served as project director representing the University of Tennessee and the Tennessee Board of Regents public higher education systems' MERLOT (Multimedia Educational Resource for Learning and On-line Teaching) membership.
- Directed the research computing operations of the Data Visualization Laboratory (DVL). Convened the Advanced Virtual Reality Center Task Force charged with investigating and establishing a virtual reality and real-time 3D modeling educational, research and training center.
- Administered the UTK Homepage, a high-volume, high-traffic Website serving the UTK community and UT system.

Faculty Appointments
- **Adjunct Professor of Instructional Technology, Curriculum, and Evaluation**, 2001.
- **Professor of Art (tenured),** 1995-01
- **Associate Professor of Art (tenured),** 1987-95
- **Assistant Professor of Art,** 1984-87

- Named the University of Tennessee Ellen McClung Berry Professor of Art in 1993 and 1996.
- Served as Graphic Design Area Representative for ten years and represented the area in departmental governance, policy, advising, budget, facilities, and curriculum.

- Developed and taught undergraduate and graduate courses within the School of Art, College of Education, University Studies, and the University Honors Program.
- Served on M.F.A. (chaired 17 out of 24), M.A., M.S., and doctoral dissertation committees for candidates in Art, Communications, Education, and Computer Science.
- Developed an academic program to integrate new technology within the existing graphic design and studio arts curricula and implemented one of the nation's first Master of Fine Arts (M.F.A.) concentration in Computer-Enhanced Design.
- Established, funded, and designed the Department of Art's first Computer-Enhanced Design Laboratory. Solicited over $450,000 in funds and in-kind contributions, and hardware and software donations from the university, business, and industry.
- Appointed by the Chancellor to serve as a Faculty Associate- a resource, advocate and a liaison between the university's central computing services and the university community at large.
- Developed, coordinated and taught the international summer study program, "Graphic Design in Britain." Served as visiting lecturer and scholar/artist in residence at Universities throughout USA, Europe, Australia, and Asia. Established and coordinated an international, annual Visiting Designer Program.
- Managed a partnership with Bechtel Corporation to design and develop curricula and courses for their virtual corporate university.
- Published and presented on human/computer interactions, graphical user interface design, and educational technology.
- Served as principal designer on several international award-winning multimedia and Web-based projects.

DESIGN-ON-LINE
Design Consultant, Knoxville, TN**,** 1984-01
- Served as an independent design consultant to education, industry, business, and government on technology and graphic, interface and multimedia design. Directed the design and production of educational, informational and promotional projects including corporate identity systems, posters, brochures, packaging, information graphics, motion graphics, CD-ROMs, Websites, and kiosks.

MICHIGAN STATE UNIVERSITY, EAST LANSING, MI
Associate Professor of Art (tenured), 1984
Assistant Professor of Art, 1980-84
Graduate Teaching Assistant, 1974-76
- Developed and taught courses and conducted funded research on computer assisted creative problem solving for visually oriented students.
- Secured funding from Apple Computer to establish a computer lab for the Art Department and introduced technology into the graphic design curriculum.
- Initiated an overseas study program in graphic design.

LANSING COMMUNITY COLLEGE, LANSING, MI
Graphic Designer, Instructional Media Center, 1977-80
Instructor, Department of Commercial Art and Media/Radio/Television, 1976-80
- Worked with administrators and faculty to conceive, design, and produce audio/visual materials and resources for course instruction.
- Taught courses in graphic design, production and layout, illustration, and television graphics.

HONORS, AWARDS AND OTHER DISTINCTIONS

Invited to participate in The 100 Year EdTech Project: Design Summit, Arizona State University, Scottsdale, AZ, 2024.

Appointed to the Advisory Board of the Education Design Lab, Washington DC, 2018.

Awarded the 2017 EDUCAUSE Leadership Award.

Appointed Senior Fellow, Center for Digital Education, Folsom, CA, 2017.

Appointed to the Advisory Board of the Colorado State University Global Campus, Denver, CO, 2016.

Appointed Dean for the Breakthrough Models Academy, an inaugural program to advance the next generation of higher education change agents. Sponsored by EDUCAUSE, the League for Innovation, and the Melinda and Bill Gates Foundation, Cambridge, MA, 2013 and 2014.

Judged the 2012 Incograta Adobe Achievement Awards. Invited as one of 11 international judges to judge the international student/faculty competition, San Jose, CA.

Elected to the EDUCAUSE Board of Directors (2011-2114). Elected Secretary to the Board, 2012 and Vice Chair, 2013.

Appointed an EDUCAUSE Frye Leadership Institute Mentor, Emory University, Atlanta, GA, 2011.

Awarded the University of Southern California 2009-10 Mellon Award for Faculty Mentoring Faculty, 2010, University of Southern California, Los Angeles, CA.

Invited to participate in WISE (World Innovation Summit for Education), an inaugural global summit dedicated to monitoring the 21st Century's challenges on education, Doha, Qatar, 2009.

Invited to serve with a select group of visionaries in the annual Open EdTech Summit and the UOC UNESCO Chair in E-Learning Seminar, Universitat Oberta de Catalunya, Barcelona, Spain, 2008, 2009, and 2010.

Named a Committee on Institutional Cooperation (CIC) Academic Leadership Fellow, 2005.

Awarded the Columbus Technology Council's Top Contributors to the Advancement of Technology Award (TOP CAT): Outstanding Educator of the Year, Columbus, OH. 2004.

Selected as an EDUCAUSE Frye Leadership Institute Fellow, Emory University, Atlanta, GA. 2001.

Named an Apple Consultant to Education Program (ACE), 1990-94 and an Apple Distinguished Educator (ADE), Apple Computer, Inc., 2000-present.

Named the University of Tennessee Ellen McClung Berry Professor of Art, Associate Professor, 1993-96 and Professor, 1996-98.

Inducted into the Knoxville Advertising Federation Hall of Fame, 1998.

Awarded the University of Tennessee College of Arts and Sciences, Senior Faculty Award for Research and Creative Achievement, 1996-97.

Named a Computerworld Honors Program Laureate Medalist for "Collections + [Re]collections" an interactive Website chronicling father's World War II experiences, San Francisco, CA, April 2001.

Awards for "good daughter, bad mother, good mother, bad daughter: catharsis + continuum," an interactive multimedia art piece.

- *How Magazine's 1996 International Annual of Design,* Merit Award, 1996.
- *New Media Magazine*, Bronze Invison Award, 1996.
- *Step-by-Step Graphics Magazine '95,* winning entry multimedia personal category, 1995.

Awards for "Investigating Lake Iluka," an interactive multimedia, educational software application.

- Australian Interactive Multimedia Industry Association, Best Educational Software Award, 1994.
- Australian Society for Educational Technology, First Place: Computer Software Category and Premier Award: Most Innovative Product, 1994.
- ATOM (Australian Teachers of Media), Australian Multimedia Award, 1994.
- Selected by Apple Computer, Inc. to be included in the Macintosh LC 520 Secondary School Bundle, Australia and the High School Biology Bundle, USA, 1994.

Awarded the SIGGRAPH Conference Grant for Educators Awards 1988 and 1994.

Awarded the The National Computer Graphics Association Conference Grant for Educators Award, 1989.

Awarded the The Computer Graphics Art Professor Fellowship Award, 1985.

Awarded six Knoxville Advertising Federation Addy Awards, 1983-94.

Awarded the John Cotton Dana Library Public Relations Award, 1989

Awarded the International Association of Business Communication Award, 1988.

Awarded the Knoxville Art Director's Club Awards, 1986 and 1987.

REFEREED PUBLICATIONS

Ray, K., Metros, S.E. and Powell, A. (2018). "Designing Interaction in Online Courses," Chapter in C.N. Stevenson (Ed.), *Enhancing Education through Open Degree Programs and Prior Learning Assessment*, Hershey, PA: IGI Global, 184-202.

Sun, J. C-Y. and Metros, S.E. (2011). "The Digital Divide and Its Impact on Academic Performance," *Journal of US-China Education Review*, Libertyville, IL: David Publishing Company, 1 (2), 153-161.

Metros, S.E. and Woolsey, K. (Guest Eds.) (2008). "Digital Literacies in the Age of Sight and Sound," *Theory into Practice (TIP),* Mahwah, NJ: Lawrence Erlbaum Associates, Inc. April 25, 2008.

Metros, S.E. (2008). "The Educator's Role in Preparing Visually Literate Learners," *Theory into Practice (TIP),* Mahwah, NJ: Lawrence Erlbaum Associates, Inc. April 25, 2008.

Gray, C., Clark, W.A., and Metros, S. E. (2005). "The Online ETD Tutorial, Supporting Student's Transition to ETD," *Proceedings Electronic Theses and Dissertations 2005*. Sydney, Australia: Networked Digital Library of Theses and Dissertations (NDLTD), October 2005.

Hedberg, J. and Metros, S.E. (2005). "Engaging Learners through Intuitive Interfaces," Chapter in D. Hung and M.S. Khine, (Eds.), *Engaged Learning with Emerging Technologies,* Dordrecht, Netherlands: Springer Publishers, 107-125.

Metros, S.E. (2005). "Visualizing Knowledge in New Educational Environments: A Course on Learning Objects," *Open Learning: The Journal of Open and Distance Learning*, Carfax: Taylor and Francis Group, Abingdon, UK, 20 (1), 93-102.

Metros, S.E. and Hedberg, J. (2002). "More than Just a Pretty (Inter) Face: The Role of the Graphical User Interface in Engaging eLearners," In A. Hirumi (Ed.), *Quarterly Review of Distance Education,* 3 (2), 191-205.

Metros, S.E. (2001). "Visually Engaging Online Learners," *LlinE: Lifelong Learning in Europe*, 6 (2), 85-95.

Metros, S.E. (1999). "Making Connections: A Model for Online Interaction," *Leonardo: Journal of the International Society for the Arts Sciences and Technology,* 32 (4), 281-91.

Metros, S.E. (1994). "Investigating Lake Iluka: Graphic Design for the Interface," *Interactions: New Visions of Human-Computer Interaction*, 1 (3), 26-40.

Metros, S.E. (1992). "Interface Lift: Elective or Compulsory," *Educational Technology for the Clever Country: Selected Papers from ASET '92*, In Hedberg, J. and Steele, J. (Eds.), 110-50.

Metros, S.E. (1992). "Process + Product: An Equation for Computer Enhanced Creative Problem Solving," *Proceedings: National Computer Graphics Association,* 409-425.

Metros, S.E. (1988). "Is Design on Line or is it on the Line?" *Sharing Innovation: Apple European University Consortium Proceedings*. Electronic publication.

Metros, S.E. (1985). "Electronic Thinking Cap," *Leonardo: Journal of the International Society for the Arts Sciences and Technology*, 18, (2), 100-04.

Metros, S.E. (1985). "Problem Solving for Visually Oriented Students," *Proceedings: Computing Knows No Borders*, 179-82.

Metros, S.E. (1984). "Computer Applications for Graphic Design and Fine Art," *Proceedings: 4th Symposium on Small Computers in the Arts*, 37-41.

Metros, S.E. (1983). "Electronic Thinking Cap: Computer-Assisted Creative Problem Solving," *Proceedings: 3rd Symposium on Small Computers in the Arts*, 30-31.

INVITED PUBLICATIONS

Metros, S. E. & Morris, H. (August 22, 2018). "Integrated Planning/Advising for Student Success (iPASS): Lessons from the Field," Louisville, CO: EDUCAUSE. https://library.educause.edu/search#?q=iPass: Lessons from the Field.

Metros, S.E., Bruhn M., and Gjestvang, L. (October 23, 2017). "2017 EDUCAUSE Awards," *EDUCAUSE Review*, 52 (6), (November/December 2017), Louisville, CO: EDUCAUSE. https://er.educause.edu/articles/2017/10/2017-educause-awards.

Metros, S.E. (June 2017). "Foreword," in Adams Becker, S., Davis, A., Hall Giesinger, C., and Yuhnke, B. *Scaling Solutions Across Higher Education Toolkit.* Austin, Texas: The New Media Consortium, 1-3.

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.

Metros, S.E. (2010). "Faculty Voices: A Thousand Points of Know," *EDUCAUSE Review*, 44 (1), January/February 2010, Boulder, CO: EDUCAUSE.

Warger, T and Dobbin, G. (2009). "Learning Environments: Where Space, Technology, and Culture Converge," *EDUCAUSE whitepaper*, Boulder, CO: EDUCAUSE. Contributor.

Metros, S.E. (Summer/Fall 2009). "Anticipating Technology Innovation in Teaching and Learning," Futures in Urban Ed: USC Rossier School *of* Education Magazine, Los Angeles, CA: University of Southern California, 14-15.

ELI Advisory Board: Brown, M., Campbell, G., Cattier, A., Christoph, K., Fritz J., Jorn, L., Lynch, C., McCreadie, M., and S.E. Metros (Chair). (2009). "Opening up Learning: From Spaces to Environments," *EDUCAUSE Review,* 44 (3), May/June 2009, 62-63.

Getis, V., Gynn, C. and Metros, S.E. (2006). "Ohio State University: Digital Union," Chapter in D. Oblinger (Ed.), *Learning Spaces: An EDUCAUSE eBook*, Boulder, CO: EDUCAUSE.

Getis, V. and Metros, S.E. (2006). "Ohio State University's Research on Research: Undergraduate Student-Faculty ePartnerships," *Spotlight, Diverse Approaches and Venues for Undergraduate Research,* http://www.sunysb.edu/reinventioncenter, Stony Brook, NY: The Reinvention Center.

Metros, S.E. (2006). "The Foreword," In C. Golden (Ed), *Cultivating Careers: Professional Development for Campus IT*, Boulder, CO: EDUCAUSE, iv-v.

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.

Metros, S.E. and Woolsey, K. (2006). "Visual Literacy: An Institutional Imperative," *EDUCAUSE Review*, 41 (3), May/June 2006, 80-82.

Getis, V., Gynn, C., Metros, S.E. (2006). "New Partnerships: Engaging Undergraduates in Research Though Technology," *ECAR Research Bulletin*, Boulder, CO: EDUCAUSE, 2006 (1).

Metros, S.E. (2005). "Learning Objects: A Rose by Any Other Name," EDUCAUSE Review, Boulder, CO: EDUCAUSE, 40 (4), July/August 2005, 12-13.

Metros, S.E. (2005). "A Heart to Heart on Leadership," *College and Research Library News*, Chicago, IL: Association of College and Research Libraries, 60 (6), June 2005, 447-450.

Metros, S.E. and Bennett, K. (2004). "Learning Objects in Higher Education: The Sequel," *ECAR Research Bulletin*, 2004 (11).

Gandel, P., Katz, R. and Metros, S.E. (2004). "The Weariness of the Flesh: Reflections on the Life and Mind in an Era of Abundance," *EDUCAUSE Review*, 39 (2), 40-51. Translated into Brazilian Portuguese for *Online Journal ExtraLibris*, www.extralibris.info, Brazil, May 3, 2005.

Metros, S.E., (2004). "Learning Objects," In A. Distefano, K.E. Rudestam and R. Silverman (Eds.), *Encyclopedia of Distributed Learning,* Thousand Oaks, CA: Sage Publications Inc., 293-97.

OCLC e-Learning Task Force. (2004). "Libraries and the Enhancement of e-Learning," *OCLC Whitepaper.*

Metros, S.E. and Bennett, K. (2002). "Learning Objects in Higher Education," *ECAR Research Bulletin*, 2002 (19).

Task Force on Quality in Distance Learning (Metros, S.E., Chair) (2002). "Quality Learning in Ohio and at a Distance Report," Columbus, OH: Ohio Learning Network, December 2002.

Metros, S.E. (2000). "eTestimony for Teacher Training and Support," Bipartisan Congressional Web-based Education Commission.

Metros, S.E. (1997). Chapter in G. Olsen, *Getting Started in Multimedia,* Cincinnati, OH: North Light Books, 1997, 86-89. (Profiled as one of sixteen international designers working in multimedia)

Metros, S.E. (1997). "A Plea to the 'Funding Fathers, A Collaborative Model in Support of Design," In Krippendorff, K. (Ed.), *Design in the Age of Information: A Report to the NSF*, 145-47.

REFEREED PRESENTATIONS

Crossley, K., Freeman, G., Metros, S.E., and Neil, T. (2021, October). "Virtual Coaching for Systematic Leadership Development." UPCEA 2021 Regions Week Conference, virtual.

Metros, S.E. and Pelletier, K. (2019, February). "Integrated Planning/Advising for Student Success (iPASS): Lessons from the Field." Presentation at the annual meeting of EDUCAUSE Learning Initiative (ELI), Anaheim, CA.

Metros, S.E. and Hart, D. (2016, February). "Designing Learning Spaces that Disrupt the Status Quo." Presentation at the annual meeting of EDUCAUSE Learning Initiative (ELI), San Antonio, TX.

Burruss, L., Campolieto-Marhanka, B., Copp, C., Metros, S.E., and Vale, K. (2015, October). "Women Disruptors in Academic Technology and IT." Panelist at the annual conference of EDUCAUSE, Indianapolis, IN.

Metros, S.E. and Hart, D. (2015, July). "Design Disrupted! Educating for a Future yet to be Defined." Presentation for the Society for College and University Planners (SCUP) 50th Annual International Conference. Chicago, IL.

Hui, S., Metros, S.E., and McNeill, G. (2014, March). "Next Generation Inspired Innovators: How K12 can set the stage for Higher Education, and what Higher Education is doing to nurture tomorrow's inventors!" Presentation/workshop for the Society for College and University Planners (SCUP) 2015 Pacific Regional Conference. Hollywood, CA.

Metros, S.E. (2013, September). "Sightseeing: Multimedia Literacies for the Digital Age." Presentation at the Association of Pacific Rim Universities (APRU) Forum, University of Auckland, New Zealand.

Metros, S.E. (2013, September). "Higher Education in the Connected Age." Presentation at the Association of Pacific Rim Universities (APRU) Forum, University of Auckland, New Zealand.

Metros, S.E. (2012, October). "Contracting Outside the Box: Innovation in Online Learning." Presentation at the Association of Pacific Rim Universities (APRU) Forum, University of Malaya, Kuala Lumpur, Malaysia

Metros, S.E. (2012, May). "A Mobile Learning Strategic Initiative." Presentation at the Apple University Forum, Apple Computer, Inc., Cupertino, CA.

Metros, S.E. Getman, J., and Winn, J. (2011, October). "Going the Distance: Outsourcing Online Learning." Presentation at the annual conference of EDUCAUSE, Philadelphia, PA.

Goodyear, M., Keyek-Franssen, D., Martin, M., and Metros, S.E. (2010, October). "The Recruitment, Retention, and Advancement of Women in Higher Education IT." Panelist at the annual conference of EDUCAUSE, Anaheim, CA.

Metros, S.E. and Willis, H. (2010, January). "Reimagining the Book: Multimedia Authoring with Sophie." Presentation at the annual meeting of EDUCAUSE Learning Initiative (ELI), Austin, TX.

Metros, S.E., Graves, D., Deighan-Eaton, C., Jacobsohn, D. (2009, October). "Mentoring as a Journey, not a Destination." Presentation at the annual conference of EDUCAUSE, Denver, CO.

Metros, S.E. (2008, December). "Learning Under and in Spite of Duress," Presentation at the Coalition for Networked Information (CNI) Fall Task Force Meeting, Washington D.C.

Dagefoerde, D.M., Metros, S.E., Staley, D.J. (2007, January). "Learning with Images: Aligning IT Decisions with Visual Literacy Practices." Presentation at the annual meeting of EDUCAUSE Learning Initiative (ELI), Atlanta, GA.

Gray, C., Clark, W. A., Metros, S. E. (2006, June). "The Online ETD Tutorial, Supporting Student's Transition to ETD." Presentation at the annual conference of the New Media Consortium, Cleveland, OH.

Metros, S.E. (2005, November). "Visual Literacy in the Age of Information Abundance." Visiting lecturer at Trinity University, San Antonio, TX.

Howles, L., Metros, S. E., Moore, A., Thompson, M. (2005, August). "Understanding the Dynamics and Meeting the Needs: New Models of Faculty Support for Online Learning," Presentation at the 21st Annual Conference on Distance Teaching and Learning, Madison, WS.

McNaught, C. and Metros, S.E. (2005, June). "Getting Published in the Area of Educational Technology," Presentation at the annual conference of Ed Media, Montreal, CA.

Metros, S.E., Gynn, C., Babcock, L., Ford L. (2005, January). "Research on Research: Student/Faculty Team-Developed e-Portfolios." Panelist at the annual conference of the National Learning Infrastructure Initiative (NLII), New Orleans, LA.

Metros, S.E. and Acker, S.A. (2003, November). "Strategies for Sharing Learning Content and University Knowledge across Departments and Campus Boundaries." Presentation at the annual conference of EDUCAUSE, Anaheim, CA.

Metros, S.E., McGee, P. and Lowe, R. (2003, October). "Issues for Understanding Learning Objects in a Pedagogical Context." Panelist at the National Learning Infrastructure Initiative (NLII) Focus Session on Learning Objects, Columbus, OH.

Metros, S.E. and Branin, J. (2003, March). "Building the Ohio State University Knowledge Bank-- One Asset at a Time!" Presentation at the annual conference of EDUCAUSE Midwest, Chicago, IL.

Metros, S.E. and McBride, M. (2003, March). "Implementing Quality Guidelines in Distributed Learning." Presentation at the annual conference of OLN Windows on the Future, Columbus, OH.

Metros, S.E. (2001, April). "Reign Dance: Searching for IT Leaders in Unusual Places." Presentation at the MERLOT International Conference, Tampa, FL.

Metros, S.E. and Little, J.K. (2001, January). "Aggregation without too much Aggravation: Centralizing Educational Technology." Presentation at the annual conference of the National Learning Infrastructure Initiative (NLII), New Orleans, LA.

Metros, S.E. and Cooper, G. (2000, January). "Launching the Tennessee Virtual University: The Countdown Preceding Liftoff." Presentation at the annual conference of the National Learning Infrastructure Initiative (NLII), New Orleans, LA.

Metros, S.E. (1999, January). "An Interdisciplinary Approach to Enhancing Teaching and Learning: Hewlett Innovative Teaching Fellowships at The University of Tennessee." Presentation at the annual conference of the National Learning Infrastructure Initiative (NLII), New Orleans, LA.

Metros, S, E., Little, J., Nelson, G. and Sikorski, B. (1998). "Building a Prototype for Online Learning: A Bechtel/UT Collaborative." Presentation at the 7th Annual Statewide Continuing Education Meeting, Knoxville, TN.

Metros, S.E. and Little, J.K. (1998, April). "Supporting Innovative Technologies: A Proactive Model." Presentation at the 8th Annual Tennessee Higher Education EDP Symposium, Fall Creek Falls, TN.

Metros, S.E. (1995). "good daughter, bad mother, good mother, bad daughter: catharsis + continuum." In O'Connell, K (Ed.), *Visual Proceedings: The Art and Interdisciplinary Programs of SIGGRAPH 95*, 55 and in O'Connell, K. and Wolfe, R. (Eds.), *SIGGRAPH 95 Art Gallery Slide Set: Computer Graphics,* 29 (4).

Metros, S.E. (1995). "Mother and Daughters: Cold Medium/Warm Response?" Artist/Designer Sketches for the annual conference of SIGGRAPH, Los Angeles, CA.

Metros, S.E. (1991). "Computers in Art and Design Education Network." Panelist at the annual conferences of the National Computer Graphics Association, Anaheim, CA and Chicago. IL.

Metros, S.E. (1990). "The Computer Revolution in Graphic Design." Presentation at Infinite Illusions: The World of Electronically Created Imagery: The Smithsonian Resident Associate Program Symposium, Smithsonian Institute, Washington D.C.

Metros, S.E. (1990). "Process + Product: An Equation for Computer Enhanced Creative Problem Solving." Presentations at the annual conferences of the National Computer Graphics Association, Anaheim, CA and the University and College Designers Association, Nashville, TN.

Metros, S.E. (1989). "The Pedagogical Integration of Computer Graphics in Graphic Design Curricula." Panelist at the annual conference of the Graphic Design Education Association, Raleigh, NC.

Metros, S.E. (1988). "DTP-The Third Wave: Design-Online." Presentation at Apple Computer's European Universities Consortium, Heidelberg, Germany.

Metros, S.E. (1987). "Graphic Design is a Combination of Head, Heart, Hand and Macintosh," Presentation at the Seybold Desktop Publishing Seminars, Santa Clara, CA.

Metros, S.E. (1987). "Computer Applications of the Third Kind," Presentation at the Computers and the Graphic Designer Symposium, Syracuse University, NY.

Metros, S.E. (1985). "A Computer-Enhanced Design Process," and "Graphic Design in a Liberal Arts Setting," Panelist at the annual conference of the Southeastern College Art Association, New Orleans, LA.

Metros, S.E. (1985). "Problem Solving for Visually Oriented Students." Presentation at the annual conference of the International Conference on Computing Knows No Borders, Toronto, Canada.

Metros, S.E. (1984). "Computer Applications for Graphic Design and Fine Art." Presentation at the 4th Symposium on Small Computers in the Arts, Philadelphia, PA.

Metros, S.E. (1983). "Electronic Thinking Cap: Computer-Assisted Creative Problem Solving." Presentation at the 3rd Symposium on Small Computers in the Arts, Philadelphia, PA.

Metros, S.E. (1983). "Computer Assisted Creative Problem Solving for Visually Oriented Students." Presentation at the conference of the Michigan Association of Computer Users in Learning, Flint, MI.

INVITED PRESENTATIONS

Metros, S.E. (2017, November). "Leadership Segues: From Wet Behind my Ears to Wise Beyond my Years." Featured speaker at the EDUCAUSE Annual Conference, Philadelphia, PA; Guest speaker at USC Women in Management, Los Angeles, CA (December 2017); Keynote speaker at TechKnowFile Conference, University of Toronto (May 2018); Keynote speaker at Consortium of Liberal Arts Colleges (CLAC) Conference, University of the South, Sewanee, TN (June 2018), Guest webinar speaker at NERCOMP (October 2018).

Metros, S.E. (2017, October). "Interactive Technologies for Online Learning." Presenter at the Digital Education Leadership Conversation (DELC XVII), Center for Digital Education, Austin, TX.

Metros, S.E. (2017, May). "University Strategy in a Digital World: Leading, Lagging, Emerging, Diversifying." Panelist for the Boston Higher Education Innovation Council. Cambridge, MA.

Metros, S.E. (2017, February). "University Strategy in a Digital World: Leading, Lagging, Emerging, Diversifying." Panelist for the California Higher Education Innovation Council. Santa Clara, CA.

Metros, S.E. (2016, December). Keynote speaker at Scaling Solutions to Higher Ed's Biggest Challenges Workshop. The New Media Consortium and the Melissa and Bill Gates Foundation, Orlando, FL.

Metros, S.E. (2016, November). "Sight Unseen: Learning in the New Visual Realm." Keynote speaker at Development in Literacy Annual Meeting, Long Beach, CA.

Metros, S.E. (2015, November). "The Degree is in the Disruption: Re-envisioning Teaching and Learning for a Transdisciplinary Future." Keynote speaker at the International Visual Literacy Association Annual Conference, San Francisco, CA.

Metros, S.E. (2015, January). "Learning Space Design: Maker Spaces." Moderator and speaker for Ignite Session: Announcing the 2015 ELI Content Anchors. EDUCAUSE Learning Initiative (ELI) Annual Meeting, Anaheim, CA.

Metros, S.E. (2014, December). "Teaching and Learning in the Post MOOC Era." Keynote address. "Cultivating IT Leaders in the Age of Innovation." CIO invitation only session for the AXIES Annual Conference. Tohoku University, Sendai, Miyagi, Japan.

Metros, S.E. (2014, March). "Going the Distance: Outsourcing Online Learning." Presenter and panelist for the WASC Senior College and University Commission's Changing Ecology Learn/Work Symposium. Oakland, CA.

Metros, S.E. (2014, February). "Innovation and the Iovine and Young Academy." Speaker for the PAC-12 CIO Meeting, Los Angeles, CA.

Metros, S.E. Baird, D., Hilton, J., and Schroeder, T. (2014, February). "Into the Great Wide Open: Leading and Managing IT in the Age of BYOD and Clouds." Moderator for general session panel for the EDUCAUSE Learning Initiative Conference, New Orleans, LA.

Metros, S.E. (2014, February). "Thinking Outside the Outside." Keynote address for the EDUCAUSE Connect Conference, Portland, OR.

Metros, S.E. (2013, July). "Design Thinking." EDUCAUSE Breakthrough Models Academy, Cambridge, MA.

Metros, S.E. and Sipher, J. (2013, April). "Higher Education in the Ultra-Connected Age." Webinar presentation for EDUCAUSE Live!

Metros, S.E. (2013, March). "Learning to Look: New Literacies for the Digital Age." Keynote speaker for the Information Fluency Conference: Critically Examining Information Fluency Education, University of Central Florida, Orlando, FL.

Metros, S.E. (2012, November). "Sight Lines: New Literacies for Learning in the Digital Age." Keynote speaker for 11th Annual City University of New York (CUNY) IT Conference, New York City, NY.

Metros, S.E. (2012, November). "Cultivating IT Leaders in the Age of Why Not." Keynote speaker for the Directors of Educational Technology/California Higher Education (DET/CHE), Los Angeles, CA.

Bailey, K. and Metros, S.E. (2012, November). "The Ins and Outs of Online Learning." Featured session speaker at the annual conference of EDUCAUSE, Denver, CO.

Metros, S.E. (2012, September). "Learning to Look: New Literacies for the Digital Age." Keynote speaker for the College of Arts and Letters Lecture Series, Michigan State University, East Lansing, MI.

Metros, S.E. (2012, September). "The New IT Leader." Moderated discussion speaker for the College of Arts and Letters Lecture Series, Michigan State University, East Lansing, MI.

Hilton, J., McQueston, P., Metros, S.E., Waggener, S. (2012, June). "The Geek Chorus." Session responder at the annual ECAR Summer Symposium, Boulder, CO.

Metros, S.E. (2012, January). "Six Minutes with Susan Metros: Leadership Lives within You." Invited speaker at the 10th Anniversary NMC Horizon Report Convocation and Retreat, Austin, TX. https://www.youtube.com/watch?v=62F0lBQwFDQ

Metros, S.E. (2011, November). "Cultivating Leaders in the Age of Why Bother." Keynote speaker at the Association for Computing Machinery's (ACM) Special Interest Group on University and College Computing Services (SIGUCCS) Conference, San Diego, CA.

Metros, S.E. (2011, May). "Sight Unseen: Teaching and Learning in the Visual Realm." Keynote speaker at the University of Alabama System Scholars Institute Conference, Tuscaloosa, AL

Baer, L., Haag, R., Haskell, D., Lakeman, M., Metros, S.E., and Murray, M. (2011, March). "Pecha Kucha 20x20: The Third Place." Plenary panel speaker at Society for College and University Planners (SCUP) 2011 Pacific Regional Conference, Seattle, WA.

Metros, S.E. (2011, March). "Going the Distance." Keynote panel moderator and speaker for the NG Education North America Summit, Pasadena, CA.

Butler, D., Fleming, S., Metros, S.E., Staples, W., and Stiles, R. (2011, February). "Accreditation: What's IT Got to Do with It?" Plenary panel speaker at EDUCAUSE West/Southwest Regional Conference, Austin, TX.

Metros, S.E. (2010, November). "New IT Strategies for a Digital Society." Keynote speaker at the Campus Technology 2010 Virtual Conference.

Metros, S.E. (2010, July). "New IT Strategies for a Digital Society." Keynote speaker at the Executive Summit, Campus Technology 2010, Boston, MA.

Metros, S.E. (2010, July). "Semantics: Communicating with Visuals." Instructor for Critical Literacies Online Course sponsored by the National Research Council Canada's Personal Learning Environment Project, (Principal investigators and co-facilitators: Stephen Downes and Rita Kop).

Metros, S.E. (2010, March). "Preparing a Visually Literate Citizenry." Keynote speaker at the Campus 2015 Conclave on Rich Media and Learning, Trinidad.

Metros, S.E. (2009, October). "See Change: Education's Role in Preparing a Visually Literate Citizenry." Keynote speaker at the International Visual Literacy Association Annual Conference, Chicago, IL.

Metros, S.E. (2009, August). "Teaching and Learning in the Age of Online," Keynote speaker at the Otis College of Art and Design Faculty Convocation, Los Angeles, CA.

Berger, C., Campbell, G., Greenlaw, and S.E., Metros. (2009, May). "21st Century Digital Literacy," EDUCAUSE Learning Initiative (ELI) Podcast.

Metros, S.E. (2009, February). "Managing and Leading Technological Innovation for Institutional Change." Education Leadership Summit. Panel presenter and moderator. Apple Computer, Inc., Scottsdale, AZ.

Metros, S.E. and Marino, M. (2009, January). "Widgets: The Slicing and Dicing (and Splicing) of Sharable Learning Content." Webinar presentation for EDUCAUSE Live!

Johnson, L., Metros, S. E., Campbell, G., Brown, M., Smith, R. (2009, January). "2009 Horizon Report." EDUCAUSE Learning Initiative (ELI) Annual Meeting, Orlando, FL.

Metros, S.E. (2009, January). "Developing 21st-century Literacies Among Students and Faculty." Learning circle facilitator for the EDUCAUSE Learning Initiative (ELI) Annual Meeting, Orlando, FL.

Metros, S.E. (2008, November). "Visual Literacy in the Age of the Big Picture." UNESCO Chair in E-learning Fifth International Seminar. Invited speaker, Universitat Oberta de Catalunya, Barcelona, Spain.

Jorn, L., Kinley, E., Koralesky, B., and Metros, S.E. (2008, October). "EDUCAUSE Learning Initiative Challenges Project." Featured panel, moderated by Julie Little, at the annual conference of EDUCAUSE, Orlando, FL.

Metros, S.E. (2008, September). "Picture Perfect Generation: Visually Stimulated or Visually Literate?" EDUCAUSE Learning Initiative (ELI) Webinar presentation.

Metros, S.E. et al (2008, May). "Making Sense of the Explosion of Web 2.0 Tools and their Relevance and Consequence in Higher Education." Panel at the Collaboration Technologies Summit 2008 at Case Western Reserve, Cleveland, OH and simulcast on Second Life.

Metros, S.E. (2008, March). "Challenging IT Leaders to Mashup, Twitter, Tag, and Poke: New IT Strategies for a Digital Society." Keynote speaker at EDUCAUSE Midwest Regional Conference, Chicago, IL.

Metros, S.E. and van Gelder, B. (2008, February). "Student Communication 2017: Meeting the IT and Networking Needs of Tomorrow's Students." Invited panel at Net@edu, EDUCAUSE, Tempe, AZ.

Metros, S.E., Mitrano, T., Windham, C. (2007, October). "Cultivating an Agile Workplace: When Eight to Five meets Net Gen Worker." Featured panel and moderator at the annual conference of EDUCAUSE, Seattle, WA.

Cabot, L., Kainz, C., Metros, S.E., Renaud, R. (2007, May). "IT Leadership Development for the Future." Panel moderated by Joanne Kossuth, at the EDUCAUSE Enterprise Technology Conference, Chicago, IL.

Metros, S.E. (2007, January). "Meeting Digital Learners' Expanding Literacy Needs." Learning circle facilitator for the EDUCAUSE Learning Initiative (ELI) Annual Meeting, Atlanta, GA.

Goodyear, M.L., Metros, S.E., Spencer, G.L. (2006, October). "Career Development for IT Professionals." Featured panel, moderated by Cynthia Golden, at the annual conference of EDUCAUSE, Denver, CO.

Metros, S.E. et al (2006, June). "The IT Challenge: What Do We Think We Know About Students and IT?" Session facilitator and panel moderator at the ECAR Summer Symposium, San Diego, CA.

Metros, S.E. (2006, April). "Seeing 'Read:' Visual Fluency in the Age of the Big Picture." Keynote presentation at the 11th Annual Instructional Technology Conference, Middle Tennessee State University, Murfreesboro, TN.

Metros, S.E. et al (2006, March). "The Future of eLearning." Panelist for *Ready2Net*, moderated by Casey Green, at the Blackboard Users Conference, San Diego, CA.

Metros, S.E., Bottum, J., McCredie, J. (2005, July). "Strategies for Supporting Research in the Academic Enterprise," Panelist and moderator at the ECAR Summer Symposium, New Castle, NH.

Metros, S.E., Berger, C., Poole, M., and Szabo, V. (2005, January). "Persuasive Pervasive: Real Learning or Hype?" Featured presentation at the annual conference of the National Learning Infrastructure Initiative (NLII), New Orleans, LA.

McNaught, C., Metros, S.E., Hedberg, J. and Boyle, T. (2004, June). "What Keeps the Media out of Ed Media?" Panelist at the annual conference of Ed Media, Lugano, Switzerland.

Metros, S.E. and Metz, T. (2002, 2004 and 2005, June). "Reflections on Leadership." Visiting faculty at the annual Frye Leadership Institute, Atlanta, GA.

Metros, S.E. (2004, March). "Can You Lead from the Heart without Taking it to Heart?" Keynote presentation at the annual conference of the Computer Services Management Symposium of ACM-SIGUCCS, Santa Fe, NM.

Metros, S.E., Johnson, L. and Stevens, P. (2004, January). "Bending and Blending Cultures: Three Perspectives on the World of Learning Objects." Featured presentation at the annual conference of the National Learning Infrastructure Initiative (NLII), San Diego, CA.

Metros, S.E. (2003, November). "Upgrading the "e" in eLearning from Electronic to Engaged," Plenary keynote presentation for the annual conference of the ALN Sloan-C Conference on Asynchronous Learning Networks, Orlando, FL.

Metros, S.E. and Rhimes, I. (2003, November). "The New University: Technology is Still About the People!" Keynote presentation at the Newark Tech Days, Ohio State University at Newark, OH.

Metros, S.E. (2003, July). "Engaging or Enraging? Sharing Learning Objects." Webinar presentation for EDUCAUSE Live!

Metros, S.E. and Wagner, E. (2003, July). "No Boundaries: The Promise of the Digital Campus." Webinar presentation for Macromedia's Technology Transformations in Higher Education: The Conversation Series.

Hanson, P., Morgan, G. and Metros, S.E. (2003, July). "Course Management Systems: A Way of Teaching or in the Way of Teaching?" Panelist at the ECAR Summer Seminar, Park City, UT.

Metros, S.E., Chitwood, K., Sigler, K. and Dempsey, L. (2003, January). "Landscape or Portrait: An Ontology for Learning Objects." Featured presentation at the annual conference of the National Learning Infrastructure Initiative (NLII), New Orleans, LA.

Metros, S.E. (2002, October). "Going the Distance with Engaged e-Learning." Presentation at the annual conference of National Outreach Scholarship, Columbus, OH.

Metros, S.E. (2002, April). "Shifting the 'e' in e-Learning from Electronic to Engaged." Presentation at the annual conference of ITEC-Ohio, ADEC, Internet2, Columbus, OH.

Metros, S.E., Bennett, K.A., Diaz, V. and McArthor, D. (2002, January). "The Promises and Pitfalls of Learning Objects." Featured and companion presentations at the annual conference of the National Learning Infrastructure Initiative (NLII), San Diego, CA.

Metros, S.E. (2001, August). "Reign Dance: Searching for IT Leaders in Unusual Places." Keynote presentation at the 4th Annual CATS (Community of Academic Technology Staff) Conference, California State University, Long Beach, CA.

Metros, S.E., Beull, T., Hanley, G. and Shea, P. (2001, January). "MERLOT: Cooperative Strategies for Success." Featured presentation at the annual conference of the National Learning Infrastructure Initiative (NLII), New Orleans, LA.

Metros, S.E. (2000, November). "Musings of an Engaged Technology User." Keynote presentation at the Blackboard Users Summit, Washington D.C.

Metros, S.E. (1999, June). "Look, but Touch: A New Aesthetic for the Information Age." Keynote presentation at the annual conference of Enable, Espoo-Vantaa Institute of Technology, Helsinki University of Technology, and The University of Arts and Design, Espoo, Finland.

Metros, S.E. (1997). "Virtual Van Gogh." Presentation at the Summer Alumni College, The University of Tennessee, Knoxville, TN.

Metros, S.E. (1995). "Networks for Teaching and Learning." Panelist at the annual conference of ASCILITE Learning with Technology, Melbourne, Australia.

Metros, S.E. (1995). "Interactive Journeys: Where Art Embodies Multimedia." Keynote presentation at the conference of Apple's Innovative Technology Schools, Wollongong, Australia and presentations at IMAGO Multimedia Centre, Perth, Australia and The National University Continuing Education Association (NUCEA), Knoxville.

Metros, S.E. (1995). "The Unmaking and Remaking of Lake Iluka," Visiting lecture at Edith Cowan University, Perth, Australia.

Metros, S.E. (1994). "Visually Communicating with the Learner: Making it Easy or Making it Difficult?" Keynote presentation at the annual conference Tactics and Trend: Instructional Technology- All our Learning Futures, Scottish Council for Educational Technology, Glasgow, Scotland.

Metros, S.E. (1992). "Interface Lift: Elective or Compulsory." Keynote presentations at the annual conference of Australian Society for Educational Technology, Adelaide, Australia and The Interactive Multimedia Symposium, University of Wollongong, Australia.

Metros, S.E. (1992). "Graphic Design for the Interface." Presentation at the 4th Annual Apple Computer Technology Conference, Wollongong, Australia.

Metros, S.E. (1992). "Macintosh Art and Design Solutions." Keynote presentation at Design Week, The Designers Institute of New Zealand, Auckland.

Metros, S.E. (1990). "Computers and Creativity in the Advertising Industry." Visiting lecture at Erva-Latvala Oy Advertising Agency, Helsinki, Finland.

Metros, S.E. (1989). "Publication Design and the New Tech Environment." Presentation at Lifelong Education and University Publications, Michigan State University, East Lansing, MI.

Metros, S.E. (1981). "If You Rock the Boat, Make Sure You Can Swim." Presentation at the 11th Annual Women's Day Conference, Michigan State University, East Lansing, MI.

Metros, S.E. (1984). "Coloring Outside the Lines: Overcoming the Blocks to Creativity." Presentation at the 10th Annual Women's Day Conference, Michigan State University, East Lansing, MI.

REFEREED SEMINARS, WORKSHOPS AND TUTORIALS

"Scaling Solutions Across Higher Education Toolkit." Workshop leader at NMC event held at the EDUCAUSE Annual Conference, Philadelphia, PA. November 2017.

"Solving Higher Education's Biggest Challenges." Keynote address and workshop challenge leader at NMC event held at the Online Learning Consortium (OLC) Accelerate Conference, Orlando, FL. November 2016.

"Leading from Within." Workshop presented at the EDUCAUSE Staff Development Retreat, Louisville, CO.

June 2012.

"Engaged Learners within Immersive Worlds," Workshop presented at the annual conference of Western Association of Schools and Colleges (WASC), San Diego, CA. April 2008. With Holly Willis and Alan Levine.

"From Cradle to CIO: Growing IT Leaders," Seminar presented at the annual conference of EDUCAUSE, Denver, CO. October 2006. With Catherine Gynn and Victoria Getis.

"Mentoring Up and Down: Techniques for the Middle Manager," Seminar presented at EDUCAUSE Western Regional, San Francisco, CA. April 2006. With Marilu Goodyear.

"Communicating Visually: New Fluencies for the Academic Community," Seminar presented at the annual conference of EDUCAUSE, Learning Initiative, San Diego, CA. January 2006. With Joanne Dehoney.

"Aligning IT Planning with New Literacies for New Learners," Seminar presented at the annual conference of EDUCAUSE, Orlando, FL. October 2005. With Kathleen Bennett.

"Engaging Learners through Intuitive Interface Design," Tutorial presented at the annual conference of Ed Media, Montreal, June 2005. With John Hedberg.

"Corralling Educational Content: From Learning Objects to Knowledge Networks." Tutorial presented at the annual conference of Ed Media, Lugano, Switzerland, June 2004 and EDUCAUSE, Denver, CO, October 2004. With Kathleen Bennett.

"The Faces and Facets of Knowledge Management." Seminar presented at the annual conference of EDUCAUSE, Anaheim, CA. October 2003. With Kathleen Bennett.

"The Promise and Pitfalls of Learning Objects: Status of Digital Resource Collections." Tutorial presented at the annual conference of EDUCAUSE, Indianapolis, IN, 2001 and Atlanta, GA, October 2002. With Kathleen Bennett.

"Creating Intuitive Interfaces." Tutorial presented at the annual conference of Ed Media, Seattle, WA, June 1999; Montreal, Canada, June 2000; Denver, CO, June 2002; Honolulu, HA, June 2003 and Lugano, Switzerland, June 2004. With John Hedberg.

"Interface Design for Multimedia." Tutorial presented at the Centre for the Advancement of University Teaching, University of Hong Kong and Hong Kong Polytechnic, October 1998.

"Mapping and Modeling Educational Interfaces." Tutorial presented at the annual conference of Ed Media, Freiberg, Germany, June 1998.

"Visualizing Interfaces for Multimedia and the Web." Tutorial presented at the annual conferences of ACM Multimedia, Seattle, WA, 1997; Ed Media, Calgary, Canada, 1997; SIGCHI, Atlanta, GA, 1997; Ed Media, Boston, MA, 1996; Ed Media, Vancouver, Canada, 1994; With John Hedberg and at University of Notre Dame, South Bend, IN, 1996.

"Cognition and Visual Interface Design." Workshop presented at the annual conference of Ed Media, Graz, Austria, June 1995. With John Hedberg.

"Supporting Quality in University Teaching Using Instructional Technology." Workshop presented at Charles Sturt University, Bathurst, Australia, 1995. With Barry Harper.

"Designing for the Web." Workshop presented at the annual conference of ASCILITE Learning with Technology Conference." Melbourne, Australia, 1995. With Keith Gatford.

"Interfaces for Interactive Learning Software." Tutorial presented at the annual conference of OZCHI, Wollongong, Australia, 1995. With Barry Harper and John Hedberg.

"A New Visible Language: Interactive Multimedia." Workshop presented at The University of Wollongong, 1994.

"Investigating Lake Iluka: A Case Study," Seminar presented at the Science and Biomedical Laboratory, The University of Melbourne, Australia, 1994.

DESIGN WORK AND JURIED EXHIBITIONS

Lazzari, M. and Schlesier, D. (2014). *Drawing: A Sketch and Textbook,* (Oxford University Press: Oxford. UK). p. 212. Tea cup drawings- pen on paper scraps, various sizes, 2011–2012.

Habel, D.M. (2002). *Urban Development of Rome in the Age of Alexander VII,* (Cambridge University Press: Cambridge, MA). Book illustration and map design.

Metros, S.E. (1998). "Collections + (Re)collections," The University of Tennessee and the Ohio State University. Artist and designer.

- Selected for inclusion on The Ohio State University Department of History's eHistory Website, 2005.
- Witness and Legacy Exhibition, Knoxville Museum of Art, 1998.

- "Yahoo! Pick of the Week," April 30, 2001.
- Selected for inclusion in Computerworld Honors "A Search for New Heroes" permanent collection of the Smithsonian American History Online Archives, 2001.
- Case study presented by Compterworld to the Library at the United States Holocaust Memorial Museum, Washington D.C. 2001.

Metros, S.E. (1994). "*good daughter, bad mother, good mother, bad daughter: catharsis + continuum*." Artist, programmer, and designer. Exhibited at:

- SIGGRAPH Traveling Art Show, international venues, 1995-1997.
- IMPRINTA 97 Conference, Düsseldorf, Germany, 1997.
- The Art Pavilion- the art of intelligence, The ACM 50th Anniversary Conference, San Jose, CA, 1997.
- Art Gallery, Marist College, Poughkeepsie, NY, 1997.
- Brisbane Film Festival, Brisbane, Australia, 1996.
- Electra 96, Henie-Onstad Art Center, Oslo, Norway, 1996.
- 9 Stuttgarter Film Winter Festival, Stuttgart, Germany, 1996.
- MuuMedia Festival, organized by AV-Arkki, Helsinki and Otso Gallery, Espoo, Helsinki and Espoo, Finland, 1995.
- The European Media Art Festival, organized by Expermentalfilm Workshop e.V. in collaboration with NCC Cultur Concept GmbH of Köln, Osnabrück, Germany, 1995.
- Video Art Festival et forum international des nouvelles images, organized by AVArt- Assosiazione per la Videoarte, Locarno, Switzerland, 1995.
- Art Gallery for SIGGRAPH 95, Los Angeles Convention Center, Los Angeles, CA, 1995.
- University of Tennessee Faculty Art Show, Ewing Gallery, Knoxville, 1994.
- Limited edition CD-ROM is in institutional and private collections in USA, Canada, Hong Kong, and Australia.

Harper, B. and Hedberg, J. (1993). "Investigating Lake Iluka: Tertiary." (1996) and "Investigating Lake Iluka," University of Wollongong, Belconnen, Australia: Interactive Multimedia Pty. Ltd. CD principal GUI designer and illustrator.

"Junior News Producer." CASCOM, Nashville, TN. CD prototype developer and designer.

"Meet Me at the Mall." (1995). The University of Wollongong, Australia. CD prototype developer and designer.

"Western Victorian Lakes: The Lake as Climate Gauge." (1994). The University of Melbourne, Australia. CD prototype developer and designer.

"This is Science!" (1994). The University of Melbourne, Australia. Kiosk designer

Hedberg, J and Metros, S.E. (1994). "Study Guide Builder," University of Wollongong, Belconnen, Australia: Interactive Multimedia Pty. Ltd. Software GUI designer.

Franks, D. and Howley, E. (1990). *Fitness Facts: The Healthy Living Handbook*, (Human Kinetics Publishers: Evanston, IL) Book illustrator.

Client list of additional design work available upon request.

GRANTS AND GIFTS

- Mellon Foundation, Sophie 2, USC project liaison, USC School of Cinematic Arts, 2008-2009, $1,250,000.
- FIPSE, California State University, "The MERLOT Faculty ELIXR Project: Faculty Development Centers and Online Repositories Collaborating to Share Exemplary Teaching Practices," sub-recipient/collaborator, 2007-09, $15,000.
- NIH STTR Phase I Grant, "Developing Psychotherapy Training Materials for Pediatric Bipolar D/O," principal investigator, 2006-07, $20,104.
- Adobe Systems, Inc., "Electronic Thesis and Dissertation Tutorial," principal investigator, 2005-06, $37,925.
- Pew Grant Program in Course Redesign, "Intermediate Spanish Transition," principal investigator, 2000-01, $200,000.
- William and Flora Hewlett Foundation, "Innovation in Undergraduate Teaching," principal investigator, 1997-99, $175,000.

- The University of Tennessee Division of Information Infrastructure, Art Department Computer Lab, 1996, $15,000.
- Cinetel Productions and Alias Research, software, 1995, $6,950.
- The University of Tennessee Computing Center, Art Department Computer Lab, 1994, $134,000.
- The University of Tennessee Computing Center and Department of Art, Art Department Computer Lab, 1993, $31,000.
- The University of Tennessee Computing Center, Department of Art network upgrade, 1993, $23,000.
- Pixar Academic Graphic Arts Network, software, 1993, $15,000.
- Warner Brothers Studio, hardware, 1993, $37,000.00.
- The University of Tennessee Computing Center, Liberal Arts, and Department of Art, Art Department Computer Lab, 1992, $40,000,
- Digital A.V. Corp., research support and hardware, 1989, $30,000.
- Commodore Business Machines, hardware, 1989, $5,000.
- Comtech Professional Systems, Inc. hardware, 1988, $10,000.
- Pansophic Corp., software and support, 1988, $3,100.
- Apple Computer, Inc., hardware, 1988, $1,825; 1987, $6,500; and 1986, $30,000.
- Comtech Professional Systems, Inc., software, 1986, $5,000,
- Digital A.V. Corp. research support and hardware, 1985, $24,000.
- Numerous additional vendor sponsored grants, hardware and software donations, and industry and alumni student scholarships

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SELECTED CITATIONS, INTERVIEWS AND REVIEWS

Wong, Wiley. Leading Edge: Former USC Deputy CIO Susan Metros Shapes Today's University Leaders. *EdTech Magazine*. pp22-23. https://edtechmagazine.com/higher/article/2018/02/leading-edge-former-usc-deputy-cio-susan-metros-shapes-todays-university-leaders. February 9, 2018. (Interviewed and profiled in article)

Rodriguez, Monica. Pomona Unified Moves to put an Electronic Device in the Hands of Every Student. The Daily Bulletin. http://www.dailybulletin.com/2017/09/20/pomona-unified-moves-to-put-an-electronic-device-in-the-hands-of-every-student. September 20, 2017. (Quoted in article)

Angrum, Kay. It's the Emoji Era. Here's Why They've Become Like a Second Language. Circa News. http://circa.com/scitech/techtrends/its-the-emoji-era-heres-why-theyve-become-like-a-second-language. September 29, 2016. (Featured in video report)

Raths, David. Designing Learning Spaces for Innovation. *Campus Technology*. http://campustechnology.com/articles/2016/06/08/designing-learning-spaces-for-innovation.aspx. June 16, 2016. (Featured in article)

Delaney, Melissa. Students at Work: Makerspaces. *EdTech Magazine*. pp 24-26. http://www.edtechmagazine.com/higher/article/2015/02/making-makerspaces-work-campus. Winter 2015. (Profiled in cover story).

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Blumenstyk, Goldie. "Next Generation' Grant Program Reveals Hands-On, Corporate Approach." *The Chronicle of Higher Education*. July 14, 2013. (Quoted in article)

Smith, Tom. "Next Generation Learning Spaces Take off on Campus." *EdTech: Focus on Higher Education.* http://www.edtechmagazine.com/higher/article/2013/06/next-generation-learning-spaces-take-campus. June 24, 2013. (Quoted in article)

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Lotti, Michael. "Distance Learning's Moment." *Delta Sky Magazine.* October 2011, pp. 123-136. (Quoted in article)

Young, Jeffrey R. "Across More Classes, Videos Make the Grade." *The Chronicle of Higher Education.* http://chronicle.com/article/Across-More-Classes-Videos/127422. May 8, 2011. (Quoted in article)

Grush, Mary. "Metros on IT Strategies to Support a Mobile, Global, and Digital Citizenry." *Campus Technology.* http://campustechnology.com/articles/2010/11/10/metros-on-it-strategies-to-support-a-mobile-global-and-digital-citizenry.aspx. November 10, 2010. (Interviewed)

Wagner, Tony. *The Global Achievement Gap.* (Basic Books: New York, NY). 2010. pp. 183 and 189. (Cited in book)

Arends, Dick and Kilcher, Ann. *Teaching for Student Learning: Becoming an Accomplished Teacher.* (Routledge: New York, NY). 2010. p. 207. (Cited in book)

Kowitt, Beth. "Blackboard Software Rules the Schools: As Educational Software Goes Mainstream, One Company Becomes the Microsoft of its Space." *Fortune Magazine.* October 2009. (Quoted in article)

Ploetz, Patricia M. "The Lived Experiences of Specific Faculty Members Developing Learning Objects as Members of a Content Development Team." University of Wisconsin, Madison. 2008. (Cited in dissertation)

Glenn, Marie. *What Does it Mean to be Educated in the 21st Century? Open EdTech 2008: A Universitat Oberta de Catalunya Initiative.* (Barcelona, Spain: Universitat Oberta de Catalunya, 2009). pp. 33-34. (Interviewed and profiled)

"All Thumbs: Embracing Mobility to Strengthen the Campus Community." *The Center for Digital Education.*" 2007. (Quoted in report)

Lorenzo, George. *SurfingThroughNoise: Riding the Online Knowledge Wave.* Lorenzo Associates, Inc. 2007. (Quoted in book)

Northrup, Pamela (Ed). *Learning Objects for Instruction: Design and Evaluation.* (Hershey, PA: Information Science Publishers, 2007). (Profiled in book)

Vinall-Cox, Joan. "Reading is Visual." *Weblog.* May 13, 2006. (Article reviewed on weblog)

Thacker, Paul. "Are College Students Techno Idiots?" *Inside Higher Education.* Nov. 15, 2006. (Quoted in article)

Olson, Florence. "It's Official: Buckeyes Back Big Blue." *The Chronicle of Higher Education.* November 21, 2003. (Quoted in article)

Carlson, Scott. "New Allies in the Fight Against Research by Googling." *The Chronicle of Higher Education.* March 21, 2003. (Quoted in article)

"Digital Media Brings Instruction to Life." *The University of Tennessee Arts Calendar.* Spring 2001. (Profiled)

Leach, Sandra and Greenberg, Neil. "Creativity Across the Curriculum: A Collaborative Course at the University of Tennessee." *Creativity's Global Correspondents.* Stein, M. (ed). (New York, NY: Winslow Press. 2000). pp. 175-180. (Profiled)

"Online Learning in Higher Education." *Washington Journal.* C-SPAN TV. (with Sen. Jeff Bingaman). Washington DC. March 20, 2000. (Interviewed on television)

Rickard, Wendy. "Launching the Tennessee Virtual University." *NLII Newsletter.* pp.8-9. (Washington, DC: EDUCAUSE. January 2000). (Profiled in article)

Charp, Sylvia (Ed). "Editorial: Distance Education." *T.H.E. Journal.* Vol. 27, No. 2. pp. 6-8. (Tustin, CA: T.H.E. Journal L.L.C. September 1999). (Quoted in article)

Stanford, Linda. "MSU Alumni in the Visual Arts." *MSU Alumni Magazine*. Vol. 17, No. 1. pp. 16-21. (E. Lansing, MI: Michigan State University. Fall 1999). (Profiled in article)

Bradley, Mike. "Wired: Teaching and Learning Get a Lift." *Torchbearer Magazine*. Summer 1998. The University of Tennessee, Knoxville TN. (Profiled in article)

"good daughter, bad mother, good mother, bad daughter: catharsis + continuum."

 SIGGRAPH 95 Art Gallery Slide Set. Edited by O'Connell, K. and Wolfe, R. Ref. Computer Graphics. Vol. 29, No. 4. (The Association for Computing Machinery, Inc., NY, 1995). (Design work included in slide set)

 "ACM SIGGRAPH 95 Traveling Art Show." *Pixel Magazine*. April/May 1997. (Design work featured on the CD-ROM accompanying the magazine)

 "Welcome to HyperStand." *NewMedia Magazine's Web Site*. (HyperMedia Communications, Inc. San Mateo, CA. October 13- 23, 1995). (Featured CD-ROM of the week)

 Smeeth, Tom. "Multimedia for the Soul." *NAPRA ReVIEW*. Vol. 6, No. 6. p. 100. (Eastsound, WA: Holiday. 1995). (Design work reviewed)

"Online Computing Radio." Community Broadcasting Association of Australia. Curtin University, Perth, Australia, November 14, 1995. (Radio interview)

Harper, Barry and Hedberg, John. *Apple Education Series: High School Biology Science Software Manual*. (Apple Computer, Inc: Cupertino, CA. 1994). (Design work featured).

Symonds, Maggie. "The Medium and the Message of Passion." *Times Education Supplement for Scotland* (*London Times*. February 12, 1994). (Newspaper review of keynote presentation for Tactics and Trend '94 Conference, Glasgow)

Mark. Markkinoinnin Ammattilehti. pp. 76-77. (Helsinki, Finland. July 1990). (Profiled in article)

PROFESSIONAL SERVICE

- Education Design Lab Advisory Board, 2018-present.
- Senior Strategic Advisor, Magnum Opus (MO) Studio, 2016-present.
- School of Health Services Administration Advisory Board, University of Phoenix, 2018-2021.
- Colorado State University Global Campus Advisory Board, 2016-2020.
- DocumentAmerica Advisory Board, 2016-2020.
- Center for Digital Education Senior Fellow, 2017-2018.
- Bill & Melinda Gates Digital Learning ROI Advisory Board, 2016-2017.
- New Media Consortium Membership Advisory Board, 2016.
- Bill & Melinda Gates Foundation Postsecondary Success Advisory Board, 2014.
- Elected to Board of Directors, EDUCAUSE, 2011-14. Elected to Secretary of Board in 2012-13 and Vice Chair 2013-14 and 2014-15.
- Adobe Education Customer Advisory Board, 2012-16.
- Apple University Executive Forum, 2008-2016.
- Google Campus Advisory Board (eduCAB), 2008-16.
- Crisis, Tragedy, and Recovery Network Advisory Board, NSF Grant based at Virginia Tech, 2009-16.
- Bill and Melinda Gates Foundation, Next Generation Learning Challenges (NGLC) Review Panel Chair, 2012.
- GDS Publishing, Next Generation (NG) Education Advisory Board, 2011.
- WASC Changing Ecology of Learning Taskforce, 2011.
- WASC Visiting Review Team for UCLA Reaccreditation: Fall 2008 Capacity and Preparatory Review and Spring 2010 Educational Effectiveness Review.
- *EDUCAUSE Review*, New Horizons Column, Invited Editor, Boulder, CO: EDUCAUSE, 2010.
- *Theory into Practice (TIP),* Special Issue: Digital Literacies in the Age of Sight and Sound, 47 (2), Mahwah, NJ: Lawrence Erlbaum Associates, Inc. 2008. Invited Guest Editors (with K. Woolsey).

- Research University CIO Council (RUCC), 2007.

- Ohio Learning Network Governing Board, 2007.

- EDUCAUSE Learning Initiative (ELI) Advisory Board, 2003-10 (Chair 2007-10)

- New Media Consortium's *Horizon Project* Advisory Board, 2007, 2008, 2009 (Chair).

- EDUCAUSE Management Institute Faculty Member, 2006-09.

- Board of Directors, New Media Consortium (NMC), 2005-08 (Elected Secretary 2007-08).

- University of Central Florida Information Fluency National Advisory Committee, 2005-07.

- University of Texas UTOPIA National Advisory Group, 2005.

- Desire2Learn Large Institutions/Systems Advisory Board, 2005-07 (Chair 2005-06).

- Association for the Advancement of Computing in Education (AACE) Ed Media Steering Committee, 2005-07.

- EDUCAUSE Professional Development Committee, (Chair 2004-05), 2001-05.

- Apple Digital Campus, Steering Committee, 2003-06.

- OCLC Task Force on eLearning, 2003.

- National Learning Infrastructure Initiative (NLII) Focus Session on Learning Objects Planning Committee, 2003.

- American Association of Higher Education (AAHE) 2004 Conference Planning Committee, 2003-04.

- Chair, National Learning Infrastructure Initiative (NLII) International Learning Objects Workgroup, 2002-03.

- EDUCAUSE Seminars on Academic Computing (SAC) 2003 Program Committee, 2002-03.

- Review Board for *Educational Media International Journal* (Routledge Press), 2001-06.

- Southern Regional Education Board (SREB) Subcommittee on Faculty Issues, 2000-02.

- University of Tennessee LAAP Grant Quality Assurance Committee, 2000-03.

- Principal Investigator, MERLOT, State of Tennessee Institutions of Higher Education, 2000-01.

- Blackboard Learning Advisory Board, 2000.

- Manuscript reviewer, *Leonardo: Journal of the International Society for the Arts Sciences and Technology,* MIT Press, 1986, 1987, 1989, and 2000.

- Elected Board of Directors, National Computer Graphics Association, 1991-95.

- Elected Board of Directors, University of Tennessee Association of Women Faculty, 1995-98.

- Consultative Committee for Interactive Multimedia Programmes, Edith Cowan University, Perth, Australia, 1995-99.

PROFESSIONAL AFFILIATIONS

International Coaching Federation (IFC), 2016-present; EDUCAUSE, 1996-present; Center for Digital Education, 2017-2018; New Media Consortium (NMC), 2005-2017; Association of Pacific Rim Universities (APRU), 2010-2014; Society for College and University Planners (SCUP), 2008-2012; Coalition for Networked Information (CNI), 1999-01and 2008-09; Association for the Advancement of Computing in Education (AACE) 2005-07; The Association of Faculty and Professional Women (Ohio State University), 2001-04, 2006-07; WITNET: Women's Information Technology Network (Ohio State University), 2001-07; AAUP, 1999-01; Association for Computer Machinery (ACM): Special Interest Group Computer/Human Interactions, 1994-99; Knoxville Advertising Federation, 1985-98; Association for the Development of Electronic Publishing Technique (ADEPT), 1993-95; National Computer Graphics Association (NCGA), 1985-95; American Institute of Graphic Arts (AIGA), 1992; Graphic Design Education Association, 1991-92; Knoxville Art Directors Club (founding member), 1985-88; Association of Computer Art and Design, 1985-86