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## EDUCATION

ADA Coordinator Professional Associate Candidate
National Association of ADA Coordinators

Certification, Project Management Program, 2007
Charter Oak College

Master of Arts, Special Education, 2001
Chapman University

Bachelor of Arts, Communications, 1991
Biola University

## EXPERIENCE

**Assistant Director for Strategic Planning, Initiatives and Operations,** *Center for Students with Disabilities (CSD), Division of Student Affairs, University of Connecticut,* **Storrs, CT 2014-present**

**Project Manager,** *Center for Students with Disabilities (CSD), Division of Student Affairs, University of Connecticut,* **Storrs, CT 2012-2014**
Provide leadership to plan, implement and monitor the performance and efficiency of the Center's operations to administer services for students. Oversee the Center's budget for appropriate resource allocations. Monitor the profitability and growth potential for CSD's enhanced services programs. Review programs to ensure the Center's activities align with UConn's initiatives through data analysis, research and strategic planning.

- Provides vision, defined objectives, and operational plans for programs and core mission services based on data analysis and research of exemplar institutions, including the development of a 10-year strategic plan to address the impact of the Next Generation Connecticut initiative; works with the team to evaluate programs and operational effectiveness; implements programmatic and/or operational changes to increase efficiency and profitability, as well as improve services.
- Recommends resource allocation to plan for population growth and impact upon services and programs; monitors budgets; directs workflow; monitors the processing of documents and maintenance of records; prepares necessary reports and presentations to faculty, staff, and collaborators; monitors the adherence of policies to rules and regulations, along with the efficiencies of procedures; adjust policies and procedures as needed; anticipates and identifies problems, and provides recommendations for improvement.
- Updates project management software to ensure uniform communication and established expectations for systematic program implementation and Center operations;

- Engages in public relations and promotional activities for the Center to insure consistency of message regarding programs and services; implements recruiting and promotional strategies; serves as a liaison between the Center and other UConn offices, external organizations and stakeholders.
- Coordinates the Center's research and assessment initiatives; establishes appropriate timelines for research and assessment activities; maintains compliance with IRB protocols, including the regular assessment of the various populations served by CSD to ensure programming addresses needs.

**Program Manager***, Center for Postsecondary Education and Disability (CPED), Neag School of Education, University of Connecticut***, Storrs, CT 2009-2012**
Managed the Universal Design for Instruction (UDI) Online ($1.3 million) project from planning to implementation and execution for on-time completion of milestones and delivery of project outcomes. The project team applied the construct of UDI to the digital learning environment by examining technologies that faculty could use in the planning of course material, delivery of course content, and assessment of student learning to address the various learning styles of students.

- Collaborated with project investigators, evaluators, and consultants on data analysis, technology selection, web site development, and faculty outreach and training; developed and documented governing procedures for team communication, document management, data collection, change management, and escalation processes.
- Identified faculty needs, programmatic goals and requirements to develop training materials, including guides and video demonstrations for online delivery to diverse groups.
- Prepared and delivered targeted presentations on project outcomes at national conferences, seminars, and webinars; prepared and presented activity summaries to grant supporters and grantee; co-wrote published journal articles summarizing project development and outcomes.
- Served as primary point of contact for faculty; responsible for collaboration with and ongoing support of faculty at UConn and 4 partner institutions throughout the northeast.
- Coordinated the 24th Annual Postsecondary Disability Training Institute, including marketing, registration, selection and management of presenters, coordination of accommodations, and negotiation of requests with hotel.

**Project Manager/Principal,** *McKeown & Co.,* **Old Saybrook, CT 2004-2009**
Led multiple cross-functional teams in designing and implementing technical solutions for education and healthcare institutions on schedule and within budget.

- Assisted institutions in developing business plans to ensure technology and other business activities align with strategic goals; assisted customers in developing business processes that aligned with strategic goals to administer implemented technology, including change management, on-going end-user training, asset tracking, document management, and help desk protocol.
- Developed project plans following analysis of institutional requirements and expectations; managed the scope, budget, timelines, and deliverables of projects, including the development of training guides and presentations for end-users; tracked projects' milestones and presented status reports to stakeholders.

- Assigned project resources, including vendors, subcontractors and remote staff, technical engineers and trainers, teams' size ranged from 5-30 individuals; established and implemented effective communication plans, document management and workflow with project teams.
- Closed out projects by conducting lessons-learned reviews and presenting reports to executive team, as well as project acceptance documents to institutions.
- Projects ranged in size from $20k to $5M.

**Account Manager,** *CDWG,* **Norwalk, CT 2002-2004**
Consulted to public sector agencies, designing and selling technological solutions to address client needs.
- Collaborated with technical specialists to develop and provide solutions to education and government clients.
- Administered multi-million dollar, long term contracts to ensure accurate pricing schedules and governance procedures; negotiated pricing and delivery of products with vendors to meet clients' expectations.
- Negotiated pricing and delivery of products with manufactures to meet clients' expectations.
- Researched and assisted in the preparation of grants and contracts to generate sources of funding for technology-related projects.
- Attained monthly sales quota ranging from $50k - $120k.

**Program Manager,** *California Department of Social Services,* **Sacramento, CA 1999-2001**
Administered, monitored, and evaluated specialized projects for statewide training programs.
- Collaborated with the California Community Colleges Chancellor's Office to write guidelines for statewide adult training programs; provided professional development, technical assistance, and guidance to 63 college directors on training programs based upon research findings and data analysis; developed and delivered comprehensive communications plan for all stakeholders (e.g., college directors, Chancellor's Office directors, State analysts).
- Facilitated group discovery sessions to determine program strengths, weaknesses, and needs; developed survey instruments to gather client information/feedback, measuring outcomes of programs; recommended strategic resources to enhance training projects based on information gathered and trend analysis, resulting in doubling of program's funding.
- Negotiated contracts with government agencies, educational institutions and corporations to implement projects and create growth opportunities for programs, such as e-learning development.
- Responded to legislative inquiries to meet state and federal requirements.
- Projects ranged in size from $100K to $10M.

**Special Education Teacher,** *Orange High School, Orange Unified School District*, **Orange, CA 1998-1999; Instructional Aide/Substitute Teacher**, *Tustin & Santa Ana Unified School Districts,* **Santa Ana, CA 1997-1998**
Designed and presented multi-sensory curriculum, monitored student progress, and coordinated tutoring programs for students with special needs at the secondary level.

- Nominated national first year teacher of the year; conducted academic and vocational assessments, identified weaknesses and developed curriculum to address learning needs of multi-cultural student base.
- Collaborated with faculty and administration on Title I Committee, expanding computer labs to address increased student enrollment, as well as networking entire campus; researched and wrote grant proposals securing funding for classroom/school technology purchases.

**Project Manager, *Connelly Machine Works, Inc*., Santa Ana, CA 1996**
Developed quality control documentation and implemented ISO 9000 guidelines throughout manufacturing and engineering company.
- Conducted feasibility study to determine advantage of ISO 9000 guidelines; planned timelines and scope of project to obtain certification; established communication plan for internal staff, vendors, and customers.
- Implemented project plan to standardize quality assurance procedures across aerospace and commercial departments; drafted procedural documentation.
- Developed initial and follow up procedural training for end-users; trained and supported staff to adhere to new operational requirements.
- Secured ISO 9002 certification for corporation.

## PUBLICATIONS

Madaus, J. W., K. McKeown, N. Gelbar, and M. Banerjee. (2013). Teaching Online and Blended Courses: Perspectives of Faculty. *Journal of Applied Instructional Design,* 3 (1) 53-62*.*

McKeown, K., M. Banerjee, J.W. Madaus, and N. Gelbar. (2012*).* Developing an e-toolbox to facilitate universal design for instruction into online and blended learning. *EDUCAUSE Review.* Accessed June 6, 2012 at http://www.educause.edu/ero/article/developing-e-toolbox-facilitate-universal-design-instruction-online-and-blended-learning

Madaus, J. W., K. McKeown, N. Gelbar, and M. Banerjee. (2012 Fall). The Online and Blended Learning Experience: Differences for Students With and Without Learning Disabilities and Attention Deficit/Hyperactivity Disorder. *International Journal of Research in Learning Disabilities,* 1 (1), 21-36.

Madaus, J.W., M. Banerjee, K. McKeown, and N. Gelbar. (2011). Online and blended learning: The advantages and the challenges for students with learning disabilities and attention deficit/hyperactivity disorder. *Learning Disabilities: A Multidisciplinary Journal,* 17, (2), 69.

## SCHOLARLY CONTRIBUTIONS AND ACTIVITIES

Drafted STEM Gen[3R] proposal, a 10-year strategic plan for the expansion of the CSD to address the student population growth and unique needs of STEM students due to UConn's Next Generation Connecticut initiative. *Center for Students with Disabilities*, University of Connecticut, Storrs, CT.

Staff member, (2009 - 2012). *Center on Postsecondary Education and Disability*, University of Connecticut, Storrs, CT.

Development of the UDI web site, www.udi.uconn.edu, including the UDI e-Toolbox and additional resources for use by faculty and instructional designers nationally. *Center on Postsecondary Education and Disability & Center for Students with Disabilities*, University of Connecticut, Storrs, CT.

## SELECTED PRESENTATIONS

Korbel, D. & McKeown, K. (2016, September) *ADA Accommodations*. Council of Dean's, Storrs, CT.

Korbel, D. & McKeown, K. (2016, February). *Center for Students with Disabilities*. UConn Board of Trustees, Student Life Committee, Storrs, CT.

Santiago, J. & McKeown, K. (2014, May). *Navigating College Accommodations and Services: Planning, Preparing, and Empowerment.* SERC, Storrs, CT.

McKeown, K., Guala, B., Healy, C., & Stuyniski, E. (2014, March). *How Do Students with Disabilities Navigate Online and Blended Courses*? Institute for Teaching and Learning Brown Bag Lunch Series, Storrs, CT.

Madaus, J.W., McKeown, K., Banerjee, M., & Gelbar, N. (2011, November). *Applying Universal Design for Instruction to Online and Blended Courses*. Institute for Teaching and Learning, Brown Bag Lunch Series, Storrs, CT.

Madaus, J.W., Banerjee, M., McKeown, K., & Gelbar, N. (2011, October). *Applying Universal Design for Instruction to Online and Blended Courses*. UDI Online Project National Webinar.

McKeown, K., McGuire, J.M., Banerjee, M., Madaus, J.W., & Gelbar, N. (2011, June). *Applying Universal Design for Instruction to Online and Blended Courses*. 23rd Annual Postsecondary Disability Training Institute, Portland, ME.

McKeown, K., Banerjee, M., & Madaus, J.W. (2011, March). *Applying Universal Design for Instruction to Online and Blended Courses*. NERCOMP 2011 Conference, Providence, RI.

Banerjee, M., Madaus, J.W., & McKeown, K. (2011, February). *Applying Universal Design for Instruction to Online and Blended Courses*. PASSHE (Pennsylvania State System of Higher Education) Virtual Conference, Webinar.

McKeown, K., Madaus, J.W., & Banerjee, M. (2011, January). *Applying Universal Design for Instruction to Online and Blended Courses*. 9th Annual Hawaii International Conference on Education, Honolulu, HI.

McKeown, K., Banerjee, M., & Madaus, J.W. (2010, November). *Applying Universal Design for Instruction to Online and Blended Courses*. 16th Annual Sloan-C International Conference on Online Learning, Orlando, FL.

Madaus, J.W., Banerjee, M., & McKeown, K. (2010, October). *Online and Technology Blended Learning: The Opportunities & Challenges.* 15th International DCDT Conference, Mystic, CT.

Banerjee, M., Madaus, J.W., & McKeown, K. (2010, July). *Applying Universal Design for Instruction to Online and Blended Courses.* 2010 AHEAD Conference, Denver, CO.

McKeown, K., Madaus, J.W., & Banerjee, M. (2010, June). *Applying Universal Design for Instruction to Online and Blended Courses.* 22nd Annual Postsecondary Disability Training Institute, Saratoga Springs, NY.

Banerjee, M., McKeown, K. & Madaus, J.W. (2010, February). *Applying Universal Design for Instruction to Online and Blended Courses.* 3C Project National-Louis University Virtual Conference, Webinar.

Madaus, J.W., Banerjee, M., & McKeown, K. (2009, September). *Applying Universal Design for Instruction to Online and Blended Courses.* E-Learning 2.0 The Next Generation of Online Education Conference, Storrs, CT.

## PROFESSIONAL CERTIFICATIONS

NAADAC Professional Associate Candidate
Project Management Professional (PMP) Certification, 2009
ISO 9000 Certification, 1996

## PROFESSIONAL ASSOCIATIONS AND ACTIVITIES

National Association of ADA Coordinators
Project Management Institute (PMI)
Connecticut AHEAD