

ANDREA (ANDI) DAMEWOOD, PhD

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Educational Achievements

Doctor of Philosophy, Adult Learning, University of Tennessee, Knoxville

Master of Science, Communications, University of Tennessee, Knoxville

Bachelor of Science, Biology, Furman University

Experience Summary

Over 13 years of direct experience managing and leading customer service focused IT support teams in a higher education environment; over 24 years of experience as a member of those teams, ITIL 4 certified.

Eight years' experience overseeing, supporting, and managing equipment and people working with sensitive data, including security requirements for end users' computers, secure storage, security plans, and risk management

Experience mentoring personnel as a supervisor and as a peer both internal to the university and externally (through the EDUCAUSE Community Groups Peer Mentoring Program)

Wide ranging experience assisting others with technology needs – consulting, research, adaptation, planning, implementation, hardware and software support, and life-cycle planning.

Work Experience

Freelance Instructional Designer/E-Learning Developer (11/2021 – present)

Based on a client's goals and source materials, I design instructional materials from beginning (ex. Storyboard) to end product (ex. Storyline modules). I use my knowledge of Adult Learning Theories and my practical skills with Articulate Storyline, Corel Paintshop Pro and VideoStudio, as well as Audacity to achieve a client's goals for online learning.

Project Manager/Consultant (8/2021 – 1/2022)

Orgwide Custom Learning Solutions

As Project Manager of the Orgwide website re-design, I acted as the subject matter expert on good website design, and WordPress, as well as helped the client determine needed content/features and set timelines and deadlines for benchmarks. I also set technical standards for the new website and designed page templates for the site.

Director of Technology (2/2013 to 4/2021)

College of Nursing at the University of Tennessee

In the role of Director of Technology for the College of Nursing, I was responsible for the support of all technology used in teaching, research, and service at the College. I chaired the Strategic Planning committee for Technology and served on the Dean's Leadership Team and the Nursing Building Committee.

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Duties:

- Manage the technology support department at the College including personnel, setting policies and procedures for processes and issues, equipment inventory/purchasing, budgeting, general technology support for faculty and staff in teaching and research
- Research, test, implement and ultimately create and deliver training for faculty, staff and students on online testing software (Examssoft)
- Create training materials and job aids for common Nursing-specific technical issues as well as quick-start guides for the technology-enhanced classrooms
- Provide technical expertise and support for research and grant-related projects
- Re-design, re-organize and maintain the College of Nursing's website according to University standards and templates (SharePoint and WordPress)
- Report to the University administration concerning College technology use, needs, budget, impact, and successes; represent the College on committees and in professional meetings
- Communicate with employees about University-wide and College initiatives, requirements, and opportunities and implement those requirements which affect our operations
- Lead the Technology Strategic Planning initiative at the College of Nursing
- Conduct needs assessments, surveys, etc. to determine current and future technology needs of the College

IT Administrator II (3/2009 to 2/2013)

Law Enforcement Innovation Center (LEIC) at the University of Tennessee, Institute for Public Service (IPS)

My role at LEIC was as the lead technology expert and consultant for our national, state, and local programs. This included research, support, and implementation technology for virtual reality training, on-site and remote support for computer-based program deliveries, and day to day support of the needs of the staff and contractor of LEIC.

Duties:

- Consultant for technology, logistics and budget projections on projects, including the National Rural Law Enforcement Training Initiative, the Investigator Virtual Reality online course, and the National Forensics Academy
- Serve as LEIC's advocate and representative to the IT Strategic Planning Committee, Learning Management System User Group Committee, Employee Relations Committee, and the Local Area Network Managers' group
- Conduct needs assessments, technology research, testing, support for staff and students, tracking of funding and inventory, purchasing
- Train staff and administration on new technologies including a new LMS implemented during my tenure
- Manage the technology budget for LEIC and research/propose new technologies

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- Coordinate and support the Fundamentals of Cybercrime program delivery nationwide; update and condense the curriculum for that program
- Manage and maintain LEIC's website

IT Specialist II (8/2006 to 3/2009)

Office of Information Technology (OIT) at the University of Tennessee, Innovative Technology Center (ITC)

My role at OIT was both as part of a team (ITC) and as the manager for the LiveOnline@UT helpdesk supporting synchronous online classes. In this role I was able to grow my leadership skills as well as my technical expertise.

Duties:

- Act as a synchronous technology online education consultant for the colleges on the University campus
- Serve as LiveOnline@UT helpdesk manager, which included personnel management, scheduling, developing support materials for internal and external use, setting policies and procedures for support, reporting metrics to upper management, and general customer service
- Develop and deliver training courses as technical trainer (staff, faculty (SMEs), and students)
- Conduct and report technology surveys for use at the University
- Research emerging technologies and software for instructional use
- Promote and grow the use of synchronous online technologies for teaching and research
- Act as liaison to Saba (vendor)
- Work as part of the instructional technology team to develop and support the instructional technology needs of the University including the learning management system (Blackboard) and technology enhanced classrooms

IT Specialist I (6/2001-8/2006)

University Outreach and Distance Education at the University of Tennessee

I was able to transition into a leadership role within the IT support team (hired as FTE from a student position), and help several academic departments develop, implement, and grow their online distance education programs

Duties:

- Consult with faculty and staff in the development of programs for online education, synchronous, asynchronous, and dual delivery
- Lead a team in supporting the needs of online students and faculty using our online web conferencing software (Centra)

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- Develop training for and train other staff members, faculty, and students on the use of the Centra software and the Blackboard LMS
- Set schedules of other staff members and myself for support coverage
- Act as software administrator for the Centra server
- Convert traditional teaching materials to content suitable for online distribution

Publications

Damewood, A., Davis, S. K., & Beebe, L.H. (2022) Integrated Education Reduces Negative Attitudes Toward Persons with Substance Use Disorders: A Pilot Study, *Issues in Mental Health Nursing*, 43:6, 528-531, DOI: 10.1080/01612840.2021.1993387

Damewood, A. M. (2016). *What They Say: Student Voices in Nursing Simulation*. (Doctoral dissertation). Retrieved from http://trace.tennessee.edu/utk_graddiss/3906/.

Damewood, A. M. (2016). Current Trends in Higher Education Technology: Simulation. *TechTrends*, 60(3), 268-271.

Gray, E.C., **Damewood, A.M.**, & Smeltzer, R.C. (2013). Changing Lives: How Leaders of Philanthropic Organizations Understand Their Mission. *Adult Education Research Conference 2013*.

Damewood, A. (2011). Product Review: Immunity to Change: How to Overcome it and Unlock Potential in Yourself and Your Organization. *Adult Learning*, 22(1), 33-33.

Other Professional Honors and Activities

ITIL 4 Foundations certification, 2020

EDUCAUSE Community Groups Peer Mentoring Program, 2019-2020

EDUCAUSE Leadership Program graduate, 2019

Peer-reviewer for EDUCAUSE annual conference presentation proposals, 2019

Peer- reviewer for *Tech Trends* journal, 2017-present