

**PROFESSIONAL EXPERIENCE:**

**2016 - present**

**Associate Dean of Libraries and Chief Academic Technology Officer, University of Oregon Libraries**

*Portfolio:*

- Digital Scholarship Center
- Educational Technology Support and Leadership
- Learning Management Systems administration and support
- Learning Space Design & Engineering Services
- Classroom AV Technology Services (Media Services)
- Video Production, Broadcast, and Streaming Video Services

Provide leadership, support, supervision, and expertise in the planning, programming, budgeting, human resource development, goal implementation, and assessment for the Libraries' academic technology and digital scholarship programs and services. Lead campus academic technology strategy, setting direction, advocating for, and supporting pedagogically-sound, effective, and sustainable academic technologies, and explore new applications of technology to support teaching, learning, and research. Direct administrative responsibility and oversight of academic and digital scholarship functions (working in collaboration with other librarians, library staff, and technologists), through managerial leadership of the Center for Media and Educational Technologies (CMET) and the Digital Scholarship Center (DSC).

*Major Projects*

- UO Transform IT Initiative (2016-present)

*Select University of Oregon Service & Honors:*

- Elected Representative, UO Senate Faculty Advisory Committee (2013-2015, 2015-2017)  
*Elected members of this Senate committee provide confidential counsel to the President, Provost and senior leadership on strategic initiatives and current issues.*
- Co-Chair, UO Libraries Technology Group
- Member, UO IT Governance (2016-present)
- Member, UO Transform IT Implementation Team (2016-present)
- Member, UO Transform IT Advisory Group (2016-present)
- Member, IT Directors Committee (2016-present)
- Member, UO Committee on Academic Infrastructure (2010-present)
- Member, UO Libraries Council (2013-present)
- Ex-Officio, UO Canvas Migration Advisory Committee (2010-present)

**2012-2016**

**Director, Academic Technology, UO Libraries, University of Oregon**

*Portfolio:*

- Educational Technology Support and Leadership
- Learning Management Systems administration and support
- Learning Space Design & Engineering Services
- Classroom AV Technology Services (Media Services)
- Video Production, Broadcast, and Streaming Video Services

Provide leadership for university instructional technology services and for virtual and built learning environments campus-wide. Manage the Center for Media and Educational Technologies (CMET). Organize and teach faculty development workshops; provide instructional technology services for ~5,000 faculty, staff, and graduate teaching fellows. Project director for Blackboard to Canvas LMS migration. Administer Learning Management System (Blackboard and Canvas). Manage ~160 general pool and joint control classrooms; equipment checkout desk for ~24,500 students. Integrate video production, video conference and instructional software and systems into instructional spaces and curricula. Supervise, mentor and manage eighteen full-time (unclassified personnel, classified staff, non-tenure track represented faculty) and dozens of graduate and undergraduate student employees. Budget responsibility: \$2.5 million in general fund and service centers.

*Major Projects*

- Successfully led the migration from Blackboard to Canvas, the UO's enterprise learning management system in 6 months. Cost avoidance: \$115,000.
  - Increased number of published credit-courses by 20%
  - Increased user satisfaction. Saved ~5 million clicks while increasing time on task during first quarter of deployment. Host 10.3 Million sessions annually.
  - Migrated ~28,000 Blackboard sites
  - Integrated new third-party services via LTI integrations
  - Increased institutional compliance and reduced risk of FERPA violations through business process analysis and implementation of new policies and workflows.
  - Saved the university hundreds of thousands of dollars in cost avoidance by condensing the migration timeline and successful licensing negotiations
- Successfully led the Learning Management System Request for Proposals process, including the successful completion and assessment of Canvas and Sakai production pilots. Co-Chair LMS Review Task Force and Spring Pilot Assessment Team.
- Partnered with the Teaching Effectiveness Program, Yamada Language Center, Academic Leadership Team, Academic Affairs, College of Arts & Sciences, Academic Extension, Committee for Academic Infrastructure, Undergraduate Studies to launch the Faculty Working Group on Active Teaching and Learning – a new cohort-based faculty development initiative aimed to recreating course curricula.
- Led the UO Steelcase LearnLab project to create active learning environments that support blended learning, flipped and active teaching and learning. Integrate online and blended learning technologies into active learning classroom.

- Capital projects: provide and AV design and engineering and thought leadership in learning space and technology design for new 1,000 seat academic building and campus renovations, Price Science Commons and Library.
- Improve customer service experience by increasing staff efficiency and improving response time. Implement use of remote desktop support software (Bomgar).
- Integrated use of campus ticket tracking system (RT), usage reporting for data-driven decisions in support of operational efficiency and apply ROI analysis to decision making.
- Expanded LMS support by successfully advocating for new LMS Manager and administrator position
- Established and grew AV Design and Engineering service with existing team.
- Established new standard classroom technology packages and 7.5 year classroom refresh plan. Implemented hot-swappable AV/technology cabinets thus increasing the number of classrooms upgrades seven-fold.
- Partner with CIO and Associate University Librarian in the UO Listening Tour, to understand needs and challenges of faculty, staff and students across campus via 25 separate event locations.
- Built a highly collaborative team of instructional technologists, AV/media, broadcast video, IT professionals to provide integrated AV/IT instructional support. Fostered positive and innovative organizational culture, increased team productivity and effectiveness.
- Partnered with the College of Arts & Sciences / Department of Human Physiology to successfully launch self-study course pilots with face-to-face, blended, or on-line only options.
- Aligned project portfolio with strategic initiatives and streamlined communications, documentation, support model.

*Select University of Oregon Service & Honors:*

- Elected Representative, UO Senate Faculty Advisory Committee (2013-2015, 2015-2017)  
*Elected members of this Senate committee provide confidential counsel to the President, Provost and senior leadership on strategic initiatives and current issues.*
- Member, UO Committee on Academic Infrastructure (2010-present)
- Member, UO IT Strategic Planning Task Force (2015-present)
- Member, UO Strategic Planning Task Force (2014-2015)
- Member, UO Libraries Assessment Team (2013-present)
- Member, UO Libraries Council (2013-present)
- Member, UO Libraries Budget Team (2013-present)
- Ex-Officio, UO Canvas Migration Advisory Committee (2010-present)
- Ex-Officio, UO Blackboard Advisory Committee (2010-2015)
- Nominee, UO Senate Leadership and Service Award for Officers of Administration

**2007-2012**

**Director, Academic Services, Information Services, University of Oregon**

Reporting directly to the CIO, built Academic (User Support) Services department by restructuring four separate units (Microcomputer Services, Hardware Repair, Microcomputer Labs, Web and Print).

Managed central campus IT Help Desk for 24,500 students and ~5,000 staff and faculty. Lead and mentored fifteen full-time employees (unclassified, classified, non-tenure track faculty) and dozens of undergraduate and graduate student employees. Budget responsibility: \$2 million in general fund, income-expense and service center funds.

### *Portfolio*

- Research & Instructional Technology Services
- Help Desk & Hardware Repair Services
- Instructional and open access labs
- Site Licensing
- Web Applications
- IT Communications

### *Key Accomplishments*

- Improved collaborative relationships among technical community on a highly decentralized campus
- Hired and mentored Information Services' first Research and Instructional Technology team
- Designed and implemented new portfolio of services including research technology consultations for grant proposals; Data management plan (DMP) consultations; instructional technology consulting services
- Elevated IT service excellence through professionalization of Help Desk & Hardware Repair
  - Established Service Level Agreements.
  - Streamlined service model, reducing dropped calls and improving customer experience
  - Designed, renovated and operationalized the "learning help desk," to resolve account and computing issues and teach faculty and students information technology literacy
  - Implemented ticket tracking (RT), data gathering and reporting
  - Negotiated volume discounting and processes for campus-wide technology procurement
  - Increased operational efficiency by integrating front desk with Help Desk
  - Increased revenue by approximately \$50,000 annually.
  - Implemented laptop checkout service for hardware repair shop customers.
  - Achieved Apple & Dell repair certifications
- Expanded KeyServer to provide consistent computing environment across campus labs
- Implemented usage data gathering and reporting
- Lay groundwork for shared IT governance by implementing university-wide Site License Advisory Group on a decentralized campus, shared cost models that resulted in new campus site licenses and services (MATLAB, SPSS, Vidy, Qualtrics, EduBlogs)
- Launched and provided training for secure collaboration and file sharing tool (Blackboard Xythos)
- Launched new IT Web site, including software download center, lab machine availability and new services directory.

*Select University of Oregon Service:*

- National Science Foundation (NSF) XSEDE Campus Champion (2011-2014)
- Member, IRB Sub-Committee on Web-based Research (2011-2012)
- Ex-Officio, UO Blackboard Advisory Committee (2010-present)
- Ex-Officio and Sponsor/Convener, UO Site License Advisory Group (2010-2013)
- Co-Chair and Convener, UO Vidyo Users Group (2010-2013)
- Member, UO Committee on Academic Infrastructure (2010-present)
- Member, UO Capital Construction User Groups (Earl Straub Classroom Expansion, Lewis Integrated Science Complex, Global Scholars Hall, Earl Memorial Union)
- Select University of Oregon Search Committees (CIO; DCIO; Director, NTS; Director, Enterprise Initiatives; academic IT Directors; Research & Instructional Technologists; Sciences Data Services Librarian; Video Services Manager; Help Desk Managers)

**2006-2007 Director, Library Information Technology, California Polytechnic State University, San Luis Obispo**

**2004-2006 Head of Digital Library Services, California Polytechnic State University, San Luis Obispo**

Reporting directly to the Dean of Library Services, provided desktop technical support for 80 library faculty, staff and student employees, managed library technology help desk for a campus of ~24,000 students. Hired, mentored and managed 7 classified employees, and dozens of student employees. Budget responsibility: \$190,000 in general fund, state lottery funds, and student fees.

*Key Accomplishments*

- Promoted to Director, Library Information Technology in 2006.
- Successfully launched the Learning Commons, including instructional labs, technology help desk, large-format printing services, and “one-stop shop” faculty development services
- Provide technical leadership on the \$249,000 NEH Grant project to preserve and provide online access to Cal Poly’s Julia Morgan architectural archives. Ensure integration with the library’s Special Collections Web Site and the Digital Teaching Library.
- Designed and implemented the Internet 2 Faculty Research & Development Lab
- Implemented security incident response protocols for Library systems teams and served as incident response manager for library information systems security breaches
- Implemented new open-source ticket tracking and knowledge base system
- Developed collaborative relationships between key campus partners, notably Information Technology Services, Center for Teaching and Learning, University Scheduling, faculty and IT staff in the colleges.
- Consolidated server infrastructure
- Implemented secure back-up strategies to ensure high availability.
- Created new Web team and oversaw the library Web site redesign project.
- Implemented “Bleeding Edge Technology Advisor” (BETA) program. Non-technical staff research, plan, and provide training and support for emerging technologies.

*Select University Service:*

- Member, Cal Poly Information Security Committee
- Member, Cal Poly Internet2 Champions
- Member, Instructional Advisory Committee on Computing
- Member, California State University (CSU) System-Wide Technology Initiatives Management Committee

**1999-2003**

**Associate Director of Web Development and Strategy, Columbia College Information Technology, Columbia University in the City of New York**

Designed Web strategy and provided consistent web and video production services for Columbia College and The Fu Foundation School of Engineering and Applied Science (including Academic Affairs, Student Affairs, Admissions, Financial Aid, Alumni Affairs and Development, and Career Services). Provided Tier 1 & 2 application support. Managed user training for 200 staff. Managed student payroll and daily operations for the department. Hired, mentored and evaluated 8 student employees.

*Key Accomplishments*

- Co-founded Columbia College Information Technology with Executive Director, centralizing all IT services for two dozen departments across two schools.
- Produced Columbia undergraduate admissions recruitment video for distribution and Web streaming.
- Assisted in launching the Columbia College and SEAS Alumni E-Community; online catalog and course schedule; web-based events calendar and RSVP system.
- Managed project timeline for Columbia undergraduate online advising – a web-based academic and career advising system.
- Developed highly competitive internship program and trained, managed, and evaluated over a dozen student employees.

*Select University Service:*

- Member, Columbia College Academic Planning Committee

1999

**Information Technology Coordinator, Center for Career Services, Columbia University in the City of New York**

Provide desktop support, print/web services to twenty-five staff, a dozen graduate and undergraduate student employees, and managed over forty workstations.

*Key Accomplishments*

- Promoted to Associate Director of Web Development and Strategy after six months.
- Instrumental in creating supportive computing environment for a wide range of users.
- Redesigned Career Center Web site. Design & layout for annual Career Center student handbook.
- Created and implemented an integrated Web and printed publications strategy to project a consistent professional image.
- Developed on-line student registration and student-mentor matching applications.
- Installed, configured and administered Microsoft NT Server and Exchange Server.
- Migrated users from Novell Networks to Microsoft NT Server; from Netscape Messenger and Pine to Microsoft Outlook 2000 with Exchange Server.

1998-2000

**Co-Founder Atopia Design, L.C.**

Designed and implemented Web sites and projects for educational and commercial organizations.

1996-98

**Graduate Technology Consultant - Instructional Technology, Humanities Computing Facility, University of California, Los Angeles**

Assisted faculty in integrating information technology into research and instruction. Taught faculty and instructor workshops in digital humanities. Assessed computing needs and advised departmental purchase, installation and integration of hardware and software. Provided user support to 60 faculty and teaching assistants, including the faculty of the French Department.

*Key Accomplishments*

- Facilitated college-wide adoption of first learning management system (WebCT) in the U.S.

1995-98

**Teaching Associate, Department of French, University of California, Los Angeles**

Taught beginning French. Designed lesson plans, homework and oral and written examinations, graded students on oral and written mastery of the French language.

*Key Accomplishments*

- Pioneered use of technology in teaching French at UCLA; designed and developed course Web sites, supplementary course material and exercises prior to UCLA's adoption of *WebCT*.

## **PROFESSIONAL SERVICE:**

2016- : EDUCAUSE Leading Academic Transformation Workgroup

2015-17: EDUCAUSE Senior Directors Seminar – Council Member

2015: EDUCAUSE Center for Analysis and Research (ECAR) Student and Faculty Studies – Subject Matter Expert

2013-15: EDUCAUSE Institute Management Program – Faculty

Subjects taught: Team Formation, Strengths-Based Leadership; Developing a Positive Organizational Culture.

2014, 2016: Campus Technology Innovators Award Judging Committee

2011-13: EDUCAUSE West/Southwest Regional Conference Program Committee

2007-2008: EDUCAUSE 2008 Annual Conference Program Committee

2006: ACRL/CNI/EDUCAUSE Virtual Conference Program Committee

2006-07: The Frye Leadership Institute Program Review Advisory Group

Proposal Evaluator: EDUCAUSE 2012 Annual Conference; TeraGrid 2011 Annual Conference; ACM SIGGUCS Annual Conference 2011; EDUCAUSE 2011 Annual Conference

## **PUBLICATIONS & CONFERENCE PRESENTATIONS:**

Chu, Helen. Invited Panelist. “What do we need from our Instructional Designers?” Oregon iDesign Symposium. Monmouth, OR. July 2016.

Chu, Helen. Invited Panelist. Learning Spaces Collaboratory Roundtable. Seattle, WA. April 2016.

Chu, Helen. “Strengths-Based Leadership.” EDUCAUSE Management Institute. Evanston July 2013; Tempe January 2014; Seattle July 2014, Philadelphia 2015.

Chu, Helen. “Team Formation.” EDUCAUSE Management Institute. Evanston July 2013; Tempe January 2014; Seattle July 2014, Philadelphia 2015.

Chu, Helen and Lisa Trubitt. “Developing a Positive Organizational Culture.” EDUCAUSE Management Institute. Evanston July 2013; Tempe January 2014; Seattle July 2014, Philadelphia 2015.

Chu, Helen. “Why Space and Technology Matter: Active Teaching and Learning Spaces at the University of Oregon.” Working Group on Active Teaching and Learning. June 2015.

Chu, Helen. “Supporting Active Teaching and Learning: Learning Spaces at the University of Oregon.” Working Group on Active Teaching and Learning. June 2014.

Chu, Helen and Sara Stubbs. “Flip IT! Flip IT Good! User-Centered Solutions Create Success.” EDUCAUSE West/Southwest Regional Conference. Austin, TX. Feb. 2013.



Chu, Helen. "On the Cutting Edge: Innovative Services that Blend Technology with Purpose." EDUCAUSE West/Southwest Regional Conference. Austin, TX. Feb. 2013.

Peer Reviewer, Kelly, Kevin and Sandy Hirtz, Ed. *Education for a Digital World 2.0.: Innovations in Education*. Open School BC. 2011.

Editorial Board, *IT Connections*. University of Oregon. 2007-2012.

Chu, Helen. "Connecting the Dots: Aligning Technology with Curriculum." Keynote. *Passport to Technology 6: Technology Without Borders*. University of Wisconsin-LaCrosse. 2011.

Chu, Helen and Gary Sullivan. "Drivers' Training: A Collaborative Support Model for the Help Desk." ACM SIGUCCS Spring Management Symposium. Philadelphia, PA. April 2011.

Chu, Helen. "Creating a Shared Vision: Learning Space Design for a Distributed Campus." Asian Pacific Rim Universities Online Conference on Learning Spaces. March 2011.

Chu, Helen. "Learning Spaces for the New Way Students Work." Asian Pacific Rim Universities Education and Research Technology Forum (APRU ERT). Los Angeles, CA. April 2010.

Jorstad, Jim and Helen Chu. "Educational Technology in a Challenging Economy – An Inside View." Invited Speaker. *EDUCAUSE Western Regional Conference*. San Francisco. 2009.

Jorstad, Jim, moderator. Sharon Blanton, Helen Chu and Jenny Mehmedovich, panelists. "Educational Technology in a Challenging Economy – An Inside View." *Passport to Technology: Technology Without Borders*. University of Wisconsin-LaCrosse. 2009.

Chu, Helen. "Next-Gen Learning Spaces for the New Way Students Work." Invited speaker. *Campus Technology Conference*. Boston, MA. 2008.

Moderator, EDUCAUSE Annual Conference, "Information Resources, Digital Content, and Libraries." 2008.

Chu, Helen. "No More Yellow Stickies! Deploying Encrypted Password Safes at the Cal Poly Library." *Secure IT 2007: 5th Annual Information Technology and Network Security Conference*. Sacramento, CA. 2007.

Moderator for Keynote Address with Charles Henry and Clifford Lynch; Planning Committee for "Innovate and Motivate: Next Generation Libraries," ACRL/CNI/Educause Virtual Conference. 2006.

Kurfess, Franz, and Helen Chu, David Gillette, Craig Schultz, Marita Holst, Peter Lundkvist, Anita Mirijamdotter, "Toward a User-Centered I2-Enabled Collaborative Learning and Teaching Environment: The Cal Poly Scandinavian Style Participatory Design Project." Robert Sundlof, Seppo Tanskanen, Markus Tiburzi at the Fall 2005 Internet2 member meeting. 2005.

Invited panelist. Helen Chu, David Gillette, Robin Letters, Erika Rogers, Mary Somerville. "Using Focus Groups in Technical Communication." San Luis Obispo Society for Technical Communication. 2005.

## **FELLOWSHIPS, HONORS and AWARDS:**

Fellow, The Leading Change Institute (Frye Leadership Institute)

2011 Association for Computing Machinery (ACM) – Special Interest Group on University and College Computing Services (SIGUCCS) Communication Awards

- Award of Excellence, University of Oregon Information Technology Web site
- Best of Category: Software Distribution – Electronic Media, University of Oregon Information Technology Web site Software Download Center
- Best of Category: Printed Computing Newsletter, University of Oregon *IT Connections*

2005 Recipient, Patricia Battin Scholarship

1998-99: Fellow, Program in Critical Theory, Center for Modern and Contemporary Studies, Paris, France. Research Topic: The Impact of Technology in Twentieth-Century French Literature.

1994-98: Recipient, Project 88 Graduate Fellowship, UCLA Office of the Chancellor and the UCLA Graduate Division.

1989: Recipient, San Francisco Young Citizens Award by Cable Car Clothiers/Robert Kirk, Ltd. and San Francisco Unified School District

## **EDUCATION**

1998-99: Fellow, Program in Critical Theory, Center for Modern and Contemporary Studies, Paris, France.

1998-99: Independent research at the *Bibliothèque Nationale* in Paris, France

1994-96: MA, Department of French, UCLA

1991-92: *Université de Lyon II*, Lyon, France - UC Education Abroad Program

1991-92: *Institut d'Etudes Politiques*, Lyon, France - UC Education Abroad Program

1990-93: BA, Department of French, UCLA

## **CERTIFICATIONS**

ITIL v.3 Foundations 2014

## **LANGUAGES:**

French: Fluent

Chinese: Native Oral Fluency