

WORK: TECHNOLOGY SERVICES AT ILLINOIS
UNIVERSITY OF ILLINOIS AT URBANA-CHAMPAIGN
AUGUST 1990 - PRESENT

Campus Accessibility Liaison, IT Access (2007 - Present)

- Co-author, University of Illinois EIT Accessibility Policy (HR-86)
- Vice Chair, Technology Accessibility Review Committee (TARC)
- Principle Investigator - IT Accessibility Liaison (ITAL) program. Created a liaison program to scale accessibility outreach, promote the EIT Accessibility Policy, and best practices across all three campuses and the University System. Currently over 35 units represented by 54 liaisons.
- Certified Professional in Web Accessibility (CPWA), International Association of Accessibility Professionals (IAAP)
- Certified Web Accessibility Specialist (WAS), (IAAP)
- Certified Professional in Accessibility Core Competencies (CPACC), (IAAP)
- Evaluate and assess campus web sites for code and accessibility compliance. Consult and partner with those units to educate and bring them up to modern standards, including providing tailored workshops
- Authored *An Evaluation of UIUC Web Sites* - an independent report on accessibility and code-standard compliance, use of CSS, and adherence to Illinois Identity Standards of 500+ campus web sites
- In-depth evaluations prioritizing accessibility and usability issues for over 100 campus websites and software projects

Lead Information Design Specialist, Quality Assurance and Assessment (2013 - Present)

- Accessibility assessment and evaluations for Technology Services web sites and web-based applications
- Conduct accessibility educational workshops for campus and AITS
- Mentor and trainer for QAA team
- Assess and advise on the accessibility of reporting tools for the U of I Title IX/ADA coordinator
- Provide annual accessibility evaluation of Ethics and Sexual Harassment training tools for the Office of Access and Equity
- Support and facilitate startup of QAA unit within Technology Services

Adjunct Faculty (2007 - Present)

Applied Health Sciences

- Information Accessibility Design and Policy (IADP) (AHS-494), co-author/co-instructor (iadp.ahs.illinois.edu/)
- IADP is the only online professional certification program offered by a higher education institution in the United States. The comprehensive 24-week intensive course is designed to bring the student up to an expert level for conducting in-depth accessibility evaluation
- IADP won the University Professional and Continuing Education Association (UPCEA) Leadership in Diversity Award in its inaugural year

WORK (CONTINUED)

Graduate School of Library Information and Science (iSchool)

- Web Design & Construction for Organizations (LIS590LW), 4-hour graduate course
- Taught all aspects of web development with emphasis on accessibility and code compliance

User Experience Design (2009-2013)

- Mentor and trainer for Technology Services colleagues
- Facilitator, Content Management Systems Working Group
- User Feedback Team, Unified Communications
- Created accessibility training plans for CITES User Experience Design (UXD), CITES Software Development Group (SDG) and Administrative Information Technology Services (AITS)

Founder, Illinois Webmasters Forum and Listserv (now known as WebCon) (1999 - 2013)

- Started the University of Illinois Webmasters Group (over 600 subscribed members)
- Inaugural MC for the annual Webmaster's Forum, founded in 1999
- Hosted brown bags and training sessions
- Chaired the steering committee for 6 years

Webmaster

- College of Applied Health Sciences – 2004-2008
- Institute of Government and Public Affairs – 1998-2005
- College of Liberal Arts and Sciences – 1999-2000
- Office of Continuing Education – 1996-1999
- Computer Services Office (CSO) and Communications and Computer Services Office (CCSO) projects – 1993-1996

Student Web Intern Program

- Created a program for recruiting and training students to serve as webmasters
- Program focus: Accessibility awareness and coding best practices
- Program placements: 14 students throughout multiple campus units

CITES Departmental Services Web Service

- Author and principle investigator for the Departmental Services Web Services program
- Wrote job description and working plan for the Web Specialist position
- Recruits serve as unit webmasters

Trainer, FAST3

- Taught classes on Pagemaker, Word, and the Macintosh
- Created an all-day class on developing web sites using Cascading Style Sheets
- Wrote 40-page manual and designed class curriculum
- Conducted a Pagemaker training workshop which was broadcast nationally via live-TV.

DEVELOPMENT
& AWARDS**Professional Development**

- **Technology Services Excellence Award, Academic Success**
- **Larine Y. Cowan “Make a Difference” Award for Excellence in Access and Accommodations**
- ToP Facilitation Methods
- Co-recipient of the University Professional and Continuing Education Association (UPCEA) Leadership in Diversity Award for developing and teaching the IADP course.
- Consistently obtained “List of Teachers Ranked as Excellent By Their Students” through the Instructor & Course Evaluation System (ICES).
- ASQ Training - Quality Assurance
- IT Leadership Workshop
- Midwest Educause Management Training

COMMITTEES

Technology Accessibility Review Committee (TARC)

- Vice-chair

Chancellor’s Diversity Leadership Council**Chancellor’s Committee on Access and Accommodation**

- Chair of Media Subcommittee
- Committee webmaster

Collaborative Spaces

- Design Working Group

Illinois Web Best Practices Teleconference

- Development of accessibility standards for the state of Illinois

UIC Digital Accessibility Expo Planning Committee

- Annual accessibility expo held at University of Illinois, Chicago

Web@Illinois

- Standards and Best Practices subcommittee
- Community Resources subcommittee

REPORTS

Comprehensive Accessibility for Digital Signage

- Authored white paper outlining a proof-of-concept design for conveying digital signage content to blind users.
- Received a provisional patent from the U of I Office of Technology Management to pursue a full patent.
- Presented the concept to Four Winds Interactive in Denver, CO.

Wisconsin KnowledgeBase Tool and KB Admin Tool

- In depth accessibility evaluation of the knowledge base tool purchased by the U of I.

ATHEN Report on the Accessibility of Google Documents

- Participated in testing of Google Docs using JAWS
- Converted final report to accessible PDF

- REPORTS (CONTINUED)
- Microsoft Lync - Accessibility Evaluation Report***
 - Evaluation of the telephony accessibility issues of the Lync product.
 - E-mail Applications - Accessibility Evaluation Report***
 - Comparison of e-mail products offered by CITES
 - Google Gmail, Microsoft Outlook Web App and Microsoft Outlook Live
 - E-Readers: A Current Summary Evaluating Accessibility and Viability for the Higher Education Environment***
 - A review of the accessibility of current e-readers.

- PRESENTATIONS
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- Midwest Educause - Chicago, Illinois**
 - Experience IT: Evaluating Accessibility in Four Easy Steps
 - Accessibility Training Workshop**
 - Training for AITS developers group on how to evaluate a web site for accessibility issues.
 - Mobile Development Day - iHotel, Champaign, Illinois**
 - Accessibility in a Mobile Environment
 - Responsive Web Design: Mobile Optimized Website
 - Co-presentation with Doug Burgett and Jed Willard
 - Faculty Summer Institute**
 - Web Accessibility Do's and Don'ts
 - University of Illinois Chicago Digital Accessibility Expo**
 - Formation of University of Illinois Webmasters
 - Panel discussion on accessibility promotion
 - HighEdWeb Conference, Cincinnati**
 - Forms - Accessibility and Usability (poster presentation)
 - IT Pro Forum**
 - Accessible Beginning-to-End: Accessibility in Web Design Workflows
 - Accessibility Evaluation - How Bad is it?
 - Illinois Web Accessibility: Where We Stand and Where We Need To Go (co-presentation with Jon Gunderson and Christy Blew)
 - Web Accessibility and Usability Go Hand-In-Hand (co-presentation with Cordelia Geiken and Jonathan Hsieh)
 - Illinois Webmasters Forum:**
 - WAIT! Don't Do That! Top 10 Things to Avoid When Building an Accessible Website
 - W3C Validation, What's the big deal?
 - Doing CSI on a Web Site
 - Accessibility - A Campus Overview

EDUCATION **M.S. Graduate School of Library and Information Science, University of Illinois**

- Concentration: Information Architecture and Human-Computer Interaction

B.A. Lincoln Christian University, Lincoln Illinois**SKILLS****Expert**

- HTML5, XHTML
- CSS
- Responsive Design
- Adobe Photoshop, InDesign, Illustrator, Dreamweaver
- Accessibility evaluation - Functional Accessibility Evaluator (FAE), AInspector, WebAIM WAVE, WCAG 2.0, Section 508, IITAA
- Usability evaluation - card sorts, paper prototype, computer based tasking

Intermediate

- JAWS, NVDA, VoiceOver
- WAI-ARIA
- JavaScript
- PHP
- XML DocType authoring

Familiar

- Project management methods
- Audio captioning techniques

FREELANCE**Accessibility Evaluator**

- U.S. Approved Accessibility Evaluator for Champaign County. Resolution of Department of Justice Structured Settlement (DJ# 204-24-116)
- U.S. Approved Accessibility Evaluator for Yakima County, Washington. Resolution of Department of Justice Structured Settlement (DJ# 204-82-269)

Webmaster

- Academy On Capitalism and Limited Government
- Southern Colorado AIDS Project
- VOSAIC, LLC

Human Kinetics Publishers

- Freelance illustrator of sports related reference books. Over 60 published titles.

FREELANCE (CONTINUED)

Falling Leaf Productions

- Freelance illustrator/graphic designer since 1978. Work for various agencies, businesses and institutions has included:
- Design and production of print advertising.
- Textbook illustration and cover design/production for books.
- Copy writing and editing for advertisements.
- Logo design
- Freelance work for: State Farm Insurance, Fillman Advertising, Bash & Schrock, Hagerty Lockenvitz Advertising (Bloomington), Scientific Illustrators, Saga Communications (MIX 94.5/WIXY 100.3), Ruhl and Associates, Inc., Matzner Chiropractic Clinic, and Brown Woods & Associates, Rantoul First Federal Savings and Loan, Northern Illinois Water Company, Consumers of Illinois Water Company (Danville), and Gill/Pacer Track and Field.

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