

IF WE Hit (Professional) Bumps in the Road – How to Smooth Them Over

Deb Adair, Executive Director, Quality Matters

Dr. Deborah Adair is the Executive Director of Quality Matters, a widely-adopted international non-profit organization for quality assurance in online learning. Dr. Adair has more than 25 years' experience in higher education, in teaching and administration, as well as non-profit leadership and management consulting. She has been in a leadership role at Quality Matters since 2007, leading QM from a grant-funded project to a fully self-supporting organization widely considered as the gold standard for online course design. Her acknowledgements include citations from state and local governments for her work on literacy and women's issues, the Broward College Alumni Merit Award, and the Nofflet Williams Award for service to the distance learning community.

She has served on advisory boards for the WICHE Cooperative for Educational Technologies, the National University Technology Network, the Presidents' Forum, and Credential Engine. As an expert in quality assurance for online education, Dr. Adair is a frequent keynote speaker, presenter and author.



Dr. Susan C. Aldridge

Recognized worldwide for her expertise in adult and distance learning, Dr. Aldridge serves as Senior Vice President for Online Learning at Drexel University and President of Drexel University Online. As such, she not only oversees online student recruitment, enrollment and retention, but is also driving innovative strategies for using next-generation technologies to enhance the virtual student experience.

As the former president of the University of Maryland University College (UMUC), she led efforts to redesign the curriculum; streamline student services; and implement high-impact learning technologies.

She also expanded enrollments and increased student retention rates, making UMUC the nation's largest public university and a model for high-quality online education.

Before joining Drexel University, Dr. Aldridge served as a Senior Fellow at the American Association of State Colleges and Universities (AASCU) where she co-authored a book, *Wired for Success*. She is also a frequent keynote speaker at national and international conferences; has received multiple awards in recognition of her achievements; and has served on numerous higher education boards and task forces.



Julie Young

Julie Young is a visionary CEO, educator, and entrepreneur. As the Deputy Vice President of Education Outreach and Student Services for Arizona State University and the CEO of ASU Prep Digital High School, Julie strives to create seamless and overlapping pathways from high school to college.

With more than 36 years' experience in education, Julie Young is the founding President and CEO of Florida Virtual School (FLVS[®]), the world's first virtual statewide school district and a worldwide innovator of online K-12 educational services. Under her leadership, the organization grew from 77 students in Florida to more than 2 million students worldwide.

Young graduated with a MEd from the University of South Florida following her undergraduate work at the University of Kentucky.



Dr. Ellen Wagner

Ellen Wagner is an award-winning learning technology professional who has worked as a tenured professor and academic affairs administrator, a senior executive, in commercial software companies, as an entrepreneur, as a consultant, and as a Board Member. She has more than 30 years of success in education, ed tech, software, public policy, higher education, and with nonprofit organizations. Her broad areas of expertise include change management; emerging technologies; instructional systems design; learning engineering; curriculum development and learning management; online and e-learning; knowledge management; and leadership development and team building.

Ellen currently consults with higher educational and corporate clients to making better strategic use of emerging technologies using data analytics. She supports the IEEE IC Industry Consortium on Learning Engineering, and is a member of the Affiliate Faculty, Learning Technology Division, George Mason University. She recently completed a two-year post-acquisition appointment as Vice President, Research of Hobsons, an educational software company. Before that she had co-founded the Predictive Analytics Reporting (PAR) Framework, and served as chief strategy officer from PAR's inception to its acquisition by Hobsons in 2016. Prior to PAR Framework, she was Vice-President, Technology, of the Western Interstate Commission for Higher Education, which included serving as Executive Director of WICHE's Cooperative for Educational Technologies. Ellen is the former senior director of worldwide eLearning, Adobe Systems, Inc. and was senior director of worldwide education solutions for Macromedia, Inc. at the time of its acquisition by Adobe. As Chief Learning Officer at both Informania, Inc. and Viviance new Education, AG, she supervised the developments of corporate education and learning content and course development, including learning management and competency management efforts, featuring the development of the Novell, Inc. certification programs and 12 of the original CBE programs offered by Western Governors University.

Before joining the private sector, Ellen was a tenured professor and chair of the Educational Technology program at the University of Northern Colorado, where she held a number of administrative posts, including Director of the Western Institute for Distance Education and Coordinator of Campus Instructional and Research Technologies, Academic Affairs. Ellen's Ph.D. in learning psychology comes from the University of Colorado - Boulder. Her M.S.

and B.A. degrees were earned at the University of Wisconsin –Madison.

