Lisa M Henderson

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Statement of Teaching Philosophy

Education is a privilege and key to success in life. Educators influence how their students understand themselves and how they interpret the world. They do this with the relationships they build, the stories they tell, their own enthusiasm for learning, their patience, and their passion for teaching and helping others.

When working with others to teach new information and skills, I build enthusiasm and interest by relating why and how the new concepts may be useful. Active listening encourages open communication. Maintaining a friendly, positive tone promotes an informal atmosphere that welcomes students to ask questions and participate in class activities. Active learning and hands-on approaches enable students to try out new skills so that they may discover skills they have mastered and what they are still learning. Because learners have diverse learning styles and abilities, I remain flexible and offer opportunities for students to engage with new concepts in different ways and at different levels.

As an educator, communication with my students is paramount. For on-campus classes, I arrive to class early and stay after class so that I'm available for students who want to talk with me. In all my classes, students are welcomed individually and reminded to email, text message, or call me should any questions or issues arise. For students in online courses, my presence and availability are especially critical for keeping students on track and engaged in learning throughout the term. If a student stops submitting assignments or showing up for class, I make efforts to contact him or her to discuss and understand issues, and to make a plan with the student for getting back on track. Helping another person succeed is greatly rewarding to me on a personal level.

Personal Attributes

- Experienced in both online and in-classroom courses as both educator and student.
- Recent IT management and business experience in the refining industry.
- Exceptional organizational and communication skills.
- Excellent references and recommendations.
- Educated in business administration, management, and technology; well-versed in the integration of information systems with business processes.
- Lifelong learner with passion for technology, quality, and process improvement.
- Energetic and enthusiastic individual.

Teaching Experience

Trident University International
5757 Plaza Dr. #100
Cypress, California 90630
(855) 805-4304
https://www.trident.edu/

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Adjunct Faculty
May 2015 to Present

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All courses are conducted in online format, 8-week Fastrac sessions, in the D2L platform. Courses are in the programs of Master of Science in Information Technology Management, Bachelor of Science in Information Technology Management, and Bachelor of Science in Computer Science. Responsibilities and course information with the sessions conducted are listed below.

- Communicate regularly and frequently with students via course announcements about due dates, expectations, and tips for success.
- Communicate personally with students via email, text messaging, and telephone.
- Engage in discussion board assignments to keep discussions lively and on topic.
- Evaluate student assignments using rubrics developed by Trident.
- Complete and participate in all training opportunities provided by Trident.

CSC414 – Advanced Networking: Wireless Hybrid Networks
May 2017

CSC424 – Software Engineering
May 2017

ITM441 – Network Technology and Network Administration
December 2016, February 2017, April 2017

ITM446 – Systems Analysis and Design II
December 2016, February 2017, April 2017

ITM453 – IT Project Management Integration
December 2016

ITM490 – Capstone in Information Technology Management
February 2017, April 2017

ITM 501 – Management Information Systems and Business Strategy
July 2015, October 2015

ITM 524 – Foundations of Information Technology Management
May 2015, December 2015

ITM 525 – Management of Information Technology in Organizations
May 2015, July 2015, October 2015, February 2015, April 2016, June 2016, December 2016, February 2017, April 2017

ITM 527 – IT Security and Disaster Recovery Management
May 2015

ITM 530 – Managing IT Systems Development in Context of Multiple Stakeholders' Expectations
July 2015

ITM 537 – Principles of Information Security Auditing and Digital Forensics
October 2015, December 2016, February 2017

ITM 540 – Database and Knowledge-Base Management
July 2015, December 2015, February 2016, April 2016, June 2016

ITM 546 – Advanced Systems Analysis and Design
December 2015

ITM 550 – Network Planning and Administration
March 2017, May 2017

ITM 580 – Strategic Planning for IT
July 2015, February 2016, April 2016, June 2016, December 2016, February 2017, April 2017

Ashland Community and Technical College (ACTC)   **Adjunct Professor**
1400 College Drive   August 2014 to present
Ashland, Kentucky
(606) 326-2000
http://www.ashland.kctcs.edu/

Courses are taught online, face-to-face traditional classroom format, and hybrid format using Blackboard, Cengage Learning CengageBrain and Pearson MyLabsPlus. Classes may be 16-week semester, or 12-week format. Course information and sessions taught are listed below.

- Create course schedules, lectures, lesson plans, in-class activities, and assignments using course materials selected by ACTC
- Communicate frequently and regularly with students using course announcements, email, text messages, phone calls, and in class.
- Develop student projects, assessments, and rubrics.
- Evaluate student work, post grades, and complete student progress reports.
- Configure classrooms in Blackboard and Pearson MyLabsPlus platforms.
- Complete and attend all ACTC faculty training opportunities.
- Participate in ACTC departmental meetings.
- Engage in online discussion boards to keep discussions lively and on topic.
- Volunteer with other faculty and staff in special projects such as regional science fair and trash pickup.

CIT 130 – Productivity Software.
Fall 2014, Spring 2015, Fall 2015, Spring 2016

DLC 100 – Digital Literacy.
Fall 2015, Fall 2016, Spring 2017

OST 210 – Advanced Word Processing Applications.
Spring 2016

CIT 105 – Introduction to Computers.
Fall 2016

Professional Experience

Marathon Petroleum Company   February 1998 to July 2016
Russell, Kentucky
http://www.marathonpetroleum.com/

Senior IT Systems Integrator
- Managed and lead IT projects for refining operations groups (Accounting, Environmental and Safety, Document Control, Engineering, Training, and others) for seven refineries.
- Used Microsoft Office, SQL Server Management Studio, and ASP.NET for support of applications.
- Provided application support and management of change according to corporate governance frameworks for refining operations groups.
- Scheduled and coordinated implementation of upgrades to existing software applications.
- Analyzed business processes, databases, and information systems to troubleshoot and resolve problems and to identify areas of opportunity.
- Wrote project requirements and systems documentation, proposals, plans, and decision support documents.
- Conducted and wrote risk assessments.
- Consulted and collaborated with customers, contract employees, and vendors.
- Analyzed business processes and proposed new information systems or integration of existing systems to improve organization or process performance and efficiency. Built strong relationships with clients and stakeholders to obtain support and approval for change.

Ashland, Inc.   March 1983 - February 1998
Russell, Kentucky

Project Manager, with prior job titles of Systems Engineer, Systems Analyst, and Programmer.
- Led project teams for small to enterprise-wide IT projects in areas of refinery operations and products distribution.
- Provided application, systems, and customer support for information systems.
- Developed software applications using Visual Basic, C++, C, Fortran 77, Assembler, Cobol, ASP, SQL Server, DB2, Access, FoxPro, and other tools for Hewlett Packard minicomputers, Data General minicomputers, IBM mainframe, and PCs.

- Designed and developed web-based IT reporting applications and dashboards for decision support.
- Led a large project to standardize information systems used for leak detection and environmental reporting functions at three refineries.
- Acted as IT lead on a project to replace the phone telecommunication network with Ku-band satellite communication for a crude oil and finished products pipeline system spanning the Gulf of Mexico to northern Ohio, making my company first in the U.S. to use this technology for this purpose.
- Developed software to mimic Reliance Electric Programmable Controller protocol for testing man-machine interfaces before implementing systems in the field resulting in significant reductions in downtime for quality assurance testing after installation.
- Designed and developed computer programs including instrument interfaces for applications related to quality control labs, research labs, and environmental reporting.

Third National Bank   October 1982 - March 1983
Ashland, Kentucky

Programmer

- Implemented a new commercial loan system and migrated data from the old system into the new database meeting all milestones and the target go-live date.
- Provided systems and application support using Cobol on Burroughs mini-computers.

Central Trust Company   May 1980 - September 1982
Cincinnati, Ohio

Programmer

- Wrote and modified computer programs for mortgage loan, commercial loan, and automatic teller systems.
- Used Cobol and IBM Assembler on IBM mainframe computer.

Education

University of Phoenix   Doctor of Management / Information Systems and Technology
Tempe, Arizona   May 2013

Morehead State University   Master of Business Administration
Morehead, KY   December 1988

Morehead State University   Bachelor of Business Administration / Computer Science
Morehead, KY   May 1980

Publications

Henderson, L. M. (2013). *Enhancing safety communication with leadership: A quantitative study of leadership style and safety voice.* Available from ProQuest Dissertations and Theses database. (UMI No. 2573958).

Certifications

Microsoft Office Specialist   verify.certiport.com y8uY-DTph
Awarded 03/28/2016

Collaborative Institutional Training Initiative (CITI)
Group 1. Social / Behavioral Research Investigator and Key Personnel
Report ID: 16559922
Expires on 12/17/2017

Professional Associations

American Society for Quality   January 2012 - Present
- Vice Chairman of leadership committee, 0815 Scioto Valley Section
- Editor of quarterly section newsletter, *The Scioto Voice*

Institutional Service

Computer and Information Technology Program Advisory Committee   April 2014 - Present
Ashland Community and Technical College, Ashland, Kentucky

Volunteer Experience

Kiwanis Club of East Greenup County, Kentucky   2014 - Present

- President-elect for 2016 - 2017 term.
- Board of Directors, 2015 - present
- Scholarship selection committee leader for 2016 and 2017
- Organize and work fundraiser events.
- Solicit local businesses for donations and to recruit new members.
- Seek out and schedule presenters for weekly meetings.

Honors and Affiliations

Nominated for the Trident Teaching Excellence Award   April 2015, November 2016

Nominated for the ACTC Teaching/Learning Excellent Award   November 2015, March 2016
                                                             November 2016, March 2017

Delta Mu Delta International Honor Society in Business University of Phoenix Lambda Sigma Chapter	2012 - Present
Covington Who's Who Registry of Executives and Professionals	2010 - Present
Morehead State University Alumni Association, Morehead, KY	1990 - Present

Highly Competent Subject Areas

Computer and Technical
- Microsoft Office
- Transact SQL
- Microsoft SQL Server Management Studio
- Microsoft Windows
- Information systems integration and interfaces
- Business systems and process analysis
- Management of change
- Customer and application support

Learning Management
- Blackboard
- Cengage Skills Assessment Manager (SAM)
- Pearson MyLabsPlus
- D2L

Business Skills
- Technical training
- Online communication and collaboration
- Technical and business writing
- Change management
- Project management
- Data, system, process, and risk analysis
- Quality assurance
- Problem resolution
- Virtual teams
- Planning and scheduling
- Consulting
- Document controls and content management
- Document collaboration
- Negotiation