

## Dr. Elizabeth Bailey

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### LECTURER SUMMARY

As an andragogy or technical communication instructor, I create an environment where learners can expand on their life experiences and use critical thinking skills to allow them to be an active partner in the learning process. I facilitate learning activities such as case studies and corporate simulations that foster real-world experiences. I offer practical and relevant knowledge of the fields I teach, using content-driven, real-world activities where they are provided realistic scenarios in which they are expected to apply the information they are learning.

### EDUCATION

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- Graduate Certificate in Teaching Technical Writing, University of North Texas
- PhD, Applied Training and Performance Improvement, 2016, University of North Texas, GPA 3.812. Dissertation - *Comparative Study of Perceived Barriers to Faculty Participation in Distance Education at a Four-Year University*. Drs. Jeff Allen, Robert Insley, Jerry Wircenski, and Rose Baker, Chairs
- MS, Instructional and Performance Technology, 2004, Boise State University, GPA 3.694.
- BS, Management, 2002, University of Phoenix, Phoenix, Arizona.

### RELEVANT TEACHING EXPERIENCES

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<b>Texas A&amp;M Commerce</b> <i>Faculty Instructor – Organizational Leadership</i>	Sep. 2020 – Present
<b>University of Maryland Global Campus</b> <i>Associate Professor Adjunct – Prior Learning Assessment Course Chair 2014 - 2019</i>	Feb. 2011 – Jul. 2021
<b>Boise State University</b> <i>Adjunct Faculty – Organizational and Workplace Learning</i>	Jan. 2017 – May. 2021
<b>Richland, Dallas County Community College District.</b> <i>Adjunct Instructor – Technical Communications</i>	Aug. 2003 – Jul. 2008

### CLASSES TAUGHT

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Prior Learning Analysis and Planning, University of Maryland University College  
Supplement to Learning Analysis and Planning  
Adult Learning Principles, Boise State University  
Writing for Managers, University of Maryland University College  
Technical Editing, Richland College  
Resume Writing and Portfolio Preparation, Richland College  
Technical Writing Essentials, Richland College  
Communication Skills for Technical Writers, Richland College  
Project Management for Technical Writers, Richland College

Advanced Technical Writing, Richland College  
Technical Writing I, Richland College  
Survey of Technical Writing, Richland College  
Technical Writing Essentials, North Lake College

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**SKILLS**

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teaching, mentoring, coaching, guiding, curriculum development, policy and procedure, instructional design, process design, technical writing, technical editing, management, process improvement, facilitation, business process improvement, onboarding strategy, software training, criterion-based learning, evaluation strategies, blended learning, post-learning strategies, behavioral engineering, performance analysis, performance support systems, course development

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**RELEVANT PUBLICATIONS** (listing since 2005)

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- Bailey, E. (2015, March). Call for Entries for the 2015 International Summit Awards. *Intercom*, 64(3).
- Bailey, E. (2014, March). Call for Entries for the 2014 International Summit Awards. *Intercom*, 63(3).
- Bailey, E. (2009, September). Society for Technical Communications' (STC) Newsletter Competition. *Intercom*, 56(8), 24-24.
- Bailey, E. (2008, September). STC's Newsletter Competition. *Intercom*, 55(8), 27-27.
- Bailey, E. (2006, Sep/Oct). STC's Newsletter Competition. *Intercom*, 53(8), 31-31.
- Bailey, E. (2006, June). Interviewing (cover story). *Intercom*, 53(6), 6-10.
- Bailey, E. (2006, May/June). Applying servant leadership. *Tieline*, 19(5), 1-1.
- Bailey, E. (2006, May/June). Newsletter competition results. *Tieline*, 19(5), 6-6.
- Bailey, E. (2006). *Giving and Receiving Feedback* (Unpublished training material). Plano, TX: Countrywide Home Loans.
- Bailey, E. (2005, Jul/Aug). STC's Newsletter Competition. *Intercom*, 52(7), 33-33.
- Bailey, E. (2005, February). *Benefits and Considerations for E-Learning* (Unpublished paper). Addison, TX: MSD, Inc.
- Bailey, E. (2005). To Certify or Not to Certify (Unpublished paper). Dallas County Community College District and International Society for Performance Improvement, Dallas Chapter.

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**RELEVANT PRESENTATIONS** (listing since 2005)

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- Bailey, E. (2019, February). *Improving Organizational Performance*. Presentation at STC webinar.
- Bailey, E. (2018, May). *Managing the Monster, Managing the Zoo*. Presentation at Society for Technical Communication (STC) Technical Communication Summit, Orlando, FL.
- Bailey, E. (2011, May). *Improving Organizational Performance*. Presentation at STC Technical Communication Summit, Sacramento, CA.
- Bailey, E. (2010, May). *Improving Organizational Performance*. Presentation at STC Technical Communication Summit, Dallas, TX.
- Bailey, E. (2009, May). *Improving Performance*. Presentation at STC Technical Communication Summit, Atlanta, GA.
- Bailey, E. (2008, May). Innovative Instructional Design Practices: *Improving Organizational Performance*. Progression presentation at STC Technical Communication Summit, Philadelphia, PA.
- Bailey, E. (2008, May). Best Practices in Management: *Managing Virtual Teams*. Progression presentation at STC Technical Communication Summit, Philadelphia, PA.
- Bailey, E. (2007, October). *Improving Organizational Performance*. Presentation at Lavacon, New Orleans, LA.

- Bailey, E. (2006, May). *Improving Organizational Performance*. Presentation at STC Annual Conference, Las Vegas, NV.
- Bailey, E. (2006, May). *Virtual Teams*. Presentation at STC Annual Conference, Las Vegas, NV.
- Bailey, E. (2006). *Project Management Skills*. Presentation at ISPI DFW Chapter meeting, Dallas, TX.
- Bailey, E. (2005 ). *Staying Current with Technical Communication*. Presentation at Garland ISD Writing Institute, Garland, TX.
- Bailey, E. & Wise, D. (2005, May) *Managing the Monster, Managing the Zoo*. Presentation at STC Annual Conference, Seattle, WA.
- Bailey, E. (2005, May). *Managing Projects: I Need to Know What*. Presentation at STC Annual Conference, Seattle, WA.
- Bailey, E. (2005, May). *The Realities, and Benefits and Pitfalls of Mentoring*. Presentation at STC Annual Conference, Seattle, WA.
- Bailey, E. (2005, March). *Technical Writing*. Presentations at Career Day, Coppell Middle School West, Coppell, TX.

## PROFESSIONAL EXPERIENCES

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As a director of training and instructional design, I bring a vast set of corporate experiences, including designing SAP training for employees of 30 distribution warehouses, transforming employees' onboarding experience, developing a mentoring program, and developing a learner-centered, performance support system using Druple. Within training that I develop, I include different scenarios, pulled from multiple industries, where learners use problem-based learning to solve real-world challenges. My experiences in online, blended, and classroom learning have assisted me to implement innovated approaches for leveraging technology to support and encourage knowledge exploration and prepare learners to resolve occupational challenges.

<b>Mintz Group</b> (investigative services) <i>Director, Training</i>	Sep. 2016 – Sep. 2018
<b>ION Solutions</b> , an AmerisourceBergen company (health care) <i>Director, Contracting &amp; Compliance / Program Design &amp; Training</i>	Jan. 2012 – Feb. 2015
<b>McKesson Pharmaceuticals</b> (health care) <i>Manager, Organizational Effectiveness</i>	Jun. 2008 – Dec. 2011
<b>Countrywide Home Loans</b> (financial sector) <i>Curriculum Development Manager, Loss Mitigation</i>	Jun. 2006 – Jun. 2008
<b>Management System Designers, Inc. (MSD)</b> (government) <i>e-Learning Project Manager</i>	Aug. 2004 – Jun. 2006

## AWARDS

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2018	Binion Amerson Leadership Award, STC Lone Star Chapter For being both a leader and a mentor extraordinaire and consistently exemplifying dedication, service, and enthusiasm to the Society of Technical Communication at the Lone Star Community, regional, and international levels and to the technical communication profession over the past 25 years.
2008	Service Award, International Society for Performance Improvement

- In recognition and appreciation of your support and service to ISPI.
- 2007 STC Fellow Award  
For excellence as a manager, writer, teacher, and mentor in a wide variety of industries and businesses in technical communication and technology management, and for distinguished contributions to STC at all levels.
- 2006 STC Outstanding Service Award  
In recognition of your dedication and service to STC as a member of the Technical Program Team, STC's 53rd Annual conference
- 2006, June STC Newsletter Competition  
For your dedicated service and for sharing your expertise as a committee manager for the 2005-2006 STC Newsletter Competition.
- 2006, May STC Lone Star Community, Volunteer Appreciation  
Recognizes Beth Bailey for her volunteer contributions to the community during the 2005 – 2006 membership year by serving on the following committees: Webmaster, Newsletter.
- 2005 President's Award, STC Lone Star Community  
For being an integral piece of the puzzle for a successful 2005-06 program year.

## PROFESSIONAL SERVICE

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- 2020 AERA 2021 Annual Meeting submissions reviewer
- 2020 AECT DDL Journal Article Awards reviewer
- 2020 AECT DDL Crystal Award reviewer
- 2019 AECT DDL Best Practice Award reviewer
- 2017 – present Association for Talent and Development, Southwest Learning Summit committee
- 2016 – present Mock interviewer (semi-annually) for National Academy Foundation, Conrad High School
- 2016 – present Mentor and advisor to STC, Lone Star Chapter leadership
- 2015 – 2017 STC International Summit Awards Committee, Entry Manager
- 2013 – 2014 STC International Summit Awards Committee, Entry Manager
- 2008 STC Technical Communication Summit, Managing People, Projects and Business, Track Manager and Coordinator
- 2008, January STC Lone Star Community, Technical Publication and Online Judge
- 2007 – 2008 President, Dallas/Fort Worth Chapter, International Society for Performance Improvement
- 2007 – 2008 STC Management Special Interest Group, Manager
- 2006 President Elect, Dallas/Fort Worth Chapter, International Society for Performance Improvement
- 2006 – 2007 STC Newsletter Competition Manager
- 2006, March STC International Technical Publications Competition, Judge
- 2006 STC 53<sup>rd</sup> Annual International Conference, Management Stem Manager
- 2006 Region 5 Conference webmaster, STC
- 2005, March STC International Technical Publications Competition, Onsite Lead Judge and Best of Show Judge
- 2005, March Career Day 2005, Coppell Middle School West
- 2005, May STC 52<sup>nd</sup> Annual Conference, Management Stem Manager

2005 Vice President, Technology, Dallas Fort/Worth Chapter, International Society for Performance Improvement

### **MEDIA MENTIONS**

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STC. (2009, February). Technical Communication Summit Session Descriptions. *Intercom*, 56(2), 31-35.

STC. (2008, May). Distinguished SIG Service Awards. *Intercom*, 55(5), 31-31.

Star-Telegram. (2007, May 1). Work faces. *Star Telegram*, pp. 10C.

STC. (2007, Jul/Aug). Honors. *Intercom*, 54(7), 38-40.

Lufkin, P. (2006, June). Technical Communication Managers Face Many Challenges. *Intercom*, 53(6), 3-3.

Hill, J. (2005, April 24). Technical writers put readers first. *Dallas Morning News*, pp. 5J.

Lofgren, D. (1998, March/April). Recognizing our dedicated volunteers. *Technically Write*, 24.