

Jennifer Harmon

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Qualifications Summary

People oriented instructional professional with over 25 years of experience leveraging research proven tools to facilitate educational success. Skilled in instructional design and workshop delivery. Experienced with learning management systems (LMS) and graphics/video production platforms.

Professional Experience

Gordon-Conwell Theological Seminary Instructional Designer

**Charlotte, NC
April 2024 – Present**

- Collaborate with professors to redesign course components, including drafting unit plans, designing course sites, and recommending technological tools
- Evaluate course sites for best practices using Quality Matters rubric for higher education
- Assisted with redesign of institution's Online New Students Orientation site, including extensive use of html to incorporate interactive elements
- Using Articulate Storyline 360, designed and produced custom independent learning module aimed at training students on major technology systems used at the institution
- Helped pioneer a public-private course model that increased institutional links to local churches through the "Preaching Difficult Texts and Topics" event

Gordon-Conwell Theological Seminary Academic Dean's Executive Assistant

**Charlotte, NC
March 2022 – April 2024**

- Presented to Networked Education ("Net Ed") Faculty techniques for using Canvas tools (e.g. quiz discrimination index) to improve student outcomes
- Revised adjunct professor contracts to feature student-centered language (e.g. *professor* rather than *lecturer*) and stronger pedagogical principles, including formation of specific, measurable learning outcomes
- At Dean's request, curated scholarly articles for Net Ed Faculty to read and discuss the concept of presence in educational and ministry settings
- Designed and implemented survey on student experience; used analytics to interpret and communicate results to Dean, Faculty, and other Stakeholders
- Volunteered for seminar on data analytics and enabled new analytics functionalities in Canvas, then demonstrated their usage for Net Ed Faculty and Digital Education Team
- Communicated regularly with professors to ascertain needs and provide solutions relating to data, logistics, classroom support, and special requests
- Liaised with the Office of Digital Education to brainstorm KPIs that support seminary's curriculum

Gordon-Conwell Theological Seminary Instructional Design (Digital Education) Team Assistant

**Charlotte, NC
August 2021 - March 2022**

- Designed and delivered interactive faculty workshop about pedagogically sound techniques for incorporating contemporary media platforms into graduate level courses on Canvas

- Used video editing software (Panopto) both to record live presentations of faculty workshop and to combine portions of each for a more polished product (for asynchronous use)
- Researched, documented, and used graphics program to diagram end-to-end process of onboarding adjunct professors; proposed newly adopted process alteration to improve adjunct preparedness for use of Canvas
- Used layered graphics program for time-sensitive solution to replace missing event signage
- Resolved resource conflict by locating unused Zoom channels and organizing schedule for simultaneous course meetings with visiting professors; trained program coordinator in providing instructors temporary access without compromising seminary passwords
- At Professor's request, researched/compiled examples of best practices for TA utilization
- Supported instructors in identifying and solving issues with Canvas, Panopto, and Zoom

Cabarrus County Schools

Concord, NC

Instructor

July 2005 - August 2021

- Received organization's Media & Technology award for innovative unit utilizing recently released Microsoft Teams features together with collaborative graphics programs
- Pioneered department's use of technique for more strategic LMS usage to streamline end user's experience and reach learning goals
- Led Professional Learning Community (PLC) Team in setting data-based goals, and developed a plan for how to achieve outcomes
- Used video conferencing platform to create and sort groups as well as to coordinate large and small group meetings, including multiple simultaneous breakout rooms
- Produced content for interactive webpages for use by stakeholders across a range of demographics [Honors webpage chosen by supervisor as template for colleagues]
- Demonstrated to departmental colleagues troubleshooting techniques for conducting regular migrations of data from LMS to storage database
- Built Google spreadsheets for comparing performance data among groups, and trained colleagues in their use
- Designed and delivered instruction for 140 - 180 individuals per year using both LMS technology and in-person interaction
- Achieved top rank of "Exceeded Expected Growth" in most recent three years of NC testing data for learners in English III courses

LEADING INSTRUCTOR

- With Leadership Team colleagues, analyzed data to frame strategic goals for the coming year
- Mentored UNCC student in best practices for her year-long internship to complete practicum

PROGRAM CREATOR AND PUBLICATION COORDINATOR

- Recruited community members to interface with students for a service-learning project
- Liaised with local media outlets who featured participant work in the Levine Museum of the New South as well as *The Charlotte Observer*

Rowan Salisbury Schools

Salisbury, NC

Instructor

July 2001 - July 2005

- Earned UNCC's John Paul Lucas Award, for distinction in teaching
- Developed and delivered "Writing Matters" presentation for the Rowan Salisbury School System Best Practices Forum

**Old Dominion University
Program and Administrative Specialist**

**Norfolk, VA
September 2000 - June 2001**

- Designed departmental webpage and signage using Adobe suite
- Facilitated student and professor research using both electronic databases and print resources

Volunteer Activities

Need Him Global Volunteer Online Counselor

November 2020 – January 2024

- Connect with online seekers to engage in crisis prevention and share the Gospel
- Bridge cultural barriers to come alongside seekers in Africa, Asia, Europe, and North America

Prayer/ Intercession Meeting Cofounder and Coordinator

June 2020 - May 2021

- Monitored various publications (from Voice of the Martyrs, Open Doors, Billy Graham EA) to curate weekly intercession list, paraphrase needs on PowerPoint slides, and email presentation to 190+ church members
- Using safety/ privacy protocols, set up and shared fresh weekly Zoom invitation, and assisted in live management of each meeting

Education

University of North Carolina at Wilmington, Graduate Certificate in Instructional Technology

University of North Carolina at Charlotte, Master of Arts in English Education

Wake Forest University, Bachelor of Arts

Technical Skills

- Canvas, advanced course design, maintenance, and data analysis
- Articulate Storyline 360, basic construction and editing
- SQL, basic construction and query of databases
- Airtable, basic construction and query of databases
- MS PowerPoint, advanced design and editing
- Adobe Suite, basic design and editing