

PROFESSIONAL EXPERIENCE:

Associate Dean of Libraries & Chief Academic Technology Officer, University of Oregon (2016 – present)

Campus-Wide Leadership, Planning, and Strategy:

Selected to serve as the University of Oregon's first Chief Academic Technology Officer and Associate Dean of Libraries. Set strategy and direction for pedagogically-sound, evidence-based, and sustainable educational technologies. Lead and coordinate high level enterprise projects, ensuring consistent team and stakeholder communications and project reporting. Chair campus-wide academic technology governance committee; participate in IT governance, Provost's teaching success group; campus classroom planning committee, the Provost's Teaching Academic Board, and student success advisory committee. Serve as UO representative to OregonWIN and Oregon Statewide Steering Committee on Open Educational Resources.

Library Technology Leadership, Planning, and Strategy:

Reporting to the Dean of Libraries and working closely with the Library Administrative team, share planning, prioritization, problem solving, policy development, and vision for advancing the Library Strategic Plan and mission. Set strategy and direction for Library technology and infrastructure. Lead and coordinate high level Library-wide projects. Lead and sponsor cross-unit task forces and working groups to carry out strategic initiatives. Represent the Libraries, stepping in for the Dean as appropriate.

Operations:

Project and portfolio management across digital scholarship, library technology services, enterprise education technology services, ensuring successful completion of project in fulfillment of strategic plan. Oversight and Board member for Oregon Digital, the collaborative digital collections platform being built on Hyrax. Oversight for shared library system (ExLibris through the Orbis Cascade Alliance), on premises institutional repository (DSpace). Formed first library-wide programming and API development team. Lead campus academic technology strategy, project and stakeholder management (academic technology, learning management system - Canvas, open educational resources (OER) task force, faculty development and training, media services, library technology services, digital scholarship, digital pedagogy. Build and foster relationships with schools, colleges, campus units, and state organizations.

Key Accomplishments

Co-founded UO Provost's Teaching Academy, co-designed and taught the inaugural Summer Teaching Institute; centralized technology-intensive library departments to form academic technology team; successfully implemented sustainable classroom technology refresh plan; partnered with campus units to implement new capital planning and design processes; added active learning spaces to general classroom pool; built the Digital Research, Education, and Media (DREAM) lab to support the fusion of digital scholarship and digital pedagogy; designed and launched Digital Scholarship Center faculty grants program.

Portfolio:

- Digital Scholarship Services
- Digital Production and Scanning Services
- Institutional Repository
- Library Technology Services

- Library Web Applications and Integrations Programming
- Faculty Development & Instructional Technology Support
- Learning Management Systems administration and support
- Learning Space Design & Classroom AV Technology Services
- Video Production and Streaming Video Services
- Instructional and open access labs

Scope:

Budgetary responsibility: \$7M in ICC, gift, general and service center (recharge) funds. Supervisory responsibility: 35 unionized faculty, unionized staff, and unclassified officers of administration, and student employees across three departments.

Select University of Oregon Service & Honors:

- UO Representative, Oregon Statewide Open Educational Resources (OER) Steering Committee (2017-present)
- UO Representative, Oregon WIN (2015-present)
- Founding Board Member, Provost's Teaching Academy (2016-present)
- Member, UO IT Steering Committee (IT Governance) (2016-present)
- Chair, Academic Technology Advisory Committee (IT Governance) (2018-present)
- Board Member, Oregon Digital - Collaborative digital collections platform development with Oregon State University (2017-present)
- Member, UO Libraries Council (2013-present)
- Member, UO Student Success Advisory Committee (2016-present)
- Member, UO Senate Task Force on Course Evaluations (2017-2018)

Director, Academic Technology, UO Libraries, University of Oregon (2012-2016)

Participated in Library strategic planning, tracking and executing annual project portfolio in support of library strategic plan. Provide leadership and project management for university instructional technology services and for virtual and built learning environments campus-wide. Organize and teach faculty development workshops; provide instructional technology services. Migrated 27,000 courses from Blackboard to Canvas in 6 months. Build and foster relationships with schools, colleges, campus units. Canvas LMS administration. Budgetary responsibility: \$2.2M in general and service center/recharge funds. Supervisory responsibility: 16 unionized staff and unclassified officers of administration.

Portfolio:

- Development & Instructional Technology Support
- Learning Management Systems administration and support
- Learning Space Design & Classroom AV Technology Services
- Video Production and Streaming Video Services

Select University of Oregon Service & Honors:

- Elected Representative, UO Senate Faculty Advisory Committee (2013-2015)
Elected members of this Senate committee provide confidential counsel to the President, Provost and senior leadership on strategic initiatives and current issues.
- Member, UO Committee on Academic Infrastructure (2010-2018)

- Member, UO Libraries Assessment Team (2013-present)
- Member, UO Libraries Budget Team (2013-2017)

Director, Academic Services, Information Services, University of Oregon (2007-2012)

Reporting directly to the CIO, built Academic (User Support) Services department by restructuring four separate units (Microcomputer Services, Hardware Repair, Microcomputer Labs, Web and Print). Managed central campus IT Help Desk for 24,500 students and ~7,000 faculty. Lead and mentored fifteen full-time employees (unclassified, classified, non-tenure track faculty) and dozens of undergraduate and graduate student employees. Budget responsibility: \$2 million in general fund, income-expense and service center funds.

Portfolio

- Research & Instructional Technology Services
- Help Desk & Hardware Repair Services
- Instructional and open access labs
- Site Licensing
- Web Applications
- IT Communications

Select University of Oregon Service:

- National Science Foundation (NSF) XSEDE Campus Champion (2011-2014)
- Member, IRB Sub-Committee on Web-based Research (2011-2012)

Director, Library Information Technology, California Polytechnic State University, San Luis Obispo (2004-2007)

Reporting to the Dean of Libraries, serve as a member of Library Administration. Set technology direction for library. Provided desktop technical support for 80 library faculty, staff and student employees, managed library technology help desk for a campus of ~24,000 students. Hired, mentored and managed 7 classified employees, and dozens of student employees. Budget responsibility: \$190,000 in general fund, state lottery funds, and student fees.

Key Accomplishments

- Successfully launched the Learning Commons, including instructional labs, technology help desk, large-format printing services, and “one-stop shop” faculty development services
- Implemented security incident response protocols for Library systems teams and served as incident response manager for library information systems security breaches
- Implemented new open-source ticket tracking and knowledge base system
- Developed collaborative relationships between key campus partners, notably Information Technology Services, Center for Teaching and Learning, University Scheduling, faculty and IT staff in the colleges.
- Consolidated server infrastructure
- Implemented secure back-up strategies to ensure high availability.
- Designed and implemented the Internet 2 Faculty Research & Development Lab

- Provide technical leadership on the \$249,000 NEH Grant project to preserve and provide online access to Cal Poly's Julia Morgan architectural archives.
- Created new Web team and oversaw the library Web site redesign project.

Select University Service:

- Member, Cal Poly Information Security Committee
- Member, Cal Poly Internet2 Champions
- Member, Instructional Advisory Committee on Computing (IT Governance)
- Member, California State University (CSU) System-Wide Technology Initiatives Management Committee

Associate Director of Web Development and Strategy, Columbia College Information Technology, Columbia University in the City of New York (1999-2003)

Designed and implemented strategic Web strategy for Columbia College, The Fu Foundation School of Engineering and Applied Science, Admissions, Financial Aid, Alumni Affairs. Career Services. Managed user training for 200 staff. Managed student payroll and daily operations for the department. Hired, mentored and evaluated 8 student employees.

Key Accomplishments

- Co-founded Columbia College Information Technology with Director, centralizing all IT services for two dozen departments across two schools, and establishing a shared services unit.
- Produced Columbia undergraduate admissions recruitment video for distribution and Web streaming.
- Assisted in launching the Columbia College and SEAS Alumni E-Community; online catalog and course schedule; web-based events calendar and RSVP system.
- Managed project timeline for Columbia undergraduate online advising – a web-based academic and career advising system.
- Developed highly competitive internship program and trained, managed, and evaluated over a dozen student employees.

Select University Service:

- Member, Columbia College Academic Planning Committee

Information Technology Coordinator, Center for Career Services, Columbia University in the City of New York (1998)

Promoted to Associate Director of Web Development and Strategy after six months. Provide desktop support, print/web services to twenty-five staff, a dozen graduate and undergraduate student employees, and managed over forty workstations.

Key Accomplishments

- Instrumental in creating supportive computing environment for a wide range of users.
- Redesigned Career Center Web site. Design & layout for annual Career Center student handbook.

- Created and implemented an integrated Web and printed publications strategy to project a consistent professional image.
- Developed on-line student registration and student-mentor matching applications.
- Installed, configured and administered Microsoft NT Server and Exchange Server.
- Migrated users from Novell Networks to Microsoft NT Server; from Netscape Messenger and Pine to Microsoft Outlook 2000 with Exchange Server.

Graduate Technology Consultant - Instructional Technology, Humanities Computing Facility, University of California, Los Angeles

Provided educational technology and digital humanities support. Facilitated college-wide adoption of first learning management system (WebCT) in the U.S.

Teaching Associate, Department of French, University of California, Los Angeles

Taught beginning French. Pioneered use of technology in teaching French at UCLA; designed and developed course Web sites, supplementary course material and exercises prior to UCLA's adoption of *WebCT*.

SELECT PROFESSIONAL SERVICE:

2018-present: EDUCAUSE Leading Academic Transformation Advisory Board

2018- present: CHECS Advisory Board

2015-17: EDUCAUSE Senior Directors Seminar – Council Member

2015: EDUCAUSE Center for Analysis and Research (ECAR) Student and Faculty Studies – Subject Matter Expert

2013-15: EDUCAUSE Institute Management Program – Faculty

2014, 2016: Campus Technology Innovators Award Judging Committee

2011-13: EDUCAUSE West/Southwest Regional Conference Program Committee

2007-2008: EDUCAUSE 2008 Annual Conference Program Committee

2006: ACRL/CNI/EDUCAUSE Virtual Conference Program Committee

2006-07: The Frye Leadership Institute Program Review Advisory Group

SELECT PRESENTATIONS:

Chu, Helen, Jennifer Stringer, and Wayne Brown. “The Chief Academic Technology Officer: A Unique Tech Exec” Feature Session. EDUCAUSE Learning Initiative. Anaheim, CA. February 2019.

Chu, Helen, Meggan Levitt, and Jaimie Henthorn. “Implement, Innovate, and Inspire at the Intersection of Research and Instruction.” Poster Session. EDUCAUSE Learning Initiative. Anaheim, CA. February 2019.

Chu, Helen. Invited Panelist. “What do we need from our Instructional Designers?” Oregon iDesign Symposium. Monmouth, OR. July 2016.

Chu, Helen. Invited Panelist. Learning Spaces Collaboratory Roundtable. Seattle, WA. April 2016.

Chu, Helen. “Strengths-Based Leadership.” EDUCAUSE Management Institute. Evanston July 2013; Tempe January 2014; Seattle July 2014, Philadelphia 2015.

Chu, Helen. “Team Formation.” EDUCAUSE Management Institute. Evanston July 2013; Tempe January 2014; Seattle July 2014, Philadelphia 2015.

Chu, Helen and Lisa Trubitt. “Developing a Positive Organizational Culture.” EDUCAUSE Management Institute. Evanston July 2013; Tempe January 2014; Seattle July 2014, Philadelphia 2015.

Chu, Helen and Sara Stubbs. “Flip IT! Flip IT Good! User-Centered Solutions Create Success.” EDUCAUSE West/Southwest Regional Conference. Austin, TX. Feb. 2013.

Chu, Helen. “On the Cutting Edge: Innovative Services that Blend Technology with Purpose.” EDUCAUSE West/Southwest Regional Conference. Austin, TX. Feb. 2013.

Chu, Helen. “Connecting the Dots: Aligning Technology with Curriculum.” Keynote. *Passport to Technology 6: Technology Without Borders*. University of Wisconsin-LaCrosse. 2011.

Chu, Helen. “Learning Spaces for the New Way Students Work.” Asian Pacific Rim Universities Education and Research Technology Forum (APRU ERT). Los Angeles, CA. April 2010.

Jorstad, Jim, moderator. Sharon Blanton, Helen Chu and Jenny Mehmedovich, panelists. “Educational Technology in a Challenging Economy – An Inside View.” *Passport to Technology: Technology Without Borders*. University of Wisconsin-LaCrosse. 2009.

Chu, Helen. “Next-Gen Learning Spaces for the New Way Students Work.” Invited speaker. *Campus Technology Conference*. Boston, MA. 2008.

FELLOWSHIPS, PROFESSIONAL DEVELOPMENT, and AWARDS:

2018-2020: Association of Research Libraries Kaleidoscope Diversity Scholar

2018: University of Oregon Officer of Administration Star Award

2017: Harvard Graduate School of Education, Management and Leadership in Education

2017-2018: American Library Association OCLC/LITA Spectrum Scholar

2005: Fellow, The Leading Change Institute – EDUCAUSE & Council on Library and Information Resources Frye Leadership Institute

2005 Recipient, Patricia Battin Scholarship

1998-99: Fellow, Program in Critical Theory, Center for Modern and Contemporary Studies, Paris, France. Research Topic: The Impact of Technology in Twentieth-Century French Literature.

1994-98: Recipient, Project 88 Graduate Fellowship, UCLA Office of the Chancellor and the UCLA Graduate Division.

Recipient, San Francisco Young Citizens Award by Cable Car Clothiers/Robert Kirk, Ltd. and San Francisco Unified School District

EDUCATION

Master of Information, Rutgers University (Anticipated 2021)

Independent research at the *Bibliothèque Nationale* in Paris, France

Master of Arts, Department of French, UCLA

Université de Lyon II, Lyon, France - UC Education Abroad Program

Institut d'Etudes Politiques, Lyon, France - UC Education Abroad Program

BA, Department of French, UCLA

CERTIFICATIONS

ITIL v.3 Foundations 2014

LANGUAGES:

French: Fluent

Chinese: Native Oral Fluency