

CURRICULUM VITAE

CHRISTOPHER M. OSTWINKLE, Ph.D.

Department of Distance Learning
Department of Arts and Sciences (Psychology)
Northeast Iowa Community College
Peosta, IA 52068
(563) 556-5110 ext. 256
Ostwinklec@nicc.edu

3678 Pennsylvania Avenue, Apt. O-183
Dubuque, IA 52002
(563) 590-2736
c.ostwinkle@mchsi.com

EDUCATION

DOCTORATE OF PHILOSOPHY, GENERAL PSYCHOLOGY, 9/05 - 2/10

CAPELLA UNIVERSITY, MINNEAPOLIS, MN (GPA 3.778)

Dissertation Title: Social Recognition of Love: The Experience of Being Denied Marriage

MASTER OF ARTS, GENERAL PSYCHOLOGY, 6/02 – 12/03

LORAS COLLEGE, DUBUQUE, IA (GPA 3.7462)

Member, Psi Chi Honor Society

BACHELOR OF ARTS, PSYCHOLOGY, 8/00 – 5/02

LORAS COLLEGE, DUBUQUE, IA (GPA 3.3175)

Member, Psi Chi Honor Society

ASSOCIATE OF ARTS, EDUCATION, 8/98 – 5/00

NORTHEAST IOWA COMMUNITY COLLEGE, PEOSTA, IA (GPA 3.257)

ASSOCIATE OF ARTS, GENERAL, 8/98 – 5/00

NORTHEAST IOWA COMMUNITY COLLEGE, PEOSTA, IA (GPA 3.257)

ASSOCIATE OF SCIENCE, GENERAL, 8/98 – 5/00

NORTHEAST IOWA COMMUNITY COLLEGE, PEOSTA, IA (GPA 3.257)

ADMINISTRATIVE EXPERIENCE

DIRECTOR OF DISTANCE LEARNING, 8/10 – Present

NORTHEAST IOWA COMMUNITY COLLEGE, PEOSTA, IA

- Monitor, direct, and administer all operations and personnel related to Distance Learning district wide.
- Recommend online courses and programs in accordance with student demands.
- Oversee, create, and maintain up-to-date standards, guidelines, and archives for online course development and instruction.
- Keep current with trends, technologies, and communications in distance learning
- Participate in state-wide/nation-wide initiatives regarding distance learning.
- Coordinate and maintain accreditation standards for online degree programs in accordance with Regional Accreditation Commission.
- Responsible for the development and implementation of departmental goals and objectives.

- Supervise the administration of online training courses for online, hybrid, and Iowa Communications Network (ICN) instruction, including the coordination between outside agencies and NICC training programs.
- Maintain professional affiliations and a high level of awareness concerning innovations, trends, and technology which may affect the college and communicates the updates to faculty.
- Serve as budget director for Distance Learning, Regional Telecommunications Council (RTC), and ICN budget account activities.
- Coordinate the preparation of ICN courses and schedules on a term-by-term basis including helping to locate instructors, ICN training of instructors, and ongoing support of operation of all ICN classes. Coordinate with High School Relations Coordinator/Deans on ICN classes.
- Direct the preparation of reports relative to Distance Learning, prepares monthly and annual reports on assigned areas of responsibilities.
- Monitor any intellectual property right issues regarding distance learning courses.
- Represent Area I RTC at the Educational Telecommunications Council (ETC) meetings.
- Coordinate with IT personnel and platform companies to administer the technical requirements of online courses.
- Assist in writing grants for funding for online development and distance learning training.
- Approve requisitions in accordance with NICC guidelines.
- Provide assistance to distance learning students. Assign helpdesk tickets/requests from students, faculty, and staff to department staff.
- Coordinate, schedule, and program electronic end-of-course evaluations.
- Design and programs electronic survey's within the college's portal.
- Maintain and update the Distance Learning pages on the college's website.
- Recommend the hiring, retention, advancement, and/or dismissal of all supervised personnel.
- Conduct annual performance evaluations relative to assigned staff.
- Maintain knowledge of and makes recommendations for consortium opportunities for online courses and programs through networking and research.
- Member of Faculty Development, Informer, Xpress, Web Development, and Distance Learning Advisory Committees. Serve on other committees as needed.
- Attend Deans and New Program Viability Meetings.
- Provide support to Distance Learning students and faculty.
- Serve as acting provost for Peosta Campus as needed.

INSTRUCTIONAL DESIGN COORDINATOR, 8/08 – 8/10

NORTHEAST IOWA COMMUNITY COLLEGE, PEOSTA, IA

- Designed multiple training courses used to train faculty in institutions course management system (WebCT and Campus Cruiser/Course Cruiser).
- Coordinated the development of online courses offered through the Distance Learning Department at NICC
- Assisted faculty on campus with hands-on incorporation of multimedia technology, computer software programs, and equipment in the classroom.
- Assisted faculty in the design, development, and management of online course instruction using online course guidelines, adult learning theory, and assessment rubrics.
- Developed and implemented training programs designed to assist faculty in learning, practicing, and developing pedagogical theory and skills related to web-based instruction and technology.
- Researched and improved distance learning delivery methods through a strong commitment to continuous professional growth in areas of educational technologies.
- Monitored intellectual property right issues regarding the use of web-based resources and materials in the classroom.
- Assisted faculty with the integration of multimedia technology in web-enhanced, online, ICN, and hybrid learning environments.
- Supported faculty in the development of courseware designed to engage students and achieve learning objectives.
- Collaborated with faculty in the creation, conversion, and management of web-based courses and resources.

- Created and maintained consistency for online course structures, student orientations and surveys.
- Collected data and prepared reports relative to student & faculty surveys.
- Created templates, documentation of internal procedures, and statistical reports for distance learning activities, faculty, and technology.
- Worked on multiple projects simultaneously.

INTERM DEPARTMENT DEAN, 1/07 – 6/07

**INDUSTRIAL TECHNOLOGY, MATH, SCIENCE, AND COMPUTER SCIENCE DEPARTMENT
NORTHEAST IOWA COMMUNITY COLLEGE, PEOSTA, IA**

- Reviewed candidates and headed interview committee for the new Gas Line Utilities Instructor position.
- Developed proposal for new classroom and office furniture for new Gas Line Utilities program.
- Created radio and print marketing pieces for new Gas Line Utilities program in cooperation with marketing and admissions offices. Worked with same offices in organization of open house for potential program students.
- Served as department contact during Computer Analyst program review.
- Analyzed campus science department course offerings over prior five year period to create a schedule to best meet the needs of students and college.
- Reviewed and summarized program evaluation documents for the Heating and Air Conditioning (HVAC) and Accounting Specialist programs.
- Searched for and selected instructors to teach department microbiology courses and lab.
- Organized and scheduled OSHA safety course for Construction Management program.
- Made recommendation to Board of Trustees on Construction Trades Building Project for the 2007 – 2008 academic year.

ACADEMIC AND FACULTY APPOINTMENTS

INSTRUCTOR, PSYCHOLOGY AND COMPUTER SCIENCE, 1/00 – Present

NORTHEAST IOWA COMMUNITY COLLEGE, PEOSTA, IA

- Instructor of Psychology and Computer Science utilizing traditional lecture, online, independent study, and IPTV instruction methods.
- Member of online, diversity, orientation, college senate planning, and Xpress (college portal) committees.
- Chair of Activities Sub-Committee of College Senate – 2007 – 2008.
- One of three college employees responsible for writing the college's 2005 – 2008 strategic plan from input received from all members of the college community.

INSTRUCTOR, CONTINUING EDUCATION DIVISION, 8/00 – 8/09

NORTHEAST IOWA COMMUNITY COLLEGE, PEOSTA, IA

- Instruct department courses to students at various areas within the district. Locations have included campus and center sites and business and industry settings.
- Courses taught include Introduction to Computers: level 1 and 2, Microsoft Word: levels 1, 2, and 3, Microsoft Excel: level's 1, 2 and 3, and Seniors and the Internet.

COMPUTER LAB ASSISTANT, 1/99 – 7/00

NORTHEAST IOWA COMMUNITY COLLEGE, PEOSTA, IA

- Assisted students and staff in campus computer labs.
- Helped with logging-in/out, printing, software and hardware usage, lab maintenance, and installation of hardware.

ADMINISTRATIVE SERVICE

COLLEGE SENATE CHAIR, 8/08 – 7/11

NORTHEAST IOWA COMMUNITY COLLEGE, PEOSTA, IA

- Serve as a member on the College President's Cabinet.
- Presided over all senate meetings. Major meeting topics included: College-Wide Green Initiatives, Electronic Device Policies, Building Signage, Academic Alert Process, Mid-Term Grade Reporting, Appliances in Offices, Innovation of the Year Award, Student Conduct Code, Required First Year Experience Course, NICC Cougar Logo Usage Externally, Final Exam Scheduling Policy, Number of Graduation Ceremonies, Budget, Common Hour On Campus, Online Course Rubric, Class Capacity/Load, and Campus Beautification.
- Coordinated meeting agendas with Senate Secretary.
- Appointed task forces as needed.
- Organized and lead voting process for 2009 – 2010 Senator elections.
- Appointed members to standing committees when necessary.

PROFESSIONAL SERVICE

COLLEGE – Northeast Iowa Community College

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| Chair | Search Committee, Distance Learning Coordinator, Spring 2013 |
| Member | Search Committee, Vice President of Academic Affairs, Summer 2012 |
| Chair | Search Committee, Distance Learning Coordinator, Summer 2011 |
| Member | Search Committee, Technology Training Coordinator, Spring 2011 |
| Chair | Search Committee, Instructional Design Coordinator, Fall 2010 |
| Chair | Search Committee, Director of Computer Information Systems (CIS), Summer 2010 – Fall 2010 |
| Member | Search Committee, Associate Director of Computer Information Systems (CIS), Fall 2010 – Spring 2011. |
| Chair | Search Committee, Gas Line Utilities Faculty Position, Spring 2007. |
| Member | Xpress (College Portal and Learning Management System (LMS)) Committee, Summer 2005 – Present. |
| Member | Peosta Campus Orientation Committee, Fall 2008 - Present |
| Member | Online Orientation Committee, Summer 2009 – Spring 2010 |
| Member | Teaching Excellence and innovation AQIP/Quality Council Committee, Fall 2010 - Present |
| Member | College Emergency Management Team, Spring 2011 - Present |
| Member | Presidents Cabinet, Fall 2008 – Summer 2011 |
| Chair | College Senate, Fall 2008 – Summer 2011 |
| Chair | Distance Learning Advisory Committee, Fall 2010 - Present |
| Member | Campus Council (Peosta and District), Fall 2009 - Present |
| Member | Technology Steering Committee, Spring 2011 - Present |
| Member | Online (Teaching) Committee, Fall 2002 - Present |

COMMUNITY

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| Co-Director | Dubuque Pride, Summer 2008 – Fall 2009 |
| Member | Dubuque Human Rights Department Speakers Bureau, Fall 2009 |

ADVISOR TO STUDENT ORGANIZATIONS

GAY STRAIGHT ALLIANCE (GSA) ADVISOR, 8/05 – 05/09

NORTHEAST IOWA COMMUNITY COLLEGE, PEOSTA, IA

- Developed new GSA chapter on the Peosta campus of Northeast Iowa Community College.
- Coordinated chapter membership and travel arrangements.
- Scheduled and participated in chapter meetings and activities.
- Attended the Iowa Governor's Conference on LGBT Issues (2005 and 2006) and the Midwest Bisexual Lesbian Gay Transgender.

BUSINESS PROFESSIONALS OF AMERICA (BPA) ADVISOR, 8/03 – 8/08

NORTHEAST IOWA COMMUNITY COLLEGE, PEOSTA, IA

- Responsible for all aspects of student organization on campus. Maintained an annual membership of 30 students who participated in state and national conferences, volunteered with local service projects, assisted when needed on campus, and enjoyed social activities.
- Members regularly placed as top finishers at state and national conferences. Attended national conferences in Cincinnati, Ohio, Anaheim, California, Orlando, Florida, New York, New York, and Reno, Nevada.
- Chapter regularly participated in the Polar Plunge fundraising event held in Dubuque, Iowa. Chapter members and advisor jumped into the Mississippi River in November to raise funds for the Special Olympic Organization.
- Facilitated and graded student events at state leadership conference.
- Maintained state association (<http://www.IowaBPA.org>) and chapter websites.

SKILLSUSA ADVISOR, 8/04 – 12/07

NORTHEAST IOWA COMMUNITY COLLEGE, PEOSTA, IA

- Developed chapter on Peosta campus of Northeast Iowa Community College.
- Coordinated chapter membership, programs, and travel arrangements.
- Assisted members with contest/event selection and preparation for annual spring state skills conference. Winners of state conference move on annually to the National Leadership and Skills Conference held in Kansas City, Missouri.
- Traveled with student members to Mid-America Conference in Columbus, Nebraska. A conference where leadership skills are taught and developed. Participate in many other conferences and events throughout the year.
- Maintained chapter website.

PHI THETA KAPPA (PTK) ADVISOR, 8/03 – 5/04

NORTHEAST IOWA COMMUNITY COLLEGE, PEOSTA, IA

- Past advisor of campuses honor society of the two – year college.
- Advised students in the various hallmarks and functions of the organization.
- Traveled with students to fall conference in Sioux City, Iowa and International Conference in Minneapolis, Minnesota.

PROFESSIONAL ASSOCIATIONS

- Instructional Technology Council (ITC) – Member, 2011 - Present
- American Psychological Association (APA) – Member, 2010 – Present
 - Division 2 (Society for the Teaching of Psychology) - Member
 - Division 44 (Society for the Psychological Study of Lesbian, Gay, Bisexual and Transgender Issues) – Member
- Human Rights Campaign – Member, 2007 – Present
- Midwestern Psychological Association (MPA), Member, 2010 - Present

COURSES TAUGHT

PSYCHOLOGY AND HUMAN SERVICES

- HSV:260 - Treatment of Alcohol and Drug Abuse, Face-to-Face
- PSY:111 - Introduction to Psychology, Face-to-Face, Online
- PSY:112 - Psychology of Human Relations, Face-to-Face, Online
- PSY:121 - Developmental Psychology, Face-to-Face
- PSY:222 - Child Psychology, Telecourse
- PSY:251 - Social Psychology, Online

COMPUTER SCIENCE

- BCA:112 - Introduction to Data Processing, Face-to-Face
- BCA:212 - Introduction to Computer Business Applications, Face-to-Face, Independent Study, Online
- BCA:213 - Intermediate Computer Business Applications, Face-to-Face
- CIS:120 - Design Logic, Face-to-Face, Independent Study
- CIS:273 - E-Commerce and E-Business, Face-to-Face
- CSC:108 - Computer Careers, Face-to-Face
- NET:103 - Troubleshooting, Face-to-Face, Hybrid
- CIS:729 - Communication and Documentation for the Computer Analyst, Face-to-Face

ADMINISTRATIVE ASSISTING

- ADM:116 - Keyboarding II (formally Keyboarding I), Face-to-Face
- ADM:106 - Introduction To Keyboarding , Independent Study

STUDENT DEVELOPMENT

- SDV:200 - Computer Literacy, Face-to-Face
- SDV:200 - Introduction to Microcomputers, Face-to-Face, Independent Study
- SDV:060 - Time and Stress Management, Face-to-Face
- SDV:135 - Job Seeking Skills, Face-to-Face

DISTANCE LEARNING

- TRN:101* – New to Xpress, Online
- TRN:102* – Converting from WebCT to Xpress, Online
- TRN:103* - Advanced Xpress Users, Online

All courses taught at Northeast Iowa Community College. *TRN courses required of faculty teaching online for NICC; not offered for credit, awarded CEU's.

PUBLICATIONS

- Ostwinkle, C. Social recognition of love: The experience of being denied marriage. Ph.D. dissertation, Capella University, United States -- Minnesota. Retrieved April 8, 2010, from Dissertations & Theses @ Capella University. (Publication No. AAT 3391288).

INTERVIEWS/CITATIONS

- Software helps identify academic risks early, boosts retention. (2012, June). Campus Technology, 25(10), 15.
- Community college move to a new lms highlights ease of migration. (2010, December). Campus Technology, 24(4), 17.

TEXTBOOK REVIEWS

- Myers, D. (2009). *Psychology in Everyday Life*. New York: Worth Publishers.
- Steinberg, G. (2008). *Information Technology: Skills, Concept and Problem Solving*. Dubuque, IA: Kendall/Hunt.

OTHER TRAINING

- Collaborative Institutional Training Initiative (CITI) Training; Research Ethics Education.
- Trained Public Speaker, Human Rights Commission, City of Dubuque, Iowa.
- Online Instructor Certification (Xpress), Northeast Iowa Community College.

PROFESSIONAL PRESENTATIONS

- Ostwinkle, C. Cox Powers, M., Ferrie, J. & Ma, A. (2012). Academic Intervention and Retention Based on Online Behavior. Webinar presented with Campus Technology, April 24, 2012.
- Ostwinkle, C. & Elwood, S. (2010). WebCT to CampusCruiser LMS: A Migration Success Story. Webinar presented with Campus Technology, September 2010.
- Ostwinkle C. & Ferrie, J. (2010). Getting Technology Out of the Way of Student Success. Presented at the 90th Annual Convention of the American Association of Community Colleges (AACC), April 18, 2010.
- Ostwinkle C., Ferrie, J., Sheridan, R., Elwood, S., & Luzum, L. (2009). Campus Cruiser: The One Stop Shop. Presented at the 42nd Annual Oklahoma Association of Community Colleges Conference: Speaking with One Voice, March 12, 2009.

OTHER PRESENTATIONS

- Distance Learning at Northeast Iowa Community College, presented at Business and Computer Science Advisory Committee Meeting, December 2, 2011.
- Distance Learning at Northeast Iowa Community College, presented at Northeast Iowa Community College Board of Trustees Meeting, July 18, 2011.
- Ostwinkle, C. (2010). Social Networking. Presented at Northeast Iowa Community College - All College Day Event, April 1, 2010.
- Homosexuality Q & A, presented to Introduction to Psychology Students, University of Dubuque, December 11, 2009.
- Student Resources in Xpress, presented during Calmar New Student Orientation Program, August 19, 2009.
- Distance Learning Faculty Update, presented during Fall Faculty Convocation Day, August 18, 2009.

- Distance Learning Staff Update, presented during Fall Staff Convocation Day, August 5, 2009.
- Addressing LGBTQA Needs on the NICC Campus and Safe, Equitable Education for all Students, presented during Martin Luther King Day Event – Everybody can be great because everybody can serve program, January 19, 2009.
- Online Education at Northeast Iowa Community College, presented at Northeast Iowa Community College Board of Trustees Meeting, January, 2009.
- Computers, E-mail, and the Internet, presented during Peosta New Student Orientation Program, three sessions each Fall and Spring semester, 2005 – 2009.
- Gas Line Utilities Program Open House, presented to prospective students interested in college's new Gas Line Utilities program, April, 24, 2007.
- NICC Xpress Attendance and Final Grade Reporting, presented during high school instructor dinner, Fall 2005.
- Warriors and Pirates Career Fair program, presented on careers in the computer analyst/science area, at Sinsinawa Mound, March 6, 2001.

HONORS AND AWARDS

- Innovation of the Year Award: Department Processes, Curriculum Design, and Training, Northeast Iowa Community College, April 2012: For an individual or team to be considered for recognition, this innovation must have had a major impact on NICC and is of a caliber of receiving national recognition. All nominations must meet a timeliness and replication standard. Timeliness is defined as an innovation that is not more than five years old in the College, but has been in existence long enough to have collected evidence of effectiveness. Replication is defined as an innovation that could be replicated at another institution with a minimum of difficulty. In addition, evidence of effectiveness within at least two of the following criteria must be clearly documented: 1) Quality—increased quality in a course, program, office, or process at NICC, 2) Efficiency—contributes to a more efficient way of doing things, 3) Cost Effectiveness—adds a value to the institution while at the same time contains or reduces costs, 4) Creativity—original innovation if possible or a new, creative adaptation, 5) Learning—results have been shared with other NICC staff or departments toward the benefit of the College and our students, and/or 6) Collaboration—one or more NICC departments are involved in the development and implementation of the innovation.
- Extra Effort Award (District), Northeast Iowa Community College, May 2010: The Extra Effort Award will go to a person who demonstrates the ability to promote the college mission beyond the normal call of duty. This person is distinct and unique among his/her peers and demonstrates significant contributions beyond the usual and expected job requirements through a substantial expenditure of time and energy. This contribution may be evidenced by characteristics such as: Innovative New Ideas, Exceptional Team Leadership, Enthusiasm/ Motivation, Dependability, Community Service, and College Marketing. This contribution may be evidenced by a single accomplishment or day-to-day activities.
- Outstanding Educator Award, Northeast Iowa Community College, 2005

GRANTS

- Peosta Campus Faculty Development Committee, Northeast Iowa Community College, 2012 – 2013, \$725, to attend annual Midwestern Psychological Association Conference.
- Peosta Campus Faculty Development Committee, Northeast Iowa Community College, 2011 – 2012, \$763, to attend annual Midwestern Psychological Association Conference.
- Title III - Strengthening Institutions Program, US Department of Education, 2010 - 2015, \$1,999,335, member of Planning and Implementation Teams.
- Peosta Campus Faculty Development Committee, Northeast Iowa Community College, 2010 – 2011, \$1,038, to attend annual Midwestern Psychological Association Conference.

COMPUTER SKILLS/PROGRAMS WITH EFFICIENCY

- Datatel/Colleague/WebAdvisor
- Informer
- People Admin
- Blackboard Collaborate
- Blackboard/WebCT
- Camtasia
- Dreamweaver
- Campus Cruiser Portal, LMS, CruiserEval, CruiserAlert, and Academic Alert
- Mediasite
- Articulate
- Intellect Video's
- Flash
- Microsoft Office

PROFESSIONAL CONFERENCES ATTENDED

- Instructional Technology Council Annual Conference, February 2013, San Antonio, Texas.
- Assessment Workshop: Making a Difference in Student Learning: Assessment as a Core Strategy, July 2012, Higher Learning Commission, St. Charles, Illinois.
- Annual Conference on Distance Teaching and Learning, August 2012, Madison, Wisconsin.
- Midwestern Psychological Association, May 2012, Chicago, Illinois.
- Instructional Technology Council Annual Conference, February 2012, Long Beach, California.
- Annual Conference on Distance Teaching and Learning, August 2011, Madison, Wisconsin.
- Higher Learning Commission Annual Conference, April 2011, Chicago, Illinois.
- Midwestern Psychological Association, May 2011, Chicago, Illinois.
- Iowa Teachers of Psychology (ITOP) Conference, November, 2006, Pella, Iowa.

REFERENCES

Available upon request