

**JACQUELINE FIDLER MOLONEY, Ed.D.**  
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**PROFESSIONAL EXPERIENCE:**

**April 2007- Executive Vice Chancellor, University of Massachusetts Lowell  
present**

As Executive Chancellor, I work with the Chancellor in implementing all aspects of the University's operations, strategic planning and capital planning. Reporting to the Chancellor and serving as a member of the Chancellor's Cabinet, I represent the Chancellor in discussions with the Provost, Vice Chancellors, and other campus senior leadership regarding policies and operational issues pertaining to the campus and external relations. In addition, I supervise the Office of Enrollment Management, the Dean of Student's Office, the Faculty Development Center and the Division of Continuing Studies, Corporate and Distance Education.

**1994-2007 Dean of Continuing Studies, Corporate and Distance Education and  
Present Faculty Development Center, UMass Lowell**

Under my leadership, UML's CSCDE became a nationally renowned model for professional education and outreach programs and has grown from \$6,500,000 to over \$16,500,000 in tuition revenue with a \$7,000,000 operating net margin. As Dean, I created and implemented the Division's strategic plan to develop, market and deliver a wide range of undergraduate, graduate, corporate and online programs for adult learners and the region's businesses and organizations. The Division is an important gateway to the University for the New England region's businesses and community organizations and has a national reputation for excellence. Below are the major initiatives under my direction as Dean:

- Developed a comprehensive range of education programs targeted to meet the market needs of adult learners and working professionals in the region. Signature degree completion programs and graduate programs in health, education, criminal justice and engineering are continuously revised according to market needs. I oversee the design of the Division's brand and marketing campaigns which have yielded significant enrollments. As a result, UMass Lowell's market niche has been greatly expanded to include students world-wide.
- Founded and directed the New England region's largest on-line program including all aspects of faculty recruitment and development, on-line student services and quality assessment. The program is a major contributor to UMOL with over 8,000 enrollments annually and revenues exceeding \$8,000,000. The program has received regional and national awards including three prestigious awards from the Sloan Consortium.
- Led the Corporate Education Team and partnering with companies including Analog, Nypro, Gillette, Raytheon and others. These successful partnerships have resulted in over \$300,000 in gifts and contributions, joint program ventures and over \$5,000,000 in training grant awards in the past five years. The team has earned placement repeatedly in the "Top Ten Computer and Software Trainer List" by the Boston Business Journal as well as several University of Continuing Education Assoc. Awards.

- Directed the faculty and students services to keep pace with updated technologies including faculty convocations, scholarship and alumni programs for evening students and The Online Teaching Institute which won the Sloan Award for Most Outstanding Faculty Development Programs. Recently, The Faculty Center, was returned to my supervision and in just six months we have turned around the strategic direction of the Center and assisted numerous faculty in obtaining external grants.
- Led all aspects of administration, finance and quality assessment including the development of annual budget reports and projections, quarterly progress reports, and University audits. The Division regularly exceeds ambitious financial targets and has increased its fund balance by 36% in five years. I am responsible for management of 35 staff, 15 faculty coordinators and over 250 faculty.

### **2000- 2007 Interim CAO and Executive in Residence, UMassOnline**

I served as a member of the UMassOnline team first as the Interim Chief Academic Officer and finally as and Executive in Residence. In this role, I work with the CEO to cultivate and develop new programs and partnerships and represent the University in Sloan Foundation activities including serving on the Sloan-C Board of Directors and chairing the Sloan-C International Conference for Distance Learning. I am the Principal Investigator for UMOL for a 2007 system-wide grant of \$650,000 from the Sloan Foundation to develop a national model for e-learning programs that respond to local needs.

### **1983 –Present Faculty, UMASS Lowell, Psychology Dept. and the Graduate School of Education**

As a faculty member, I teach courses such as Leadership in Higher Education, Building Community in Higher Education. I am an active scholar and regularly present and keynote at national conferences and publish in peer reviewed journals. As a principal investigator I have received over \$850,000 in Foundation grants.

### **1990-1994 Dean of University College, and Director of the Centers for Learning, UMASS Lowell**

In 1990, I was appointed as the founding Director of Centers for Learning and Academic Services (CLASS), to integrate a wide variety of academic services for students, many of which I created in my previous position as Director of Freshman Programs. The program improved student retention dramatically and after 4 years, the University created University College to expand these retention efforts to Continuing Education. Under my direction, the College played a major role in stabilizing enrollments on campus by providing support services to faculty and students. The program won regional recognition for innovation and continues to receive high praise from the thousands of students who benefit from services.

During my tenure as Dean of University College, I spearheaded several university-wide initiatives including: the creation of two scholarship endowments, Chair of the NEASC Interim Self-study; the Co-chair of two major university-wide councils, the Council on Teaching and Learning and the Council on Communications. The following provides an overview of the programs and services that were encompassed under CLASS.

**Academic & Educational Computing:** a network of 15 state of the art computer labs and classrooms; the campus e-mail and major software lease and maintenance agreements. I also designed and implemented extensive training programs for faculty, staff and students.

**Advising Center:** The Center continues to serve approximately 1,000 students annually and provides on-going training and support to academic departments and faculty.

**Freshman Programs:** A comprehensive retention program called Transitional Tracks was home to nearly half of the freshman class (approximately 500 freshmen). I designed and supervised the on-going curriculum development of a freshman seminar named Values and Creative Thinking, and implemented the University's freshmen placement testing programs and related activities.

**Lowell Connections:** I was one of the principal authors of a Board of Higher Education grant to build the Lowell Community College Transitions program now called The Lowell Connections Program with area community colleges. The program has served thousands of students in easing their transition from community college to the university.

**Tutoring Program:** Initiated and expanded this program to include over forty courses, by facilitating faculty advisory groups and include specialized program called supplemental instruction.

**Faculty Teaching Center:** With the Council on Teaching and Learning I oversaw the creation of the Faculty Teaching Center which now engages over three-quarters of the University's faculty in a wide range of faculty development initiatives including seed grants, workshops and summer institutes.

**Honors Program:** Working with a faculty steering committee, I developed this program which now enrolls 250 students in a University-wide Honors program. I chaired the Honors Council for 5 years and played a key role in raising nearly \$70,000 for the Honors Endowment.

1986- **Director of the Freshman Year Program,** University of Lowell.

1990 Developed, implemented and managed all aspects of the comprehensive Freshman Program which was eventually expanded to CLASS above described above. I conducted numerous studies on retention that led to improvements in the first year curriculum and enhanced student performance. I also created a regional conference on student retention that was attended by over 150 participants annually.

1985- **Assistant Director of Admissions,** University of Lowell. Developed and implemented  
1986 recruitment plan for high schools and assisted in the development of a successful minority recruitment campaign.

1984- **Director of Talent Search and College Prep, University of Lowell.** Developed and  
1985 managed this program to transition disadvantaged high school students to college, expanding funding from \$80,000 to \$300,000.

1976-1982 Director and social worker for various individual, family and community agencies including; the Indochinese Refugees Foundation and The Lowell Association for Retarded Citizens.

**EDUCATION:**

Ed.D., University of Massachusetts Lowell, 1992.  
Master of Arts in Social Psychology, Goddard College, Vermont, 1980.  
Bachelor of Science in Sociology (Psychology minor), cum laude, University of Lowell, 1975.

**FUNDRAISING AND GRANTS**

Principal Investigator for a system-wide Sloan Foundation Grant on Local Blended Programs, \$650,000.  
Principal Investigator for Sloan Foundation Planning Grant to Expand Local Elearning Initiatives, \$45,000.  
Co-Principal investigator for Sloan Foundation grant for National Sloan-C Summer Workshop, \$85,000.  
Principal investigator for Sloan Foundation grant to develop an Online Teaching Institute, \$45,000.  
Co-Principal investigator for Sloan Foundation grant to develop an online Multi-media Certificate, \$45,000.  
Co-Principal Investigator for Board of Higher Education Grant for the Lowell Connections Prog., \$250,000.  
Principal Investigator for President's Office Grant on Web-enhanced Instruction, \$250,000.  
Received Equipment Gift from Nortel Bay Networks assessed at \$250,000.  
Founder of the Leo F. King Scholarship – raised over \$75,000 for student scholarships.  
Co-founder of the Honors Endowment – raised over \$100,000 for student scholarships.

**Major Committee Membership at UMass in past 10 years:**

Committee on Communications, Media and Information Technology, Chair, 2005  
UMass System-wide Committee on Assessment of Student Learning with Technology  
UML NEASC Self-Study Steering Committee, 2002-2003  
UMassOnline Cross Campus Advisory Council, 2001-present  
UMass System Committee on Collaboration, 2001-present  
President's Distance Education Study, 2000  
President's Outreach Policies & Procedures Task Force, 1999  
President's Task Force on Professional Education and 495 Initiative, 1999  
President's Corporate Outreach and Distance Learning, 1997-1999  
Elected Co-chair, Council on Teaching and Learning, 1994-1999  
Student Services Administrative Redesign, Co-chair, 1998  
President's Task Force on Enrollment Management, 1997  
Chair, NEASC Interim Study, 1996  
Co-chair, Search Committee for the Dean of Science, 1996  
Chair of Logistics for Mass Telecomm. Council's Technical R & D Conference, 1995-1996  
President's Task Force on Economic Development, 1994-1996  
Chair, Council on Telecommunications and Information Technology, 1994-1996

## **AWARDS and PROFESSIONAL AFFILIATIONS**

Winner of 3 Sloan C Awards in 2006: Best Institution Wide Programming, Most Outstanding Faculty Development and one of our faculty won Most Outstanding Teacher Chair of Sloan-C International Conference 2005 and 2006, Chair of Pre-conference Committee, 2007  
Chair Elect Sloan-International Conference, 2004  
Sloan Consortium Board of Directors, 2003-present  
Pi Lambda Theta  
Recipient of Council on Teaching, Learning and Service as Scholarship Recognition Award, 2002  
Recipient of UML's Honors Program Service Award, 2000  
Recipient of American Council on Education's - National Leadership Identification Program Award, 1996  
Recipient of Council on Diversity and Pluralism's Diversity and Excellence Award, 1996

## **PUBLICATIONS**

Moloney, J., Hickey, C., Bergin, A. Boccia, J. Polley, K. Riley, J. (in print, 2007) "Elements of Successful Local Blended Programs" *Journal of Asynchronous Learning Networks*.

Moloney, J. and Oakley, B. (2006) "Scaling Online Education: Increasing Access into Higher Education." *Journal of Asynchronous Learning Networks*.

Tello S. and Moloney, J. (2006) *Linking Assessment to Institutional Transformation*, in Sloan-C View, Volume 5, Issue 4, April 2006.

Moloney, J., Dion, S., Hickey, C., and Siccama, C. (2005) *Transforming Graduate Students Through Service Learning in Academic Leadership*.

Moloney J. and Tello S. (2003) "Achieving Quality and Scale Through Transformative Assessment." Invited manuscript for the Sloan-C Volume 5 in press.

Moloney J. and Tello S. (2003) "Principles for Building Success in Online Education." *Syllabus Magazine*, February, 2003.

Moloney J. (April, 1994) *Elements and Issues of Planning a Cross-Disciplinary General Education Curriculum*, *Journal of General Education*.

Moloney, J. (1991) *Changing Beliefs about the Under Prepared Student*. In N. Wyner (Ed.), *Current Perspectives on School Culture*. 1991.

Moloney J. (1994) *Spotlight on UMASS Lowell*. MFDC Exchange Vol. 4 No. 2.

Moloney J. (1992) *Reforming General Education: A Study of the Elements Considered by College Faculty to Plan a Cross-disciplinary Curriculum*, unpublished dissertation.

## **PRESENTATIONS**

*Boundless Opportunities, Online Programs and Advanced Networking*. Invited, Internet2, Chicago, 2007.

*Strategies for Scaling Online Programs*, Sloan C International Conf., Pre-Conference Workshop, Orlando, 2006.

*Strategies for Online Teaching & Learning*, Keynote for Wentworth Institute of Technology, Boston, 2006.

*Assessment for Excellence*. Online Workshop. Invited by Sloan-C 2005, 2006, 2007

*The New Dynamics of Teaching with Technology*, Keynote for University of Illinois, Springfield, 2005.

Co-chair Plenary Panel *From Innovation to Mainstream* Sloan-C 10<sup>th</sup> International Conference, Orlando, 2004.

*Administrative Strategies for Expanding Online Programs: Pre-Conference Workshop*, Sloan-C 10<sup>th</sup> Anniversary International Conference, Orlando, 2004.

*Engaging Faculty in the Design of Online Education*: keynote, UCEA Executive Seminar Series, Boston, 2004.

*The Not-For-Profits' Approach to Online Higher Education*: Invited Panelist for UBS Global, New York, 2004.

*Getting Started: Online Course & Program Development*: Sloan-C International Conference, Orlando, 2003.

*Achieving Quality in Online Education through Transformative Assessment*: Invited Presentation, Sloan-C Research Workshop, Newton, 2003.

*Principles for Building Success in Online Education*. Presentation at Syllabus Conference, Boston, 2002.

*Strategies for Expanding Online Education*. Invited, Greater New York City Regional ALN Meeting, 2002.

*Faculty Victorious; Surviving the Dot Com Threat*. Keynote, Bridgewater State College, 2001.

*Pleasant Surprises With Web-enhanced Teaching*. Invited keynote, Gordon College, 2001.

*It Takes A Village: To Move a Course Online*. Sloan Asynchronous Learning Networks Conference, Orlando, 2001.

*Accommodating changing Student Profiles*. Keynote, Fisher College Faculty Convocation, 2001.

*Development and Delivery of Distance Education Programs*. Syllabus 2000 and NERCOMP, Boston, 2000.

*Building On-line Programs*. Invited session, Documentation and Training Conference at Boston University, 2000.

*Crafting the Win/Win with Corporate Partners*. Invited, Region I UCEA, Burlington, Vermont, 1999.

*Web-Based Instruction for Faculty*, presentation at the Massachusetts Educational Computing, Boston, 1999.

*Partnerships & Consortia for Distance Learning*. Invited session for the New England Board of Higher Education, Boston, 1998.

*Trends and Paradigm Shifts for Continuing Education*, Invited session Region I, University UCEA, 1997.

*Integrating Multi-media Student Presentations into Your Curriculum*, Instructional Technology Conference, Lowell, 1996.

*Transforming the Academy by Empowering the Faculty*, Presentation at American College Personnel Association, Boston, 1995.

*Faculty Perspectives in Planning Cross-disciplinary Curriculum*, New England Educational Research Organization, Boston, 1992.

### **Community Organizations**

Greater Lowell Community Foundation Board of Directors, 2003-present  
 House of Hope Housing, 2002-present  
 House of Hope and Board Member, 1995-2002 President from 1999-2002

Whistler House Advisory Board, 1993- present  
Board of Governors, Saints Memorial, 1995-present  
Board Member Girls Inc., 1999- 2005  
Merrimack Valley Venture Forum Board of Directors, 2003-2005