**Jess H. Mitchell**

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# EDUCATION

**Ph.D.** **Thomas Jefferson University** **May 2025**

## Architecture & Design Research, SMARTlab

Dissertation: *A Pedagogy of One: Engaging the ‘Missing Middle’ Toward Inclusion in Education.*

An applied ethic demonstrated as a pedagogical approach aimed at elevating individual student voices and creating an environment for transformational learning.

Committee: Kihong Ku, TJU (chair); Lizbeth Goodman, UCD; Christopher Pastore, TJU; Bonnie Stewart, UWindsor (external)

<https://jdc.jefferson.edu/diss_masters/43>

**M.A.** **University of Minnesota, Twin Cities** 1999

Full fellowship: Modern Ethics, Social + Political Philosophy.

**B.A.** **Tulane University** 1997

Philosophy, Political Science, and Sociology

# PUBLICATIONS

## Journal and Refereed Publications

Wycoff, K., Nolan, M., Biondo, J., Carden, M., Coleman, J., O’Neil, T., Rabinowitz, A., **Mitchell, J.**, Goodman, L. (in review). Beyond Inclusion: Integrating community-based participatory research and design thinking to advance equitable, justice-oriented innovation.

**Mitchell, J.** (2025). A Shiny Pony in Higher Ed. Hewlett Foundation (Ed.), AI in Education. Floe Project. <https://floeproject.org/projects/ai-in-education/a-shiny-pony-in-higher-ed/>

**Mitchell, J.**, Lo, L., Scheuhammer, J., Treviranus, J., Spence, R. (2024). Framework for Accessible and Equitable Artificial Intelligence (AI) in Education. eCampus Ontario. Primary Author. <https://openlibrary.ecampusontario.ca/item-details/#/3e12459e-1d24-4f1b-b12a-a00cd6dfd25c?k=ai%20in%20education&itemTypes=6&itemTypes=12&sortCol=2&increasePopularSearch=true>

**Mitchell, J.** (November 2023). A Novel Inclusive Design Framework for Contributing to an Inclusive, Open Pedagogy. In M. Nix (Ed.), AMPS Proceedings Series 36.2: Teaching beyond the curriculum: A focus on pedagogy 2023 (pp. 57-63). AMPS (Architecture Media Politics Society). <https://amps-research.com/wp-content/uploads/2024/09/Amps-Proceedings_Series_36.2.pdf>

**Mitchell, J**. (2023). What is Co-design? [*Design for All Institute of India Journal*](http://designforall.in/)*,* 18(7), 9-17.

Killam, L., Chumbley, L., Kohonen, S., Stauffer , J., & **Mitchell, J**. (2023). Co-Creation During a Course: A Critical Reflection on Opportunities for Co-Learning. *The Open/Technology in Education, Society, and Scholarship Association Journal*, 3(1), 1–12. <https://doi.org/10.18357/otessaj.2023.3.1.43>

Clark, C., **Mitchell, J.**, Shahi, S., Stolarick, K., Treviranus, J., Vanderheiden, G., & Vimarlund, V. (2017). "Use Model for a User Centred Design in Multidisciplinary Teams." Studies in health technology and informatics, 242, (pp. 1063-1066).

Treviranus, J., **Mitchell, J**., Clark, C., Roberts, V. (2014). An Introduction to the FLOE Project. In: Stephanidis, C., Antona, M. (eds) Universal Access in Human-Computer Interaction. Universal Access to Information and Knowledge. UAHCI 2014. Lecture Notes in Computer Science, vol 8514. Springer, Cham. <https://doi-org.ocadu.idm.oclc.org/10.1007/978-3-319-07440-5_42>

Schwerdtfeger, R., Vanderheiden, G., Treviranus, J., Clark, C., **Mitchell, J.,** Petrides, L., … Brennan, M. (2014). PGA: Preferences for Global Access. In C. Stephanidis & M. Antona (Eds.), Universal Access in Human-Computer Interaction. Design for All and Accessibility Practice (pp. 325–336). Switzerland: Springer International Publishing.

Cheetham, A., Ayotte, D., Hung, J., Vass, J., Clark, C., **Mitchell, J.** & Treviranus, J. (2014) Accessible Metadata Generation. Springer International Publishing, 101-110.

Ayotte, D., Vass, J., **Mitchell, J.,** & Treviranus, J. (2014). Personalizing Interfaces Using an Inclusive Design Approach. In C. Stephanidis & M. Antona (Eds.), *Universal Access in Human-Computer Interaction. Design and Development Methods for Universal Access* (pp. 191–202). Springer International Publishing.

Treviranus, J., Clark, C., **Mitchell, J**., & Vanderheiden, G. (2014). Prosperity4All – Designing a MultiStakeholder Network for Economic Inclusion. In C. Stephanidis & M. Antona (Eds.), Universal Access in Human-Computer Interaction. Design for All and Accessibility Practice (pp. 453–461). Switzerland: Springer International Publishing.

Cheetham, A., Ayotte, D., Hung, J., Vass, J., Clark, C., **Mitchell, J.**, & Treviranus, J. (2014). "Accessible Metadata Generation." In Universal Access in Human-Computer Interaction. Universal Access to Information and Knowledge (pp. 101-110). Springer International Publishing.

## Book Chapters

**Mitchell, J.** (2020). “Chapter 31: The Tyranny of “Clear” Thinking.” Open At the Margins. <https://press.rebus.community/openatthemargins/>

**Mitchell, J.**, and J. Treviranus. (2017) “Chapter 4 - Inclusive Design in Ecosystems - Vimarlund, Vivian.” E-Health Two-Sided Markets. Academic Press, 43–61. <https://doi.org/10.1016/B978-0-12-805250-1.00006-X>

## Open Education Resource / Book

**Mitchell, J.**, Treviranus, J., & Baker, B. (2022, February 28). Learning to Be Human Together: Humanizing Learning. eCampusOntario. Primary Author, Project Lead; <https://ecampusontario.pressbooks.pub/onhumanlearn/>

## Policy Reports and White Papers

**Mitchell, J.** (2025). A Draft Standard for Emergency Measures for People with Disabilities. Inclusive Design Research Centre funded by Accessibility Standards Canada. Primary Author.

**Mitchell, J**., & Inclusive Design Research Centre. (2024). Review of the review [Report]. Accessibility Standards Canada. <https://idrc.ocadu.ca/media/a-review-of-the-standards-development-process-final.docx> Primary Author, led co-designer engagement on the project. Co-designers represented people with lived experience of disability.

**Mitchell, J.** (2023, March 31). Future of Work: Equitable Digital Systems Research Report funded by Accessibility Standards Canada. Primary Author, project co-lead.

Shahi, S., **Mitchell, J.**, & Ayotte, D. (2016). Foundational design for Prosperity4All [Report]. Prosperity4All EU Project (FP7-610510).

**Mitchell, J.**, Stolarick, K., Shahi, S., & Vimarlund, V. (2016). Prosperity4All prosperity indicators, data analytics and usage metrics design and modelling tools [Report]. Prosperity4All EU Project (FP7-610510).

## Conference Proceedings

Killam, L., & **Mitchell, J**. (2022, April). A Critical Examination of Learner-Educator Co-Creation Within a Course. In The Open/Technology in Education, Society, and Scholarship Association Conference (OTESSA), virtual.

Clark, C., Obara, J., **Mitchell, J.**, & Richards, J. (2010, October). "Usable ARIA: The Fluid Infusion Component Set and the Relationship Between ARIA and Usability." In 1st International ÆGIS Conference (Vol. 7, p. 8).

**Mitchell, J.**, & Fluid Community. (2010, March 31). New technology in the museum: A case study of three museums in the Fluid Community working together. In J. Trant & D. Bearman (Eds.), Museums and the Web 2010: Proceedings. Toronto, ON: Archives & Museum Informatics. <http://www.archimuse.com/mw2010/papers/mitchell/mitchell.html>

## Non-Refereed Publications

**Mitchell, J.** (2022, January 7). An Attempt to Disrupt Education (part 3). Age of Awareness, Medium. <https://medium.com/age-of-awareness/an-attempt-to-disrupt-education-6c743efb2df0>

**Mitchell, J.** (2021, December 24). An Attempt to Disrupt Education (part 2). Age of Awareness, Medium. <https://medium.com/age-of-awareness/an-attempt-to-disrupt-education-part-2-7a6261fbd81c>

**Mitchell, J.** (2021, December 24). An Attempt to Disrupt Education (part 1). Age of Awareness, Medium. <https://medium.com/age-of-awareness/an-attempt-to-disrupt-education-cc44e64bce7>

**Mitchell, J.** (2021, December 8). The Damage We Do: Assessment. Age of Awareness, Medium. <https://medium.com/age-of-awareness/the-damage-we-do-assessment-ff7c1e3fae88>

**Mitchell, J.** (2021, December 7). The Ethical Edges: What is Our Tolerance for Failure? Who are we Comfortable Leaving Behind? Age of Awareness, Medium. <https://medium.com/age-of-awareness/the-ethical-edges-what-is-our-tolerance-for-failure-who-are-we-comfortable-leaving-behind-9214d380772a>

# INVITED KEYNOTES and SELECTED PRESENTATIONS

## Keynotes

**Mitchell, J.** (2025, December 17 forthcoming). *The Missing Middle in Actioning Inclusion in Education.* University of Regina, Centre for Teaching and Learning.

**Mitchell, J.** (2022, December 12). *Designing Education for Equity: Moving Beyond Inclusion 101* by Jess Mitchell [Keynote]. Open Oregon Educational Resources

**Mitchell, J.** (2022, June 9). *Rethinking just about everything* [Keynote]. Lumen Learning, Portland, OR, United States.

**Mitchell, J.** (2020). *Moving beyond talking and planning to doing* [Keynote]. Canada Life ProDev Event, [Zoom].

**Mitchell, J.** (2019). *Inclusive Design* [Keynote]. eLearning in Libraries Symposium, Toronto Metropolitan University, Toronto, Ontario, Canada.

elearningDelta (Director). (2019, November 5). *Open Education in the Mitten:* **Jess Mitchell** [Keynote] MI Community College Association OER Summit. Delta College, MI. <https://www.youtube.com/watch?v=s1OXx1Iw1Uc>

**Mitchell, J.** (2019, October 15). Issues of inclusion, diversity, and equity in design specifically in libraries and library systems. [Keynote address]. Louis Users Conference (LUC), Baton Rouge, Louisiana, USA. LOUIS Users Conference (LUC) <https://www.louislibraries.org/luc/2019/>

**Mitchell, J.** (2019). Jess Mitchell presentation on the perspective shift with Inclusive Design. [Keynote]. Achieving the Dream coaching event, Louisville, KY

**Mitchell, J.** (2019). *Inclusive Design in Education* Jess Mitchell [Keynote]. Open Textbook Network Summer Institute.

**Mitchell, J.** (2019, April 12). Inclusive: Jess Mitchell [Keynote]. CreativeMornings/Toronto. <https://creativemornings.com/talks/jess-mitchell>

Jesse Stommel (Director). (2019, March 20). **Jess Mitchell** Keynote—Digital Pedagogy Lab Toronto [Video recording]. <https://www.youtube.com/watch?v=N8qmgxI5d-s>

**Mitchell, J.** (2019, March 8). The revolution is now [Keynote]. Brock University Open Education Week, St. Catharines, Ontario, Canada. <https://www.youtube.com/watch?v=IbYMjM_0vnY>

**Mitchell, J.** (2019, January 23). Curiosity, stream of consciousness, critical thinking, and communities of practice [Keynote]. ATI New Hampshire, Manchester, NH, United States.

**Mitchell, J.** (2018). *This New Thing: Inclusive Design: Leadership and Inclusive Design in a Changing Time.* Gilbert + Tobin, Sydney, Australia

**Mitchell, J.** (2018). *Tolerance for Failure: Open Education and its Ethical Edges* by Jess Mitchell. [Keynote]. Open Education Conference, Niagara, NY (viewed 1000 times on YouTube)

**Mitchell, J.** (2018). *Nothing is Neutral: Inclusive Design Thinking, Healthcare Outcomes, and the Best Way to Open a Door.* [Keynote] Sunnybrook healthcare conference.

**Mitchell, J.** (2018). *What You Measure is What You Value.* [Keynote].Ted Rogers School of Management, Diversity, and Inclusion in Corporate Leadership Event.

Campbell, Dr. Mark, and **Jess Mitchell** (2018). *Equity, Inclusion, & Diversity: questioning, reflecting, disrupting* [Keynote]. Ontario Museums Association: Inclusive Museum Leadership Symposium

**Mitchell, J.** (2017). Inclusive Design: A Change in Perspective. Accessibility Advisory Committee Forum, York Region.

**Mitchell, J.** (2015, October 16). Design Thinking with Inclusive Design. 3D Mechanical Design tool called SolidWorks release event Toronto, ON.

## Selected Presentations

Madland, Colin and **Jess Mitchell**. (2025). Rethinking assessments in light of inclusion. [Conference Presentation]. OTESSA (Open/Technology in Education, Society, and Scholarship Association) conference.

**Mitchell, J.** (2017, June 8) *Accessibility in Open Textbooks*. [Panel participant/presenter]. The Rebus Foundation <https://www.youtube.com/watch?v=8n_iXNWPZKk&t=2676s>

**Mitchell, J.** (2016, March 25). Inclusive Design: Change your Perspective. [Presentation]. CSUN accessibility annual conference.

**Ayotte, Dana and Jess Mitchell** (2014, March 19). Personalizing Interfaces: An Inclusive Design Approach to Increase Access. [Presentation]. CSUN accessibility annual conference.

**Mitchell, J.** (2013). *Inclusive Design: Designing for a Diverse World.* [Presentation]. IxDA, Interaction Design Association.

**Mitchell, J.** (2013, November 8). *Inclusive Design of OERs.* [Presentation]. Open Education Annual Conference, Park City, UT.

**Mitchell, J.** (2010, March 12). *Web Accessibility and Design.* [Presentation]. Balboa Park Online Collaborative. San Diego, CA.

**Mitchell, J.** (2009). Fluid Engage. [Poster and demo]. Museum Computer Network Conference

**Mitchell, J.** (2009, July 20). Pervasive Accessibility: The Fluid Project. [Presentation]. IEEE Accessing the Future; Boston Pervasive Accessibility.

Alt, Casey and **Jess Mitchell**. (2006). The Campus Map Project. [Presentation]. EDUCAUSE Western Regional Conference.

# INVITED FACILITATOR

**Mitchell, J.** (2025, August 26). Academic Year Welcome: Invited facilitator and discussant with Dr. Bonnie Stewart [Event]. OCAD University, Toronto, Ontario, Canada. <https://www.ocadu.ca/events-and-exhibitions/academic-year-welcome-2025>

**Mitchell, J.** (2023, February 15). TESS Panel eCampusOntario 2023 “Normal it wasn’t” [Panel discussion facilitator and creator]. eCampusOntario. <https://www.youtube.com/watch?v=T43X-QkV29k&t=1s>

**Mitchell, J.** (2022, June 9). Women in Tech [Panel discussion facilitator]. Lumen Learning. Portland, Oregon, USA

**Mitchell, J.** (2021, May 11). May Curriculum Week: Jess Mitchell invited facilitator and discussant with Sean Michael Morris [Video]. OCAD University. [https://ocadu.yuja.com/V/Video?v=616014&node=2322511&a=1817414230](https://www.youtube.com/watch?v=T43X-QkV29k&t=1s)

**Mitchell, J.** (2019). Engaged a cohort of grantees, including CEOs and executive directors of education non-profits, in developing a shared understanding of their respective DEI efforts and in building trust so that they were ready to share openly. [Facilitator]. Hewlett Foundation Grantees Convening (Open Ed and Deeper Learning). Savannah, Georgia.

# MEDIA APPEARANCES

Greene, Terry (Host). (2025, September 18). **Jess Mitchell.**  Gettin’ Air with Terry Greene by voiced Radio [Audio podcast episode] <https://www.spreaker.com/episode/dr-jess-mitchell--67810165>

Greene, Terry (Host). (2019, March 15). Episode 53 – **Jess Mitchell.** Gettin’ Air with Terry Greene by voiced Radio [Audio podcast episode] <https://www.spreaker.com/episode/jess-mitchell--17331420>

Bauer, K. (Host). (2019, May 22). Episode 029 – **Jess Mitchell** [Audio podcast episode]. Ask the Flipped Learning Network. <https://flippedlearning.org/ask-the-fln-podcast/episode-029-jess-mitchell/>

[Open Ed Rising](https://openeducationrising.blubrry.net/episode-11-how-can-oer-be-more-inclusive/) (2019). How Can OER Be More Inclusive? [Interview with **Jess Mitchell**].

Greene, Terry (Host). (2018, March 8). Episode 17 – **Jess Mitchell** [Audio podcast episode] Gettin’ Air with Terry Greene by voiced Radio

Creative Commons (2018). Humans of the Commons [Interview with **Jess Mitchell**].

Johnson, Sydney (Host). (2018). Is Open Content Enough? Where OER Advocates Say the Movement Must Go Next with **Jess Mitchell** and Kent McGuire [Audio podcast episode]. EdSurge. <https://www.edsurge.com/news/2018-10-30-is-open-content-enough-where-oer-advocates-say-the-movement-must-go-next>

Nia, Kaveh and Arezoo Talebzadeh (Producers). (2016). [Episode Two, Gender](http://quantization.ca/podcast/episode-two-gender/) with **Jess Mitchell** and Richard Fung [Audio podcast episode] Quantization.

# INVITED WORKSHOPS (selected)

**Mitchell, J.** (2025, November 11 forthcoming). *Raising Our Voices - Podcast as Opportunity to Elevate Individual Voices.* Live Podcast Recording and Conversation with Terry Greene, Host Gettin’ Air.

**Mitchell, J.** (2025, September 8-12). ACBOA’s Instructor Training Course, Focus: 2020 Energy Codes. [Workshop].

**Mitchell, J.** (2023). *Open Pedagogy consultation including Keynote and open workshop with faculty.* Macalester College

**Mitchell, J.** (2021). CACUSS pre-conference workshop delivered by Jess Mitchell. CACUSS annual meeting

**Mitchell, J.** (2020). *Faculty seminar in making distance education inclusive and accessible during COVID-19.* University of Alaska, Fairbanks

**Mitchell, J.** (2019). *Inclusive Design* [Keynote and Workshop]. Centennial College

Faculty Workshop.

**Mitchell, J.** (2019). Jess Mitchell Workshop. OpenStax Curriculum Creation Workshop Days, Houston.

**Mitchell, J.** (2018). *Inclusive Design in Education.* [Keynote].Open Textbook Network <https://www.youtube.com/watch?v=U7NVsebgx70>

**Mitchell, J.** (2018). *Inclusive design Webinar Series.* [Keynote]BC Campus

<https://video.bccampus.ca/media/Inclusive+Design+Webinar+Series+Part+1A+Inclusive+Design/0_vo0at97w>

# TEACHING

## OCAD University, School of Graduate Studies, Toronto

*Adjunct Professor in Inclusive Design (MDes) Master’s programme*

The Difference 2022–present

Building an inclusive design practice. Developing a pedagogical practice that blends Philosophy, Psychology, Design, Disability Studies, Sociology, Education, etc. Focusing class topics on design for inclusion through diversity and equity. Maintaining an emphasis on ethics.

Inclusive Art, Design & Community 2024

Explored communities that form, grow, change, and end throughout history. Examine controversies in Art and Museum practices. Learn how to conduct co-design and critique it. Form a community of practice.

## University of Victoria, BC

*Instructor, Faculty of Education Department of Curriculum, and Instruction*

Learning Design Tech-Mediated Environments (asynchronous) 2021–2024

Distributed + Online Learning Open Ed, Open Data, Open Tech, Open 2024, 2025

Pedagogy

## Wilfrid Laurier University, Waterloo

*Instructor, Faculty of Design*

Diversity and Inclusivity in Design undergraduate elective course. 2019–2022

## Duke University, Durham, NC

*Adjunct Professor, John Hope Franklin Center for Information Science + Studies (ISS)*

ISS Interdisciplinary Certificate Capstone 200. Capstone project-based course. Structured course as a start-up organization where students planned, created, and operationalized a product.

Capstone Theme:

The online campus map. 2008

Digital sign design and posting service. 2007

SketchUp 3D tour of campus for Freshmen. 2006

A digital game. 2005

## University of Minnesota, Twin Cities

*Lecturer, Department of Philosophy*

Ethics 1999

Political Philosophy 1999

Logic 1998

Introduction to Philosophy 1997

# STUDENT SUPERVISION

OCAD University MDes Master’s students 2015-present

(primary advisor to > 5 graduate students, 2 of whom have gone on to PhD programs)

Library Futures Master’s mentor to Siena Oristaglio (MLIS in progress) 2025-present

SPARC Fellow Mentor to Katharine Miller, MLIS, now scholarly 2019

communications librarian at VCU Libraries

Google Summer of Code 2017–2018

(mentee Ria Bhatia won Google Women Techmakers Scholar award in Asia/Pacific ‘18)

Ontario High School Coop Students 2016-2018

Mentored community high school students in inclusive design thinking and application

# NON-ACADEMIC CONSULTING

ACBOA (The Alliance of Canadian Building Officials’ Associations) 2025

(Pedagogy, inclusion and accessibility training development and delivery; content creation and week-long workshop delivery)

OBOA (Ontario Building Official Association) 2024

(Accessibility and inclusion training development and delivery across provincial building associations

Google 2023

*Three-part workshop series with designers and product leads socializing inclusive design perspective, methods, and re-structuring.*

Lululemon 2021-2023

*Multi-year engagement to facilitate, co-create, and the release a workshop learning module for all employees to practice inclusive design.*

IKEA 2021–2023

*Workshops, research, consulting, and facilitation in socializing inclusive design across large, multi-national while standing up a centre of excellence for accessibility.*

Centre for Inclusive Design, Sydney, Australia 2018

*Week-long training for inclusive design team*

Royal Ontario Museum 2018

*Staff Inclusion workshop: “difficult decisions”*

City of Toronto Museums & Heritage Svcs*: Design Thinking Workshop* 2018

Ontario Public Service 5x workshops with various Departments 2018

Mozilla Foundation 2018

*Diversity and Inclusion for Communities and Contributors:* <https://wiki.mozilla.org/Diversity_and_Inclusion_for_Communities_and_Contributors/DI_Call_09_04_2018>

# RESEARCH PROJECT LEADERSHIP (RECENT)

**Review of the Review** 2024

**funded by Accessibility Standards Canada / the Government of Canada**

Led a research project focused on more authentically and more meaningfully engaging people with disabilities into the standards development process (one governed nationally by CSA Group).

Primary author of the final report that combined research with the lived experiences of people with disabilities as experts. The experiences shared were distilled (with a focus on prioritizing the individual), analyzed, and synthesized using mixed methods, person-centred approaches that value ‘outliers’ in data. Facilitated co-design sessions between Accessibility Standards Canada and expert co-designers in a novel game-based standards process.

**Future of Work: Equitable Digital Systems** 2023

**funded by Accessibility Standards Canada / the Government of Canada**

Co-lead for a multi-year project with over 75 contributors: over 55 experts with lived experience of disability and over 20 experts from disability advocacy or disability research organizations. The project engaged 10 partner organizations and employed 5 student research assistants. All relationships and engagements were managed by the co-leads.

The project pushed the boundaries of co-design, engaging experts in 4 various co-design activities throughout the project. The activities were progressively deep and creative, leaning on the trust built within the teams as the research evolved.

Pioneered co-design methods, blending inclusive design approaches to research with qualitative research methods. From this work we explored ways to articulate the pivotal steps from verbatim lived experiences to synthesis to analysis while maintaining a core commitment to humanizing the research.

Primary author of final report that has been circulated throughout the Government of Canada as an exemplar of how to do research that results in clear, actionable recommendations while honouring the experiences of the experts engaged in co-design.

**Learning to Be Human Together: Humanizing Learning** 2022

**funded by eCampus Ontario**

Led a project focusing on those most precarious in teaching in higher education. Through modules, demonstrated and actioned collaboration with precarious faculty collecting outcomes for how to humanize learning. Coordinated 7 colleges and universities across Ontario in co-creative work.

# PROFESSIONAL EXPERIENCE

## Inclusive Design Research Centre (IDRC), OCAD University; 2008–present

## formerly the Adaptive Technology Resource Centre (ATRC), Faculty of Information, University of Toronto

*Senior Manager Research + Design*

Lead education initiatives including inclusive education initiatives; liaison and co-design with stakeholder groups (largely organizations for and by people with disabilities); conduct research activities with diverse teams of students, people with lived experiences, and academics; perform consultations; and facilitate groups in inclusion, innovation, and diversity (across education, government, industry, and non-profit partners). Facilitate communities of practice that take on difficult conversations. Write grant proposals, research reports, policies, and standards. Manage multi-year projects with budgets from $300,000 - $10 million.

## Office of Information Technology, Duke University 2004–2008

*Senior Project Manager*

Directed innovative and strategic projects. Catalyzed groups of technologists and faculty to discover, plan, build, implement, and support high-impact projects while managing a $1 million budget. Built infrastructure, planned, purchased, and worked with vendors to support the Duke Digital Initiative, an initiative that pioneered experimenting with new technologies in the classroom including iPods, HD cameras, podcasts, blogs, and more.

Led the creation of Apple’s iTunes U, liaising between Duke and Apple.

Created a community partnership with Youth Document Durham, a program of the Duke Center for Documentary Studies.

Brought together technical and non-technical groups around the University and the Durham community to achieve collaborative, innovative technology solutions while changing University policy and culture along the way.

## Geekcorps, Accra, Ghana, West Africa 2003–2004

*Volunteer Consultant with Ethan Zuckerman*

Led a project that built the Ghana Internet Exchange Point, a L-2 switching device that allows local traffic in Ghana to bypass expensive international bandwidth and stay local, saving the ISPs and NSPs money and building a national “web.”

Established the Ghana Internet Exchange Association (GIXA) and then built membership to over 20 ISPs and NSPs.

Built collaborations among Ghana’s private and public sectors, telecommunications regulator, government ministry, and international aid agencies.

Procured $100,000 worth of equipment and resources as donations from Cisco, Intel, Motorola, Siemens, and community members. The project included a 60-meter mast, 360˚ wireless antennae, switch, wiring, switch closet, air conditioner, backup power, monitoring plan, policies for members, etc.

Secured a location for the exchange at the Ghana-India Kofi Annan Centre of Excellence in ICT – at no cost, and in perpetuity.

Wrote a strategy with the Government of Ghana’s Deputy Minister of Communications and Technology for the highly politicized transition of the country code top-level domain, ccTLD, to a non-profit group of stakeholders who broadly represented Internet interests in Ghana.

Worked to stabilize and develop the Ghana Internet Service Provider Association (GISPA). Grew association membership and helped members work together toward common interests in difficult times.

Helped GISPA develop a common voice on policy and lobbying issues, resulting in the monopoly Telco lowering prices for and reselling connections to the SAT-3/WASC fibre.

# PROFESSIONAL SERVICE

## Editor & Reviewer

Case, A., & Day, A. (2018). Designing with sound: Fundamentals for products and services. O'Reilly Media.

Ontario Digital Service Digital Inclusion Research Fund project reviewer (2017).

## Event Coordination

THUNDER Indigifest Volunteer 2021

https://fdltcc.edu/ojibwemowiningresourcecenter/ojibwemowining/activities/thunder-indigifest/

Guerrilla Education! A Very Hands-On Open Education Week Event 2019

OCAD University Library

DEEP Designing Enabling Economies & Policies annual conference 2014-2019

co-coordinator https://deep.idrc.ocadu.ca/

## Membership

AACU (American Association of Colleges and Universities) 2022-2024

Institute on Open Educational Resources Faculty Advisor

Rebus Ink scholarly research and publishing Advisory Board Member 2019–2022

Founding Board Member of Open/Technology in Education, Society, 2019 - present

and Scholarship Association (OTESSA). Equity Member

# AWARDS

2025 Open Education Award for Excellence Nominee

2025 Dean’s Dissertation Scholarship, TJU

2024 Dean’s Dissertation Scholarship, TJU