

Amanda Miklik

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Work Experience

Instructional Designer & Content Strategist

at the University of Minnesota

August 2013 - Present

Designing, developing, and implementing engaging, interactive online learning experiences for the entire university community, including students, faculty, staff, and other stakeholders

Leading Content Strategy Subcommittee for redesign of onestop.umn.edu

Leading multi-generational support teams while advocating for content strategy, accessibility, and optimal user experience

Provided instructional design support to help 2,400+ university staff prepare for change during an \$84,000,000 upgrade to the university's digital architecture

Assessment Developer (Independent Contractor)

for the Northstar Digital Literacy Project

January 2014 - July 2015

Created web-based assessments which help adults demonstrate basic computer literacy and attain credentials for employment (between 4,000 - 10,000 assessments taken weekly)

Worked with program staff to develop standards for benchmarking basic digital literacy skills

Director of Tutoring Services

at Saint Paul College

March 2012 – August 2013

Recruited, hired, and supervised a team of 30-40 peer tutors and professional staff in four campus Tutoring Services learning centers

Developed and maintained a robust tutor training program that achieved CRLA - ITTPC certification, including a social learning-based training website

Reported to internal and external stakeholders on performance and outcomes of learning centers and made data-informed decisions to plan programming and structure of Tutoring Services

Interim Coordinator of Career & Placement Services

at Saint Paul College

June 2013 – August 2013

Provided career and placement services for prospective students, current students, and alumni and managed Career and Placement System (CAPS) job posting website for the College

Academic Support Learning Community Admin at Saint Paul College

January 2013 – June 2013

Hired, trained, and supervised a team of tutor-facilitators

Provided high-touch academic advising to a caseload of students enrolled in developmental college coursework

Helped a community of students improve academic skills like time management, goal-setting, course planning, managing relationships, and stress management

Wrote white paper for MNSCU Extraordinary Education grant to Saint Paul College

Academic Success Coordinator at Saint Paul College

March 2010 - March 2012

Promoted student success by designing, developing, and implementing training and educational materials for new students, students at risk of attrition, and new faculty members

Developed methods to measure retention of students in courses, programs and degrees and implement tracking and surveying instruments

Collaborated with College faculty and other Student Services professionals to provide intrusive advising to a diverse population of students

Admissions Specialist at Saint Paul College

January 2008 - March 2010

Developed and implemented strategic plans for the College's recruiting efforts

Developed and directed a new online orientation program for incoming students

Trained and supervised participants of the Student Ambassador program

Acted as lead administrator and content developer for the College's knowledge management system

Education

M.Ed., Learning Technologies

University of Minnesota

2013, Multimedia Development and Design Emphasis

B.A., Individualized

Metropolitan State University

2009, Adult Learning & Social Justice Emphasis

A.A., Transfer Degree

Saint Paul College

2007

Community Volunteer Experience

Advisory Board Member
Ground Truth Collaborative

Coach
Minnesota FIRST Lego League

Citizen's Advisory Committee Member
Ronald M. Hubbs Center for Lifelong Learning

Co-Chair
Minnesota GLBTA Campus Alliance

Volunteer Teacher, ESOL & Citizenship Classes
Project SHINE

Volunteer ESOL Teacher, 1-1 Tutor
Minnesota Literacy Council

Honors and Awards

2015 Recipient

MARGO Award from the Communicator's Forum at the University of Minnesota

Maroon Award from the Communicator's Forum at the University of Minnesota

Outstanding Contribution to the Enterprise Systems Upgrade Program at the University of Minnesota

2012 Nominee

Outstanding Contributions to Student Success at Saint Paul College

2010 Recipient

Outstanding Contributions to Student Success at Saint Paul College

Technical Proficiencies

Software:

Microsoft Office, Google Apps, Adobe CC Suite, Captivate 9 and earlier, Oracle User Productivity Kit (UPK), Camtasia, Prezi, ISRS (MNSCU database), PeopleSoft Campus Solutions, and whatever you'd like me to learn quickly!

Learning Management Systems:

Moodle, Desire2Learn, ULearn, Destiny One Registration System

Programming Languages I Know Enough to be Dangerous with:

HTML5, CSS