**Mariah Smith**

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**Instructional Design | Training & Development | e-Learning | Education Technology**

# Professional Summary

Instructional Designer with proven experience designing and implementing effective e-Learning solutions and instructor-led training (ILT). Over 10 years of professional experience in the education industry serving diverse stakeholders including students, faculty/staff, managers, and more. Effective team player with strong analytical, project management, communication, and organizational skills with a creative writing foundation.

# Instructional Design Experience

**Instructional Designer February 2019 – Present**

Oakton Community College |Des Plaines, IL

* Redesign New Student Orientation programming including needs assessment, development, and implementation
* Collaborate with key stakeholders and SMEs to implement eLearning orientation modules by writing and storyboarding learning materials
* Consult, prioritize and lead project management amongst managers and key stakeholders from concept to implementation for web-based materials
* Outlined and storyboarded all elements of online onboarding modules for New Student Orientation
* Needs assessment of New Student Orientation by researching and conducting comparative analysis amongst other colleges and universities
* Maintained HTML/CSS knowledge by professional development, and meetings with software used in online orientation (ComEvo)
* Consulted with SMEs on computer-based instructional delivery methods and identify design requirements for eLearning modules with the Office of Advising, Transitions, and Student Success
* Communication and leadership across functional units including Admissions, Learning Center, Testing Center, Enrollment Services, Office of Advising, Transitions and Student Success to achieve a high caliber web-based training solution for student onboarding
* Serve as an SME for the select software solution helping team members enhance learning materials for the web-based orientation program

# Training & Development Projects

**Consultant | Copywriter** *(Standard Operating Processes Work Group)* **August 2017 – June 2019**

Oakton Community College |Des Plaines, IL

* Led program review of New Advising Onboarding including tasks and policies by the Office of Advising, Transitions, and Student Success Standard
* Developed, wrote, and reviewed 20 new Standard Operating Procedures (SOP) for advising office
* Developed a calendar of open-call feedback from colleagues for the purpose of review and revision
* Proposed a timeline for annual and bi-annual review of older SOPs to determine if updates were needed

**Facilitator** *(Antiracism Team)* **August 2015 – May 2017**

Oakton Community College |Des Plaines, IL

* The team aims to curate a set of practices and learning solutions to address challenges faced by Black/Indigenous/People of color including instructor-led programs surrounding the 2016 election
* Serve as facilitator and for the 2016 Chicago chapter of ROAR (Crossroads Antiracism Organization and Training) to promote equity, inclusion, and justice

**Consultant** *(Enrollment Center Training & Development)* **August 2013 – June 2015**

Oakton Community College |Des Plaines, IL

* Provide needs assessment support for structural changes of the enrollment center from multiple locations to a one-stop including collaboration across functional units such as admissions, registration, academic advising and financial assistance
* Collected information, created assessments, and developed web-based and instructor-led trainings

# Additional Professional Experience

**Academic Advisor November 2011 – Present**

Oakton Community College |Des Plaines, IL

**Community Manager May 2007 – Present**

Ion Lincoln Park (*formerly 1237 West)* |Lincoln Park, IL

**Senior Academic Advisor January 2008 – November 2011**

Kaplan University | Chicago, IL

**Residence Hall Director June 2006 – May 2007**

Fort Lewis College |Durango, CO

# Leadership Involvement

New Student Orientation Work Group **2020 - Present**

Standard Operating Procedures Working Group **2018 - 2020**

Student Conduct Board **2013 - 2016**

Student Conduct, Writing Sanctions Committee **2013 - 2016**

Achieving college Excellence (A.C.E.) Committee **2011 - 2014**

Academic Advising Search Committee **2011 - 2013**

Academic Advising Walk-In Assessment **2011 – 2013**

# Education

**Master of Education May 2010**

Loyola University Chicago, Chicago, IL

*Program: Higher Education*

**Bachelor of Arts May 2006**

Loyola University Chicago, Chicago, IL

*Major: Creative Writing*

# Skills & Training

**Certifications |** Mediation Skills Training (40 hours), Title IX & Response to Sexual Misconduct Training (16 hours)

**Software**| Microsoft Office Suite (Word, Excel, PowerPoint), Google (Drive, Sheets, Docs, Forms, Meet/Chat, Calendar)

**Technology** | HTML, CSS, SharePoint, Final Cut Pro, Articulate Storyline, Camtasia Studio, Captivate

**Instructional Design** | Needs assessment, Learning theory, Adult learning theory, Bloom’s taxonomy, ADDIE