

## Angela D. Benson

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Department of Human Resource Education  
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### Education

Ph.D., 2001, Instructional Technology, The University of Georgia (UGA), Athens, GA  
M.S., 1997, Human Resource Development, Georgia State University, Atlanta, GA  
M.S., 1984, Operations Research, Georgia Institute of Technology, Atlanta, GA  
B.S., 1982, Industrial Engineering, Georgia Institute of Technology, Atlanta, GA  
B.S., 1982, Mathematics, Spelman College, Atlanta, GA

### Industry Experience

Research Engineer, BellSouth Telecommunications, Atlanta, GA (1990 - 1995)  
Systems Engineer, AT&T Bell Laboratories, IL and NJ (1982 - 1990)  
*Awards:* Departmental Recognition Award (1991-1993), Department Head Award (1993), Special Achievement Bonus (1993), Individual Performance Award (1988, 1990), Exceptional Contribution Award (1987), Distinguished Contributor Award (1984).

### Awards

Spitze/Mather Faculty Excellence Award, UIUC College of Education, 2005  
Most Outstanding Doctoral Student, Department of Instructional Technology, UGA, 2001

### Grants

Johnson, S. & Benson, A. (Co-PIs, 2003). Distance Learning in Postsecondary Career and Technical Education: A comparative study of the effectiveness of campus-based and online courses, a research project funded by the National Research Center for Career and Technical Education (NRCCTE), \$194,000.

Johnson, S. & Benson, A. (Co-PIs, 2002). Distance Learning in Postsecondary Career and Technical Education: A national survey of community colleges, a research project funded by the National Research Center for Career and Technical Education (NRCCTE), \$180,000.

## Publications

### *Editorships of Journals and Other Learned Publications*

- Benson, A., & Schaffer, S. (2004). Workplace learning and performance improvement, A special issue of TechTrends 48(2).
- Benson, A., & Johnson, S. (2002). Information and learning technologies in HRD, A special issue of Advances in Developing Human Resources (4)4.

### *Journal Articles (Peer-Reviewed)*

- Benson, A.D. (in press). An exploratory study of online postsecondary education for low-income working adults: A view from ESO programs and program directors. Journal of Negro Education.
- Benson, A.D., Johnson, S.D., Duncan, J.R., Shinkareva, O., Taylor, G.D., & Treat, T. (in press). Community college participation in distance learning for career and technical education. Community College Journal of Research and Practice.
- Benson, A.D., Johnson, S.D., Duncan, J.R., Shinkareva, O., Taylor, G.D., & Treat, T. (2005). Achievement in online and campus-based career and technical education (CTE) courses. Community College Journal of Research and Practice, (29)5, 369-394.
- Johnson, S.D., Benson, A.D., Duncan, J.R., Shinkareva, O., Taylor, G.D., & Treat, T. (2004). Internet-based learning in postsecondary career and technical education. Journal of Vocational Education Research, 29(2), 101-119.
- Benson, A.D. (2004). Distance education: Ready and willing to served the underserved? Quarterly Review of Distance Education, 5(1), 51-57.
- Benson, A.D., Bothra, J., & Sharma, P. (2004). TPMS: A performance support tool for Cisco training program managers. TechTrends, 48(2), 54-58.
- Benson, A.D. (2003). Assessing participant learning in online environments. New Directions in Adult and Continuing Education, (100), 69-78.
- Benson, A.D. (2003). Dimensions of quality in online degree programs. American Journal of Distance Education, 17(3), 145-159.
- Benson, A.D., Johnson, S.D., & Kuchinke, P.K. (2002). Information technology in the workplace: A framework for HRD. Advances in Developing Human Resources, 4(4), 392-404.
- Benson, A.D. (2002). Using online learning to meet workforce demand: A case study of stakeholder influence. Quality Review of Distance Education, 3(4), 443-452.
- Lee, W.W., Owens, D.L., & Benson, A. D. (2002). Design considerations for Web-based learning systems. Advances in Developing Human Resources, 4(4), 405-423.
- Benson, A., Guy, T. & Tallman, J. (2001). Viewing online learning through the lens of perspective transformation. International Journal of Educational Telecommunications (7)3, 251-269.
- Schrum, L., & Benson, A. (2000). A case study of one online MBA program: Lessons from the first iteration of an innovative educational experience. Business, Education and Technology Journal (2)2, 38-46.
- Schrum, L., & Benson, A. (2000). Online professional education: A case study of an MBA program through its transition to an online model. Journal of Asynchronous Learning Environments [On-line serial], (4)1. Available: [http://www.aln.org/alnweb/journal/Vol4\\_issue1/schrum.htm](http://www.aln.org/alnweb/journal/Vol4_issue1/schrum.htm).
- Tallman, J., & Benson, A. (2000). Mental models and web-based learning: Examining the change in personal learning models of graduate students enrolled in an online library media course. Journal of Education for Library and Information Science, (41)3, 207-223.

### *Reports (Peer-Reviewed)*

- Benson, A.D., Johnson, S.D., Taylor, G.D., Treat, T., Shinkareva, O.N., & Duncan, J. (2004). Distance learning in postsecondary career and technical education: A comparative study of online and campus-based courses. Minneapolis: University of Minnesota, National Center for Research in Career and Technical Education.
- Johnson, S.D., Benson, A.D., Duncan, J., Shinkareva, O.N., Taylor, G.D. & Treat, T. (2003). Distance learning in postsecondary career and technical education. Minneapolis: University of Minnesota, National Center for Research in Career and Technical Education.

### *Book Chapters (Invited)*

- Dabbagh, N. & Benson, A. D. (in press). Technology, globalization, and distance education: Pedagogical models and constructs. In Hayden, M., Levy, J. & Thompson, J. (Eds), Handbook of Research in International Education. Sage.
- Schrum, L., & Benson, A. (2002). Establishing successful electronic educational environments: Distinguishing factors that contribute to online courses and programs. In R. Discenza & C. Howard & K. Schenk (Eds.), The design and management of effective distance learning programs (pp. 190-204). Hershey, PA: Idea Group Publishing.
- Schrum, L., & Benson, A. (2000). Lessons to consider: Online learning from the student and faculty perspectives. In Mann, B., (Ed.), Perspectives in web course management. Toronto: Canadian Scholars' Press.

### *Journal Articles*

- Benson, A.D., Johnson, S.D., Duncan, J.R., Shinkareva, O., Taylor, G.D., & Treat, T. (2005). Online and campus-based CTE Courses: What's the difference? Community College Journal 76(2), 12-16.
- Johnson, S.D., Benson, A.D., Duncan, J.R., Shinkareva, O., Taylor, G.D., & Treat, T. (2004). Teaching skills-based courses at a distance. Community College Journal (75)2, 8-13.
- Benson, A. (2000). Looking back and looking ahead: The ISTE Minority Leadership Symposium. Learning & Leading with Technology (27)7, 36-39.
- Benson, A. (1999). Evaluating web-based training: Seven lessons from the field. Technical Training (10)5, 26-28.
- Benson, A., & Wright, E. (1999). Pedagogy and policy in the age of the wired professor: A case study of teaching Spanish language online. T.H.E. Journal (27)4, 60-68.
- Benson, A. (1998). Focus: From face-to-face lecture to asynchronous on-line collaboration. Open Learning Systems News (65), 1-4.

### *Conference Proceedings (Peer-Reviewed)*

- Shinkareva, O. & Benson, A. D. (2006, February). The relationship between self-directed learning ability and learning IT in an online course: Proceedings of the Academy of Human Resource Development Annual Conference, Columbus, OH.
- Benson, A. D. (2005, July). Achievement in online and campus-based career and technical education (CTE) courses. Proceedings of the World Conference on Computers in Education, WCCE 2005, Cape Town, South Africa.
- Benson, A.D. (2004, June). Distance education in higher education: Two graduate level programs. Proceedings of the World Conference on Educational Multimedia, Hypermedia & Telecommunications, ED-MEDIA 2004, Lugano, Switzerland.

- Benson, A.D. (2003, July). Learner experiences in online courses: Towards a model for learning to learn online. Proceedings of the 3rd IEEE International Conference on Advanced Learning Technologies (ICALT), Athens, Greece.
- Benson, A.D. (2003, July). Negotiating ADDIE: Toward a new model of online degree program planning. Proceedings of the 3rd IEEE International Conference on Advanced Learning Technologies (ICALT), Athens, Greece.
- Benson, A.D. (2002, December). Learner experiences in the online course. Proceedings of the International Conference on Computers in Education (ICCE), Auckland, New Zealand.
- Benson, A. (2002, March). Using online learning to meet workforce demand: A case study of stakeholder influence. Proceedings of the Academy of Human Resource Development Annual Conference, Honolulu, HI.

### *Dissertation*

- Benson, A. (2001). Planning and implementing online degree programs: A case study of a statewide, university system distance learning initiative. Unpublished dissertation. The University of Georgia.

## Presentations

### *Conference (Peer-Reviewed)*

- Benson, A. D. & Whitworth, A. (accepted). Power and interests in CMS implementations: A study of stakeholder work life impact. A paper to be presented at the National Convention of the Association of Educational Communications and Technology (AECT), Dallas.
- Benson, A. D. (2006, San Francisco). An exploratory study of online postsecondary education for low-income working adults: A view from ESO programs and program directors. A paper to be presented at the AERA National Convention.
- Co-presenter. Technology at the planning table. A paper presented at the 11th annual Sloan-C Asynchronous Learning Networks (ALN) conference, Orlando, November, 2005.
- Presenter. Achieving digital equity: Experiences of low-income workers in online courses. A presentation at the Hawaii International Conference on Education, Honolulu, January, 2005.
- Presenter. A view from the trenches: Online learning in hospital education. A paper presented at the National Convention of the Association for Educational Communications and Technology (AECT), Chicago, October, 2004.
- Presenter. Bridging the digital divide: Online learning for low-income working families. A paper presented at the National Convention of the Association for Educational Communications and Technology (AECT), Chicago, October, 2004.
- Panelist. More than just access: Technology and underserved populations. A symposium presented at the Annual Meeting of the American Educational Research Association (AERA), San Diego, April, 2004.
- Presenter. Planning and implementing online degree programs: A negotiated process of instructional design. Paper presented at the National Convention of the Association for Educational Communications and Technology (AECT), Dallas, November, 2002.
- Co-presenter. Lessons learned: Practices of e-learning in the academic environment. Paper presented at the National Convention of the Association for Educational Communications and Technology (AECT), Atlanta, November, 2001.
- Lead presenter. Planning and implementing online degree programs: A case study of a university system distance learning consortium. Paper presented at the Annual Meeting of the American Educational Research Association (AERA), Seattle, April, 2001.

- Presenter. Planning distance degree programs: Practical lessons from a successful implementation. Paper presented at the National Convention of the Association for Educational Communications and Technology (AECT), Denver, October, 2000.
- Lead presenter. Implementing change in a postsecondary program: The program administrators' perspectives on creating an online version of a traditional degree program. Paper presented at the Annual Meeting of the American Educational Research Association (AERA), New Orleans, April, 2000.
- Co-presenter. A case study of an online MBA program: Lessons from the first cohort in an innovative educational experience. Paper presented at the Annual Meeting of the American Educational Research Association (AERA), New Orleans, April, 2000.
- Presenter. Learner problems and coping strategies in online courses. Paper presented at the Annual Meeting of the Georgia Educational Research Association (GERA), Morrow, GA, October, 1999.
- Co-presenter. Learning online: Hearing students' voices. Paper presented at the Annual Meeting of the American Educational Research Association (AERA), Montreal, April, 1999.
- Co-presenter. Online professional education: A case study of an MBA program through its transition to an online model. Paper presented at the Annual Meeting of the American Educational Research Association (AERA), Montreal, April, 1999.
- Presenter. Viewing online learning through the lens of perspective transformation. Paper presented at the National Convention of the Association for Educational Communications and Technology (AECT), Houston, TX, February, 1999.
- Presenter. A case study of online learning. Paper presented at the Annual Conference of the Qualitative Interest Group (QUIG), Athens, GA, January, 1998.

### *Presentations, Lectures and Panels*

- Presenter. Distance learning in postsecondary career and technical education: A comparative study of online and campus-based courses (Final Report). A presentation at the Fall Conference of the National Council on Workforce Education, October, 2004.
- Co-Presenter. Distance learning in postsecondary career and technical education: A comparative study of online and campus-based courses (Preliminary Findings). A presentation at the Conference on Information Technology, Milwaukee, October, 2003.
- Presenter. Online postsecondary education for low-income workers: A report of a national survey of Educational Opportunity Center (EOC) directors. A presentation at the National Conference of the National EOC Association, San Diego, September, 2003.
- Panelist. Digital equity: Issues for the community college. A presentation at the University of Illinois at Urbana-Champaign, Community College Executive Leadership (CCEL) Retreat, Lake of the Woods, IL, June, 2003.
- Presenter. Distance learning in postsecondary career and technical education: A national survey (Preliminary Findings). A presentation at the Conference on Information Technology, Long Beach, October, 2002.
- Guest Lecturer. Interacting online. An online lecture presented to the graduate course, Interactive methods in e-learning, offered by the Educational Technology Department at Northern State University in Aberdeen, North Dakota, September, 2002.
- Panelist. Designing online instruction. A panel presented given at the Summer Institute of the Association for Educational Communications and Technology (AECT), Chicago, July, 2002.
- Guest Lecturer. Instructional design for online learning. A lecture presented to the graduate seminar course, Designing Web-based Instruction, offered by the Curriculum and Instruction Department at the University of Illinois at Urbana-Champaign, March, 2002.

- Organizer/Panelist. Transitions: From graduate student to IT professional. A panel presented at the National Convention of the Association for Educational Communications and Technology (AECT), Denver, CO, October, 2000.
- Panelist. Developing courses for web-based delivery teleconference, Athens, GA, November, 1998.

### *Seminars and Workshops*

- Workshop Facilitator. Using the Internet to enhance your TRIO curricula. A computer workshop presented at the Annual Conference of the Council for Opportunity in Education, San Antonio, TX, September, 2004.
- Core Faculty. Online learning tools for TRIO college programs. A computer workshop presented as part of the Council for Opportunity in Education's TRIO Instructional Technology Initiative, San Francisco (January 2004), Chicago (April 2003), San Antonio (March 2002), Atlanta (May 2001).
- Core Faculty. Using the Internet as a learning tool in TRIO pre-college programs. A computer workshop presented as part of the Council for Opportunity in Education's TRIO Instructional Technology Initiative, Miami (April 2004), New Orleans (January 2003), New Orleans (January 2002), San Diego (March 2001).
- Instructor. Using the Internet to assess student learning learning. A computer workshop presented at the ASPIRA Technology Conference, San Juan, Puerto Rico, December, 2003-2004.
- Instructor. Using the Internet to enhance learning. A computer workshop presented at the ASPIRA Technology Conference, San Juan, Puerto Rico, December, 2000-2002.
- Workshop Facilitator. Teaching computer skills to adults. A computer workshop presented at the Annual Conference of the Council for Opportunity in Education, Washington, DC, September, 2002.
- Workshop Facilitator. Internet research. A computer workshop presented at the Annual Conference of the Council for Opportunity in Education, Washington, DC, September, 2002.
- Core Faculty. Technology integration for Upward Bound curriculums. A computer workshop presented as part of the Council for Opportunity in Education's TRIO Upward Bound Proposal Writing Symposium, Chicago, July, 2002.

## Teaching and Course Development

### *Honors and Special Training*

- UIUC Incomplete List of Teachers Ranked as Excellent by their Students, Fall 2003, Fall 2005.
- INTEL Teach to the Future Training, Summer 2002

### *Courses Taught*

- Advanced Seminar in Instructional Technology (HRE 490/590), a graduate course offered through HRE Online M.Ed. program at the University of Illinois at Urbana-Champaign, Spring 2004.
- Design of Learning Systems (HRE 382/470), a graduate course offered at the University of Illinois at Urbana-Champaign, Fall 2005; Fall 2004; Spring 2004; Spring 2002.
- Instructional Technologies for Education and Business (HRE 384/472), an online graduate course offered through HRE Online M.Ed. program at the University of Illinois at Urbana-Champaign, Spring 2005; Fall 2005; Fall 2004; Fall 2003; Fall 2002.
- Technology Management and Administration (HRE 384CC/472CC), a graduate course offered in the Community College Executive Leadership program at the University of Illinois at Urbana-Champaign, Spring 2006; Spring 2003.
- Instructional Technologies for Education and Business (HRE 384/472), a graduate course offered at the University of Illinois at Urbana-Champaign, Spring 2005; Fall 2001.

- Introduction to Instructional Technology, a graduate course offered at The University of Georgia, Spring 2001 (co-taught with Dr. Lynne Schrum).

### *Courses Developed*

- Advanced Seminar in Instructional Technology (HRE 490/590), a graduate course offered at the University of Illinois at Urbana-Champaign.
- Technology Management and Administration (HRE 384CC/472CC), a graduate course offered in the Community College Executive Leadership program at the University of Illinois at Urbana-Champaign.
- Information, Technology, and Education, an undergraduate, general education course offered at the University of Illinois at Urbana-Champaign (co-developed with Dr. Cynthia Ching, Dr. Sharon Tettegah, and Mr. John Sfondillias).
- Design of Learning Systems (HRE 382/470), a graduate course offered at the University of Illinois at Urbana-Champaign (co-developed with Dr. Scott Johnson and Dr. Steven Downey).

## Student Advisement

### *Director, Student Research Committees*

- Early Research Projects (7), University of Illinois at Urbana-Champaign
  - Defended – 5
  - In-progress - 2
- Dissertation Prelims (3), University of Illinois at Urbana-Champaign
  - Defended – 2
  - In progress – 1
- Dissertation Final Orals (1), University of Illinois at Urbana-Champaign
  - Defended – 0
  - In progress - 1

### *Member, Student Research Committees*

- Dissertation Final Orals (11), University of Illinois at Urbana-Champaign
- Dissertation Prelims (11), University of Illinois at Urbana-Champaign
- Early Research (14), University of Illinois at Urbana-Champaign

### *Reader, Qualifying Exams*

- General Field (17), University of Illinois at Urbana-Champaign
- Special Field (10), University of Illinois at Urbana-Champaign

### *Advisements*

- Nine doctoral students and six M.Ed. students, University of Illinois at Urbana-Champaign

## Professional Activities

### *Service - National*

- President, Training and Performance Division, Association for Educational Communications and Technology (AECT), 2005-

- President-Elect, Training and Performance Division, Association for Educational Communications and Technology (AECT), 2004-2005
- Early Career Scholar Award Committee, Academy for Human Resource Development (AHRD), 2004-
- Editorial Board, Journal of Research on Technology in Education, 2002-
- Reviewer, Human Resource Development Review, 2002-
- VP-Communications, Training and Performance Division, Association for Educational Communications and Technology (AECT), 2003-2004.
- Scholarship and Leadership Development Committee, Academy for Human Resource Development (AHRD), 2002-2004.
- Invited Attendee, ISTE Minority Leadership Symposium, 1999-2000, 2002.
- Member-at-Large, Training and Performance Division, Association for Educational Communications and Technology (AECT), 2001-2003.
- Book Reviewer, Wiley [Lee and Owens: Multimedia Instructional Design, Second Edition], 2003.
- Book Reviewer, Lawrence Erlbaum Associates [Saettler: The Evolution of American Educational Technology, Third Edition], 2002.

### *Service - Local*

- Member, Educational Technology Board, University of Illinois at Urbana-Champaign, 2005-
- Member, Graduate College Committee on Extended Education and External Degrees, University of Illinois at Urbana-Champaign, 2005-
- Member, Student Awards Committee, College of Education, University of Illinois at Urbana-Champaign, 2005-
- Member, Technology Committee – Educational Technology Subcommittee, College of Education, University of Illinois at Urbana-Champaign, Spring 2005
- Member, HRE Department Advisory Committee, 2003-
- Member, Faculty and Staff Awards Committee, College of Education, University of Illinois at Urbana-Champaign, 2003-2004
- Faculty Representative, African American Center Cultural Program Committee, University of Illinois at Urbana-Champaign, 2002-2004
- Member, Technology Studies in Education (TSE) Steering Committee, College of Education, University of Illinois at Urbana-Champaign, 2001-
- Member, Technology Committee, College of Education, University of Illinois at Urbana-Champaign, 2001-2003

### *Memberships*

- Academy of Human Resource Development (AHRD)
- American Educational Research Association (AERA)
- Association for the Advancement of Computing in Education (AACE)
- Association for Educational Communications and Technology (AECT)