

Rita R. Owens

Senior Lecturer
Carroll School of Management
Boston College

Professional Bio:

<https://www.bc.edu/bc-web/schools/carroll-school/faculty-research/faculty-directory/rita-owens.html>

Areas of Significant Accomplishment and Expertise

In Teaching, Consulting and Publishing

- Business Communication Education and Skills Development
- Synchronous and Asynchronous Teaching and Learning
- Active Learning
- Business and Technical Writing
- Communication for Consultants
- Effective Business Communications for Managers and Executives
- Learning Management Systems
- Teaching Innovation Employing Digital, Library, and Media Resources
- Faculty Research Support and Strategies

TEACHING EXPERIENCE

Boston College, Chestnut Hill, MA

2014-present Senior Lecturer, Carroll School of Management

Business Writing and Communication Skills for Managers
Communication for Consultants
BS, MBA and MSA curricula
In-person; asynchronous; remote

2005-2014 Adjunct Faculty Member, Carroll School of Management

Business Writing and Communication Skills for Managers
BS, MBA and MSA curricula

2001-2005 Adjunct Faculty Member, English Department, Morrissey College of Arts and Sciences

Business Writing
BA, BS curricula

1980-1986 Instructor, English Department, College of Arts and Sciences

Technical Writing
BA, BS curricula

Virginia Polytechnic Institute and State University, Blacksburg, VA

1974-1977 Instructor (and GTA), English Department, College of Arts and Sciences

Freshman Composition and Literature, American Literature
BA, BS curricula

HONORS

Faculty Excellence Award in Graduate Teaching

Carroll School of Management
Recipient 2017

APCC/ABC Excellence in Communication Consulting Award

Association for Business Communication
Recipient 2018; plenary presenter 2019

PUBLICATIONS

Books

[Communication for Consultants](#), Business Expert Press, 2016

Articles

Student Financial Services (with Bernie Pekala), chapter in Student Academic Services, Gary L. Kramer and Associates, Jossey-Bass, 2003

SEM as a Driver for Institutional Change, chapter in Revolutionizing SEM, AACRAO, 2001.

Project Delta (with Frank B. Campanella), chapter in Best Practices for Student Services in the 21st Century, SCUP, 1999

CoRSS Registration at Boston College: A Successful On-line Approach, College and University, Fall 1983 (with Louise Lonabocker)

EDUCATION

Master of Arts, English, Virginia Polytechnic Institute and State University

Bachelor of Arts, English, Theater, Westfield State University

Havard Business School, Certificate in Disruptve Strategy with Clayton Christensen

EXECUTIVE EMPLOYMENT

2005-2014 Executive Director for Academic Technology, Office of the Provost

Chief strategist and advisor to the Provost and his faculty on technology-related matters especially as they applied to eLearning, eTeaching, research, and student administrative systems. Principal Boston College academic technology strategist working in partnership with Information Technology Services to provide state-of-the-art technology tools and services for teaching and research. Specifically responsible for eLearning and eTeaching initiatives at Boston College as well as classroom and learning space planning and implementation. Oversaw the Department of Instructional Design and eTeaching Services supporting new pedagogical models employing a wide range of technologies. Staff included a director, project managers, instructional designers, learning management administrators, web developers, and academic technologists

Principal partner between Boston College faculty/academic clients and Information Technology Services, supporting thousands of faculty members and researchers, and more than 15,000 students across eight colleges and schools.

Portfolio director and coordinator for all academic client projects and initiatives.

Founder and permanent member of the Academic Technology Advisory Board (ATAB), a committee that is "the voice of the faculty" in technology-related matters.

Director of faculty development programming related to teaching and research technologies.

Strategic partner with faculty to incent technology innovation in teaching and research. Founder and director of Academic Technology Innovation Grants and Exploratory Technology Grants, totaling over \$1.2m in active projects. Oversaw the work of the University-wide Faculty Technology Contacts (FTCs). Partner with faculty moderators from the Faculty Microcomputing Resource Center (FMRC) to coordinate peer-to-peer faculty technology support.

Principal Investigator for two Davis Educational Foundation grants. Current grant is [The MediaKron Project](#), a collaboration between Boston College and other colleges and universities.

Member of the Boston College Data Security Executive Committee and Data Security Officer for the Office of the Provost.

On behalf of the academic community, advocated for and steered the ongoing design, implementation, and support of all student information systems. Executive sponsor of the University Core Systems project to replace all student systems.

- 2001-2005 Associate Academic Vice President, Technology**
 Created and led the new Academic Technology Services organization which included university-wide local technology support, instructional and research support, media production, and classroom technology strategic planning and support. Direct reports included the Director of Academic and Research Services, Director of Media Technology Services and the Director of Technology Consultants (60 staff members). Responsible for academic technology strategic planning. Oversaw the design and implementation of all Student Information Systems. Chair of the Academic Technology Advisory Board. Member of the Academic Vice President's Council of Deans.
- 1996-2001 Associate Vice President, Student Information Services**
 Oversaw the design, implementation and change management of two new major organizations: Office of Student Services and Technology Consultants (120 staff members). Direct reports included the Director of Student Services and the Manager of Technology Consultants. The Office of Student Services represents the registrar, financial aid, bursar and student loan functions. Responsible for technology strategy of student information systems. Directed the development and implementation of a web-based document management system for financial aid processing. Responsible for the ongoing design, development and implementation of new processes, organizations, and technology resulting in improved student and faculty services.
- 1994-1997 Director of Enrollment Systems**
 Directed all primary data and systems initiatives, including support, for registration, enrollment management research, financial aid and undergraduate admission. Responsible for infusing new technologies into the areas of Enrollment Management.
- 1986-1994 Customer Services Manager**
Diversified Management International, Inc., Wallingford, CT
 Educational software company providing ERP solutions for higher education. Managed all product strategy and development, consulting, customer relationship management, system installation, and training for users in higher education. Systems included integrated student information system and financial accounting system.
Clients included: Yale University (Undergraduate Admission and Yale Law School), Providence College, Bay Path College, Cleveland State University, University of Kentucky, Foreign Service Institute, GSA, and others.
- 1979-1986 Associate University Registrar**
Boston College
 Responsible for overall operations and technology
- 1978-1979 Assistant Registrar, Systems**
Babson College
- 1977-1978 Assistant Registrar**
Virginia Polytechnic Institute and State University

PROFESSIONAL ACTIVITIES

Academic Years, 2015-20

- *Association for Business Communication, member, international conference presenter 2015, 2017, 2018, 2019, 2020*
- *Association for Business Communication, Technology Special Interest Group member, Consulting Committee member, present*
- *Student Resiliency Workshop Faculty participant, Fall 2015*
- *Writing Fellows Program Faculty participant, September 2015-May 2016*
- *Boston College ELL Workshop participant, February 2016*
- *Cross Currents Leadership Course guest speaker, April 2016*
- *Grammarly Pilot Development, Spring 2016*
- *Harvard Business School Case Study Teaching Methodology Workshop, March 2016*
- *Center for Teaching Excellence Workshop participant, Spring 2016; presenter, Spring 2017*
- *CSOM Teaching Committee Classroom Exchange, Fall 2015, Spring 2016, Spring 2017*
- *CSOM Undergraduate Assurance of Learning Committee, Fall 2018, ongoing*

Boston College Committees

- Assurance of Learning Committee—Carroll School of Management (2018-present)
- Academic Technology Advisory Board (chair, 2002-05)
- University Core Systems Advisory Board (executive co-chair)
- Council of Deans Member (2001-2007)
- Data Security Executive Council and Data Security Officer
- Emergency Management Executive Team
- AnDover Faculty Development Program (co-chair)
- University Strategic Planning Initiative- Undergraduate Education Task Force
- eLearning Strategic Planning Committee (Chair)—2002
- Academic Technology Committee-2001-2006
- IT Executive Steering Committee—2000-2002
- Project Delta Strategic Reengineering Team—1996-2000
- Strategic Planning for Computing and Communications;
- Administrative and Information Systems; Application Software Development; Application Software Purchasing; DARFA
- (Enrollment Management) Systems Committee (chair);
- Administrative Information Systems Committee, Electronic
- Data Interchange Subcommittee (Chair)

Association for Business Communication-member (Teaching with Technology SIG member)

Kuali Foundation—Kuali Student Project, Board of Directors

American Association of Jesuit Colleges and Universities (AJCU)-annual technology meeting co-chair, Boston, 2012

The New Media Consortium-BC representative: 2003-Present
Presenter, *Engaging Faculty in the Use of Technology in Teaching, a Multi-faceted Approach*

EDUCAUSE- Member and frequent presenter: 1982-Present
Program Committee –2001 national meeting
 NERCOMP presenter, *Classroom Technology Strategic Planning*, 2004

American Association of Collegiate Registrars and Admissions Officers – Member and frequent presenter: 1979-1986, 1994-Present
 SPEEDE Committee: 1995
 Automated Information Support Systems Committee: 1984-86
 Strategic Enrollment Management (SEM) Presenter,
Student Services for the 21st Century, 2000.

AJCU Chief Financial Officers
 Presenter, 1998 Project Delta

New England Association of Collegiate Registrars and Admissions Officers - Member: 1979-1986, 1994-Present
Harvard Business School-Executive Education,
Achieving Breakthrough Service, February 1998.

IBM Best Practice Partners in Higher Education-
 Boston College representative and presenter 1998, 1999, 2000.

IBM PBS/SCUP/ National Broadcast:
Student Services for the 21st Century, February 8, 2000, University of Delaware. Sponsored by PBS, IBM, and SCUP.

CONSULTING (Independent)

Boston College Office of Institutional Advancement-Effective Writing Communications Workshop and coaching/consultation, January 2017, November, 2017, January 2018, January 2019, January 2020

Boston College Human Resources Professional Development-Business Writing Workshop, October 2017

Boston College Office of Institutional Research, Planning and Assessment-Communication for Consultants and Effective Writing Workshop and Coaching, November, 2017

Workday, Inc-communications consultant and trainer for software product managers, *Effective Business Communications Workshop* and consultation. April-May 2016

Failte Ireland-consultant for Ireland's hospitality management education eLearning strategic plan, 2006-2008

Peoplesoft - Product Strategy, Higher Education Self-Service Systems, September 1998

Boston College - Office of Financial Aid, Systems Consultant, January 1994 - 1995

Boston College - Professional Development Programs, Workshop Trainer (Writing, Telephone Techniques, Student Services), 1983-Present

University of Massachusetts -Records and Registration System;
Specification Writer and Coordinator, 1988-1989

Boston College - MIS Division, Voice Registration Prototype
Project, 1988; Degree Audit Development Consultant, 1987

Central New England College – Registrar’s Office Operational
Audit, 1987

Diversified Management International, Inc. - Product Advisory
Committee, 1985-1986

Rowe Software, Inc. - Documentation Consultant, 1985-1986

July, 2020
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