CURRICULUM VITAE

W. Travis Thompson

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Education

Ph.D.	Communication	University of South Florida
M.S.	Computer Science	University of South Florida
B.S.	Computer Information Systems, Honors Program	Saint Leo University

Research and Scholarly Activities

Publications (peer reviewed)

Thompson, W. T., Steier, F., & Ostrenko, W. (2014). Designing communication process for the design of an Idea Zone at a science center. *Journal of Applied Communication Research, 42*(2), 208-226.

Thompson, W. T. (2012). Indexing knowledge/able: A hierarchy of epistemic claims in Wikipedia. *The Electronic Journal of Communication, 22*(3-4). Rotterdam Junction, N.Y.: Communication Institute for Online Scholarship.

Publications (invited)

Thompson, W.T., Steier, F. & Ostrenko, W. (2014). World Café process transforms science center community into co-designers. *Communication Currents, 9*(4).

Published Conference Proceedings (peer reviewed)

Steier, F., & Thompson, W.T. (2015). Systemic Design of an Idea Zone at a Science Center. In *Proceedings of Relating Systems Thinking and Design (RSD4) 2015 Symposium*. Banff, Alberta, Canada. September 1-3, 2015.

Thompson, W.T., & Steier, F. (2013). Museums as third places: Designing for complex webs of interaction. CHI 2013: ACM SIGCHI Conference on Human Factors in Computing Systems. Paris, France.

Academic Conferences (peer reviewed)

Presenter, "Systemic Design of an Idea Zone at a Science Center." [Relating Systems Thinking and Design 4 Symposium: At the Frontiers of Systemic Design](#). Banff, Alberta, Canada. September 1-3, 2015.

[Organizing Committee member](#), "Hacking HCI3P." DIS 2014: Second workshop on human computer interaction for third places. Vancouver, Canada. June 2014.

Presenter, "Museums as third places: Designing for complex webs of interaction." CHI 2013: Workshop on human computer interaction in third places, Paris, France. April 2013. The two-day workshop involved a series of field activities in cafes and other "third places" around Paris and led to my involvement on the Organizing Committee for a follow-up workshop at DIS 2014.

Academic Presentations (invited)

Presenter, "Designing communication process for designing an Idea Zone at MOSI." Interdisciplinary Graduate Seminar, University of South Florida, Tampa, Florida. October 2014.

Professional Conferences (peer reviewed)

Co-presenter, "Academic tracking: A tool for retaining and graduating students." Educational Policy Institute (EPI) International Forum on Education & the Economy. Orlando, Florida. March 2013.

Co-presenter, "Issues in selecting a planning and assessment data management system: One institution's solution." Southern Association of Colleges and Schools (SACS) Annual Conference. Louisville, Kentucky. December 2010.

Presenter, "An interdisciplinary framework for designing effective electronic documents." Association for Institutional Research (AIR) Annual Forum. Chicago, Illinois. June 2010.

Co-presenter, "Decision support: From IR, IE, and planning to comprehensive information management." Association for Institutional Research (AIR) Annual Forum. Chicago, Illinois. June 2010.

Co-presenter, "A visual approach to the integration and support of planning, performance and accountability: The concept of a decision support organization with discussion and demonstration of a graphical web-based system of accountability." Revised for the Southern Association for Institutional Research (SAIR) conference. Dallas, Texas. October 2009.

Co-presenter, "A visual approach to the integration of planning, performance, and accountability: discussion and demonstration of a graphical web-based system of accountability." Revised for the Association for Institutional Research (AIR) Annual Forum. Atlanta, Georgia. June 2009.

Presenter, "A visual approach to the integration of planning, performance, and accountability: discussion and demonstration of a graphical web-based system of accountability." Florida

Association for Institutional Research (FAIR) conference. Cocoa Beach, Florida. February 2009.

Presenter, "Stop the presses! Learn how to effectively transition documents from paper to web using hypermedia." Revised for the Association for Institutional Research (AIR) Annual Forum. Seattle, Washington. May 2008.

Conference Chair. Florida Association for Institutional Research (FAIR) conference. Cocoa Beach, Florida. February 2007.

Presenter, "Stop the presses! Learn how to effectively transition documents from paper to web using hypermedia." Florida Association for Institutional Research (FAIR) conference. Cocoa Beach, Florida. February 2007.

Presenter, "Communicating measurement results: A demonstration of the USF on-line performance measures system." Florida Association for Institutional Research (FAIR) conference. Orlando, Florida, July 2005.

Professional Presentations (invited)

Invited co-presenter, "Planning, Performance, and Accountability." Florida Board of Governors meeting, Tallahassee, Florida. August 2009.

Responsibilities and Accomplishments

Senior Director, Academic Tracking and Advising
Undergraduate Studies, University of South Florida   2013-present

Responsibilities:

In a newly created role at the university, provided central leadership and established coordinating processes across USF for academic advising and academic tracking/monitoring initiatives and activities. Leadership and supervision for a team of 5 professionals including academic program administrators and an Assistant Director. Accountable for enhancing university standing in key performance indicators including retention and graduation rates. Identification, development, and implementation of policies, programs, and practices that contribute to improvements in all areas of undergraduate tracking and academic advising. Lead representative for the Council on Academic Advising's articulation with the Dean of Undergraduate Studies.

Key Accomplishments:

- Led development and implementation of a central performance management/evaluation process and implemented a career path to support the growth and retention of 76+ academic advisors across 13+ colleges/units.
- Established the Office for Academic Advising Initiatives, including staffing, resources, and initial budget, to collaboratively design, coordinate, and administer shared advising-related processes across USF.
- Grew the professional academic advising community at USF through implementation of both a Career Path and a formal Professional Development Program for Academic Advisors; organized numerous successful collaborative teams, committees, and working sessions for

advising leadership; enhanced the Outstanding Undergraduate Academic Advising Award process, USF's only formal recognition/reward process for academic advisors.
- Established formal representation of academic advising at key decision-making venues including the Student Success Council; worked to "tell the story" of academic advising's strategic contributions to undergraduate student success, thereby successfully establishing recurring budget and resources for university-wide academic advising efforts.

Associate Director

Office of Decision Support, University of South Florida   2011-2013

Responsibilities:

Leadership and supervision of four enterprise resource planning analysts conducting business analysis and process improvement on USF's Student Information Systems (SIS). Project manager for several high-impact executive initiatives including Student Tracking and Degree Works. Designated Academic Affairs liaison to IT. Chair of the SIS Workgroup, a governance and advisory sub-committee of the SIS Advisory Board.

Key Accomplishments:

- Worked directly with executive leadership including the Provost, vice provosts, vice presidents, and deans to plan, coordinate, and implement large-scale high-impact efforts.
- Guided the re-establishment of the SIS Advisory Board, a USF System-wide vice presidential governance group which provides oversight and advisement upon issues related to multiple enterprise-wide student information systems.
- Led establishment of the SIS Workgroup, a USF System-wide director-level subcommittee of the SIS Advisory Board. As chair of the SIS Workgroup, led development of the group's founding Charter constituting its policies and procedures, including a process of prioritization for competing SIS project requests.
- Refined business analysis processes leading to improved performance/output of the Student Information System project queue.
- As liaison to IT, partnered with vice provosts and vice presidents as well as their directors and support staff to advance relations, improve quality of work products, and increase effectiveness.

Assistant Director

Office of Decision Support, University of South Florida   2011

Responsibilities:

Project manager for multiple high-visibility USF System-wide executive initiatives including Degree Works and Web Application for Admission. Leadership and supervision of two report/application developers; directed the development and extension of multiple university-wide database-driven web applications and websites. Designated Academic Affairs liaison to IT.

Key Accomplishments:

- Provided leadership to restore two challenged executive projects resulting in an on-time implementation for both systems.
- Successful implementation of a university-wide Assessment Management System to support SACS accreditation and state-mandated requirements.

- Worked directly with the Provost and vice presidents on a variety of successful projects including the Web Application for Admission.
- Produced significant improvement in Office of Decision Support technical processes and infrastructure.

Technology & Systems Analyst

Office of Decision Support, University of South Florida   2004-2011

Responsibilities:

Technical and creative lead developer for several critical, high profile websites and database applications. Coordinated demonstration of these applications at numerous local, state, and national venues. Researched and implemented new user interaction methods and routines. Integrated diverse data sources and systems for unified displays of data. Partnered with other university areas to offer support and refine websites, applications; joined with the University Webmaster on high-profile initiatives and university-wide programs. Organized and chaired a team of webmasters from each college and academic unit to encourage collaboration across Academic Affairs. Supervised an application developer and multiple GA developers; managed projects across and within departments.

Key Accomplishments:

- Contributed to USF's Strategic Planning and Performance models as sole developer on multiple web/database-driven applications; created the USF Strategic Plan 2002-07 and 2007-12 websites; directly influenced state-wide initiatives and increased university prominence through demonstration to the University Board of Trustees and State Board of Governors; frequent presentations at state and national conferences.
- Increased dedicated technical infrastructure from 0 servers online in 2004 to 4 online in 2010. Supported systems throughout lifecycle for 24x7 operation. This infrastructure became core for all departmental web and database initiatives.
- Lead technology manager for USF's 2005 SACS Reaffirmation website, which included administration of 300+ pages comprising more than 1,200 supporting documents. Principal technology support for USF's 2006 Carnegie Community Engagement Classification efforts and 2010 SACS 5th Year Interim Report.
- Implemented new web/database-driven methods of data collection and display for large university-wide surveys.

Application Developer

Tingley Systems, Inc.   1999-2004

Responsibilities:

Supported several stages of development for a client/server based PC application including planning, coding, debugging, customer support, and patent research. Developed and managed multiple websites, database applications, and e-commerce packages throughout complete software development lifecycle. Worked closely with the President and Vice President on critical business issues.

Key Accomplishments:

- Established new methods and techniques to speed the discovery and elimination of application errors; increased application stability by over 95% through beta testing and debugging.

- Designed and configured an e-commerce application with a product database of more than 2,000 items.
- Researched and authored an internal website guide to aid in the development of client sites; increased customer satisfaction ratings and reduced design time.

Service

Professional Memberships and Offices Held

National Academic Advising Association (NACADA)
    Member, 2015-present

Association of Deans and Directors of University Colleges and Universities (AD&D)
    Member, 2014-present

National Communication Association (NCA)
    Member, 2013-present

Florida Association for Institutional Research (FAIR)
    Past President, 2008-2009
    President, 2007-2008
    President-Elect and Conference Chair, 2006-2007
    Member, 2005-2011

Southern Association for Institutional Research (SAIR)
    Member, 2006-2011

Association for Institutional Research (AIR)
    Member, 2007-2011

Conference

[Organizing Committee member](), "Hacking HCI3P." DIS 2014: Second workshop on human computer interaction for third places. Vancouver, Canada, June 2014.

University

Founding member, Retention Committee; University of South Florida, 2016-present.

Member (ex-officio), Student Success Council; University of South Florida, 2014-present.

Member, Strategic Planning Sub-committee of the Student Success Council; University of South Florida, 2014-2015.

Chair, Academic Tracking Project Planning Team; University of South Florida, 2014-present.

Member, "Don't Stop, Don't Drop" Funding Allocation Committee; University of South Florida, 2014-present.

Chair, USF High Tech Pathways Team for the Florida Consortium of Metropolitan Research Universities; University of South Florida, 2014-present.

Chair, Outstanding Academic Advising Award Committee; University of South Florida, 2013-present.

Chair, Academic Tracking Focus Group; University of South Florida, 2013-2014.

Chair, Student Information Systems Workgroup; University of South Florida, 2012-2013.

Lead Staff Member, Student Information Systems Advisory Board; University of South Florida, 2012-2013.

Chair, Degree Works Taskforce; University of South Florida, 2010-2012.

Lead Staff Member, Degree Works Steering Committee; University of South Florida, 2010-2014.

Support Team Member, Student Success Task Force; University of South Florida, 2009-2010.

Webmaster, Faculty Senate; University of South Florida, 2006-2010.

Grants

Co-Principal Investigator, Integrating Planning and Advising for Student Success (iPASS) Grant from the Bill & Melinda Gates Foundation, administered by EDUCAUSE. $225,000 across 3 year grant period, 2015-2018.