CURRICULUM VITAE

Bettyjo H. Bouchey, Ed.D., MBA
Tucson, AZ
Phone: 317-800-8687

bettyjo_bouchey@yahoo.com | www.drbouchey.com | www.linkedin.com/in/drbouchey

---

Senior higher education executive with 20+ years of progressive leadership experience overseeing complex academic and operational enterprises, including full P&L responsibility for portfolios ranging from $3M to $50M+. Proven record of driving enrollment growth, student success, and institutional performance across undergraduate, graduate, and professional education in residential, hybrid, and fully online environments.

Deep expertise in building and scaling integrated online learning environments that connect core academic functions and student-facing services, using data to inform action that strengthens continuity, retention, and overall student success. Recognized leader in digital learning innovation and in navigating complex, cross-functional environments; skilled at partnering across academic and administrative units to launch high-impact programs, improve operational effectiveness, and ensure long-term financial sustainability while cultivating high-performing teams and advancing excellence for students, faculty, and staff.

Formal Education

Ed.D., Higher Education Administration 2016
Northeastern University, Boston, MA

MBA, Technical Product Management 1998
Rensselaer Polytechnic Institute, Troy, NY

MicroMasters, Instructional Design and Technology 2023
University of Maryland Global Campus, Adelphi, MD

B.A., Psychology, Business Minor 1994
University at Albany, Albany, NY

Licenses and Certificates

American Council on Education 2022
Agile Administrators Program

Certification in Online Program Review 2019
Quality Matters

Certification in Master Peer Review 2017
Quality Matters

Certification in Peer Review 2016
Quality Matters

Academic Administration Experience

Senior Vice Provost, Online Education 2026 - Present
University of Arizona
Tucson, AZ

Reporting to the Provost and an Executive Steering Committee, provide executive leadership for the university's online education enterprise, overseeing the alignment of Arizona Online and the University of Arizona Global Campus to advance enrollment growth, student success, innovation, and institutional impact.

Lead the development of a unified online education strategy integrating academic portfolio planning, enrollment management, learner support, technology, and finance to strengthen access, retention, and long-term sustainability.

Guide the strategic integration of online education operations and capabilities across the university enterprise, aligning academic innovation, student experience, and organizational effectiveness.

Partner with academic and administrative leaders to identify new program, credential, and workforce development opportunities that respond to student demand and labor market needs.

Champion initiatives that improve student persistence, retention, and completion through data-informed decision-making and cross-functional collaboration.

Advance the responsible application of emerging technologies, including artificial intelligence, to enhance learning, operations, and the student experience.

Leverage national leadership and board service to foster partnerships, share best practices, and help shape the future of online higher education.

Chief Officer, Professional [Online] & Continuing Education 2024 - 2026
University of Vermont
Burlington, VT

Reporting into the President’s office, lead a multi-modal portfolio spanning pre-college, summer, online and hybrid degree pathways, workforce development, and lifelong learning programs—coordinating cross-functional teams and partnerships to serve the institution’s most diverse learner population and to expand access at-scale.

Architected and launched the university’s first enterprise online education infrastructure initiative, the UVM Online Roadmap, an evidence-based and data-driven multiyear strategy integrating marketing, enrollment, advising and student support, academic delivery, and technology into a unified, end-to-end learner ecosystem supporting recruitment all the way through post-completion outcomes.

Positioned the unit as a central driver of institutional growth and innovation by identifying and advancing new program opportunities across degree and non-degree markets and by establishing a scalable platform for revenue diversification, workforce alignment, and continuous program development.

Chair and actively contribute to the AI workforce development committee, guiding cross-campus strategy for the responsible integration of artificial intelligence into academic programs, workforce initiatives, and student support models aligned with emerging labor market demands.

Serve on a slate of Presidential Initiatives meant to significantly shift the institution’s impact and to diversify the student population. Ideating and creating charters to design a 3 year baccalaureate, a classroom technology makerspace; and to design the next generation of summer programming, drive economic prosperity in the state, and creatively grow the online graduate portfolio.

National Louis University 2015-2024
Chicago, IL

Inaugural Vice Provost, Digital Strategy and Operations 2023-2024
Dean of Online Education 2021-2022
Associate Dean, College of Professional Studies and Advancement 2016-2021
Director, University Online Academics 2016-2021
Director of Undergraduate Business 2016-2016

Served as a member of the President's and Academic Cabinet and led university strategic initiatives related to digital strategy, technology enhanced programming and operational efficiency, and accelerated pathways to graduation such as competency-based education and credit for prior learning.

Led an operational and strategic unit dedicated to developing and implementing action plans to achieve the university's mission-aligned goals towards digital learning and building a seamless student experience for online and adult learners from enrollment through employment.

Guided the development of strategic, contemporary instructional design and delivery to position NLU to be a leader in online, digital, and career-focused education.

Worked closely with academic leadership to ideate and innovate digital learning programming and overall technology and educational solutions that aligned to student and employer needs.

Remained abreast of best practices, policies, and emerging trends through research, industry connections, and peer benchmarking to make recommendations that positioned the institution to remain relevant and innovative in instructional delivery and outcomes on behalf of students.

Led efforts to establish guidelines and practices to advance student learning outcomes, persistence, graduation rates, employment, and student satisfaction, and then collaborate with programs, faculty, and staff to ensure that practices were implemented across the university and that each student had an exceptional learning experience.

Collaborated with the Center for Teaching and Learning Excellence to build institutional capacity around online and digital pedagogy, as well as served as a key partner to academic programs to drive best practices in the continually evolving nature of online education.

Envisioned and created an Online and Adult Education unit focused on delivering on the promise of excellence in online, low residency, and competency-based programming, which is now serving over 70 programs across the institution and all levels of degrees.

Critical leader and influencer helping colleges and programs launch more than 40 online programs in a 5-year period, leading to more than 90% of all programs being offered fully online, in addition to residential.

Key stakeholder in the growth of online and hybridized programming leading to the institution's unprecedented growth from 2018-2021 by 60%, which resulted in NLU being ranked the 5th fastest growing private, non-profit in the United States over those years.

Vice President, Instruction 2014-2015
Harrison College, Indianapolis, IN

Responsible for all instructional activities across thirteen campuses offering baccalaureate, associate, and certificate programs.

Led initiatives to empower direct-report Deans of Academic Affairs, as well as their Program Chairs and faculty to improve student success outcomes.

Led faculty development, course development, learning management system implementation and curricular offerings.

Key stakeholder and leader in the full-scale migration and implementation of Canvas Learning Management System to replace Angel.

Realized an increase in student retention of 4% within the first quarter due to rigorous follow-up and management of at-risk students and focused faculty development.

Campus President and Dean, Online Campus 2012-2014
Antonelli College, Jackson, MS

Managed all aspects of the campus from admissions to financial aid to academic affairs, such as student and faculty management for improved educational outcomes.

Motivated a team of functional managers, as well as all faculty members, to provide a "student-first" culture and innovative academic program delivery.

Increased student retention by 9% during the first term of taking the position.

Met and exceeded admissions and retention goals in six academic terms in a row with an unprecedented start rate.

Managed move from external service provider of LMS/curriculum to institutionally-developed curriculum, with corresponding increase of over 40% in margins.

Regional Vice President, Midwest Operations 2010-2012
MedTech College, Indianapolis, IN

Managed all operations of four degree-granting colleges in Indiana and Kentucky through campus-based executive directors with net tuition revenue over $50M.

Owned profit and loss for the region, including functional excellence in admissions, financial aid, academics, career services, student services, and regulatory affairs.

Ultimately responsible for ensuring students, faculty, and staff had an extraordinary experience at MedTech through values-driven decision making and servant leadership.

Increased revenue for the region by $4M and reached campus margins of over 45%, on average, per campus.

Successful programmatic accreditation with CAAHEP, NACCLS, and candidacy obtained for NLNAC.

Vice President, Campus Operations 2007-2010
Empire Education Corporation**,** Albany, NY

Managed budgeting/forecasting process, expense control, capital planning, and ensured profitability for the College.

Developed and implemented the College business plan and operating budget.

Ensured that the management team took timely and proper action relative to curricular implementation, admissions activities, marketing strategy, career services support, financial aid, and academic affairs.

Guided employees and oversaw their work to ensure compliance with corporate policies, ethical practices, and guidelines of governmental and accrediting organizations.

Implemented a college-wide restructuring program, including staff redeployment, policy authoring, and re-alignment to school goals and mission.

Realized an increase of 12% in student retention.

Successfully launched a start-up campus in New York City.

Key stakeholder in obtaining authorization of a Licensed Practical Nursing program, one of the first for-profit colleges to obtain this approval.

Dean of Academic Affairs 2005-2007
ITT Technical Institute, Albany, NY

Managed all educational objectives for the College, which included managing thirty-five faculty and staff.

Oversaw student progress and implemented effective retention programs.

Ensured compliance was met for corporate policy, as well as accrediting body and federal regulations.

Partnered with career services staff to develop and leverage community relationships for student placement.

Administered and measured a comprehensive faculty development plan to improve teaching excellence for the College.

Called upon by the Corporate Chief Executive Officer to collaborate on a corporate-wide “Women in Technology” initiative.

Responsible for a dramatic reduction in student attrition to exceed corporate goals for two consecutive years.

Met and exceeded admission goal for reentry students by 100%.

Academic Consulting Experience

Senior Consultant 2014-2014
Public Consulting Group, Indianapolis, IN

Managed a team of consultants and education specialists for a state-wide electronic Individualized Education Program (IEP) system used at 97% of the school districts in the state of Indiana.

Responsible for management of the critical state-wide contract, one of only three for the Company.

Complete P&L responsibility for the office.

Reinvigorated fledgling add-on software implementation, which included collecting new business requirements and delivering on new benchmarks to improve relations with the client and encourage the software’s usage.

Designed and implemented the office’s first business development initiative resulting in selling three new add-on products to Indiana IEP clients.

Educator Experience

Faculty, Online 2020-Present
Online Learning Consortium, Boston, MA

Facilitate courses related to online education through Canvas learning management system and via synchronous online sessions. Serve on the faculty of the Institute for Emerging Leaders in Online Learning (IELOL).

National Louis University 2015-2024
Chicago, IL

Associate Professor and Subject Matter Expert, Online and Blended
2016-2024

Teach undergraduate and graduate coursework in entrepreneurship, business, and higher education leadership within the College of Professional Studies.

Serve as subject matter expert for the Entrepreneurship Concentration for the B.S. in Management and Masters in Business Administration.

Trained in and using Desire to Learn (D2L)/Brightspace learning management system.

Adjunct Professor and Subject Matter Expert, Online and Blended 2015-2016

Taught undergraduate coursework in entrepreneurship and business within the College of Professional Studies through Desire to Learn (D2L)/Brightspace learning management system.

Facilitator, Online 2019-2023
Lumen Learning (formerly Faculty Guild), Arlington, VA

Facilitate an online Community of Practice engaged in the implementation of, and reflection on evidence-based instructional practices through a proprietary learning management system and synchronous online sessions.

Faculty, Online 2022-2022
American Council on Education, Washington, DC

Co-facilitate the Agile Administrator Leadership Training Community of Practice through a custom learning management system and synchronous online sessions.

Adjunct Professor, Online 2017-2021
American College of Education, Indianapolis, IN

Taught doctoral coursework in higher education leadership through the Canvas Learning Management System.

Served as subject matter expert for the Higher Education Administration course for the Doctor of Education, Higher Education Leadership program.

Served on doctoral committees.

Adjunct Professor, Online 2015-2016
Herzing University, Menomonee Falls, WI

Taught undergraduate coursework in business, entrepreneurship, marketing, and advertising through Blackboard Learn.

Served as course lead for an advertising and public relation course in the undergraduate business program.

Adjunct Professor, Online and On-Campus 2015-2016
Harrison College, Indianapolis, IN

Taught undergraduate coursework in business, management, and general education through Canvas learning management system.

Adjunct Professor, On-Campus 2014-2014
Ball State University, Muncie, IN

Taught undergraduate coursework in business communication through Blackboard Learn and Cengage Aplia.

Adjunct Professor 2013-2014
Antonelli College, Jackson, MS

Taught undergraduate coursework in business, entrepreneurship, marketing, and sales management through Moodle learning management system.

Contributed to the development of two courses in sales leadership.

Industry and Professional Experience

Alliance of Technology and Women 2005-2009
Albany, NY

National President 2007-2009
Chapter President 2005-2007

Comprehensive P&L responsibility for volunteer-based organization.

Managed and empowered remotely-based functional directors in charge of marketing, membership, operations, finance, development, programs, technology, legal, and general administration.

Created and implemented organizational vision, as well as long and short-term strategic, operating, and financial plans.

Negotiated strategic alliances for program development and organizational growth.

Reported into the National Board of Directors composed of vice presidents and above in Fortune 500 companies.

Created and implemented an executive tele-class program that exceeded satisfaction and revenue projection expectations.

Reorganized and raised funds for the collegiate scholarship program, which resulted in awarding 80% more awards in 2006.

Division Director 2003-2005
Vericast, VersaTrans Solutions, Albany, NY

Successfully implemented and directed all departments within division, including customer service, marketing, technology, and sales on a tight budget.

Spearheaded vision and strategy, and executed on all divisional operations.

Developed and deployed effective customer service models, as well as strategic marketing, sales, pricing, product development, and compensation plans.

Coordinated all public relation activities and served as the public spokesperson for television and print appearances.

Created the first new division in the company's history in less than six months.

Created a market-driven division that exceeded sales projections in its first year.

Director of Professional Services 2001-2003

ThinkOne, Albany, NY

Worked as a virtual chief marketing officer as an extension of our clients.

Set marketing and sales strategy, identified new markets and channels for current products, and managed development of collateral programs across all media.

Designed and executed full-scale market research projects, planned product launches, developed effective pricing models, and designed sales scripts and forecasting tools.

Responsible for the highest project billed in company history.

Responsible for excellent client retention, resulting in a 30% increase in revenue.

Marketing and Communications Director 2000-2001
Severino Center for Technological Entrepreneurship (SCTE) and Radical Innovation Group, Rensselaer Polytechnic Institute, Troy, NY

Product Manager 1999-2000
National Industries for the Blind, Alexandria, VA

Marketing Analyst 1997-1999
Flow Management Technologies, Inc., Saratoga Springs, NY

Scholarly and Professional Presentations

Bouchey, B. (Panelist), Cavanagh, T., Coleman, N., Murphy, C., Siegenthaler, K. L., & Templeton, L. L. (April, 2026). *Dickensian journey through digital learning's past, present, and future*. UPCEA Annual Conference.

Bouchey, B., Dowden, L., Cavanagh, T., & Foley, C. J. (2025). *Balancing governance & agility* [Conference session]. Summit for Online Leadership and Administration (SOLA+R), UPCEA.

Bouchey, B. & Lawrence, M. (November, 2024). *Leading & Scaling Innovation: Critical Skills For Today's Online Leader*. Online Learning Consortium Accelerate Leadership Symposium.

Bouchey, B. & Lawrence, M. (November, 2024). *Leading & Scaling Innovation*. Online Learning Consortium–Accelerate Conference.

Bouchey, B., Cavanaugh, T., Dowden, L, & Ford, C. (July, 2024). *Navigating Internal Buy-In And Staying*
Aligned With Emerging Initiatives. Distance Teaching & Learning Conference (DT&L) and Summit for Online Leadership & Administration + Roundtable (SOLA+R), UPCEA.

Chan, C., Bouchey, B., Steele, J., & Thompson, K. (July, 2024). *First 90 Days Of A COLO Role*. Distance Teaching & Learning Conference (DT&L) and Distance Teaching & Learning Conference (DT&L) and Summit for Online Leadership & Administration + Roundtable (SOLA+R), UPCEA

Colby, W., Marketti, S. Bouchey, B. (March, 2024). *If You Build It, Will They Come? Rethinking The Academic Portfolio In Times Of Change*. UPCEA Annual Conference.

Bouchey, B. (October, 2023). *Following the Data…What Your LMS Can Tell You About Your Students and Their Needs.* Online Learning Consortium—Accelerate Conference.

Bouchey, B., Cavanaugh, T., & Ali, A. (July, 2023). *Promising or Pernicious: AI in Higher Education*. Distance Teaching & Learning Conference (DT&L) and UPCEA's Summit for Online Leadership & Administration + Roundtable (SOLA+R).

Dowden, L., & Bouchey, B. (July, 2023). *The Secret Sauce: Chief Online Learning Officers Share the Recipe*. Distance Teaching & Learning Conference (DT&L) and UPCEA's Summit for Online Leadership & Administration + Roundtable (SOLA+R).

Benson, K., Johnston, J., Coleman, Dawn, Jewel, L., Langendorfer, A., Sasso, R., McComas, S., Nash, J., & Bouchey, B. (March, 2023). *AI Tools in Higher Education and College Writing: Challenges and Opportunities*. University of Tennessee, Knoxville Innovative Teaching & Learning Conference.

Bouchey, B., Zone, E., & Ford, C. (November, 2022). *Beyond the Bean Counting: Creating a Faculty Resource that Optimizes Learning*. Online Learning Consortium—Accelerate Conference.

Bouchey, B., Wilson, V., & Graham, M. (November, 2022). *Following the Data…How to Support Online Students Through Data-Informed Action*. Online Learning Consortium—Accelerate Conference.

Bouchey, B., Gratz, E., & Kurland, S. (November, 2022). *From Grassroots to the Highly-Orchestrated: Online Leaders Share Their Stories of the Evolving Online Organizational Landscape in Higher Education*. Online Learning Consortium Innovate Conference.

Bouchey, B, & Levy, J. (April, 2022). *We Hyflexed and Here's What Happened*. Online Learning Consortium—Innovate Conference.

Bouchey, B, & Levy, J. (April, 2022). *Leadership Lessons from a Hyflexed Pilot*. UPCEA—Summit for Online Leadership and Administration + Roundtable.

Bouchey, B. (April, 2022). *From Grassroots to the Highly Orchestrated: Online Leaders Share Their Stories of the Evolving Online Organizational Landscape in Higher Ed: Authors Share Their Stories.* UPCEA—Summit for Online Leadership and Administration + Roundtable.

Bouchey, B., & Kurland, S. (April, 2022). *From Grassroots to the Highly Orchestrated: Online Leaders Share Their Stories of the Evolving Online Organizational Landscape in Higher Ed: Authors Share Their Stories.* Online Learning Consortium—Accelerate Conference.

Bouchey, B., Kohler, M., Kashyap, S., Major, A., & Pyke, G. (April, 2022). *Academic Innovation: Be The Change.* Online Learning Consortium—Accelerate Conference.

Bouchey, B. (April, 2022). *Modality Reinvention at National Louis University*. Council for Chief Online Officers Roundtable, UPCEA—Summit for Online Leadership and Administration + Roundtable.

Bouchey, B., & Gratz, E. (February, 2022). *Online Student Support in a Post-COVID World.* Transforming the Teaching and Learning Environment Conference.

Levy, J., & Bouchey, B. (April, 2021). *Employing Strategy and Sustaining Quality in Virtual Learning Environments*. Higher Learning Commission Annual Conference.

Bouchey, B., Gratz, E., & Kurland, S. (March, 2021). *Online Student Support—What Did COVID-19 Teach Us?* Online Learning Consortium—Innovate Conference.

Pitts, C., Fromm-Reed, S., & Bouchey, B. (March, 2021). *Creating the Trauma-Informed Online Classroom*. Association for Women in Psychology Conference.

Kohler, M., Major, A., Pyke, G., Bouchey, B., & Moore, C. (March, 2021). *Agile Leadership with Heart*. Online Learning Consortium—Innovate Conference

Bouchey, B. (March, 2021). Panelist: OLC Today!: *Lessons Retained from COVID-19.* Online Learning Consortium—Innovate Conference.

Bouchey, B. (February, 2021). Keynote Speaker: *Online Student Engagement: Be Human, Be Prepared, Be Adaptable.* Annual Faculty Development Conference—Farmingdale State College.

Bouchey, B. (February, 2021). SOLA+R 2021 Roundtable (panelist): *The Way Forward: Post-Pandemic Online Operations*. UPCEA—Summit for Online Leadership and Administration + Roundtable.

Bouchey, B., Gratz, E., & Kurland, S. (February, 2021). *Online Student Support—What Did COVID-19 Teach Us?* UPCEA—Summit for Online Leadership and Administration + Roundtable.

Bouchey, E., Gratz, E., & Simonsen, M. (November, 2020). *Does Structure Matter? Aggregate Findings Of The CORAL Study Into The Evolving Nature Of Organizational Structures Of Online Units At Colleges And Universities.* Online Learning Consortium—Accelerate Conference.

Graham, M. & Bouchey, B. (November, 2020). *The Role Of CIO: Is It Changed Forever Due to the Pandemic of 2020?* Online Learning Consortium—Accelerate Conference.

Bouchey, B., Kohler, M., & Rettler-Pagel, T. (November, 2020). *Conscious Leadership For Online Leaders—Reprise.* Online Learning Consortium—Accelerate Conference.

Bouchey, B. (August, 2020). *Women in Leadership Panel: Finding Your Voice*. D2L Fusion Conference.

Major, A., Kohler, M., Bouchey, B., & Moore, C. (June, 2020). *Help! I'm Stuck! When Your Big Initiative Stalls*. Online Learning Consortium—Innovate Conference.

Bouchey, B., Gratz, E., Reis, M., Simonsen, M., & Reis, M. (June, 2020). *Does Structure Matter—Preliminary Academic Function Findings? The Evolving Nature of Online Organizational Structures in Higher Education Institutions.* Online Learning Consortium—Innovate Conference.

Bouchey, B., Bondi, C., & McDevitt, R. (June, 2020). *Not Your Average Advisors: Online Student Support & Advising Model at National Louis University*. Online Learning Consortium—Innovate Conference.

Reis, M., Simonsen, M., Bouchey, B., & Gratz, E. (June, 2020). *Transparency and Clarity: The Way We Define Online, Hybrid, and Blended Matters.* Online Learning Consortium—Innovate Conference.

Bouchey, B., Bondi, C., & McDevitt, R. (May, 2020). *Not Your Average Advisors: Online Student Support & Advising Model at National Louis University*. EDUCAUSE Learning Initiative (ELI)—Annual Conference.

Restauri, S. & Bouchey, B. (April, 2020). *Accessibility in Remote Teaching*. Online Learning Consortium—IDEATE Conference.

Bondi, C., McDevitt, R. & Bouchey, B. (March, 2020). *Not Your Average Advisors: Online Student Support & Advising Model at National Louis University*. American College Personnel Association (ACPA)—Annual Conference.

Bouchey, B., Gratz, E., Reis, M., Simonsen, M., Kurland, S., Lawrence, M., & Gamble, A. (February, 2020). *Does Structure Matter? The Evolving Nature of Online Organizational Structures in Higher Education Institutions.* UPCEA—Summit for Online Leadership and Administration + Roundtable.

Bouchey, B., Gratz, E., Reis, M., Simonsen, M., Kurland, S., Lawrence, M., & Gamble, A. (February, 2020). *Finding and Minding Your Gap: Crash Courses in Online Learning Operations.* UPCEA—Summit for Online Leadership and Administration + Roundtable.

Gratz, E., Bouchey, B., Kohler, M., Simonsen, M., & Knott, J. (November, 2019). *Creating Authentic Online Learning Experiences Through Personal Learning Networks*. Online Learning Consortium—Accelerate Conference.

Zone, E., & Bouchey, B. (November, 2019). *Reflect—Collaborate—Plan. Supporting a Culture of Innovation Through Online Communities of Practice*. Online Learning Consortium—Accelerate Conference.

Simonsen, M., Bouchey, B., Reis, M., & Gratz, E. (November, 2019). *Building Your Own Personal Learning Network.* Online Learning Consortium—Accelerate Conference.

Reis, M., Gratz, E., Bouchey, B., & Simonsen, M. (November, 2019). *Finding Yourself in the Trends: Using Reflective Discourse to Meaningfully Integrate Research Into Your Online Learning Organization.* Online Learning Consortium—Accelerate Conference.

Bouchey, B., Kohler, M., & Rettler-Pagel, T. (November, 2019). *Becoming a Conscious Online Leader: 15 Commitments to Transform Your Leadership Style*. Online Learning Consortium—Accelerate Conference.

Bouchey, B., & Bondi, C. (April, 2019). *Not Your Average Advisors: How National Louis University is Improving Online Student Persistence*. International Accreditation Council for Business Accreditation Annual Conference.

Bouchey, B., & Scott. N. (April, 2019). *Creating Personal Relationships with Online Students to Increase Persistence.* Higher Learning Commission Annual Conference.

Bouchey, B., & Neer, S. (March, 2019). *Not Your Average Advisors: How National Louis University is Improving Online Student Persistence*. Gardner Gateway Conference.

Bouchey, B., & SanFilippo, D. (August, 2017). *Not Your Average Case Study*. Annual Meeting of the Distance and Learning Technology Conference.

Bouchey, B., & SanFilippo, D. (April, 2017). *Not Your Average Case Study—Research Results*. Annual Meeting of the International Assembly for Collegiate Business Education.

Bouchey, B., & SanFilippo, D. (April, 2017). *Not Your Average Case Study—Research Results*. Annual Meeting of the United States Distance Association.

Bouchey, B., & Stecklow, J. (October, 2016). *Not Your Average Case Study.* Symposium at Middle States Regional Meeting of the International Assembly for Collegiate Business Education.

Articles, Chapters, and Research

Bouchey, B. & Kurland, S. (2026). Optimizing student onboarding with artificial intelligence. In K. S.Ives, M. A. Cini, & R. Schroeder (Eds.), *AI applications in online higher education administration: Strategies for maximizing returns and improving outcomes* (1st ed.). Routledge.

Bouchey, B. (2025). Redefining Student Success by Mainstreaming Nontraditional Delivery for Nontraditional Learners [Chapter Expert Perspective]. In J. Widmer & T. B. Cavanagh (Eds.*), The Chief Online Learning Officers' guidebook: A framework for strategy and practice in higher education* (pp. 140-142). Routledge.

Bouchey, B. (2024). Transforming Rural America Through The Power Of Online Education: A New Era Of Mobilization And Empowerment. *Higher Education Digest.*
https://www.highereducationdigest.com/transforming-rural-america-through-the-power-of-online-education-a-new-era-of-mobilization-and-empowerment/

Bouchey, B., Wilson, V., Graham, M. (2024). A Playbook For Success: From Onboarding to Offboarding an Online Program Manager. *Partnering with Online Program Managers for Distance Education: Approaches to Policy, Quality, and Leadership*, Springer.

Bouchey, B., Graham, M., Koritari, A. (2023). Supercharged: The Future of Data-informed Online Student Support Using Artificial Intelligence. *New Trends in Promising Directions: Artificial İntelligence in Education.*

Bouchey, B. (2023). Artificial Intelligence & Higher Ed: What Lies Ahead? *Higher Education Digest.* https://www.highereducationdigest.com/artificial-intelligence-higher-ed-what-lies-ahead/

Bouchey, B. (2023). The Importance of Student Support Services in Modern Higher Ed. *The Evollution.* https://evolllution.com/attracting-students/customer_service/the-importance-of-student-support-services-in-modern-higher-ed/

Bouchey, B, Graham, M., & Wilson, V. (2023). Using Data to Create Excellence in Online Student Support. *Advances in Online Education: A Peer-Reviewed Journal,1*(3). https://hstalks.com/article/7702/using-data-to-create-excellence-in-online-student-/?business

Graham, M. & Bouchey, B. (2023). Thirty Days in 2020 and How They Future-Proofed a University. In M. Dennis & J. Halbert (Eds.), *Community Engagement in the Online Space* (pp. 194-208). IGI Global. https://doi.org/10.4018/978-1-6684-5190-8.ch010

Bouchey, B., Gratz, E., & Kurland, S. (Eds.). (2023). *From Grassroots to the Highly Orchestrated: Online Leaders Share Their Stories of the Evolving Online Organizational Landscape in Higher Ed.* Online Learning Consortium Press.

Bouchey, B., Graham, M., & Koritari, A. (2022). Implementing Course Design to Scale. In Cobb, R, & Amankwatia, T. (Ed.), *Large-Scale Technology Implementation Stories to Inspire Change*. Brill.

Bouchey, B., Gratz, E., & Kurland, S. C. (2022). Meeting in the Middle: Envisioning Post Pandemic-Responsive Student Support Services. In A. Brower, & R. Specht-Boardman (Ed.), *New Models of Higher Education: Unbundled, Rebundled, Customized, and DIY* (pp. 389-407). IGI Global.

Bouchey, B., Graham, M., & Wilson, V. (2022). Equitable Outcomes in Online Student Support—Virtual Wrap-Around. In Swapna, K., & Arnold, P. (Ed.), *Quality in Online Programs: Approaches and Practices in Higher Education* (pp. 152-169). Brill/AECT.

Bouchey, B., Gratz, E., & Kurland, S. (2020). The Evolving Nature of Online (and Remote) Student Support in a Time of Pandemic. *Online Learning Journal.*

Bouchey, B., Castek, J., & Thygeson, J. (2020). Multimodal Learning. In J.X. Ryoo (Ed.), *Innovative Learning Environments in STEM Higher Education: Opportunities, Challenges, and Looking Forward* (pp. 35-54). Springer.

Gratz, E., Bouchey, B, Knott, J., Simonsen, M., Kohler, M. (2020). Creating Authentic Learning through Online Personal Learning Networks. *International Journal of Online Pedagogy and Course Design.*

Bouchey, B. (2016). Exploring Selection Bias of For-Profit College Graduates as New Employees. *Association for the Study of Higher Education (ASHE) Annual Conference Research Papers.*

Bouchey, B. H. (2016). *The Perceptions of Human Resource Professionals on For-Profit Education.* [Doctoral dissertation, Northeastern University]. Digital Repository Service. https://doi.org/10.17760/d20204924

Professional Speaking and Workshops

Niles, G., Gunder, A., Ford, C., & Bouchey, B. (May, 2026). *AI literacies in practice series: Constructive and critical AI literacies*. D2L.

Ford, C., Dorn, H., Bouchey, B., & Lewandowski, J. (2025, September 23). *Teaching smarter: Building a culture of data and AI-driven instruction.* D2L & Tyton Partners.

Bouchey, B. & Lawrence, M. (February, 2025). *Leading & Scaling Innovation: Critical Skills For Today's Online Leader*. Online Learning Consortium.

Bouchey, B. (November, 2024). *Is AI Bad?* Across the Fence: University of Vermont & WCAX. [Podcast].

Bouchey, B. (November, 2024). *Is AI Good?* Across the Fence: University of Vermont & WCAX. [Podcast].

Bouchey, B. & Lawrence, M. (November, 2024). *Leading & Scaling Innovation: Critical Skills For Today's Online Leader*. Online Learning Consortium Accelerate Conference Leadership Symposium.

Bouchey, B. (August, 2024). *On Teaching…1-2-3.* Iowa State University Fall Teaching Conference.

Bouchey, B. (March, 2024). *The Promise (?) of AI In Teaching*. University of Texas Rio Grande Valley Health Sciences Faculty Conference.

Bouchey, B. (February, 2024). *AI: Beyond The Classroom For Institutional Betterment*. Midwestern Higher Education Compact (MHEC) Technologies Executive Committee Briefing.

Bouchey, B., & Reeves, E. (October, 2023). *A.I. In Higher Education: How Artificial Intelligence Is Impacting College-Level Learning*. The Babb Group. [Podcast].

Dede, C., Watkins, R., Shaalan, M., & Bouchey, B. (June, 2023). *Applications for AI in Higher Education STEM fields*. Harrisburg University of Science & Technology.

Bouchey, B. (May, 2023). *The Promise (?) of AI in Higher Education*. D2L Day–Madison, WI.

Bouchey, B., Vito, M., Davis. V. (May, 2023). *AI in Higher Ed: Opportunities and Threats*. Online Learning Consortium Webinar.

Coates, C., Giner, R., & Bouchey, B. (May, 2023). *How Do You Effectively Measure and Support Quality Online Degrees?* Digital Universities US hosted by Times Higher Ed and Inside Higher Education.

Lederman, D., Bouchey, B., Finch, M., & Collier, A. (May, 2023). *Small But Mighty: How Small Colleges and Universities are Embracing Digital Transformation*. Digital Universities US hosted by Times Higher Ed and Inside Higher Education.

Bouchey, B. (April 2023). *Episode 136: Online Higher Ed: Finding Ourselves in Other People's Stories.* TOPcast: Teaching Online Podcast Hosted by University of Central Florida. [Podcast].

Bouchey, B., Aumann, A., (March, 2023). *How ChatGPT Could Change Higher Ed, with Dr. Antony Aumann and Dr. Bettyjo Bouchey*. D2L Teach & Learn: A Podcast for Curious Educators. [Podcast].

Bouchey, B. (March, 2023). *Following the Data: How to Support Online Students through Data-Informed Action*. SUNY Online Summit

Bouchey, B., Carson, M., Dalal, A., Hinshaw, S., & Sparkman, J. (February, 2023). *New Markets to Boost Enrollment*. InsideHigherEd.

Bouchey, B. (February, 2023). *Pathways of Intersection Between Artificial Intelligence and Higher Education: A Conversation with Dr. Bettyjo Bouchey*. University of Texas, San Antonio.

Bouchey, B., Gratz, E., & Kurland, S. (October, 2022). *Online Leaders Share Their Stories*. Online Learning Consortium Webinar Series.

Bouchey, B., Gratz, E., & Kurland, S. (September, 2022). *Publishing with OLC Press: What to Know*. Online Learning Consortium Webinar Series.

Bouchey, B, & Levy, J. (July, 2022). *Hyflex Highlights*. Best-in-Track Online Learning Consortium Innovate Conference Webinar Series.

Bouchey, B. (October, 2021). *Notes from The Top: A Dean's View of Online Learning*. Intentional Design by iDesign. [Podcast].

Bouchey, B., Vivolo, J., & Bunkowski, L. (September, 2021). *You Don't Have to Be an Expert: A Conversation about Teaching with Canvas*. Teaching in the CTEI, Rush University. [Podcast].

Major, A., Heyman, E., & Bouchey, B. (September, 2021). *Career Stories*. Institute for Emerging Leaders in Online Learning (IELOL) Master Class. Online Learning Consortium—Accelerate Conference.

Bouchey, B. (June, 2021). *Planning for the Future: Hyflex Lessons (Teacher Toolbox Series)*. Kappa Delta Pi International Honor Society in Education.

Bouchey, B. (May, 2021). *The WFH Experience—Views and Tips from a Working Mom, Team Leader and Employee.* [Panelist.] D2L-Brightspace Women in Leadership Forum.

Bouchey, B., & Rettler-Pagel, T. (January, 2021). *Strategies to Improve [Online Student] Retention.* Online Institute with Online Learning Consortium and Higher Learning Commission.

Bouchey, B. (January, 2021). *Be Human. Be Present. Be Adaptable (Best Practices for Synchronous Online Teaching).* Farmingdale State College.

Bouchey, B. (November, 2020). *Active Learning in a Synchronous Online Environment.* Kappa Delta Pi International Honor Society in Education.

Knott, J. (Producer). (November, 2020). *Dr. Bettyjo Bouchey: "Designed for Adaptation."* [Audio Podcast]. https://dontatmeedu.com/2020/11/13/s1e4-dr-bettyjo-bouchey-designed-for-adaptation/

Deyamport, W. (Producer). (September, 2020). *Dr. Bettyjo Bouchey (@DRbouchey) - Online Isn't Inferior to F2F*. The Dr. Will Show Podcast. [Podcast]. https://thedrwillshowpodcast.simplecast.com/episodes/dr-bettyjo-bouchey-drbouchey-online-isnt-inferior-to-f2f

Bouchey, B. (March, 2020). *Keeping Students Engaged in a Transition to Online Learning*. Online Learning Consortium—Academic Continuity Series.

Bouchey, B. (March, 2020). *Higher Education Remote Teaching: Questions, Suggestions, & Resources on Teaching During COVID-19.* [Panelist]. Kappa Delta Pi International Honor Society in Education.

Bouchey, B. (February, 2020). *Innovative Teaching Using Evidence-Based Instructional Strategies & Reflective Practice.* Kappa Delta Pi International Honor Society in Education.

Bouchey, B., & Reichard, S. (June, 2018). *Engaging Student Feedback in the Online Classroom*. Faculty Roundtable Water Cooler Chat.

Bouchey, B. (May, 2017). *Breathing Life into Your Online Case Study*. [Keynote Address]. University of Illinois, Urbana-Champaign, Faculty Summer Institute.

Dhupelia, A., Templin, T., & Bouchey, B. (September, 2016). *A Unified Undergraduate Experience*. Roundtable at the Fall Faculty Conference at National Louis University.

Professional Service

Board Member, NC-SARA. 2026-Present

Faculty, Institute for Emerging Leaders in Online Learning (IELOL), Online Learning Consortium. 2024-Present

Board Member, Association for Online & Professional Education (UPCEA). 2023-2026

Review Board, *International Journal of Web-Based Learning and Teaching Technologies (IJWLTT),* IGI Global. 2023-2025

Editorial Review Board, *Online Learning Journal*, Online Learning Consortium. 2023-2025

Editorial Board, *Advances in Online Education: A Peer-Reviewed Journal,* Henry Stewart Publications. 2022-2025

Leadership Member, Council for Chief Online Learning Officers, UPCEA. 2022-2023

Peer Reviewer, *Online Learning Journal,* Online Learning Consortium. 2020-2025

Peer Reviewer, Master Peer Reviewer, and Online Program Reviewer, *Quality Matters* (QM), Annapolis, MD. 2016-2025

Doctoral Chair and Committee Member, National Louis University. 2018-2024

State Advocacy Leader (IN), Epilepsy Foundation of America (EFA) Washington, DC. 2017-2024

Advisory Board Member, Epilepsy Foundation of Indiana (EFIN), Indianapolis, IN. 2016-2023

Co-Chair Invited Speakers & Workshops for Innovate Conference, Online Learning Consortium. 2021-2021

Co-Chair, Equity & Inclusion Committee, Online Learning Consortium. 2019-2021

Leadership Engagement Subcommittee Member, National Council for Online Education (UPCEA). 2018-2020

Committee Member, Research Committee, The Accrediting Council for Independent Colleges and Schools (ACICS), Washington, DC. 2010-2011

Evaluator, Accreditation Team, The Accrediting Council for Independent Colleges and Schools (ACICS), Washington, DC. 2007-2009

Board Member, American Red Cross of Northeastern New York, Albany, NY. 2004-2007

Awards and Honors

Fellow (Recognition for “Exceptional Contributions and Service to the field of Online and Blended Learning”) 2023
Online Learning Consortium (OLC)

Online Leader Fellow 2023
P3 EDU

Best-in-Track Award (We Hyflexed and Here’s What Happened) 2022
Online Learning Consortium (OLC)

Effective Practice Award (Undergraduate College Online) 2020
Online Learning Consortium (OLC)

Bruce M. Chaloux Scholarship for Early Career Excellence Award 2019
Online Learning Consortium (OLC)

Participant in the Institute for Emerging Leaders in Online Learning Program 2018
Online Learning Consortium (OLC)

Sara Stubblefield National Advocacy Award 2018
Epilepsy Foundation of America, Washington, DC

Elizabeth “Lizzie” Award for Service 2016
National Louis University

40 Under Forty 2005
Albany Business Journal

Outstanding Chapter President 2004
Alliance of Technology and Women

Woman of Excellence 2004
Albany-Colonie Chamber of Commerce

Summa Cum Laude, MBA 1998
Rensselaer Polytechnic Institute

Magna Cum Laude, B.A. 1998
University at Albany

Highly Competent Subject Areas

Software:

Microsoft Office Suite
Microsoft SharePoint (intranet), PowerBI, CoPilot

Learning Management Systems:

Blackboard Learn 9.1
Canvas
Cengage Aplia
Desire to Learn (D2L)/Brightspace
Moodle
Sakai

Student Information Systems:

Banner
CampusVUE
SonisWeb

Management and Consultant Expertise:

Higher Education
Artificial Intelligence
Accreditation and Licensing
Academic Operations
Faculty Management
Student Recruitment & Admissions
Online Course Content and Development
Student Records
Continuous Quality Improvement
Learning/Teaching Methods
Dual Credit & Articulation
Institutional Governance
Non-Profit Organizations & Fundraising
Performance Improvement
Change Management
Finance & Budget
Retention
Student Success
Career Services

At-Risk Students
Diversity
Data Driven Decision-Making
Online Learning
Hybrid & Blended Learning
E-Learning
Competency-based Learning
Credit for Prior Learning
Workplace Learning
Artificial Intelligence
Financial Aid
Program Management
Curriculum Management
Online Teaching
Strategic Planning
Regulatory Compliance
Workforce Alignment & Development
Learning Management Systems
Community Partnerships

References

References available upon request.