LINDA SHEPHERD
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EDUCATION

Master of Computer Systems Management - Creighton University.
B.S. Business Administration - Northern Arizona University.

QUALIFICATIONS

- Challenge students to the core of their abilities through rigorous instruction marked by discipline and supported by personal and academic mentoring.
- Automated two in-house accounting systems.
- Involved with the management of a small Novell network.
- Assisted in the upgrade of a small business computer system.
- Streamlined business operations to produce tangible net savings.
- Several years of banking experience which included the supervision of two accounting departments, and internal audit and administration for bank compliance of federal and state regulations.
- Developed in-house training programs for two banks.
- Served as seminar leader for the American Institute of Banking (AIB) seminars on retirement programs and certificates of deposit.
- Developed a complete IRA/SEP program for a bank.

ACADEMIC EXPERIENCE

THE UNIVERSITY OF TEXAS AT SAN ANTONIO, College of Business, Department of Information Systems and Technology Management - San Antonio, TX - August 1995 to Present. Responsible for the instruction of classes in two disciplines: information systems and accounting.

Lecturer III – Department of Information Systems and Technology Management – August 2001 to Present.

Teaching Associate, Lecturers I, II, and III – Division of Accounting – August 1995 to August 2001.

Semester Workload – Four (4) classes plus a distance learning section linked to one class requiring the hosting of office hours in two (2) locations (main and downtown campuses). Depending upon the semester, classes taught can be in three (3) to four (4) separate subjects. Coordinator for teaching assistant assigned to IS 1022 and IS 2033. Manage teaching assistant duties for tutoring and faculty support across three (3) different instructors.

Information Systems Classes

IS 1023/IS 1022 – Programming and Formal Logic – Spring 2007 to Fall 2008: **IS 1023/IS 1022** introduces students to structured program logic and programming concepts without regard to language. The class enforces good style and establishes a foundation for logical thinking. Flowcharting and pseudocoding are used extensively to plan the logic in solving business-oriented problems. Modularization is used to provide abstraction and enforce structure. Input and output documentation are used to understand the mainline logical flow of a program. Relational and logical operators and operations are analyzed in conjunction with decision tables to manage the outcomes of multiple decisions. Aspects of file merging, matching, updating menus, input validation, array and array manipulation are also covered. Event driven programming principles and GUI design concepts are also introduced along with object-oriented concepts. Students complete weekly homework assignments in teams of two. Quizzes follow each chapter. *This course provides students with the requisite skill set needed for a programming class.* Serve as course

coordinator for new instructors to assist them with syllabus, course material and content, course software, WebCT content, and computer classroom needs. Share with new instructors materials I specifically create for the class (exercises and their solution sets, PowerPoint slides) along with my WebCT course shell.

IS 1403 – Business Information Systems Fluency – Fall 2003 to Present: **IS 1403** is required for all degrees in the College of Business. It focuses on developing the core computing skills for current Microsoft Office products: Word, Excel, PowerPoint, and Access. This is a self-paced, web-based course. Students train through modules on the web and then take web-based exams for each unit. Involved in the selection of the software for the course. Involved, with other faculty, in designing and implementing course requirements, policies, and procedures. Involved in coordinating and scheduling course software installations in the campus computer classrooms and student computer labs. Involved in troubleshooting software/network issues for students during exams with colleagues, tutors, college IT staff, and vendor IT staff. Involved with student administration. Initiated and finalized the development of procedures for tutors to follow during weekly lab hours. Created and maintain several instructional documents for students and faculty. Serve as liaison for reporting, follow-up, and/or resolution of technical issues. Serve as on-duty faculty and back-up faculty during exam days. Initiated the development of procedures with campus computer lab administrators to ensure labs are opened for exams on Saturdays. *This course prepares students to effectively use Microsoft Office applications in school or the workplace.*

IS 2033 - Introduction to Computer Concepts for Information Systems (JAVA) – Spring 2004 to Present: **IS 2033** is required for information systems majors. It is an introductory class to programming using an object-oriented language. The basic elements of Java programming are addressed and reinforced through a rigorous schedule of programming activities that include in-class work, homework assignments, and web-based coding exercises. Programs range from a simple "Hello World" program to sorts, arrays, a class family, culminating in GUI based file read/write programs that generate and process a data file. For the majority of the programs students use the *program development life cycle* to help them create and code their programs. The *unified modeling language* is also introduced. *Students should come away with a good understanding of the constructs of an object-oriented language*. Serve as course coordinator for new instructors to assist them with syllabus, course material and content, course software, WebCT content, and computer classroom needs. Share with new instructors materials I specifically create for the class (programming assignments, pseudocode for programming assignments, solution sets for the assignments, software installation procedures for students, software usage instructions for students) along with my WebCT course shell. Allow new instructors a student WebCT account so they can actively follow progress in my class and download newly created material for use in theirs.

IS 2033 - Introduction to Computer Concepts for Information Systems (COBOL) – Fall 1995 to Fall 2003: **IS 2033** is required for information systems majors. It is a demanding procedural programming language course using COBOL in a PC based environment. Students learn how to develop business applications ranging from the output of simple listings to more complicated output that requires the use of multiple control breaks or arrays and tables. Students learn how to design, analyze and interpret input layout forms, printer spacing charts, data files, executable program files and output that adhere to user specifications. Students are also introduced to interactive programming and the creation and use of relative and indexed files. *The course has provided students with enough of the basic skills necessary to qualify for an entry level programming job*. Shared with new instructors materials I specifically create for the class (programming assignments, pseudocode for programming assignments, solution sets for the assignments, software installation procedures for students, software usage instructions for students).

IS 3003 – Principles of Information Systems for Management - Fall 1995 to Present: **IS 3003** is required for all degrees in the College of Business. Students study the strategic, tactical and operational alignment of information systems to a company's business purpose, organizational and cultural structure and day-to-day business activities. How an information system impacts a business' competitive advantage is analyzed along with the use of such systems in an ethical manner. Student assignments and exercises engage their use of current technology such as the Internet and all the applications within the Microsoft Office suite. Student teams complete discussion board exercises and deliver presentations covering main chapter points and current IS/IT issues. *The objective is to make the student an informed user of information technology.* Share with other IS 3003 instructors assignment suggestions, class exercises and exercise instruction material. Involved in textbook selection.

IS 5003 – Introduction to Information Systems – Fall 2003 to Spring 2005: **IS 5003** is a required graduate level course in the M.B.A. program. Students investigate the information systems and the technology that supports these systems in a global economy. They analyze the organizational, managerial, and strategic impact of information systems on organizational structure and psychology. As managers, students must be fully aware of the security, ethical, and legal implications associated with the use and misuse of information systems and information technology. Chapter material is sometimes best illustrated through a case study, which force the students to critically analyze and apply chapter constructs. Student teams are required to lead topic discussions on critical chapter issues and incorporate work experience and/or literature from other sources such as journals, magazines, newspapers, books, and material from other classes. A research topic of their choice is presented as a team project. The topic has to be relevant to how IS/IT is used and the team has to examine its organizational impact technologically and behaviorally. *Student managers should walk away with a well-rounded approach to effectively and efficiently managing the information, the technology, and the people of a digital firm.*

Accounting Class

ACC 3113 – Accounting Information Systems – Summer 2001: **ACC 3113** is required for accounting majors. The students examine the interrelationship between information technology, the field of accounting and the accountant. Students study how information technology is used in Transaction Processing Cycles to capture, store, maintain, and report accounting information with accuracy, consistency and reliability. Students are introduced to the concepts of system and process documentation, databases and data modeling. Automated internal control systems are studied in addition to the audit of such systems. The planning and analysis component of the systems development life cycle is also introduced. Students apply the concepts learned through coursework using Peachtree, an accounting software package and Access, a database software package. *ACC 3113 students are not only given a conceptual framework of AIS, but the methodological basics to use, interpret, and analyze an AIS.*

INDUSTRY EXPERIENCE

Managerial

Managed the corporation's accounting, office administration and shipping/receiving for the U.S. subsidiary of an international high-voltage test equipment company.

- **Accounting**: **Single handedly automated** company's manual accounting system utilizing an interactive accounting package. Assisted President with annual budgetary requirements utilizing a spreadsheet software. Prepared monthly financial statements. Interfaced with corporate counterparts and executive management at parent company overseas on financial matters. Handled international funds transfers and confidential banking requirements. Acted as liaison with corporate CPA on tax and audit matters. Responsible for payroll. Filed monthly, quarterly and annual reports to state and federal agencies for payroll taxes, workmen's compensation, business license, sales tax, etc. *Assisted President/CEO of parent company in collecting an $8,000 past due account for which two years of legal effort proved unsuccessful.*
- **Office Administration**: ***Reduced office expenses by 48%***. Handled details for all personnel issues (employee life, health insurance and other benefits). Administered details of insurance coverage on the company. Responsible for corporate purchasing and dealt with respective suppliers. *Administered company's telecommunications and computer facility which included a Novell network. Assisted President in the hardware and software upgrade of the company's computer system.* Developed and handled confidential communiqués for President of U.S. subsidiary and for President/CEO and Executive Vice President of parent company overseas. Prepared reports for board meetings and prepared minutes of annual board meetings.
- **Shipping/Receiving**: ***Streamlined operations for a net savings of 25%***. Managed the import and export of computerized and high voltage test equipment. Managed shipment of capital equipment to customers. Interfaced with U.S. Customs. Established shipping/receiving facility in Canada. Maintained records in compliance with U.S. Customs and U.S. Commerce regulations.

In a large financial services institution, supervised 8 management accountants and 5 clerical support

personnel in the largest mutual fund group with close to $2 billion in assets for my accounting unit alone. Monitored training and development needs of management accountants. Daily duties required constant interface with client, verification of trial balances utilizing automated systems, and the assurance of accurate prices reported to the transfer agent. Monthly duties required review of monthly expenses, and review of the reconciliation of balance sheet and income statement accounts to appropriate supporting systems and ledgers for 14 mutual funds. *Special duties required follow-up on chronically overdue interest payments for which one successful tracer produced a $100,000 check.*

For a holding company bank in 3 separate capacities:

- Managed the bookkeeping department which consisted of 9 bookkeepers and 1 proof operator. Balanced several automated general ledger systems on a daily basis. Prepared month-end reports to the holding company, board of directors, and the state.
- As an internal compliance and audit coordinator performed monthly audits and reported findings to the board of directors. Participated in the development of the audit agenda. Participated in holding company audits saving bank thousands in audit fees. Developed and administered compliance library. Responsible for keeping current on compliance issues. Trained personnel on federal and state regulations.
- Developed the first program for Individual Retirement Accounts and Simplified Employee Pension Plans (IRA/SEP) which outlined a marketing plan, detailed employee training, and administrative requirements for compliance with federal/state regulations. Responsible for a broad range of customer service and marketing. Had lending authority for credit line accounts. Supervised and trained entry level personal banking assistants. Assisted lenders in the development of their loan portfolios. Assisted in the collection of past due loans.

Administrative

Reported to president of independent bank. Responsible for the management and preparation of stockholder records, reports and minutes of board and/or committee meetings, and confidential and general correspondence with current or prospective clients. Provided a broad range of customer service which included the cross selling of bank products to existing customer base and new accounts.

Consultant to a small petroleum firm. Managed the daily administrative details of the business. Computerized a small accounting system.

Reported to the V.P. of Operations for a leading developer, manufacturer, marketer and servicer of interactive computerized prepress systems. Responsible for the management of the office in absence of the V. P. Acted as liaison for all operational matters, which required daily interface with staff and line managers as well as executive management. Communicated daily with executive management at international headquarters and subsidiaries. Monitored budget and manpower figures for department totaling 179 personnel.

AWARDS AND ACHIEVEMENTS

Scholastic Achievements

- **Graduate School** - Graduated with 3.769 GPA. Received Top Peer Evaluation for Graduate Organizational Behavior Class.
- **Undergraduate** - Graduated Magna Cum Laude (3.9 GPA). Member of Beta Gamma Sigma. Member of Virginia Chapter of Alpha Chi.

Teaching Awards

- ***Who's Who Among America's Teachers***
  - Honored back-to-back as a multiple-year nominee in 2004-2005, 9th edition and 2005-2006, 10th edition.
  - Honored in 2002, 7th edition

- ***Faculty Excellence Award*** in recognition of excellence in teaching, presented by UTSA Students and Disability Services, February 26, 2002.
- Recognition plaque for outstanding commitment from UTSA's Data Information Systems Klub, Fall 2000.

Other Awards and Certificates

- American Bankers Association National Compliance School - University of Oklahoma.
- First Employee of the Month and First Employee of the Year at a holding company bank.
- Selected by junior year Finance professor to attend the Virginia Bankers School of Bank Management at the University of Virginia.
- Awarded "Outstanding Accounting Student" certificate and "Certificate of Proficiency" in bookkeeping.
- Recipient of Daughters of the American Revolution Good Citizenship Award.

PROFESSIONAL ORGANIZATIONS

ACM (Association for Computing Machinery)
ACET (Association for Computer Educators in Texas)

PUBLICATIONS

***COBOL Student Handbook – How to Code a COBOL Program*.** (2nd Ed.). Ann Arbor: Wiley Custom Services, 2003.

REVIEWER

Gill, T. Grandon. *Introduction to Programming in C++ (with support for C)*. Austin: Leyh Publishing, February/May/July 2003, Table of Contents, Chapters 1-4.

SERVICE

Careers and Technology Series:

April 7, 2006 - Engineering and Technology Academy @ Roosevelt High School, San Antonio, Texas
Live presentation on computer programming to Kay Angrove's high school technology class with Dr. Steven Levitt, Chair of Communication Department, UTSA, as host. Presentation highlighted Java – its start in embedded systems to its current use as a cross-platform, versatile, Internet enabling programming language. The Systems Development Life Cycle was highlighted using MySpace.com to simulate the content of most of the phases which included object-oriented analysis and design. A comparison was made of HTML and JavaScript from MySpace contrasted to a Java applet along with programmer planning of a small Java application for the systems implementation phase. Further illustration of the power of computer programming was exhibited through expert system examples concluding with career opportunities and a question and answer session.

October/November 2005 -Engineering and Technology Academy @ Roosevelt High School, San Antonio, Texas
Video recorded interview with Bill Angrove**,** Assistant Vice Provost & Director, Center for Distance Learning & Academic Technology at UTSA about a career as a programmer. An active Java class lecture was also recorded in conjunction with the interview. This is a program developed by Bill and Kay Angrove to broaden student interests in a host of different career fields that can be pursued through higher education.

Commencement Ceremonies:

Fall 2008 Commencement Ceremony #1 – Saturday, December 20, 2008, 1:00 pm: Faculty Greeter.

Spring 2008 Commencement Ceremony #4 – Saturday, May 10, 2008, 1:00 pm: Faculty Greeter.

Fall 2007 Commencement Ceremony #1 – Thursday, December 13, 2007, 7:00 pm: Faculty Greeter.

Spring 2007 Commencement Ceremony #5 – Saturday, May 12, 2007, 5:00 pm: Faculty Greeter.

Fall 2006 Commencement Ceremony #3 – Saturday, December 9, 2006, 9:00 am: Faculty Greeter.

Spring 2006 Commencement Ceremony #2 – Friday, May 12, 2006, 6:15 pm: Faculty Greeter.

Fall 2005 Commencement Ceremony II – Saturday, December 15, 2005, 5:00 pm: Faculty Greeter.

Spring 2005 Commencement: Back-up Marshall.

Governance:

Faculty Senator – Fall 2003 to August 2004, for the College of Business non-tenured track faculty.

PROFESSIONAL AND INSTRUCTIONAL DEVELOPMENT

Conferences/Seminars/Symposiums/Workshops

October 2008

Association for Computer Educators in Texas (ACET) 2008 Annual Conference - Austin, Texas

- "Media Exposed: A Highly Motivational Introductory Programming course That Assists Students with Career Choices" by Eric Freudenthal, PhD and Ann Q. Gates, October 2, 2008, 2:00-2:50 pm.
- "An Innovative Approach to Retain Students in a First Year Gateway Programming Course" by Dr. Larry Lee and Amardeep Kahlon, October 2, 2008, 3:00-3:50 pm.
- "Understanding Organization Politics: A Necessary Soft Skill for IS Majors" by Stacey McCroskey, PhD, PMP, October 2, 2008, 4:00-4:50 pm.
- "Keeping Up with Emerging Technologies and Our Changing Student Populations" by Ann Beheler, PhD, October 3, 2008, 7:30-8:30 am.
- "Sun SPOTs: Low-cost Hardware Platforms for Developing Wireless Sensor and Embedded Applications" by Donnell Payne, PhD, October 3, 2008, 9:30-10:20 am.
- "Read-Write-Hear Project: An Emerging Technology Used to Increase Academic Performance of Students with Disabilities" by Stacey D. Lyle, PhD, October 3, 2008, 11:00 am – noon.
- "Concurrent Programming in Java" by Dr. Richard Reese, October 3, 2008, 1:40-2:30 pm.
- "MyITLab in the Classroom: How it Works" by Ruth Robbins, PhD, October 3, 2008 4:00-4:50 pm.
- Post Conference Workshop, "A Case for Ethics in IT" by Debbi Howard, October 4, 2008, 8:00 am – noon.

The Teaching and Learning Center at UTSA

- "A Simple Way to Drive Content, Promote Thinking, and Assess Learning" by Robert Noyd, PhD, Department of Biology, U.S. Air Force Academy, October 31, 2008, 1:00-3:00 pm.
- "Overteaching – When is less really more?" by Robert Noyd, PhD, Department of Biology, U.S. Air Force Academy, October 31, 2008, 1:00-3:00 pm.

January 2008: UTSA and IBM Quality Engineering Workshop - San Antonio, Texas
"Software Testing: A Path for Innovative Problem Solvers" by IBM Software Testing Team. January

9-10: 12 sessions. *Introduction and Workshop, Titanic Disasters, Rational Performance Tester, Teaming for Testing Success, Teaming Exercise, Panel Discussion, Full Lifecycle Testing, The Cost of Quality, Rational Functional Tester – A Comparison of Techniques, The Test Optimization Challenge, A Day in the Life …, Wrap-Up*.

October 2007: ACET 2007 Annual Conference - San Antonio, Texas
ACET Pre-Conference Workshop, "A Gentle Introduction to Alice" by Deborah Dunn, Ph.D. and Elizabeth Hutchison, Stephen F. Austin State University, October 10, 2007, 8:00 am – 5:00 pm.

February 2007: UTSA Team Center Instructional Workshops
"There is Such a Thing as a Stupid Question! Train Your Students to Ask Smarter Questions " by Melissa Thomas, JD. University of Texas at San Antonio.

2006 UTSA Team Center Instructional Workshops

- **December 2006:** "Inclusive Learning for Students with Disabilities" by Carol Adams-Means. University of Texas at San Antonio.
- **September 2006:** "Today's Students: Bridging the International Gap" by Dr. Goutham Menon. University of Texas at San Antonio.

May 2006: Microsoft

- **"**Introduction to C# and .NET" by Diane Curtis, Academic Relations Manager, Academic Developer Relations @ Microsoft: May 16-17, 2006, UTSA.
- "Visual Studio Team System" by Gautum Reddy, Academic Developer Relations @ Microsoft: May 18-19, 2006, UTSA.

May 2004: UTSA Team Center Instructional Workshops

- "Creating aNurturing Learning Environment with WebCT" by Dr. Kent Wilkinson and Dr. Anita Leffel.
- "Teaching and Learning at a Distance: Affordances and Limitations" by Carmen Fies. University of Texas at San Antonio.

May 2003: Information Systems Security Association, Inc. Alamo Chapter
Information Security Symposium: Cover Your Assets. San Antonio, Texas: ISSA Alamo Chapter, May 2, 2003.

2003 UTSA Team Center Instructional Workshops

- **May 2003**
  - "The Anatomy of a Freshman" by Dr. Rosalie Ambrosino's replacement Steven Wilkerson.
  - "Who's In Charge Here Anyway: Classroom Civility and Group Learning in Large and Small Classes" by Drs. Aaron Cassill and Mary McNaughton-Cassill. University of Texas at San Antonio.
- **September 2003:** "55 Strategies for Better Teaching" by Neil Fleming, Faculty Development Expert – Lincoln University, Christchurch, New Zealand.

<u>UTSA Team Center Instructional Workshops</u>

August 2001: "Increasing Teaching Effectiveness in Large Classes – A Panel Discussion and Technology Demonstration," hosted by Dean Bublitz through TLC – University of Texas at San Antonio.

May 2000: "Team Building Workshop," Dr. Jodi Levine – Temple University. "Using Group Assignments to Facilitate Critical Thinking Workshop," Dr. Larry Michaelsen – University of Oklahoma. "Make Something MAGIC Happen: Designing Instruction that Promotes Higher Level Learning Workshop," Dr. Dee Fink – University of Oklahoma. "Learning and Motivation at the

College Level Workshop," Dr. Marilla Svinicki – University of Texas at Austin. "WebCT: Making Course Materials Available Online Workshop," Dr. Cheryl Fulkerson & Ms. Maria Corral – University of Texas at San Antonio.

May 1999: "Critical Thinking Workshop," Dr. Constance Stack – Minnesota State Colleges and Universities. "Active Learning Workshop," Dr. James Eison – University of South Florida. "Effective Grading Workshop," Dr. Barbara Walvoord – University of Notre Dame. "Learning Options Workshop," Dr. Rene Diaz-Lefebvre – Glendale Community College.

May 1998: "Experience-Based Instruction," Dr. Marilla Svinicki – University of Texas at Austin.

Research

July 2007: "Obtaining Consent For Your Research Project" by Judith Grant, PhD, Director of Institutional Review Board (Human Subjects Protection), Office of Research Integrity and Compliance, Office of the Vice President of Research, UTSA.

UTSA Department of ISTM Seminar Series

April 2008: Teaching Seminar by Ken Jones, PhD Candidate, Dept. of ISTM, COB, UTSA.

Spring 2007

- **March 8:** "Comparative Statics on IT Budget Allocation for Security and Disaster Recovery" by Mukul Gupta, PhD, Assistant Professor, Dept. of ISTM, COB, UTSA.
- **February 22:** "Softlifting: Exploring Determinants of Attitude?" by Tim Goles, PhD, Assistant Professor, Dept. of ISTM, COB, UTSA.
- **February 15:** "Are ERP Implementations Associated with Business Value?" by Carlos Dorantes, PhD Candidate, Dept. of ISTM, COB, UTSA.

UTSA Guest Speaker Series

November 2007: "Managing the Digital Firm – What does that mean? – What is the digital firm?" by Rick Swartz, Associate Director for Information Technology and CIO, U.S. Census Bureau, The Institute for Demographic and Socioeconomic Research, November 1, 2007, UTSA.

CONSULTING ACTIVITIES

ST. MARY'S UNIVERSITY, School of Business and Administration, Department of Finance and Quantitative Management - San Antonio, TX - August 2003 to May 2004.

Temporary Adjunct Professor - Responsible for the instruction of an introductory class in information systems.

QM3330 – Management Information Systems: **QM3330** introduces students to how computers and information are used to solve problems and make decisions by managers. General systems theory is studied along with the essentials of computer technology, computer systems and information management for strategic advantage, and how, through the use of development methodology, to create, design and implement a computer information system. Students are required to submit three projects with varying degrees of difficulty in Access and Excel of which one is a decision support assignment.