Kathleen Iverson, PhD
Associate Professor and Chair,
Graduate Program in Training & Development
Roosevelt University
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EDUCATION

Ph.D. Educational Psychology Loyola University, Chicago
Major area of study: Training and Organization Development

M.A. Industrial/Organizational Psychology,
Southern Illinois University

B.A. Psychology
Eastern Illinois University

BOOKS and Book Chapters

Iverson, K.M. (2017) Delivering Training Content and Maximizing Involvement. In *Communications in Training and Development*. S. Camara (Ed.) Kendall Hunt.

Iverson, K.M. & Vukotich, G. (2013). OD 2.0 Shifting from Disruptive to Innovative Technology. In J. Vogelsang (Eds.), *Handbook for Strategic HR (635-642).* New York: American Management Association.

Iverson, K.M., (2004). "E Learning: Interactive Strategies for Digital Delivery," UPS, NJ: Prentice-Hall.

Iverson, K.M. (2001). Managing Human Resources in the Hospitality Industry: An Experiential Approach*.* New York: Prentice-Hall.

Iverson, K. M. (1989). Introduction to Hospitality Management. New York: Van Nostrand Reinhold.

PEER-REVIEWED ARTICLES

Iverson, K.M. (2016) Thrive Model of Evidence-based Coaching. *Organization Development Practitioner*. 48 (4), 20-26.

Iverson, K., & Vukotich, G. (2009). OD 2.0: Shifting from Disruptive to Innovative Technology. *OD Practitioner*, *41*(2), 43-49.

Iverson, K. M. (2009). The write brain: How to educate and entertain with learner-centered writing. *Performance Improvement*, *48*(7), 20-25. doi:10.1002/pfi.20091

Iverson, K.M. Colky, D., & Cyboran, V. (2006). E-Learning Takes the Lead: An empirical investigation of learner differences in online and classroom delivery, *Performance Improvement Quarterly*, 18 , 2-14.

Iverson, K.M. & Colky, D. (2004) Scenario Based E Learning Design. *Performance Improvement*, *43,* 32-39.

O'Connor, N. Iverson, K.M. & Colky, D. (2003). Career Success in Training & Development: Is it what you know or who you know? *Performance Improvement Quarterly.* 16, 4-18.

Iverson, K.M. (2002). Envisioning the future of E Learning, *E learning Magazine*.

Iverson, K.M. (2000). Valuing diversity: Using content analysis to assess diversity issues in the hospitality industry. *Cornell Hotel and Restaurant Quarterly*.

Iverson, K.M. (2000). The paradox of the contented female manager: An empirical investigation of gender differences in pay expectation in the hospitality industry. *International Journal of Hospitality Management*, *19,* 33-51.

Sparrowe, R.T. & Iverson, K.M. (1999). Cracks in the glass ceiling? An empirical study of gender differences in income in the hospitality industry. *Journal of Hospitality & Tourism Research, 23*, pp. 4-20.

Iverson, K.M. (1996). Assessing student interest in distance education. *The Hospitality Research Journal 20,* pp. 30-43.

Iverson, K.M. (Spring, 1995). Student empowerment: Revitalize hospitality education with total quality management processes. *Hospitality and Tourism Educator, 7,* 56-58.

Iverson, K. M. (Spring, 1990) Bringing guest service into the classroom. *Hospitality and Tourism Educator,* 47-49.

TEACHING EXPERIENCE

Roosevelt University, 1996 to present

Graduate Program in Training and Development

Courses Designed and Taught in the Classroom and Online

- TRDV 400 Introduction to Training & Development
- TRDV 411 Instructional Methods
- TRDV 422 Adult Learning Theory
- TRDV 424 Consulting Tools
- TRDV 432 E Learning Strategy
- TRDV 433 Organizational Change
- TRDV 435 Organization Development
- TRDV 434 Research Methods
- TRDV 441 Human Performance Improvement
- TRDV 445 Executive Coaching
- TRDV 450 Learning Technologies
- TRDV 451 Instructional Design
- TRDV 499 Masters Project/Thesis
- TRDV 501 Online Teaching

ACADEMIC SERVICE and ACTIVITIES

University Committees and Service

- Schaumburg Advisory Board, 2015-2016
- Faculty Trustee, 2015-present
- Senate Representative, 1996-98, 2007-2009; 2014-2016
- Senate Executive Committee,2014-2016
- Graduate Council 2012-2015; 2017-present
- Graduate Council Executive Committee 2012-2015; 2017-present
- Sub-committee on Learning Engagement (for HLC re-accreditation process), 2003
- Faculty Advisory Board, Center for Teaching and Learning, 2005
- Faculty Library Committee, 2006-2009
- Distance Learning Committee, 2003-04
- Task Force on Marketing, 1996
- University Faculty Personnel Committee, 1999, 2004, 2013
- Quality Service Task Force, 2001
- Assessment Committee, 1990
- Task Force to Program Review, 2005
- Program Review Committee: 2005-2007
- Strategic Planning Task Force on Technology, 1997
- Strategic Planning Sub-committee on Distance Learning, 1997

Search Committee Participation

- V.P. Enrollment Management Search Committee 2015-16
- ETSCPS Dean Search Committee, 1997, 2006, 2013
- BGS Faculty Search Committee, 2004-05
- Chief Information Officer Search Committee, 2004
- University College Summer Session Search Committee, 1999
- ETSCPS TRDV Faculty Search Committee, 1997-98, 2001, 2002, 2004
- ETSCPS TRDV Search Committee Chair, 2007