

KATHRYN L. FIALKOWSKI

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EDUCATION

- **Temple University, Philadelphia, PA.** EdD, May 2024.
Dissertation: The Stories We Tell: An Examination of Disability Narratives Used in Pre-Professional Education. Committee: Drs Michael W. Smith (advisor), James Earl Davis (chair), Jennifer M. Johnson, Jessica Reinhardt. Peer Reviewers: Drs. Dustin Kidd and Declan Gould
- **JPII Institute, at the Catholic University of America, Washington DC.** MTS, *cum laude*, concentration in bioethics.
- **Bowling Green State University, Bowling Green, Ohio.** BA, Major: Technical Writing. Minor: Computer Sciences
- **Other ethics-related coursework**
 - Summer Philosophy Intensives, Dominican House of Studies, Washington DC 2014 (6 graduate credits)
 - Executive Education Series, St Johns College, Annapolis, MD 2011
 - Intensive Bioethics Course, Georgetown Univ, Washington DC, 2010

EDUCATION AND RESEARCH INTERESTS

- The structure of disability narratives and the use of disability narratives in pre-professional education.
- Disability Studies, the study of disability in socio-cultural and political terms.
- Diversity, Equity, Inclusion, and Belonging (DEIB) and multi-cultural understanding inclusive of disability and global environments.
- A specialization in inclusive and accessible educational practices to support and encourage full participation of all.

TEACHING AND TRAINING EXPERIENCE

Academic Appointments

- Assistant Professor, School of Education, University of Delaware (2024-present)
 - Instructor, *Access: Ability Intro* (1 credits). Undergraduate. In-person.
 - Instructor, *Access: Ability Portfolio* (1 credits). Undergraduate. In-person.
 - Instructor, *Disability Studies Intro* (3 credits). Undergraduate. In-person.
 - Advisor, *Disability Studies*. (~80 students in various disciplines).
- Adjunct Appointment, College of Education and Human Development, Temple University. (2017-2023)
 - Instructor, *Disability Rights and Culture* (3 credits). Various modalities: in-person, online synchronous. Fall 2017, 2018, 2019, 2020, 2021, 2022, 2023
 - Instructor, *Disability and Social Policy* (3 credits). Various modalities: in-person, online synchronous.
 - Instructor, *Disability Studies Field Work* (3 credits). Established relationship with Field Sites. Facilitated job description for placement. Negotiated contract terms. Ensured students met pre-requisite criteria for placement, including clearances. Designed and taught course companion work in support of placement at the Field Site. Independent Study.

- Faculty Advisor and Program Manager for Disability Studies Graduate Certificate Program, College of Education and Human Development, Temple University
 - Adjunct Appointment, Center for Urban Bioethics, Katz School of Medicine, Temple University.
 - Course creator and Instructor, *Disability Ethics* (3 credits). Temple University, Katz School of Medicine, Department of Urban Bioethics. In-person.
 - Coordinator, Graduate Assistant Training and Mentoring 8-16 graduate assistants per Academic year. Included development and delivery of the following 0 credit professional development seminars:
 - Developmental Disabilities Bill of Rights Act (DDAct) of 2000. 0 credits. Fall 2017, Fall 2019, Fall 2021
 - Disability Employment Policies. 0 credits, Fall 2018, Fall 2020
 - Graduate Student Reading Groups. 0 credits, Spring 2018, 2019, 2020
- Other, Non-Academic Experience, Leadership Development Training.
- Six Sigma Statistics Process Change, Course designer, trainer and mentor (1996-2009)
 - Project Management Course designer, trainer and mentor (1996-2009)
 - International Call Center Policy Developer, trainer, and mentor (1999-2001)
 - Strategic Planning facilitator, designer and lead trainer (2006-2016)

EMPLOYMENT EXPERIENCE: BUSINESS LEADERSHIP, DIVERSITY, RESEARCH, MARKETING

- **School of Education, University of Delaware, Newark, DE. Assistant Professor. (2024-present).**
- **Institute on Disabilities, Temple University, Phila., PA. Director, Academic Programs. (2016-2023).**
 Institute on Disabilities is a University Center of Excellence on Developmental Disabilities (UCEDD). Responsible for Academic Programs coordinated by the Institute including: 1) public programming such as the Annual Disability and Change Symposium (~4 panels, 12 speakers, 200 avg. attendees incl. students, faculty, community on a ~\$3000 budget), 2) Faculty Advisor and Program Coordinator, Disability Studies 4-course Graduate Certificate Program (in 5 years grew the program from 2 person enrollment, 0 certificates, and occasional individual courses to a 2-year program completion with a total of 74 seats and 11 certificate graduates), 3) instructing, as an Adjunct and instructor of record, 3 of the 4 graduate Disability Studies Courses (Student Feedback Forms across all semesters, the rating what Upper Performance Level across the board 3) facilitation of the 43-person Interdisciplinary Faculty Council on Disabilities (resulting in annual Disability and Change Symposia), and 4) coordinating the ~8-16 person annual Graduate Assistant/Extern program (grew from 3 placement sites to 5 placement sites), incl. recruiting, contracting, and placements. Direct supervision ~6-8 graduate assistants in external placements.
- **Non-Profit Management Consultant and Lobbyist, Annapolis, MD (2014-2016 and 2010-2011)** Consulting included marketing campaigns, project management, strategic planning, development/grant writing, web-site development, issue-based advocacy and lobbying (city, state, federal), management coaching. Sample of customers: National Catholic Partnership on Disabilities (NCPD), Not Dead Yet, National Cancer Institute.

Expertise in campaign management including driving engagement via websites via: CQRCEngage, WordPress, Wix.

- **The Arc Maryland, Annapolis, MD. Non-profit Executive Director. (2011-2014)**
Responsibilities included 1) policy development and grassroots advocacy/organization, 2) chapter management and annual conference 3) marketing including press releases, campaigns, and website development 4) grant management examples: Hispanic Outreach Toolkit, anti-bullying program for public schools and the out-of-school-time network. 4) executive leadership including grant development, administration, all while conducting a re-organization and move (due to grant planned termination) of the \$2.5MM statewide advocacy organization for individuals with IDD.
- **US Department of Health and Human Services, Administration on Developmental Disabilities (ADD), Washington DC. Joseph P. Kennedy Jr Public Policy Fellow. (2010-2011)** Designed and lead the national grassroots strategic planning process for ADD. This included a train-the trainer rollout engaging 4-6 facilitators for each of the 5 city regional listening sessions, 5 city regional stakeholder prioritization sessions and a national goal-setting session in Washington DC. Resulted in a 5-year strategic plan for ADD including cross-network objectives for the DD network. ~45 states and ~600 people actively participated in person in this transparent and collaborative public process. Supported 6 regional self-advocacy summits lead by Association of University Centers on Disability (AUCD) and the national self-advocate chapters including Self-Advocates Becoming Empowered (SABE). Participant, national Family Supports Summit at the Wingspread Conference in Wisconsin ([SupportingFamiliesWingspreadDocument.pdf \(ct.gov\)](#)).
- **Bank of America, Wilmington DE (2006-2009)**
 - **Executive SVP Sales and Marketing, Quality and Productivity (Internal Consultant) (2006-2007)** Lead internal sales/marketing process improvement consulting office. Defined improvement and delivered a 30 projects of end-to-end statistical process improvements (qual/quant/mixed methods research). Project portfolio worth \$35MM savings, in Sales/Marketing of Credit Card division in the US and Europe. Managed team of seven black belts/master black belts and coached/trained 10 individual project leaders.
 - **Senior VP Marketing Strategies, (2007-2009)** Lead a pan-American Corporate Team (125 members from different departments) in the design and build of a new product for commerce via Mobile Phones. Conducted market research and business plan for new product development. Developed international strategic partnerships and contractual collaborations with phone and commerce providers such as Nokia and Visa.
- **Hercules, Incorporated (now Ashland Chemicals) (2003-2006)**
 - **Director, Corporate PMO at Hercules Incorporated, Wilmington DE (2003 – 2005)** Identified, managed, and supported a "portfolio" of projects to optimize business financial performance. Supported four divisions of the corporation as well as major administrative support functions. Developed a "re-engineering" program including consulting, project identification, project reviews process and governance, project coaching, formal statistics (qual/quant/mixed methods) and project management training. Sarbanes Oxley deployment. Expert "Master Black Belt in Six

- Sigma" research/statistics for process change. Taught and certified Six Sigma Black Belts and "project management professional" (PMP).
- **President, Pinova Division at Hercules Incorporated, Wilmington DE (2005 – 2006)** Responsible for financial turnaround of a corporate division (~250 employees; \$100MM sales) which was the world's last remaining pale wood rosin derivatives producer of niche source materials sold into diverse industries such as adhesives, flavors, fragrances, construction, household, etc. Also developed supply and production strategic partnerships in the US, France, and China.
 - **Vice President, Global New Market Development at Partech Ventures. Paris, France (2001 – 2002)** Responsible for international expansion planning/support for US, European, and Israeli technology companies (for example, fabless chips, security software, process optimization applications). Responsible for market research including determining: highest market (country/city) desirability, optimal market entry method, adaptation of business practices to the local market, and potential strategic partnerships.
 - **UUNET Technologies (became Internet-division of MCI) (1997-2001)**
 - **Global Marketing Manager, Tysons Corner, VA (1997-1999)** Conducted market research, defined strategy and execution of UUNET's first global/premium service strategy and service level agreement program. Defined a stratified service portfolio enabling price point differentiation between customer segments. Lead industry for +2 years stimulating continued growth despite new competitors entering market. Maintained product price points, avoiding industry average 6% price loss due to commoditization.
 - **Director, Premium Services, EMEA, Amsterdam, the Netherlands (1999)** Developed global service strategy including the operational execution of a "best in class" pan-European 24x7 multilingual premium call center (25 agents) with 5 country hiring, policies, procedures, and training).
 - **Vice President, Customer Services, EMEA, Paris, France (1999-2001)** Lead strategic transformation of local to regional to global service. Responsible for 200 persons, 11 country customer services P&L including call center, technical on-site installations, and project management (recurring revenue through billable services).
 - **General Electric, Information Services Division, Rockville MD. (1990-1997)**
 - **Trainer/Writer, Technical Communications and Consulting (1990-1994)** Generated revenue through Professional Services and driving recurring usage revenue. Developed training programs for sales force automation (hardware and related applications); 12,000 training days for 2500 customer employees. Key client generated \$11million in total revenues (1994-1995). Lead team in seven man-month effort to develop technical implementation, customization, and migration procedures in support of a change initiative impacting proprietary messaging products. Wrote marketing promotional materials, competitive research, and sales guide for managed services.
 - **Manager, New Market Development, Microsoft Programs (1994-1996)** Identified/created a new market strategy for the first EDI on the Internet (subscription-priced, forms-based EDI) Conducted market research, developed the strategy, business case, pricing model, and the product specification. Won the prestigious GE President's Award. Lead Microsoft negotiation culminating in a strategic partnership.

- **Program Manager, Six Sigma Master Black Belt (Internal Consultant) (1996-1997)** One of 12 Division Program Managers-reported to GE Corporate Officers. Responsible for research and statistics for process improvements in New Product Introduction, Order-to-Remittance, and Rapid Application Development in technology/service industry. Guest trainer, Corporate Training Centers, US and Mexico.
- **Manager, Automotive Marketing, (1997)** Profit and loss responsibility. Conducted market research and developed a new vertical marketing strategy. Delivered \$12 million in automotive revenue in year one, and concurrently decreased the automotive industry sales cycle from 18 months to 6 months.

GRANTS: PROPOSALS/FUNDING AND MANAGEMENT RESPONSIBILITIES

- Temple University, College of Education and Human Development, Director of Academic Programs
 - Administration on Community Living, UCEDD Core Grant. (2018-2022). Proposal writing coordinator, grant collaborator, position “Director of Academic Programs” funded under this grant.
 - Center for Humanities at Temple (CHAT). Annual internal programming mini-grant: 2016-2017, 2017-2018, 2018-2019, 2019-2020. Funding for the annual Disability and Change symposium. Additional funding raised through soliciting internal sponsors. Total raised annually \$3000-8000.
 - President’s Arts and Humanities Grant, Office of Vice President of Research, Temple University. One-time internal programming mini-grant. \$10,000.
 - City of Philadelphia, DBHIDS, Intellectual disAbility Services, contract management and reporting including management of the Graduate Assistants placed in 3 site locations including the Institute on Disabilities at Temple University.
- Executive Director, The Arc Maryland
 - DDCouncil Grants: Hispanic Outreach, Anti-bullying curriculum (K-12 and out of school time network)
 - MD Department of Health and Human Services Grant: “Ask Me”

SELECTED AWARDS AND HONORS

- American Association of University Women (AAUW) Career Development Fellow, Maryland. (2015-2016)
- Joseph P. Kennedy Foundation, Public Policy Fellow. The Administration on Intellectual and Developmental Disabilities, US Health and Human Services, Washington D.C. (2010-2011)
- MIT, Media Labs, Center for Future Banking, Executive in Residence. Cambridge MA. (2008-2009)

SAMPLE of PRESENTATIONS, LECTURES, AND PUBLICATIONS

- Presentation: “Students with Disabilities” Guest Lecture, Socio-Cultural Foundations of Education, University of Delaware First Year Writing Program. (Fall 2023)
- Publication: Fialkowski, K., Sly, M.N., & Sonneborn, L. (2022). Temple University’s Intellectual Disability Collections: Collaboration, Education, and Engagement.

Pennsylvania History: A Journal of Mid-Atlantic Studies 89(3), 445-461.

<https://www.muse.jhu.edu/article/862860>.

- Guest Lecture: “Fialkowski Family Advocacy 1960’s to present” University of Delaware (Fall 2020, Fall 2021, Spring 2022, Spring 2023)
- Guest Lecture: “Body as Spectacle,” Urban Bioethics Program, Katz Medical School, Philadelphia PA (Spring 2020, Spring 2022, Spring 2024)
- Guest Lecture: “Ableism and Intellectual Disability,” reusable synchronous mini-lecture module, Recreational Therapy Disability Seminar, College of Public Health (Spring 2020, Spring 2021, Spring 2022)
- Guest Lecture: “Implicit Bias,” Industrial Psychology, College of Liberal Arts (Spring 2019, Fall 2020, Spring 2020)
- Guest Lecture “Disability and Pandemic Ethics,” Urban Bioethics Program, Katz Medical School, Philadelphia PA (Spring 2020)
- Presentation: “Well Being and Being Well” National Down syndrome Society, Adult Summit (Spring 2019)
- Guest Lecture “Plaintiffs on the Front-line: A First-hand Family-member Perspective of the Landmark Right to Education Lawsuit” (CLE credits) Philadelphia Bar Association, Philadelphia, PA (Spring 2019)
- Guest Lecture: “Americans with Disabilities Act, Comprehensive Civil Rights Legislation” Temple University, Health Policy Lecture (Spring 2018)
- Guest Lecture: “A Brief History of the ADA”, Politics and Payments in the Health Care System HPM 2214 (Fall 2017, Fall 2018)
- Presentation: “Self-Determination: You Have the Right to be Uniquely You” NDSS Adult Summit (Spring 2018)
- Panel Chair, Presentation: “Lifting Our Voices Through Arts and Media: Reflecting on Concepts /Methods to Achieve Cultural Equity and Implications in Advocacy Efforts” AUCD, (2017)
- Guest Lecture: “Disability and Self-Representation” Katz School of Medicine, (2017)
- Guest Lecture: “History of Disability Rights in America” The Dialogue Institute, Temple University (2017)
- Presentation: “PARC vs State of PA, Retrospective” TASH Educational Disability Law Symposium, presentation (2017) <https://youtu.be/SIErYOIlqRA>

SERVICE TO THE FIELD

- Accessible Temple Subcommittee, Temple University, Tyler School of Art and Architecture, Accessibility (Tyler) (2017-2024)
- Temple University, Interdisciplinary Faculty Council on Disabilities (2016-2023)
- Temple University, Faculty Senate Subcommittee on Disability Concerns, Ex-Officio Member (2017-2023)
- Association of University Centers on Disability (AUCD) Conference Submission Peer Reviewer (2017-2023) AUCD member, (2017-2023)
- AERA, member (2016-2023)

SKILLS

- **Languages:** French. Reading knowledgeable, previously fluent from living in France and conducting business exclusively in French.
- **Computer Skills:** Learning Management System: Canvas, Dedoose data management tool, MS Office Products including fluency with accessibility features, Citation management systems: Zotero and Mendeley, Campaign management software: CQRCEngage, Website build/manage: Wix and Google Analytics, Microsoft Project.
- **Other:** Contract management, change management, Six Sigma, PMI/PMBOK, CMM, ISO, KPIs, FMEA, market analysis, financial/business analysis and management.