Trinh "Fred" Carpenter – Biographical Sketch

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Fred Carpenter comes with a varied background having worked in corporate, state, and educational organisations.   Her particular area of specialty is technical communication with emphasis on technology and its integration into cultures and information design. Recently she was the graduate programs coordinator for the College of Arts and Sciences; serving as an academic and intake advisor to entering graduate students in the Technical Communication Program at Metropolitan State University, Minnesota. Presently, she works in Sydney at the environmental non-profit Unwaste, lending her technical and communication expertise, and is a Visiting Fellow with the School of Humanities and Communication Arts at Western Sydney University.

Academic Preparation

- Master of Science, Technical Communication, Metropolitan State University
- Bachelor of Arts, Liberal Arts, Metropolitan State University

Awards and Recognition

- 2013, 2014, 2016 & 2017 President's Circle of Engagement and Scholarship
- 2010-2011 CENTSS (Center for Transforming Student Services) Award for Innovation for GRADES: GPA Realtime Advising and Estimating Systems: Electronic Tools for Advising
- 2009-2010 Student Senate Award, Metropolitan State University
- 2009 Outstanding Employee Award, Metropolitan State University

Courses Designed and Taught

Undergraduate	Graduate
COMM 171 – Desktop Design for Communication	WRIT 572G – Document Design
IDST 330 – Women in Science, Math and Technology	WRIT 660I -- Advanced Document and Information Design
MDST 382 – Multimedia and the Digital Age	Internship Supervision
WRIT 280 – Digital Tools for Writing & Communication	Social Media Program Development
WRIT 360I -- Capstone	Software and Interface Design
WRIT 372 – Document and Information Design I	Information Design and Documentation Management

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Other University Roles

- Graduate Programs Coordinator for College of Arts and Sciences and College of Liberal Arts
- Graduate Programs Intake Advisor, Masters of Technical Communication Program
- Undergraduate Academic Advisor, Department of Communication, Writing and the Arts
- Content Coordinator for College of Arts and Sciences, College of Liberal Arts, Department of Communication, Writing and the Arts

Outreach and Collaboration

- Negotiated partnerships to provide free, to students and faculty, access to industry standard tools for Technical Communication and Professional Writing.
  - Adobe Software Corp.
  - Madcap Software Corp.
  - CAD Software Corp
  - Axure Software Solutions
- Collaborated with Information Technologies Department, Registrar, and Finance to produce the following documents, including accessibility videos for university wide distribution:
  - IT Services Guide for Students
  - IT Services Guide for Faculty and Staff
  - Registrar's Guide for Faculty
  - Redesign of all student payroll forms
- Led Faculty Learning Circle on Community Engagement and Scholarship
- Organized Faculty Learning Circle on Online Education

Presentations

"Stolen Words: The Hidden Networks of eBook Piracy", Digital Humanities Research Group, Western Sydney University, May 2019

"The Rise, Fall, and Rise Again of Garum", Northern Great Plains History Conference, Fall 2016

Panel, "Fostering Access and Equity", Minnesota Writing and English Conference, 2016 (pending)

"Embodied and Disembodied Histories: Technology and the Body", Great Plains Alliance for Computers and Writing, Spring 2015

Keynote, "Forward Planning for the Professional: Keeping Up, Keeping Track", Branch Out Conference, 2015

"Harden Your Hard Drive: Security and Privacy for Faculty", MSU Center for Faculty Development, 2015

"Professional Portfolios: Reason, Approaches and Design", to various undergraduate courses as guest, 2007 to present

"Professional Portfolios for the Technical Communicator", and then was discussion lead at STC Twin Cities Chapter, 2010

"GRADES: GPA Realtime Advising and Estimating System: Electronic Tools for Advising" at NACADA Region 6 Conference, 2009

"Portfolios", University of Minnesota, Department of Rhetoric and Technical Communication, 2009

"eFolio -- Jumpstarting Students", MSU Fall Faculty Conference, 2008

Workshops Organized

"Document Workflow", MN Ignite Conference, 2016

"Digital Workflows for Instructors (teaching with technology)", Minnesota Writing and English Conference, 2016

"Mobile Digital Workflows for Faculty", MSU Center for Faculty Development, 2015

Working Papers

Carpenter, T.F. (2019/20) "The Soldier's Last Journey: Evolution of Afterlife Concepts in the Ancient Roman Military" (pending conference acceptance Symposium Peregrinum 2020, Messina, Italy)

Carlson, A, and T.F. Carpenter (2019) "Bourdieu's Concepts of Capital as Applied to the World of International eBook Communities and Fringe Elements"

Carpenter, T.F. (2020) Portfolio Design for Technical Communicators, Professional Writers and UX Professionals [in process]

University Service

- Inter Faculty Organization Intellectual Property and Distance Learning Committee
- Inter Faculty Organization IT Committee (chair)
- IT Advisory Council (co-chair)
- RFP Committees for Information Technology
- Treasurer, IFO (2006)
- Search committees for administration, faculty and staff
- Strategic Planning for Online Course Development
- Web Redesign Committee
- Strategic Enrollment Committee

Non-Academic Experience

1997 – 2000 Sybase, Inc. (SAP)
      Global Pricing Implementation Manager
      Data Analyst/Quality Assurance

1995 – 1996 Corporation for National Service - Office of Public Advocacy, State of Alaska
      Assistant to Public Guardian, Southeast Alaska

Technical Skills Picked Up Along the Way

- Content creation and management (writing, editing, and production)
- Course design, delivery and management at the university level (traditional and online using multiple learning management systems)
- Data analysis (querying, retrieval, processing and visualization)
- Data security and privacy (policies, procedures and technical processes)
- Databases (design, management, and SQL querying)
- Documentation management (full cycle management from conception, creation, maintenance, and archiving)
- Information design (user interface and experience)
- Project management (scope, research, resource allocation, execution)
- Software (communication, content creation and management, design, finance and web)
- Technical expertise (multiple operating systems, and platforms)
- Traditional and electronic print publication (design, layout, and production)

Regulatory Compliance Training

- Privacy and Personal Information Protection Act 1998 (NSW) (PPIPA)
- Health Records and Information Privacy Act 2002 (NSW) (HRIPA)
- US Family Educational Rights and Privacy Act of 1974 (FERPA)
- US Health Insurance Portability and Accountability Act of 1996 (HIPAA)

Personal Skills Acquired from Experience

- Ability to work with diverse populations
- Contribute to large organizations in an administrative capacity
- Cross cultural communication
- Proven capability of working and accomplishing tasks across both internal and external organizations