



Karen Ballengee

Instructional Designer | eLearning Developer | Learning Experience Designer

SUMMARY

Instructional designer and adult learning professional with extensive experience creating engaging, accessible, and learner-centered instructional materials using a variety of instructional methods and technologies. Skilled in developing resources and professional development opportunities that support educators and other professionals who work with adult learners. Committed to designing clear, visually appealing, and Section 508-compliant learning experiences that promote understanding, accessibility, and meaningful learner engagement.

EDUCATION

EDUCATIONAL SPECIALIST, LEARNING DESIGN & TECHNOLOGIES

University of Missouri | Columbia, MO

MASTER OF EDUCATION, INSTRUCTIONAL TECHNOLOGY

North Carolina State University | Raleigh, NC

BACHELOR OF ARTS, MUSIC EDUCATION

Shepherd University | Shepherdstown, WV

CERTIFICATES

Graduate: Learning Analytics, Online Educator, User Experience & Usability

Undergraduate: Graphic Design Technology, Web Design

EXPERIENCE

INSTRUCTIONAL SYSTEMS SPECIALIST-TRAINING DEVELOPMENT INSTRUCTOR

Army Sustainment University, Faculty & Staff Development Office | Ft. Lee, VA

January 2025–Present

Facilitate resident and distance courses and seminars for army training developers, staff, and faculty. Apply adult learning theory to instructional products. Serve as a consultant on instructional technologies and learning strategies to support institutional effectiveness and continuous improvement.

- Facilitated 60 hours of in-person and virtual course facilitation required for Department of the Army Civilians and active-duty training developers, guiding them through certification requirements.
- Led three Army-wide professional development sessions, influencing organizational understanding of learning product design, usability, and accessibility.
- Coached personnel across two teams by helping one develop interactive Articulate learning modules under a tight deadline and assisting another with the skills to meet the requirements for the Army's Moodle LMS certification.

INSTRUCTIONAL SYSTEMS SPECIALIST-FELLOW

Combined Arms Support Command | Ft. Lee, VA

February 2023–January 2025

Supported the analysis, design, development, implementation, and evaluation of training plans and products. Reviewed instructional products for compliance and revised course materials based on subject matter expert input.

- Planned and executed the analysis and design of the Intermediate Level Logistics course, which allowed for the rapid development and approval of the course curriculum for the College of Applied Logistics & Operational Studies.
- Developed a comprehensive course catalog for the Deputy to the Commanding General of the Combined Arms Support Command, featuring a prioritized list of courses for seven Army schools, highlighting their direct impact on Army readiness.
- Established a collaborative SharePoint site to curate and update the Combined Arms Support Command course catalog, promoting knowledge management across the organization.

ASSISTANT INSTRUCTIONAL TECHNOLOGIST/ELEARNING DEVELOPER

Virginia Adult Learning Resource Center (VALRC) | Richmond, VA

November 2018–October 2022

Designed, developed, and deployed interactive eLearning, mobile learning, webinars and other types of web-based content to include job aids, simulations, assessments and coursework that applied Universal Design for Learning. Ensured ADA/508 compliance, coordinated and maintained eLearning offerings, and provided technical support for online-facilitated courses.

- Organized and integrated written content and multimedia elements for 13 online courses, overseeing the seamless transition of the entire course catalog from Blackboard to the Canvas Learning Management System.
- Ensured the organization met all Section 508 and WCAG 2.0 Level AA requirements by verifying that all websites, online courses, videos, audio assets, and digital documents (PDF, PowerPoint, Word) were fully accessible and captioned, which enabled the organization to meet the 2018 federal accessibility deadline.
- Collaborated with Subject Matter experts to create Articulate 360 modules for online courses and statewide training programs, including the Virginia Adult Education Assessment Policy.
- Pioneered "Tech Tuesday," a monthly initiative offering reviews of instructional technology tools, fostering continuous professional development, and modeling best practices for technology in adult education.
- Partnered with the communications specialist to create an audience-specific logo for the GED® completion campaign to exceed the national completion average of 7%; by November 2022, completions in Virginia surpassed an 11% average and continues to rise in 2026.
- Led technical facilitation for over 300 webinars and online courses, handling participant enrollment, event correspondence, technical troubleshooting, and live session management for local, statewide, and national programs.
- Designed and laid out 18 issues of *PROGRESS* news journal and one issue of *SPOTLIGHT*, a student publication, utilizing Adobe InDesign to create visually engaging and professional layouts.
- Recorded and edited seven podcasts for adult educators in Virginia using Audacity and Adobe Audition, enhancing engagement within the adult education community.
- Created digital and print assets for a statewide adult learning audience, including logos, educational posters, instructional graphics, promotional and conference materials, and social media content.