

# Denise Swanson

175 Lokey Education, 5262 University of Oregon  
(541) 346-3535; denises@uoregon.edu

## Education

Southern Illinois University, Carbondale, IL  
Bachelor of Science

1983

## Professional Experience

Denise Swanson has worked full-time for Behavioral Research and Teaching in a variety of capacities since 1992. Her responsibilities have included data collection; data file clean-up; scan form creation, production and scanning; website development and maintenance; organization and cataloging of materials and resources; safety coordination; staff onboarding; and customer service, providing email and phone-based support to K-12 educators throughout the United States.

## Work Responsibilities

### *Customer Support for Educators*

2009 - present

Responsible for responding to educators' questions about the easyCBM assessment system via email and phone. Questions range from the very simple "How do I sign up for an account? How do I print the PDF materials?" to the more complex, "How do I explain to parents what this score means? How do I score my students' response to this individually-administered measure? What accommodations should be provided for my students with disabilities?" This system has a user base of over 1.5 million students and K-12 educators across every state in the United States as well as international accounts in a variety of countries.

### *High-Stakes School-Based Data Collection*

2005 - 2011

Responsible for annual design, production, and processing of over 180,000 scan forms, used in elementary and secondary school settings to collect fall, winter, and spring student assessment data. Scanned results were provided to District personnel in .csv and Excel files, following a prescribed protocol. This work demanded close attention to detail, FERPA compliance (maintenance of student, teacher, and school confidentiality), and the ability to work long hours under pressure. Also responsible for design, production and processing of the University of Oregon College of Education's Follow-Up Survey to all graduates for years 2007 - 2012.

### *Website Development and Maintenance*

2015 - present

Design and maintain the BRT website ([www.brtprojects.org](http://www.brtprojects.org)), ensuring all information is current, accurate, and presents a professional presence for site visitors.

***Data Support and Management***

1992 – present

Work closely with the Researchers at BRT to prepare and clean data files in preparation for data analysis. Create a variety of data files in compliance with researcher and project-specified needs. Maintain and update the Research Unit's *End Note* libraries to ensure the publications and presentations are current.

**Awards and Honors**

University of Oregon Classified Star Award

2016

This award recognizes classified staff for outstanding service to the University of Oregon.