

# Molly Elizabeth Frendo

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## EDUCATION

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### **Michigan State University.** *East Lansing, MI. 2017.*

Doctor of Philosophy in Educational Psychology Educational Technology.  
Research focus: Understanding the effects of synchronicity on motivational needs in computer mediated cultural competency training environments of adult volunteers.  
Advisor: Dr. John P. Smith, III

### **Bowling Green State University.** *Bowling Green, OH. 2006.*

Master of Arts in American Culture Studies  
Graduate Certificate in Women's Studies  
Teaching Assistant (2004-05) and Instructor (2005-06) in American Culture Studies  
Thesis: Generational Feminism and Activism: Using BGSU as a Case Study  
Advisor: Dr. Ellen Berry

### **Aquinas College.** *Grand Rapids, MI. 2004.*

Bachelor of Arts in English Literature  
Minor in Women's Studies

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## EMPLOYMENT HISTORY

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### **Extension Educator, Distance Learning and Technology.**

*Center for Youth Development, University of Minnesota Extension. Farmington, MN.  
April 2016 – Present.*

Oversee and implement the youth distance learning agenda for Minnesota 4-H including the research-based design of the 4-H Online Adventure model, an innovative virtual club experience. Facilitate the development of online modules with subject matter experts in the Center for Youth Development to produce fun and engaging experiences that achieve learning objectives in experiential education for youth ages 11-19. Build capacity of colleagues and partners to educate young people and adults in a variety of formats including face-to-face and online synchronous, synchromodal, asynchronous, and hybrid offerings. Evaluate the success of youth online learning for Minnesota 4-H. Engage internal and external partners including academic faculty as contributors to the Center for Youth Development. Contribute to the scholarship of nonformal youth learning through the lens of distance learning. Seek grant and corporate funding to expand the scope and reach of technology-integrated programming within the Center for Youth Development. Identify, train, and oversee course facilitators for online professional development course in volunteer administration.

### **State Program Director, Volunteer Systems.**

*Center for Youth Development, University of Minnesota Extension, Saint Paul, MN.  
February 2014 – April 2016.*

Coached state, regional and county program staff through the volunteer performance management process to ensure consistent use of process to address volunteer issues. Interpreted the Minnesota 4-H volunteer database, detected trends and areas for growth, and used data to improve program quality and promote scholarly efforts. Collected, reported, and analyzed evaluative data related to learning objectives, participant satisfaction and teaching effectiveness on statewide volunteer trainings. Oriented new program staff on volunteer systems approaches. Directed, developed, and delivered staff development plan to strengthen skills around volunteer engagement and management. Monitored volunteer training needs and participation, compiled data, and created reports by county, region and state. Designed and facilitated interactive online learning modules for staff across the North Central Region to strengthen implementation of research-based models of volunteer systems. Built partnerships with external and University of Minnesota entities to strengthen the relationships of the Center for Youth Development.

### **Associate Program Leader, 4-H Youth Development.**

*Michigan State University Extension, East Lansing, MI. October 2007- February 2014.*  
Developed educational curriculum for Michigan 4-H Youth Development for use in face-to-face and online volunteer and staff development. Co-facilitated workshops for youth and volunteer development professionals. Wrote federal and private grants to expand youth development and volunteer initiatives. Built capacity of colleagues statewide to use technology in program delivery with youth and volunteers. Worked as part of a team to support the volunteerism initiatives across Extension. Represent the Children and Youth Institute on collaborative teams to strengthen initiatives around educational technology. Managed and expanded 4-H Mentor Michigan Initiative, a statewide national service program funded competitively at the federal level (\$1.5M over three years). Developed online and in-person training and communication tools to enhance the professional development and experience for AmeriCorps members and site supervisors. Oversaw grant reporting and ensured progress towards performance measures. Sought funding for and coordinated annual 4-H Mentoring Weekend, a camp-style retreat for youth and volunteers. Created and piloted volunteer and staff training curricula for MSU Extension and the Michigan Community Service Commission.

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## TEACHING EXPERIENCE

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### **Teaching Assistant, Educational Technology.**

*Michigan State University, East Lansing, MI. June 2014 – August 2014.*  
Assessed and provided feedback to graduate students in CEP 822, Approaches to Educational Research, under the guidance of Dr. David Wong. Communicated with students on discussion boards and supported them through email correspondence.

### **Adjunct Instructor, Social Sciences.**

*Muskegon Community College, Muskegon, MI. August 2006 – May 2012.*

Designed and taught ANTH103, Cultural Diversity in Contemporary Society (online and face-to-face) and WS101, Introduction to Women's Studies to over 600 students in six years. Developed and utilized online and in-person educational instruments to enhance communication and learning beyond the traditional classroom. Mentored and supported students to help them learn vital skills for academic and personal success.

### **Graduate Teaching Assistant.**

*Bowling Green State University, Bowling Green, OH. August 2004 – May 2006.*

Designed and taught ACS200, Introduction to American Culture Studies. Taught multicultural awareness to over 140 students. Organized a study on Women's Studies programs at BGSU, interviewed over 20 faculty and students about activist/advocate training, evaluated curriculum based on their responses, and developed new strategies for future program success. Completed a capstone project involving the development of a college course for students seeking employment in the nonprofit sector.

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## RELEVANT PROFESSIONAL EXPERIENCES

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**International Volunteer**, Bangladesh Department of Youth Development. Winrock International Farmer-to-Farm Program and US AID, 2016.

**Facilitator**, Achieving the Extension Mission through Volunteers. 2015 & 2016.

**Participant**, Dive in to Diversifying your Volunteer Pool: 2015.

**Member**, Minnesota Association of Volunteer Administrators Short Term Volunteerism Task Force: 2014 and 2015.

**Participant**, Committees that Work Training: 2014.

**Participant**, Dilemmas in Youth Work Curriculum Training: 2014.

**Participant**, Articulate Storyline Software Training: 2014.

**Co-Facilitator and Writer**, Achieving the Extension Mission through Volunteers Design and Writing Retreat: 2014.

**Planning Committee Member**, National eXtension Conference: 2013.

**Participant**, 4-H Filmmaking Workshop: 2011.

**Planning Committee Member**, MSUE Fall Extension Conference, 2012.

**Participant**, Camtasia training: 2011.

**Certified Facilitator**, Real Colors Temperament Assessment Tool: 2008.

**Planning Member**, Michigan Service Commission Cross Stream Conference: 2008.

**Certified Trainer**, Project on Civic Reflection: 2008.

**Participant**, Facilitator's Excellence: 2007.

**Reviewer**, U.S. Department of Education Mentoring Grants: 2007.

**Team Leader**, Russ Mawby Signature Service Project: 2007 – 2010.

**Reviewer**, Governor's Service Awards: 2007.

**Participant**, Service Learning Train-the-Trainer: Ohio Learn and Serve: 2006.

**Participant**, Study abroad in Tours, France: 2005.

**Graduate**, Leadership in Newaygo County (LINC): 2004.

**Student**, Study abroad in Tully Cross, Ireland: 2003.

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## SELECTED COMMITTEES

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### **Member, Program Technology Advisory Committee.**

*University of Minnesota Extension. June 2017 – Present.*

Contribute ideas and information for refining the strategic plan for technology work in Extension. Inform priorities for technology projects. Research and pilot new technologies on behalf of the organization.

### **Member, Youth Development Technology Team.**

*University of Minnesota Extension. April 2016 – Present.*

Collaborate with other technology-focused team members to improve the technology competencies of Youth Development Extension Educators and Program Coordinators. Facilitate the planning and development of content team's tech-integrated projects.

### **Board Chair of Professional Development.**

*Minnesota Association of Volunteer Administrators (MAVA). April 2014 – Present.*

Provide ongoing learning opportunities for volunteer administration professionals seeking to strengthen their skills. 2016 and 2017 initiatives included using technology to deliver webinars, strengthening diversity, and understanding short-term volunteerism. Participate in board meetings and vote on initiatives.

### **Member, Volunteer Managers Committee.**

*University of Minnesota Extension. February 2014 – April 2016.*

Communicated with other Extension professionals to determine common practices for volunteer administration. Identified potential opportunities for growth and strengthened programming. Collaborated on the development of shared resources.

### **Leader, National Community of Practice (CoP) in Volunteer Administration.**

*eXtension. December 2011 – January 2016.*

Nominated for and accepted on a national leadership team convened to develop an application for funding to create an online community of practice. Lead writer of application funded fully at \$50,000 in April 2012. Served as primary leader of the project focused on meeting the professional development needs of volunteer management professionals in multiple areas across Extension.

### **Advisory Group Member, my4-H.org.**

*National 4-H Council. April 2012 – February 2014.*

Provided leadership and direction to my4-H.org, a virtual community for 4-H volunteers and professionals in beta testing beginning in 2012. Advisory group was responsible for design, marketing, and implementation of this national endeavor.

**Member, Educational Technology Team.**

*Michigan State University Extension. January 2010 – December 2010.*

Committee member of professionals who worked closely with new technologies for teaching purposes. Committee was convened to advise director's office on a technology implementation plan for organization.

**Member, Professional Development Committee.**

*Michigan State University Extension. March 2008 – June 2013.*

Selected to serve on committee to inform policies and practices impacting staff development and promotion, create new educational opportunities for employees, and orientation of new staff.

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**SELECTED PRESENTATIONS**

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<b>July 2017</b>	<i>Using Technology to Transform and Support Volunteer Programs, Training Volunteers Online: How Synchronicity Affects more than Learning, What can we Learn When we Really Listen to Volunteers?</i> National Summit on Volunteer Engagement Leadership: St. Paul, MN.
<b>May 2017</b>	<i>Transforming Youth Development through Technology, From the Fields to the Web: Approaches in Modernizing Extension Educational Delivery,</i> National Urban Extension Conference: Minneapolis, MN.
<b>April 2017</b>	<i>Training Volunteers Online: How Synchronicity Affects more than Learning, What can we Learn When we Really Listen to Volunteers?, Developing Volunteer Cultural Competency for Inclusion,</i> National Extension Conference on Volunteerism: Wilmington, NC.
<b>March 2017</b>	<i>Using Technology to Engage Parent Volunteers: One Stop Training:</i> Anoka, MN.
<b>January 2017</b>	<i>Strategies for Utilizing Technology in Nonprofit Programs,</i> St. Cloud Volunteer Administration Committee: St. Cloud, MN.
<b>October 2016</b>	<i>Integrating Technology into Senior Corps Programming,</i> Minnesota Senior Corps annual conference: St. Paul, MN.
<b>November 2015</b>	<i>Shorter-Term Volunteerism: Trends and Issues,</i> Annual meeting for Minnesota Association of Volunteer Administrators: Maplewood, MN.
<b>October 2015</b>	<i>Dilemmas in Youth Work,</i> Minnesota Community Education Association: Shakopee, MN.
<b>October 2015</b>	<i>Lessons Learned from the North Central Region 4-H Volunteer e-Forum,</i> National Conference of the Extension Association for 4-H Agents: Portland, OR.
<b>May 2015</b>	<i>4-H Online Volunteer Training Evaluation; Lessons Learned from the North Central Region 4-H Volunteer e-Forum; Achieving the Extension Mission Through Volunteers,</i> National Extension Conference on Volunteerism: Portland, ME.

- May 2015** *Building Capacity in Volunteer Programs Using Technology; Using Online Communities to Support Volunteer Retention; Developing Effective and Engaging Online Training for Volunteers*, The Ripple Effect: Changing the World through Effective Volunteer Engagement. Minnesota Association for Volunteer Administrators Annual Conference, Brooklyn Park, MN.
- February 2015** *Beyond Certificates and Plaques: Developing a Strong Volunteer Recognition Program* (webinar). Center for Youth Development.
- January 2015** *Using Technology to Build Capacity in Volunteer Programs; Using Online Communities to Support Volunteer Retention*, Invited Speaker, Engaging 21<sup>st</sup> Century Volunteers Conference, Omaha, NE.
- November 2014** *Using Online Communities to Support Volunteer Retention*, Invited Presenter, Center for the Study of Individuals in Society, University of Minnesota Social Psychology Department, Minneapolis, MN.
- November 2014** *Using Technology to Build Capacity in Volunteer Programs*, Invited Presenter. St. Cloud Area Volunteer Centers, St. Cloud, MN.
- November 2014** *Using Technology to Build Capacity in Volunteer Programs* (webinar), University of Minnesota Extension and North Dakota State University Youth Development Brown Bag Series.
- August 2014** *Using Technology to Build Capacity in Volunteer Programs*, Minnesota Association of Volunteer Administrators, Brooklyn Center, MN.
- April 2014** *Ready to Go, Mentor Training Toolkit*, Minnesota Mentoring Partnership, Saint Peter, MN.
- April 2014** *Research and Practice in Mentor Retention* (webinar), Minnesota Mentoring Partnership.
- February 2014** *Ready to Go: Mentor Training Toolkit; Increasing Cultural Competency in Mentoring Programs*, National Mentoring Summit: Arlington, VA.
- May 2013** Invited Closing Keynote Speaker, *Finding your Sense of Adventure: Using Technology to Connect with the 21<sup>st</sup> Century Volunteer*, National Extension Conference on Volunteerism: Frankenmuth, MI.
- May 2013** *Improving Volunteer Management and Building Capacity through Technology; Using Virtual Communities to Support Volunteer Retention*, National Extension Conference on Volunteerism: Frankenmuth, MI.
- January 2013** *Supervising at a Distance* (webinar). Michigan State University Extension Supervisors Team.
- October 2012** *Black, White, and Shades of Gray: Teaching Volunteers to Set and Maintain Boundaries in Youth Programs*, National Association of Extension 4-H Agents: Orlando, FL.
- October 2012** *Using Virtual Communities to Support Volunteer Retention*, National eXtension Conference: Oklahoma City, OK.
- November 2011** *Doing More with Less: Building Technology Skills*, National Association of Extension 4-H Agents Conference: Omaha, NE.
- May 2011** *Targeted Volunteer Recruitment*, National Mentoring Children of Prisoners Conference: Kansas City, MO.
- April 2011** *Navigating Social Networks; Expanding Extension and Volunteer Capacity through National Service; Doing More with Less*, National Extension Conference on Volunteerism: Coeur d'Alene, ID.

<b>January 2010</b>	<i>Crossing the Gap: Communicating Across Generational Difference:</i> West Olive and Detroit, MI.
<b>October 2009</b>	<i>Intro to Social Networking:</i> webinar.
<b>July 2009</b>	<i>Interview Skills and Mentor Screening:</i> Kalamazoo, MI.
<b>April 2009</b>	<i>Matching, Monitoring, and Match Closure:</i> Detroit and West Olive, MI.
<b>October 2008</b>	<i>Building Leaders Today and Tomorrow through Planned Youth Mentoring,</i> Fall Extension Conference: Detroit, MI.
<b>May 2008</b>	<i>Effective Volunteer Supervision,</i> Volunteerism SuperConference: Lansing, MI.
<b>June 2006</b>	Panel chair: <i>Teaching Feminist Activism;</i> Panel member: <i>Teaching WS Students to Survive in the Nonprofit World.</i> National Women's Studies Association Conference, Oakland, CA.

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## PUBLICATIONS

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- Frendo, M. (2017). Exploring the role of virtual communities in volunteer relatedness. *International Journal of Volunteer Administration.* (forthcoming)
- Frendo, M. (2017), Repurposing technology tools can save you big. *The Volunteer Management Report* (22): 1. doi:10.1002/vmr.30659
- Frendo, M., Quirk, M., Miller, D., Weis, M., & Straub, T. (2015). The sky is not falling...yet! Ten strategies for shorter-term volunteers. *e-Volunteerism Journal XVI* (1).
- Bottomley, L., Frendo, M., EldenBrady, A., Sisung, C., & Tremonti, J. (2012) Ready to go: Mentor training toolkit. East Lansing, MI: Michigan State University Extension.
- Frendo, M. (2013). Self-determination theory: A framework for understanding volunteer motivation and retention. *International Journal of Volunteer Administration XXIX* (3), 4-12.

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## AWARDS

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- 2017:** Minnesota Association of Extension 4-H Youth Agents. Team award for outstanding educational package or curriculum for "It Takes a Village: Vibrant Club Training."
- 2016:** National Association of 4-H Extension Youth Agents. Team award for excellence in educational technology for North Central Region Volunteer e-Forum.
- 2014:** Michigan State University, College of Education. W. Patrick Dickson and Robin Kyburg Dickson Award for Research on Innovative Technologies in Learning.
- 2013:** Community of Practice Award. Michigan State University Fall Conference.
- 2013:** Student Recognition Award. National University Technology Network, Albuquerque, NM.

**2012:** i-Team Award: Excellence in Technology in Programs. Michigan State University Extension Fall Extension conference.

**2008:** Scholarship recipient, MSU Extension Professional Development. Attended 2009 Distance Education Conference in Madison, WI.

**2008:** Selected to be Michigan's Young Leader representative at ServiceNation, New York, NY.

**2008:** Spirit of Service award nominee, National Conference on Volunteerism and Service.

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### MEMBERSHIPS

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Minnesota Association of Volunteer Administrators.

National Association of Extension 4-H Youth Agents.

Minnesota Association of Extension 4-H Youth Development Professionals.