

KATE HANSEN, MEd

731 19 Avenue NW, Calgary AB T2M 0Z2

403-926-0657 | katrina.hansen2018@gmail.com | [LinkedIn](#) | [Portfolio](#)

PROFESSIONAL SUMMARY

Learning Experience Designer & eLearning Developer with 8+ years of specialized experience in end-to-end design, development, and evaluation of digital learning products for government, legal education, and professional certification programs. Proven expertise in Brightspace (D2L) LMS development, WCAG 2.2 AA-compliant eLearning design, and multi-phase online program delivery. Skilled in producing design plans, course maps, storyboards, prototypes, and multimedia learning solutions aligned with Universal Design for Learning (UDL), accessibility standards, and adult learning principles. M.Ed. in Open, Digital & Distance Education with a focus on instructional design, adult learning, and program evaluation.

CORE COMPETENCIES & TECHNICAL SKILLS

- **eLearning Design & Development:** Design plans, course maps, storyboards, prototypes, interactive multimedia elements, scenario-based learning, job aids, microlearning, assessment development
- **Learning Management Systems:** D2L Brightspace (Creator+, Intelligent Agents, Rubrics, Release Conditions, Dropboxes), Moodle, LMS course setup and maintenance
- **Authoring & Multimedia Tools:** Articulate Rise & Storyline, Camtasia, Vyond, Adobe Premiere Pro, SCORM & HTML publishing, xAPI
- **Accessibility & Standards:** WCAG 2.2 Level A and AA compliance, Universal Design for Learning (UDL), accessibility-aware design, inclusive instructional strategies
- **Adult Learning & Instructional Strategies:** Case-based learning, gamification, active learning, collaborative learning, spiral learning design, assessment for learning, learner engagement strategies
- **Project Management:** Change management, project planning, stakeholder engagement, SME collaboration, iterative design, quality assurance, beta testing protocols
- **Multimedia Production:** Instructional video production, animations, interactive graphics, EPUB digital handbooks, screen capture tutorials

PROFESSIONAL EXPERIENCE

Learning Experience Designer

Pallium Canada - Ottawa, ON

October 2025 - present

- Lead end-to-end design and development of a gamified, case-based online learning platform for healthcare professionals, integrating motivational mechanics (points, badges, token rewards) with clinical decision-making scenarios.
- Design and develop SCORM/xAPI-compatible eLearning modules leveraging case-based pedagogy, scenario design, and Fink's taxonomy to enhance learner empathy and critical thinking.
- Author and prepare for publication a digital handbook in EPUB format for Personal Support Workers/Health Care Assistants, designed with accessibility and evidence-informed learning principles.

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- Apply iterative design methodology, including prototype development, pilot testing, learning analytics review, and experience quality refinement.
- Design assessments aligned with learning objectives and performance outcomes.
- Instructional strategies: Narrative-based learning, AI-assisted content generation, learner-centered design, formative and summative assessment strategies.

Learning Specialist (secondment), LMS Specialist

Canadian Centre for Professional Legal Education (CPLED) - Calgary, AB

July 2023 - December 2025

- Designed and developed 5+ eLearning projects in last 2 years:
 - (1) Lawyer Contractor Course (D2L Brightspace, 8+ hours, full design cycle from analysis through implementation including design plan, course map, learning objectives, assessments, multimedia elements, and LMS deployment with WCAG compliance);
 - (2) Fairness and Bias Training Modules (Articulate Rise, SME collaboration, storyboards, interactive activities, formative assessments);
 - (3-8) PREP Program Phase Redesigns (6 phases delivered twice annually in D2L Brightspace, each 20+ hours, redesigned entire first phase in Articulate Rise with enhanced interactivity, multimedia integration, and navigation; deliverables included course maps, content restructuring, activity design, release conditions, and assessment rubrics).
- Created and maintained design plans, course maps, storyboards, program blueprints, and ripple maps using Miro for content change control and program structure visualization; developed design documentation for all learning interventions ensuring alignment with program objectives and learner needs.
- Managed day-to-day Brightspace LMS course setup, maintenance, and learner experience design including: configuration of Intelligent Agents (automated learner communication), Dropbox setup for assignment submission, Release Conditions for adaptive learning pathways, Rubrics for transparent assessment criteria, course structure and navigation design; designed learner experience in D2L Creator+ (interactive HTML-based content builder).
- Created series of instructional videos in collaboration with D2L embedded in courses; used Camtasia and Adobe Premiere Pro for video editing and maintenance; developed training materials, job aids, and learner resources to support online and hybrid delivery.
- Ensured compliance with accessibility best practices throughout course design and development; revamped ID verification process during final exams via Integrity Advocate, reducing verification time from 7.5 to 2.5 hours/day.
- Project Lead for PREP 2025 Improvement project, delivered on-time and on-budget with measurable outcomes: \$150,000+ in cost savings, 1000+ hours of staff manual work saved, and 47.7% of improvement ideas successfully implemented.
- Conducted surveys and analyzed stakeholder feedback to suggest actionable instructional and operational improvements; participated in psychometric assessment preparation for program evaluation.
- Created SharePoint tracking system accumulating 250+ completed change requests for continuous program improvement; conducted research and SWOT analysis to inform strategic decisions; participated in RFP process and preliminary work for future Student Information System (SIS) integration.

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- Researched, evaluated, and implemented MentorCity mentorship platform, reducing manual work from ~600 hours to 50 hours annually for 1000 students; implemented Zoom platform for live virtual sessions, reducing manual setup time from 170 to 14 hours annually; coordinated Practice Manager program transition to MentorCity, saving over 700 hours of manual work.

Admissions & Strategic Innovation Coordinator,

Student Experience & Program Delivery Coordinator

CPA Western School of Business - Calgary, AB

June 2015 - July 2023

- Created a series of instructional videos in Vyond, designing engaging and interactive learning experiences for prospective and current learners; designed and delivered online orientation sessions and presentations for learners navigating CPA program pathways.
- Scheduled and delivered Lean Onboarding training sessions for new employees; provided full administrative support for internal Lean Associate Training (May–October 2022), acting as liaison between external facilitator and company employees to ensure smooth delivery.
- Created information content for the company's Strategic Innovation/Lean training website using Canva; maintained and updated existing Lean management instructional content and training resources.
- Reviewed existing workshops, instructional content, and Lean management training resources through strategic lenses: Equity, Diversity & Inclusion (EDI), privacy, and governance.
- Guided prospective learners on optimal application routes and strategies based on education background, work experience, and CPA Competency Map requirements; researched and implemented learner involvement and retention strategies.
- Assisted in managing CRM database for prospective learners, including data entry, maintenance, reporting, and distribution of learner profile data; fostered close working relationships with other departments to ensure program details, processes, and policies were adequately communicated.

EDUCATION AND PROFESSIONAL DEVELOPMENT

M.Ed. in Open, Digital & Distance Education – Athabasca University, 2020

Focus: Instructional Design, Adult Learning, Program Evaluation

Scale Development & Psychometrics – University of Calgary, 2024

Human Resources Certificate – Bow Valley College, 2011

Topics: Change Management, Adult Education, Organizational Behaviour

B.A. (English & French) & Psychology Diploma – Mordovian State University, Russia, 1998–2004

Focus: Linguistics (English and French), pedagogy, psychology. Qualified as: Philologist. Teacher.