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Commission for University Education
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Summary of Personal Profile

I have over ten (10) years' experience of teaching and research at the university level and over fifteen (15) years' management experience in planning, designing, developing, implementing Information and Communication Technology (ICT) systems in public and private organizations in Kenya. I am particularly interested in research in design, development and delivery of open and distance learning (including e-learning) programmes and meaningful appropriation of technology for learning and research at the university level.

Academic Qualifications

1. **Doctor of Philosophy (PhD)** degree in Information Sc (IS) & Learning Technologies (2013) - **University of Missouri – Columbia, USA** - Specializing in design and implementation of learning management systems and technologies used in virtual learning environments.
2. **Master of Science in Information Systems** (2005) - **University of Nairobi, Kenya**
3. **Master of Science in Mathematics** (1992) - **Kenyatta University, Kenya**
4. **Bachelor of Education (Science)** (1990) - First class honours degree in Computer Science, Mathematics and Education - **Kenyatta University, Kenya**

Professional Qualifications

1. **Microsoft Certified Trainer (MCT)** – (Course taken at *Maurice Kerrigan Presentations - South Africa*). I am certified by Microsoft Corporation to deliver Microsoft training courses to Information Technology (IT) professionals and developers.
2. **Microsoft Certified Systems Engineer (MCSE)**
Indicates that I am knowledgeable in Microsoft systems, including the design of infrastructures, installing, configuring and administering Microsoft systems and migrating those systems to later services.

For my MCSE certification, I took the following courses:

- Networking Essentials
- Internetworking with Microsoft TCP/IP
- Core Technologies of Microsoft Exchange Server
- Implementing and Supporting Microsoft Windows Workstation
- Implementing and Supporting Microsoft Windows Server
- Implementing and Supporting Microsoft Windows Server in the Enterprise

3. **Computer Technician (A+ Certification - Software and Hardware)** – This certification indicates understanding of the most common hardware and software technologies in business and certifies that I have the skills necessary to support complex IT infrastructures, including installation, configuration, diagnosing, preventive maintenance and Networking.
4. **Oracle Database Administrator (DBA)** – I have the skills to plan, implement, maintain and support an Oracle database and application.

Other Relevant Qualifications

1. **Auditor – ISO/IEC 27001:2013 - Information Security Management System (ISMS)** – (2017) trained and examined by the Kenya Bureau of Standards.

In this training, I gained skills in establishing, implementing, maintaining and continually improving an Information Security Management System (ISMS) within the context of the organization, including requirements for the assessment and treatment of information security risks tailored to the needs of the organization.

2. **Auditor and Lead auditor of ISO 9001: 2015 Quality Management Systems** (2016) – Trained and examined by the Kenya Bureau of Standards.

Teaching, Research & Service Experience at University Level

1. **Guest Lecturer** (Department of Computer Science) (2010 - 2012) at the **University of Missouri – Columbia (USA)**. While studying for PhD, I co-taught *Human-Computer interaction, Software Engineering and Diffusion of Technological Innovations* courses.
2. **Senior Research Fellow** (*Centre for Technology Innovations*) (2012 - 2013) at the **University of Missouri – Columbia (USA)** while studying for PhD.
3. **Research Fellow** (*Centre for Technology Innovations*) (2010 - 2012) at the **University of Missouri – Columbia (USA)** while studying for PhD. Researched on design and implementation of online courses, learning management systems including design and use of learning technologies.
4. **Lecturer** - Department of Mathematics and Computer Science (1994 – 1998) & second year academic advisor (1995 -1996) at **Jomo Kenyatta University of Agriculture and Technology**.

5. **Assistant Lecturer** - Department of Mathematics and Computer Science (1992 – 1994) & second year academic advisor at **Jomo Kenyatta University of Agriculture and Technology**.
6. **Part-time Lecturer** - Department of Mathematics & College of Architecture and Engineering (1994 – 1998) at the **University of Nairobi**
7. **Part-time Lecturer** - Department of Mathematics (1993 – 1998) at the **Catholic University of Eastern Africa**.

Professional & Management Experience in the ICT Industry

1. **Senior Assistant Commission Secretary (ICT) and Head of Department (ICT)** (July 2015 – Present) at the **Commission for University Education (CUE)**

I lead, direct and oversee the Information Communications Technology (ICT) department and I am responsible for driving the ICT strategy and coordinating all aspects of day to day operational ICT provision, ensuring continuous operation and cost-efficiency of the Commission's systems, network infrastructure, website and data security in order to ensure that staff and clients have suitable technical resources, applications and ICT support. I offer technical advice to the Commission and Commission Secretariat on all matters pertaining to ICT, including accreditation and quality assurance of online and distance learning programmes in universities in Kenya.

2. **Assistant Commission Secretary (ICT) and Head of Department (ICT)** (February 2008 – July 2015) at the **Commission for University Education**. I had the same duties as in No. 1 above.
3. **Senior Research Fellow and Research Fellow** (January 2010 to December 2013) at the **University of Missouri – Columbia, USA**

Attached to the University of Missouri's *Centre for Technology Innovations in Education* (Allen Institute) where I undertook research and usability evaluation of system designs for teaching and learning, information science, and health. I enriched and acquired more experience in planning, designing, evaluating and implementing information systems, including online learning systems and design and use of learning technologies.

I learned how to assess the effectiveness of information systems in meeting purposes for which they were designed, and to independently design and carry out research and publish on issues in the field of *Human-Computer interaction, e-learning, Systems usability and Learning Management systems, and learning technologies in general*.

4. **Information Systems Manager** (2004 – 2008) at the **Kenya Commercial Bank (KCB) Head Office**

I Managed the HR/Payroll System, the KCB Intranet, the KCB E-learning system and the Pensioners Payroll system.

5. **IT Projects Implementation Officer** (2001 – 2004) at the **Kenya Commercial Bank (KCB) (IT Division)**

Main responsibilities:

- Design and implementation of banking systems projects;
- Continuous evaluation of the banking IT applications in the bank; and
- Facilitating conversion of KCB branch operations from manual to use of automated systems.

6. **Information Systems Training Officer** (1999 – 2001) at the **Kenya Commercial Bank (KCB) Management Centre, Karen**

Main responsibilities:

- Design and facilitation of IT curriculum in the Bank;
- Training of KCB staff in Information Technology operating systems and applications;
- Overseeing the installation and support of training software;
- Installation and supporting of hardware used in training and elsewhere in the Local Area Network (LAN);
- Administration of the Microsoft Exchange Server at the Centre; and
- Supporting the LAN at the Centre.

7. **Management Trainee** (Banking Information Systems) (1998 – 1999) at the **Kenya Commercial Bank (KCB) Management Centre, Karen** - Undergoing training in banking systems and operations.

Academic Journal Publications and Refereed Conference Presentations

1. Chen, W., Paul, A., **Kibaru, F.**, Ma, Y., & Saparova, D. (2015), Two-Phase Usability Evaluation of Insurance Website Prototypes, *International Journal of E-Business Research (IJEBR)*, 11, Issue 1, 1-22
2. Chen, W., Paul, A., **Kibaru, F.**, Ma. Y. & Saparova, D. (2015). Navigating practical trade-offs during prototype testing. In I. Lee (Ed.). *Encyclopedia of E-Commerce Development, Implementation, and Management*.
3. **Kibaru, F.**, (2018). Supporting Faculty to Face Challenges in Design and Delivery of Quality Courses in Virtual Learning Environments. *Turkish Online Journal of Distance Education*, 19(4), 176-197
4. Saparova, D., **Kibaru, F.**, & Basic, J. (2013). Use of widgets as information management tools in online shared spaces. *International Journal of Information Management*, 33 (2), 401-407.

5. Saparova, D., Basic, J., Lu, Y., Ma, Y., **Kibaru, F.**, & Yadamsuren, B. (2013). Usability problems in patient- and clinician-oriented health information systems: What are they and how do they differ? Published in *Proceedings of the 15th International Conference on Human-Computer Interaction*, Las Vegas, Nevada, USA, July 21-26, 2013.
6. **Kibaru, F.**, & Dickson-Deane, C. (2010). Model for training usability evaluators of e-learning systems. In J. Sanchez & K. Zhang (Eds.), Published in *Proceedings of World Conference on E-Learning in Corporate, Government, Healthcare, and Higher Education 2010* (pp. 517-522) held in Orlando, Florida, USA, October 18 - 22, 2010.
7. Njoroge, R. & **Kibaru, F.** (2012). Implementing quality e-learning: Which way for higher education institutions in Kenya? In T. Amiel & B. Wilson (Eds.), Published in *Proceedings of the World Conference on Educational Multimedia, Hypermedia and Telecommunications 2012* (pp. 1707-1712). Chesapeake, VA: AACE.
8. **Kibaru, F.**, & Caplow, J. (2011). Comparing student evaluation of teaching in online, face-to-face, and web-assisted courses. Published in *Proceedings of the 2012 Annual Meeting of the American Educational Research Association (AERA)*, Vancouver, British Columbia, Canada, April 13-17, 2012.
9. Tawfik, A., Richardson, B., & **Kibaru, F.** (2011). Longitudinal perspective of web 2.0 system adoption using the Technology Acceptance model. Published in *Proceedings of the 2011 AECT International Convention* held in Jacksonville, Florida, USA, (Practice of Educational Communications and Technology) November 8-12, 2011.
10. **Kibaru, F.** (2012). Factors underlying student rating of teaching effectiveness in online and web-assisted education courses. Published in *Proceedings of the World Conference on Educational Media and Technology* held in Denver, Colorado, USA, June 26-29, 2012.
11. Saparova, D., Basic, J., & **Kibaru, F.** (2011). Exploring the usefulness of awareness widgets in online shared workspaces: A preliminary case study. In *Proceedings of the 74th Annual Meeting of the American Society for Information Science and Technology (ASIS&T)* in New Orleans, Louisiana, USA, October 9-13, 2011.
12. **Kibaru, F.** (2013). Supporting Faculty in Utilizing Learning Technologies in Online Courses. Published in *Proceedings of the World Conference on E-Learning in Corporate, Government, Healthcare, and Higher Education* held in Las Vegas, Nevada, USA, October 21-24, 2013.
13. Haggerty, K., Yadamsuren, B., **Kibaru, F.**, & Basic, J. (2013). Children's Information Needs of a Patient Engagement System in a Hospital Room: Insights from Usability Testing in a Simulation Laboratory. Published in *Proceedings of the 75th Annual Meeting of the American Society for Information Science and Technology (ASIS&T)* in Montreal, Canada, November 1-6, 2013.

Experience in Curriculum Development at University Level

1. During the time I served as an Assistant Lecturer and Lecturer at Jomo Kenyatta University of Agriculture and Technology and Catholic University, I developed and revised in a team, a number of undergraduate and diploma courses.
2. As one of the pioneer Information Systems Training Officers at the Kenya Commercial Bank (KCB) Management Centre, in a team, I developed curriculum for training KCB staff on banking IT operating systems and applications including developing and implementing materials for virtual learning.

Professional Involvement & Community Service

1. Member – Computer Society of Kenya (2015 to date)
2. Member – National Quality Institute at the Kenya Bureau of Standards (2017 – present)
3. Board Member – Immanuela Mazzola Kindergarten of The Catholic Arch-diocese of Nairobi. (to be effective 1st October 2019)
4. Chairman of St. Mary Small Christian Community & Member of the Parish Council – St Joseph Catholic Church – Kahawa Sukari Parish (2006 – 2009)
5. Events Organizer – Univ. of Missouri Fulbright Organization (2010 – 2012)
6. Member – Fulbright Alumni Association (Kenya) (2013 – to date)

Other Professional and Management Engagements at CUE

1. **Team Leader** – I am currently leading CUE's team preparing for ISO/IEC 27001:2013 certification on Information Security Management System (ISMS).
2. **Assistant Project Manager** – for a CUE project funded by The Netherlands Initiative for Capacity development in Higher Education (NICHE) sponsored by the Netherlands Government from January 2014 to December 2018.

Jointly with three other CUE members of staff, we wrote the project proposal worth one million four hundred and eighty four thousand, three hundred and eighty nine Euros (**Euro 1,484,389** or approx. **Kshs 178,000,000**) which was awarded and ran from January 2014 to December 2018. The title of the project was "*Capacity building of the Commission for University Education to improve the quality and relevance of university training and research so as to enhance employability of graduates*". I am specifically responsible for delivering project objectives related to e-Governance and computerised management information systems.

3. **Acting Deputy Commission Secretary/Deputy CEO** (Administration, Finance and ICT) - (January 2015 – November 2015) and (July 2019 – November 2019) at the **Commission for University Education**.

As the Acting Deputy Commission Secretary in charge of the Division of Administration, Finance and ICT – I was charged with overseeing the management of all the Commission’s physical infrastructure including ICT, and developing and overseeing the implementation of human resource, administration and finance policies, procedures and strategies; ensuring compliance with guidelines on labor laws, constitutional requirements and other statutes issued by Government from time to time; and managing the Commission’s budgeting and financial process.

Other Professional and Management Engagements at CUE

1. **Lead Auditor** – CUE’s ISO 9001:2015 Quality Management System
2. **Chairman** – CUE’s Risk Management Committee
3. **Member** – CUE’s Committee on Disaster Management and Environment
4. **Member** – CUE’s Committee on National Values and Principles of Governance
5. **Member** - Ministerial Technical Committee (Ministry of Education) on Education Management Information Systems (EMIS) (2015 – to date)
6. **Member** - CUE’s Tender Committee (2013 - 2015)
7. **Co-opted Member** – Ministerial Committee (Ministry of Education) on implementation of Security Systems in Kenyan Universities (May – Aug 2016).

Awards

1. 2009 – Fulbright Scholarship to study for a PhD at the University of Missouri, Columbia - USA.
2. 2013 - Charles S. and Theda H. Estep Endowed Scholarship - University of Missouri, Columbia - USA.

Major Funded Research and Development Project Proposals (over \$10,000)

| Recipient Organization | Funding Organization | Project Title/Objective | Proposal Writers & Implementers | My role | Amount |
|---------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------|----------------|
| Commission for University Education (2014 -2018) | Netherlands Government under the Netherlands Initiative for Capacity development in Higher Education (NICHE) | Capacity building of the Commission for University Education to improve the quality and relevance of university training and research so as to enhance employability of graduates | 1. Prof. David Some 2. Dr Eusebius Mukhwana 3. Dr. Francis Kibaru 4. Joseph Musyoki 5. Paul O. Ouko | Assistant Project Manager and PhD (MIS) co-supervisor | Euro 1,484,389 |
| University of Missouri (Centre for Technology Innovations in Education - Allen Institute) (2011) | Cerner Corporation | Usability testing and redesign of Cerner Corporation website | 1. Neeley Current 2. Dinara Saparova Some 3. Francis Kibaru 4. Josipa Basic | Usability evaluator, data collection, data analysis prototype testing and report writing. | \$ 15,000 |
| University of Missouri (Centre for Technology Innovations in Education - Allen Institute) (2012) | Cerner Corporation | Usability testing and redesign of Cerner <i>myStation</i> System | 1. Neeley Current 2. Francis Kibaru 3. Borchuluun Yadamsuren 4. Josipa Basic 5. Kenneth Haggerty | Usability evaluator, data collection, data analysis, prototype testing and report writing. | \$ 12,750 |

Note: Between 2010 and 2013, I was a member of teams at the University of Missouri, Columbia (USA) that developed other funding proposals and got funded to undertake various research and systems design projects worth between \$5,000 and \$10,000.

Professional Referees

1. Prof. Jackson Too
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