
Paul Glanting

User Researcher

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Summary

Ten years of experience as a researcher, presenter, and instructor

EXPERIENCE

Business Communication Researcher - *San Francisco State University, San Francisco, CA* **January 2013 - Present**

- Surveyed 86 stakeholders to gauge the efficacy and preference for future class modalities (in-person, online, hybrid, etc.)
- Performed qualitative analysis of the data for actionable insights, with hopes of influencing course offerings and pursuing ways to improve online education
- Interviewed students regarding pain points of classroom modalities
- Led over 65 user-centered courses that include effective slide deck creation, and ethnographic workshops for classes of 25 students, exploring the ways business culture influences daily practice

Pipes Trade Research Committee/Professor of Vocational Writing - *Foothill College, Los Altos Hills, CA* **April 2015 - Present**

- Performed ethnographic research on the local pipes trade union, to gauge the routine writing practices of plumbing apprentices
- Linked the plumbers' writing practices to Foothill College's general education requirements, allowing the plumbers to earn an Associate's degree, concurrently with their apprenticeship
- Reviewed learning management systems to ensure usability and access were utilized properly
- Led student-centered technical writing courses

EDUCATION

San Francisco State University, San Francisco, CA - *Master's Degree: English Composition/Rhetoric* May 2012

University of California Los Angeles, Los Angeles - *Bachelor's Degree: English* June 2008