

Stacey Dorsett Rowland

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Education

- August 1, 2011-
Current University of West Georgia, Carrollton, Georgia
Degree: Master of Business Administration: Management
- August 1, 2009 University of West Georgia, Carrollton, Georgia
Degree: Bachelor of Business Administration: Technology Support Systems,
Summa Cum Laude
- April 1987-
September 1988 Carroll Technical Institute, Carrollton, Georgia
Graduation Date: September 1988
Diploma: Accounting
Diploma: Secretarial
Diploma: Information Processing

Certificates

- November 2007 Adobe Dreamweaver CS3: Beginning and Intermediate,
Emory Center for Lifelong Learning- 4 day program
- October 2007 HTML and Cascading Style Sheets, Emory Center for Lifelong Learning
- January 2006 Distance Education Certified Trainer Program, University of West Georgia,
5-month online program
- July 2002 Distance Education Certificate Program, University of West Georgia,
6-month online program
- September 2000 WebCT Train-the-Trainer, University System of Georgia, 2-day workshop

Professional Employment

- 2009-Current *University of West Georgia; Carrollton, Georgia*
eCore Administrative Services

Job Title: eCore Student Success Manager

- Overseeing existing and new processes for implementing exemplary [USG eCore](#) student support, including supervision of UWG eCore advisors and providing support and training to affiliate institution eCore Advisors
- Working in concert with eCore advisors and success team to help retain eCore students, such as at-risk student reporting and resolving student issues
- Effectively recommending policy establishment and implementation in the areas of eCore student support services
- Providing course and support information to eCore students to include informational letter and regular emails
- Overseeing eCore student web presence and development of USG eCore website
- Supervision of eCore Registration Assistant
- Using eCore historical and projected data, setting and managing optimal seats for each class in collaboration with eCore enrollment manager, associate dean, and institutional affiliates
- Providing eCore course offerings and registration information to all eCore affiliates for upcoming semesters
- Establishing eCore calendar in collaboration with eCore affiliates and other GOML institutions
- Ensuring students have access to a full range of student services and conducting regular evaluation of these services
- Maintaining data and providing regular reporting to appropriate constituents
- Collaboration and assistance to eCore affiliate advisors and registrars including resolving student issues, answering questions about eCore policies and procedures, and grade verification
- Training of new affiliate eCore advisors and registrars
- Serving as Exhibitor and Sponsorship Coordinator for the Distance & Distributed Education Center's annual international conference on [Distance Learning Administration](#)

1999-2009

University of West Georgia; Carrollton, Georgia
Distance & Distributed Education Center

Job Title: Distance Education Specialist, eCore Advisor, and Webmaster

- Managed University of West Georgia's [eCore](#) operating system and served as eCore Advisor for University System of Georgia's online core program. In addition to providing assistance to students currently taking eCore classes or considering taking these courses, advisement also included resolving student issues related to eCore. Management involved discretionary authority and independent judgment over: maintenance of UWG eCore website; late registration additions and class withdrawals. Additionally management included effectively recommending policy establishment and implementation in the areas of class size, course

- offerings, and student retention
- Hired and supervised eCore Student Research Assistant, eCore Mentor, and eCore Learning Community Leader
- Served as Webmaster for the Distance & Distributed Education Center which included managing the web presence for the department and coordinating the maintenance and development of 5 websites, 3 certificate program webpages/forms, and new webpages/sites as needed. This included management of the web-design and production student assistant
- Managed video-related components of distance education courses, including representing the university in contract negotiations for technology and tech services. Maintained videoconferencing physical facility and equipment and schedule and facilitated for events as requested
- Served as Conference Event Manager for the Distance & Distributed Education Center's annual international conference on [Distance Learning Administration](#)
- Served as Production Editor of the Online Journal of Distance Learning Administration, including the maintenance of the [OJDLA](#) website and production of the articles on a quarterly basis
- Assisted in administering various online courses, including the international [Distance Education Certificate Program](#), [Distance Education Certified Trainer Program](#), and [Advanced Technologies for Distance Education Certificate Program](#).
- Assisted in special events and promotions related to department, including monthly faculty sessions, and various faculty awards and training promotions.
- Provided telephone, email, and in-person support to faculty and students engaged in distance teaching/learning.
- Provided administrative support, including but not limited to preparation of purchase orders and bids, procuring of supplies, maintenance of training database, awards data, and creation of printed promotional materials, etc., for the Distance & Distributed Education Center (DDEC).
- Maintained inventory/faculty check-out of all DDEC equipment
- Responded to requests from students or community regarding UWG's distance programs.

1999-2003

University of West Georgia, Carrollton, Georgia

Distance & Distributed Education Center

Job Title: GSAMS Coordinator

- Coordinated and scheduled distance learning video conferencing (GSAMS) courses and programs utilizing contacts with faculty, department chairs, remote site coordinators, and state vendors from 1999 until the end of the program in 2003. GSAMS Coordination also consisted of hiring and overseeing of student GSAMS facilitators, providing GSAMS training to faculty and student facilitators, and the development and maintaining of GSAMS training manuals and tutorials

1995-1999

University of West Georgia; Carrollton, Georgia

Job Title: Staff Assistant, College of Education

- Coordinated the office
- Managed the departmental budget
- Processed of personnel paperwork
- Supervised two student workers and four graduate assistants
- Receptionist activities; extensive student contact
- Provided extensive miscellaneous job responsibilities for ten faculty members & the department chair
- Ordered and maintained an inventory of equipment and supplies for the department
- Provided clerical support for the department
- Distributed the mail, filing & miscellaneous activities.

1993-1995

University of West Georgia; Carrollton, Georgia

Job Title: Accounting Assistant, Division of Business Services

- Maintained all aspects of a revolving Emergency Loan Fund which includes issuing loans, mailing invoices, posting payments, account reconciliation, telephone inquiries, and many other miscellaneous office tasks
- Extensive student contact
- Posting of financial aid transfer
- Hope Grant, Pell Grant, and Public Scholarship accounting
- Calculations of refunds
- Processed Perkins Promissory Notes which included typing the notes and posting of the loan advances

Related Professional Experience

2009-2010

Served on the SACS 5th Year Interim Report Committee as Co-Chair for Area 2, Student Support Services, and coordinated the completion of the Area 2 report: <http://www.westga.edu/~srowland/sacs/area2/full.htm>

2007–2009

Production Editor, Online Journal of Distance Learning Administration. Served as Production Editor of Online Journal that focuses specifically on issues faced by administrators and managers of distance and distributed education programs, OJDLA website and production of the articles on a quarterly basis. The Journal receives over 10,000 hits per month. Available at: <http://www.westga.edu/~distance/ojdl>.

2007–Present

Conference Event Manager for annual international conference on [Distance Learning Administration](#). This entails providing the hotel negotiations for contractual specifications and overseeing the conference events. The DLA conference is specifically designed for those involved or interested in the administration, management, planning, and evaluation of distance learning programs. DLA has participants representing higher education, P-12 schools and

business organizations around the world.

- 2006-Present Course Developer and Course Guide, [Advanced Technologies for Distance Education Certificate program](#), 4-month professional program offered completely online, University of West Georgia.
- 2003-2007 Managing Editor, Online Journal of Distance Learning Administration. Served as Managing Editor of Online Journal that focuses specifically on issues faced by administrators and managers of distance and distributed education programs. This included the coordination of a complex review, acceptance, and rejection process. Journal receives over 10,000 hits per month. Available at: <http://www.westga.edu/~distance/ojdl>.
- 2000-2007 Conference Manager for annual international conference on [Distance Learning Administration](#). The DLA conference is specifically designed for those involved or interested in the administration, management, planning, and evaluation of distance learning programs. DLA has participants representing higher education, P-12 schools and business organizations around the world.
- 1999-2003 GSAMS Coordinator, University of West Georgia. Coordinated and scheduled distance learning video-conferencing courses and programs utilizing contacts with faculty, department chairs, remote site coordinators, and state vendors involved in the in-state closed-circuit videoconferencing network (GSAMS).

Computer Experience

- Microsoft Office Suite
- Adobe Dreamweaver CS3, Photoshop, Pagemaker
- GeorgiaVIEW Vista (Formerly WebCT)
- Impatica for Powerpoint
- Impatica OnCue
- Macromedia Fireworks
- Camtasia Studio

Recent Publications, Presentations & Workshops

- Rowland, S. 2011. *Supporting Students at a Distance: Best Practices for Student Success and*

Retention. Noel Levitz National Conference on Student Recruitment, Marketing & Retention 2011. (Presentation)

- Talley, C., Rowland, S., & Marabotto, M. 2011. *Win Big with Wimba Collaborative Tools: Hitting the Jackpot with Student Success and Retention.* **Blackboard Collaborate Connections Summit 2011.** (Presentation)
- Clay, M., Rowland, S., & Janowski, A. 2011. *All the Right Moves: Supporting Student Athletes in Online College Courses.* **Distance Learning Administration (DLA) Conference 2011.** (Presentation)
- Rowland, S., & Moore, M. *Supporting Students at a Distance: Graduate vs. Undergraduate.* **Georgia Summit Conference, University System of Georgia 2010.** (Presentation)
- Clay, M., Rowland, S., & Packard, A. *Improving Undergraduate Online Retention Through Gated Advisement and Redundant Communication, 10(1) 93-102, 2008-2009, J. College Student Retention.* (Publication)
- Gubbins, J., & Rowland, S. 2008. *Going Mobile, Streaming and Beyond: A Comparative Analysis.* **Blackboard World Conference 2008.** (Presentation)
- Rowland, S. 2006. *Integrating PowerPoint Presentations with Audio and Video Components into Online or Web-enhanced Courses.* **Distance Teaching & Learning Conference 2006.** (Presentation)
- Gubbins, J., Rowland, S., & Clay, M. 2000. *Economy vs. Quality: Class Size Policies.* **Distance Learning Administration Conference 2000.** (Presentation)
- Gubbins, J., Rowland, S., and Clay, M. 2000. *Untangling the Organizational Web.* **GDLA Conference 2000.** (Presentation)
- Pros and Cons of Synchronous Delivery of Courses
- GSAMS Training Workshops
- Enhancing Your Online Courses with Impatica for PowerPoint
- Enhancing Your Online Course with Impatica OnCue (Synchronized Video and PowerPoint).

Awards & Special Achievements

- Award of Excellence for Outstanding Academic Achievement, 2009
- International Honors Society, Nominee for 2009
- Richards College of Business Dean's List, 2008-2009
- Employee of the Year Award for Division of Academic Affairs, 1999

- Vice Presidents “Above and Beyond Award” for Outstanding Customer Service, 1995

References Available Upon Request