

Stacey L. Rowland

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Education

- August 1, 2012-
Current University of West Georgia, Carrollton, Georgia
Degree: Master of Business Administration: Management
Projected Graduation Date: *Fall 2016*
- 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

2013-Current

University of West Georgia; Carrollton, Georgia

Honors College & Trans-Disciplinary Programs

Job Title: Manager of Undergraduate Research

- Managing all aspects of Honors College coordination and facilitation of undergraduate research including developing and maintaining a system of collaboration and communication between academic departments for the purposes of further development of undergraduate research at UWG; Planning undergraduate research events on campus, including Research Day, Big Night, and hosting workshops and other events to better promote undergraduate research
- Assisting students with undergraduate research submissions and organizing and chaperoning trips to state, regional, and national research conferences
- Coordinating all aspects of the Student Research Assistance Program (SRAP), including working with the Student Work Advisory Committee to select projects each year, offering SRAP orientation sessions, managing the budget, and planning the awards luncheon at the end of each year.
- Documenting undergraduate research done by UWG students, analyze data, report findings to appropriate authorities
- Serve as the primary academic advisor for Honors College students
- Serve as the primary point of contact for all Honors College related questions from incoming students, current students, faculty, and staff
- Organize Honors College Academic Sessions for all Orientations
- Process Honors College applications for new Freshmen, Transferring, and Continuing UWG applications and maintaining data collection & assessment for all Honors students and activities
- Coordinating efforts with all academic departments and oversee the annual Honors Convocation
- Negotiate with academic departments and communicate with the Registrar's Office concerning Honors Course schedules for upcoming semesters
- Allocate Scholarships, waivers, and Honors College Convocation Awards
- Maintain scholarship records and monitor student academic progress
- Monitor Honors College student academic progress and track Honors College Graduation requirements, including overseeing/coordinating the community engagement and undergraduate research requirements to graduate with Honors College Distinction
- Serve as the chapter advisor for Alpha Lambda Delta (ALD) and coordinate the ALD initiation ceremony on an annual basis.
- Serve as the chapter advisor for the Honors Council, including planning of the annual Honors Council Banquet

2009-2013

University of West Georgia; Carrollton, Georgia
eCore Administrative Services
Job Title: Student Success Manager

- Overseeing existing and new processes for implementing exemplary collaborative program ([USG eCore](#) and [USG eMajor](#)) academic and technical student support, including direction of student helpdesk across several programs and 10 or more USG institutions.
- Managing cross-institutional registration team, to include direction of efficient processes related to INGRESS (Intra-Georgia Registration and Sharing System), seat balancing, development of scalable systems balancing a growing number of affiliates with limitations of INGRESS, and timely reporting of enrollments to business team.
- Providing course and support information to eCore, eMajor and new collaborative programs including informational letter and other regular communications.
- Providing timely and accurate information to team members responsible for student web presences and social interaction sites for each program.
- Supervision of eCore Registration Assistant/Advisor
- Using eCore and eMajor and other program historical and projected data, setting and managing optimal seats for each class in collaboration with curriculum team, Dean, and institutional affiliates.
- Developing and maintaining strong partnerships and ongoing communications with affiliate institutions, particularly advisors, collaborating with the assistant director to develop outcome-based training and annual meetings. Work with affiliates to develop and support customized approaches to gated registration.
- Facilitating and collaborating with faculty and administrators the process for student grade appeals, complaints, plagiarism cases and other academically-related issues in eCore and eMajor programs.
- Establishing eCore calendar in collaboration with eCore affiliates and other GOML collaborative 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.
- Assisting associate dean, dean, and VPAA's offices with programmatic accreditation processes for collaborative programs.
- Coordination and training of new affiliate eCore advisors, registrars, and INGRESS campus administrators.
- 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 (as an affiliate institution involved in the eCore Program) 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 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).

- 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

- 2014 – Current Serve on the Steering Committee for the Georgia Undergraduate Research Conference

- 2011-2012 Served on the Academic Planning Team for the University Summer Bridge Program, a program designed to bring in students at the lower ranges of the university's admission standards into a summer program providing an intense, ultra-supportive, academic and developmental experience so the students would be better prepared for fall entry. The program was delivered June 25-July 27, 2012.
- 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>.
- 2007-2010 Conference Event Manager for annual international conference on [Distance Learning Administration](#). This entailed 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.
- 2006-2012 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.
- 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, Pagemaker, InDesign
- Desire2Learn
- GeorgiaVIEW Vista (Formerly WebCT)
- Camtasia Studio

Recent Publications, Presentations & Workshops

- Rowland, S., Gaines, T., & Mulherrin, E. 2012. *Initiatives to Improve Adult Student Success in Higher Education*. **WW2012 DoD Worldwide Education Symposium 2012**. (Presentation)
- 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