Meggie J. Miller

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Higher Education Experience

Director, *UWG Online*
University of West Georgia (Jan 2024 - Present)

- Directs oversight of distance education initiatives, learning management system administration, strategic planning, technology selection, essential Academic Affairs' regulatory responsibilities, accreditation, state authorization, budgeting, and reporting.
- Develops and promotes student and faculty technical support resources for distance education and education technology tools, including maintaining a public-facing searchable knowledge base.
- Directs the UWG LMS administration along with enrollment management, users, system data, course templates, files, reporting, and institutional/ group administrators.
- Provides up to third-tier end-user support for distance education technologies (used across modalities, on-ground and at a distance) via phone, face-to-face, chat, and email. Supported technologies include the course management system, two-way audio/videoconferencing, online collaborative tools, multimedia, social media, and other related online applications.
- Communicates and collaborates among IT groups, library, admissions, registrar, student services, and academic and administrative units to support distance and technology-enhanced education initiatives, including providing consistent student experience, regardless of modality.
- Supports research and scholarship that promotes knowledge of distance education.
- Supervises a department of six staff members and seven student assistants.

Additional UWG Experience
Interim Director, *UWG Online* (Jan 2023 to Dec 2023)
Academic Instructional Support Specialist, *UWG Online* (May 2017 - Jan 2023)
Online Student Success Advisor, *UWG Online* (Aug 2015 - April 2017)
Departmental Assistant, *College of Social Sciences Dean's Office* (Nov 2012 - July 2015)

UWG Teaching Experience

Adjunct eCore SOCI 1101 Instructor, USG's Online Collaborative Program (Fall 2018 - Present)
eCore New SOCI 1101 Faculty Mentor, USG's Online Collaborative Program (Fall 2022 - Present)
Adjunct First-Year Experience Instructor (Fall 2016 - Fall 2017)

Education

Doctorate of Education in Higher Education Administration, UWG, Anticipated Graduation 2026
Master of Public Administration (18+ Hours Completed in MS SOCI), UWG, 2015
Post-Bacc Certificate in Data Analysis and Evaluation Methods, UWG, 2015
Bachelor of Arts in Anthropology, UWG, 2009

Technical Skills

- Tier 3 and administrator support: Learning management systems and 3rd Party integrated tools like accessibility checkers, syllabus management, recording and streaming platforms, video conferencing, virtual tutoring software, institution-wide chat channels/BOTs, and public and internal knowledge base repositories.
- Proficiency in Staff/Faculty role: Grammarly, Banner 9, Evisions Argos, Degree Works, EAB Navigate, Ivanti, and Qualtrics.
- Proficiency as end-user: PeopleSoft, Google & MS Suite

Professional Training
USG eCampus Leadership Series: Leadership Change, Strategy & Planning, Foundational Concepts (2023 - 2024)
QPR Suicide Prevention Gatekeeper Program, Fall 2022
TILT (Transparent Assignment Design) Workshop, Spring 2019
Distance Education Certificate Program, Spring 2018
Qualtrics Research Core Expert Training, Spring 2018
Data Analysis Workshop Series, Spring 2017
Quality Matters Workshop Series, Fall 2015
UWG Alumni Leadership Workshop, UWG Alumni Relations, Spring 2015

Professional and Workshops
ACCEPTED - Miller, Meggie, and Jason Milam. 2024. "Consistent Student Experience Implementation at UWG: The Good, The Bad, and The Possible." Distance Learning Administration Conference.

ACCEPTED - Miller, Meggie, Megan Roberts, and Jason Milam. 2024. "Concourse Syllabus and Other CourseDen Tools: Consistent Student Experience Reporting." Workshop for Faculty. Innovations in Pedagogy Conference.

Miller, Meggie and Janet Gubbins. 2023. "Accessibility Tool Implementation: The Good, the Bad, and the Fixable." Distance Learning Administration Conference.

Miller, Meggie, and Megan Roberts. 2023. "Empathy in the Online Classroom: Leveraging Compassion in a Post-Pandemic World." Conference on Meaningful Living and Learning in a Digital World.

Miller, Meggie and Janet Gubbins. 2022. "UWG REACH: How Serving Others Served Us as Well." Conference on Meaningful Living and Learning in a Digital World.

Miller, Meggie, Janet Gubbins, Vicki Griffin, Megan Roberts, and Lindsey Winchester. 2021. "UWG REACH: Engaging Students in the Tine of COVID-19." Innovations in Pedagogy Conference.

Miller, Meggie. 2019. "Proctored Exam Coordination for the Online Classroom: A Brainstorming Session." Distance Learning Administration Conference.

Miller, Meggie. 2016. "Supporting Online Students." PAAA Meeting.

Miller, Meggie and Jennifer Beggs Weber. 2015. "Work-life Balance & Strategic Planning at UWG." COSS Faculty Focus Groups.

Service
Member, UWG Senate Teaching Learning and Assessment Committee
Member, UWG AI Workgroup
Member, UWG Student Services Steering Committee
UWG Rep, WICHE Cooperative for Educational Technologies (WCET)
UWG Rep, National Council for State Authorization Reciprocity Agreements (NC-Sara)
UWG Rep, USG Regents' Advisory Committee on Distance Education (RACDE)
Member, UWG Professional Association of Academic Advisors (PAAA)
Treasurer; Rep; Benefits Committee Chair, UWG Staff Advisory Council (2014 - 2018)
Board Member, UWG Alumni Association (2013 - 2017)
Senior Volunteer, Antonio J. Waring Archaeological Laboratory, UWG (2007 - 2013)

Honors and Awards
Winner (UWG Online), UWG Service Excellence Award (2024)
Nominated, UWG Collaboration & Service Excellence Award (2023)
UWG Advisor Advocate of the Year (2017)

Nominated, Values - "Best of the West" UWG Award and Recognition Program (2015)
Nominated, Outstanding UWG Staff Member, COSS Faculty/Staff Awards (2014)

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