

# Meggie (Dunivent) Miller

Carrollton, GA 30118 - 678-839-0630 - meggiem@westga.edu

---

## HIGHER EDUCATION EXPERIENCE

### **Director, UWG Online**

*University of West Georgia* (Jan 2024 to Present), **Interim Director** (Jan 2023 to Dec 2023)

- Directs general oversight of distance programs and related initiatives, strategic planning, technology selection, budgeting, and help desk support.
- Directs developing distance curriculum, programs, policies, and related initiatives with college academic administrators, faculty, the BOR, and others.
- Responsible for promoting accreditation guidelines, quality pedagogical and instructional methods, copyright, and ADA requirements.
- Assists with state authorization in postsecondary education and serves as the UWG's primary contact for prospective out-of-state residents inquiring about eligibility to enroll in specific online programs.
- Directs the administration of the online course management system known as CourseDen (powered by GaVIEW's D2L BrightSpace LMS) along with management of enrollment, users, system data, course templates, files, institutional/ group administrators, and institutional settings for both UWG-specific and USG collaborative programs. Reports critical production issues to BOR/OIIT, institutional support channels, and constituents.
- Coordinates, monitors, and reports distance data for online course management system and key Academic Affairs' regulatory responsibilities, related technologies, and distance course and program offerings, including serving as the primary administrator for GeorgiaOnMyLine.org. Reports findings to Registrar, BOR, academic and administrative units, as needed for accreditation and other purposes.
- Provides up to third-tier end-user support for distance education technologies, including calls for assistance via phone help, face-to-face, and web, overseeing and backing up 1st and 2nd tier support staff. Technologies supported include the course management system, two-way audio/videoconferencing, online collaborative tools, multi-media, social media, and other related online applications.
- Helps manage and train student assistants and graduate assistants to help with course development and user support.
- Communicates and collaborates among IT groups, library, admissions, registrar, student services, academic and administrative units in support of distance education initiatives.
- Provides communication with key stakeholders via DDEC/ UWG Online website, listservs, online course management system, emails, various social media outlets, and other means regarding distance education news and opportunities.
- Represent the university's interest in distance learning to various on-campus and off-campus committees and organizations.
- Supports research, scholarship, and creative endeavors that promote knowledge of distance learning; Attends professional development opportunities and contributes.

### **Academic Instructional Support Specialist, UWG Online**

*University of West Georgia* (May 2017 - Jan 2023)

- Provided academic instructional support services to students in online programs and support for

virtual classroom technologies and related services for faculty, students, and staff.

- Served as administrator and provided level 3 support on various distance learning-related software, web applications, services, and initiatives with campus-wide impact.
- Served as UWG testing coordinator for online proctored exams and eCore & eMajor Liaison.
- Trained and supervised UWG Online Student Success Advisor & eCore/eMajor Liaison.

**Online Student Success Advisor, UWG Online**

*University of West Georgia (Aug 2015 - April 2017)*

- Supported student success initiatives by providing general assistance to online students and responding to requests from potential students.
- Collaborated with campus partners to ensure students enrolled in online programs received the highest level of student services support and served as eCore & eMajor Liaison.
- Promoted on-campus and online program initiatives by planning and implementing outreach initiatives, including training and informational presentations.

Other positions held at University of West Georgia (Nov 2012 - July 2015)

- **Departmental Assistant**, *College of Social Sciences Dean's Office; Mathematics Department*

## **TECHNICAL SKILLS**

Providing tier 3 and administrator support for CourseDen/GoView (Desire2Learn/BrightSpace), 3rd Party LMS Tools (like accessibility checkers, syllabus management, recording and streaming platforms, video conferencing, virtual tutoring software), ServiceNow (public and internal knowledge base repository), Grammarly, ProctorU, Banner 9, Evisions Argos, Google Apps, Degree Works/Wolf Watch, EAB Navigate, SEADS, Ivanti, PeopleSoft, ePro, MS Office, Qualtrics

## **TEACHING EXPERIENCE**

*University of West Georgia*

**Adjunct Online Instructor** (Sociology Department)

Fall 2018 – Present

Teaches eCore (University System of Georgia's Online Collaborative Program) SOCI 1101.

**eCore Faculty Mentor**

Fall 2022 – Present

Mentor new USG eCore SOCI 1101 faculty.

**Adjunct Instructor** (First Year Experience)

Fall 2016 – Fall 2017

## **EDUCATION**

Doctorate of Education in Higher Education Administration, *UWG*, Anticipated Graduation 2026

Master of Public Administration, *UWG*, 2015

Master of Sociology, *UWG* – 18+ Hours Completed

Post-Bacc Certificate in Data Analysis and Evaluation Methods, *UWG*, 2015

Bachelor of Arts in Anthropology, *UWG*, 2009

## PROFESSIONAL TRAINING

USG eCampus Leadership Mini Series: Strategy & Planning, Summer 2023  
USG eCampus Leadership Mini Series: Foundational Concepts, Spring 2023  
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  
Microsoft Excel Advanced Techniques, Skillpath, Summer 2014

## PRESENTATIONS AND WORKSHOPS

Miller, Meggie, Mandi Campbell, and Brian Roberts. 2024. "Providing a Consistent Experience for Students in the LMS: A Story of Collaboration." Distance Learning Administration Conference.

Miller, Meggie, Megan Roberts, and Jason Milam. 2024. "Leveraging Concourse Syllabus and Other CourseDen Tools." 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 Time 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 (Focus Group Facilitator for Two sessions).

Miller, Meggie and Jennifer Beggs Weber. 2015. "Work-life Balance." COSS Staff Retreat.

## PROFESSIONAL SERVICE

2023 – Present	<b>Member</b> , UWG Senate Teaching Learning and Assessment Committee
2023 – Present	<b>Member</b> , UWG AI Workgroup
2023 – Present	<b>Member</b> , UWG Student Services Steering Committee
2023 – Present	<b>Member</b> , WICHE Cooperative for Educational Technologies (WCET)
2023 – Present	<b>UWG Rep</b> , USG Regents' Advisory Committee on Distance Education (RACDE)
2015 – Present	<b>Member</b> , UWG Professional Association of Academic Advisors (PAAA)

2014 – 2018	<b>Treasurer; Rep; Benefits Committee Chair</b> , UWG Staff Advisory Council
2013 – 2017	<b>Board Member</b> , UWG Alumni Association
2007 – 2013	<b>Senior Volunteer</b> , Antonio J. Waring Archaeological Laboratory, UWG

## HONORS AND AWARDS

2023	<b>Nominated</b> , Collaboration & Service Excellence, Celebrate West Awards, UWG
2017	<b>Advisor Advocate of the Year</b> - PAAA, UWG
2015	<b>Nominated</b> , Values - “Best of the West” Award and Recognition Program, UWG
2014	<b>Nominated</b> , Outstanding Staff Member, COSS Faculty/Staff Awards, UWG

Last updated February 15th, 2024