

# Jennifer R. Miller

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## EDUCATION

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*Northern Arizona University*

**Ed.D. Educational Leadership,  
Community College/Higher Education**

Dissertation: "Don't Be In Your Own Head Too Much": How Autistic First-Year Students Build Academic And Social Support

Committee: Frances J. Riemer, Ph.D. (Chair), Joshua Anbar, Dr.P.H., Christopher S. Lanterman, Ed.D., Rose Marie Ylimaki, Ph.D.

*Arizona State University*

**Master of Public Administration**

Capstone Project: "An Evaluation of the City of Phoenix Parks Department Use of Dedicated Sales Tax Funds"

*Arizona State University*

**B.A. English**

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## CHRONOLOGICAL EMPLOYMENT HISTORY

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*Arizona State University*

**Assistant Teaching Professor**

**10/22-Present**

*Arizona State University*

**Lecturer**

*Arizona State University*

**Instructor**

*Arizona State University*

**Faculty Associate**

*University of Phoenix*

**Part-Time Faculty**

*City of Mesa IT Division*

**Management Assistant II**

*Arizona State University DPS*

**Office Specialist**

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## ADMINISTRATIVE AND SUPERVISORY EXPERIENCE

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*Arizona State University, Assistant Teaching Professor*

**UNI 220 Curriculum Redesign Lead**

**3/23-Present**

- Leading a faculty team developing an innovative curriculum using literature on student persistence, social psychology, neuropsychology, and student-centered pedagogy
- Facilitating design meetings to begin project ideation
- Preparing one or more research studies and serving as study PI

**Faculty Evaluation**

**8/22-Present**

- Developed a new faculty evaluation process for Success by Design as a member of the University College Standards Committee
- Serving as a faculty evaluator for other faculty

**LEAD Program Curriculum Redesign Lead**

**12/20-1/23**

- Reimagined three courses (UNI 110, ASU 120, and ASU 121)
- Applied existing knowledge and the academic literature on first-year student success, critical thinking, social-emotional learning, and design thinking

- Created new course objectives, syllabi, learning outcomes, assessments, lesson plans, and activities for two new courses
- Directed faculty and staff and managed the project to ensure the timely completion of project deliverables
- Worked with faculty and staff across University College to coordinate the curriculum and integrate student coaches in the classroom
- Applied successfully for general studies L-designation for ASU 121

*Arizona State University, Instructor*

**ASU/UNI 120 Curriculum Redesign Co-Lead**

**12/18-12/19**

- Co-led a team of five Success by Design faculty to redesign the ASU 120 and UNI 120 courses with Dr. Laura Shaw
- Developed a unique course structured around creative problem-solving and design thinking frameworks with no known direct parallels at other institutions
- Oversaw the work of other faculty, created and maintained the project schedule, facilitated design efforts, and developed detailed teaching materials

**TWC 214 Redesign Co-Lead**

**10/18-5/20**

- Redesigned the Storytelling with Data class cohorted with ASU 121
- Developed new interactive student activities, emphasized project-based learning, and integrated the class with ASU 121 curriculum
- Trained new faculty to teach the course in spring 2019 and 2020

*University of Phoenix, Part-Time Faculty*

**New Faculty Mentor and Supervisor**

**2008-2011**

- Guided new faculty through direct observation, discussion, and formal evaluation
- Met with faculty as needed to recognize successes and correct mistakes
- Made recommendations for continued employment

*City of Mesa, Information Services Division*

**Management Assistant II**

**1/99-5/06**

- Managed the procurement phase for city IT projects
- Facilitated the creation of software and hardware specifications for contracts
- Worked with internal city customers to identify design problems
- Negotiated with outside vendors and general counsel regarding contract terms
- Managed many high-profile and high-dollar projects, such as the Mesa Arts Center ticketing system and a move/upgrade for the city mainframe
- Supervised one purchasing associate and directed the work of IT and legal services staff
- Acted as personnel liaison coordinating all recruitment, interviewing, orientation, FMLA and ADA issues, and employee discipline. Certified as a mediator with Maricopa County Courts

*Arizona State University, Department of Public Safety*

**Office Specialist**

**7/96-1/99**

- Supervised two student workers in managing the police department front desk, fulfilling records requests, and issuing keys to university buildings

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 TEACHING EXPERIENCE
 

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*Arizona State University, University College, Success by Design*

**Teaching Assistant Professor, Lecturer, Instructor**

**8/16-Present**

Facilitated 70 campus immersion class sections, including:

Academic Success – Teach classes of 20 incoming first-year students identified as at-risk creative problem-solving strategies to support academic success. Students apply creative problem-solving mindsets and attributes, address roadblocks, and evaluate proposed solutions through prototyping and iteration.

Critical Reading and Thinking – Taught classes of 20-40 students in the LEAD Program. This class prepares students to succeed in college-level academics and helps them improve their critical reading and thinking skills.

Emerging Leaders I – Teach classes of 40 students in the LEAD program as the first of a two-class series. Learners apply critical thinking and problem-solving skills to some of the most pressing challenges facing ourselves and our society.

Emerging Leaders II – Teach classes of 20-40 students in the LEAD program. Students use critical thinking skills in the creative problem-solving and design thinking process. Students develop a solution proposal and Showcase presentation for an ASU problem.

Mindset Connections – Teach classes of 20 students on academic warning/probation. A student-centered course on recognizing barriers, building a growth mindset, developing habits, and reducing procrastination.

Special Topics: Focusing on Academics – Taught a class of 20 primarily international students research and presentation skills needed to build academic confidence.

Storytelling with Data – Taught classes of 10-20 students in the LEAD Program through CISA. Students use data to tell visual stories that persuade, inform, and engage.

*Arizona State University, University College, Success by Design*

**Faculty Associate**

**8/12-5/16**

Facilitated 48 class sections of Academic Success Seminar and Academic Refresher

*University of Phoenix, Associates Degree Program*

**Part-Time Faculty**

**6/06-12/12**

Facilitated over 130 online class sections, including:

Orientation Workshop – Study skills, time management, goal setting, and resources

University Communication/Composition I & II – Research and persuasive essay writing

Contemporary Business Communication

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 SERVICE
 

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*Arizona State University, Teaching Assistant Professor, Lecturer, & Instructor*

**Proposal for UC Representation in Academic Senate**

**8/22-3/23**

- Crafted a proposal for University College faculty representation in the Senate
- Coordinated faculty and UAC approval of the proposal
- Conducted the first vote for a senator

**ASU 11/LEADing the Way** **5/22-9/22**

- Created a summer Canvas experience for incoming LEAD students
- Wrote and recorded videos on The Secret Language of ASU
- Created mini assignments to expose students to course concepts and skills

**Member, University College Standards Committee** **6/21-Present**

- Assisted in the creation of University College bylaws
- Developed new questions for student evaluation of faculty in UC

**Curriculum Manager & Faculty Trainer** **8/16-Present**

- Managing the curriculum materials for UNI 120, ASU 120, and ASU 121, including annual updates—formerly managed materials for TWC 214
- Serving on the Success by Design Curriculum Committee
- Training full-time faculty and faculty associates on class structure, grading philosophies, student-centered facilitation, and other necessary skills
- Conducting individual training sessions on special topics such as classroom management, humor in the classroom, and accessibility and inclusive learning
- Facilitating curriculum discussions in Faculty Forum and LEAD Huddle meetings

**Faculty Mentor** **8/16-Present**

- Serving as 1:1 mentor for new full-time faculty and assigned faculty associates
- Answering department policy questions for all faculty and evaluating policy challenges to develop consistent and equitable outcomes for all students

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**RESEARCH AND CONFERENCE PRESENTATION EXPERIENCE**

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*Arizona State University, Teaching Assistant Professor, Lecturer***LEAD Program Student Survey** **6/21-Present**

- Created a pilot survey in summer 2021 to measure changes in student perception of skills growth after completing ASU 120
- Adjusted survey in summer 2022 to both ASU 120 and ASU 121
- Expanded participant pool to include a comparison population
- Completed waves one and two of data collection, with wave three to be completed at the end of April 2023

*NACADA Annual Conference Preconference Workshop***Dying Fire—A Prescription for Perpetual Procrastination** **10/18**

- Co-Presented a two-hour workshop with Amanda Voigt focusing on tools advisors can use to help identify and support students with motivation challenges

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**COMMUNITY ACTIVITIES**

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**Power of the Pedal 501c3, Strategic Planning Consultant** **2/21-4/21****Arizona Speech and Debate Association, Volunteer Judge** **8/17-Present**

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**AWARDS**

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**University College Outstanding Early-Career Teaching Award** **4/2019**