

**Nomination For Appointment as an
Associate Member
Of the Graduate Faculty**

CGS Agenda Item: 20-09
Effective Immediately

Name of nominee: Kelly P. Miller

Date: 12/13/19

Department/school: Counseling & Higher Education - College of Education

E-mail address of nominee kpmiller@eiu.edu

Graduate courses to be taught: Master Thesis Committee

Semester/term and year of approval: Spring 2020

Need for this assignment: Serve on graduate thesis committee in CSA Program

Length of Appointment: ☐ 1 year term: ☐ 2 year term: ☒ 3 year term:

Profile of the candidate:

A. Date appointed to EIU Faculty:

B. Current academic rank:

C. Academic and professional experience:

Highest degree earned: Masters

Date awarded: 1991

Degree granting institution: Eastern Illinois University

Field of specialization: Business Administration

D. Evidence of other education, professional activity, and specialization in teaching areas within the last three years (workshops, research, service, creative activity, etc.). Please put in vita format and attach.

E. List the graduate courses taught by the candidate during the last three years:

Kelly has specific knowledge and experience on the unique topic and faculty have been unable to locate any other candidate on campus that has that knowledge and experience.

TRR

Graduate Coordinator or Chair, Department Graduate Committee

TRR

Department Chair

Academic Dean

Dean, Graduate School

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EASTERN ILLINOIS
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Kelly P. Miller

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Charleston, IL 61920
Cell 217-549-7718

Office
217-581-5933
E-mail: kpmiller@eiu.edu

EDUCATION:

Master of Business Administration Degree – May, 1991
Eastern Illinois University, Charleston, Illinois

Bachelor of Science Degree in Business - Human Resources – May, 1989
Eastern Illinois University, Charleston, Illinois

PROFESSIONAL EXPERIENCE:

Interim Director of Admissions

(2016-present)

Eastern Illinois University

Responsible for overall operation of the Office of Admissions.

- Increased freshmen enrollment two consecutive years by 24.5% and 12.5%.
- Directly supervised, selected, and evaluated two Administrative and Professional staff, 12 Academic Support Professionals and two Civil Service employees. Areas of responsibility also included three Civil Service employees, two graduate assistants and 40 student employees.
- Provided direction and oversight of Admissions events including five annual large scale open houses, five admitted student events, Latinx Admitted Student Event, Access Granted, Honors Visit Day, Dual Credit Visit Day, and Future Panther Tailgate. Also worked to improve admissions ambassadors program, daily visits and campus tours.
- Provided direction and oversight for undergraduate admissions application processing area. Evaluated and analyzed admissions processes, admissions criteria, merit scholarships and communication to obtain optimal efficiency, maximize enrollment yield, and increase college affordability and accessibility for all students.
- Developed complete training and professional development program for staff in order to conduct department-wide staff training. Created specific staff expectations. Provided continuous development for staff in areas of enrollment management and higher education trends in the state, the region, and the nation as well as communicating university changes and strategies that impact the recruitment of undergraduate students.
- Developed outstanding relationships and partnerships between key partners such as the academic departments, Office of Inclusion and Academic Engagement, Registrar's Office, Financial Aid, New Student and Family Programs, Honors College, Housing and Dining, Athletics, Alumni Services, Marketing and Web Office and the Office of Admissions.
- Responsible for departmental budget of over \$1.2 million.
- Assisted the Associate Vice President of Enrollment Management with annual Strategic Enrollment Management Plan with direct responsibility for multiple action items.
- Represented the department and the university at State Articulations Conferences, open houses, admitted student events and various meetings and presentations to university and community organizations.

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Associate Director of Housing & Dining Services for Administration

(2012-2016)

Assistant Director of Housing

(2010-2012)

Eastern Illinois University

Recruitment and Marketing Coordination

- Admissions Office liaison responsible for training and scheduling of Housing & Dining staff for Admissions Open House and Admitted Student Events. Provided feedback on scheduling and other improvements for these events. Developed and conducting multimedia presentations for prospective students and their families. Provided data after event with regard to residence hall and Greek Court tours, meals served, and housing application and contract numbers in order to measure the impact of the event.
- Represented the department on university-wide marketing and recruitment initiatives.
- Coordinated and supervised marketing and retention area of Housing & Dining Services including evaluation of current marketing practices, their return on investment and recommendations for improvement.
- Coordinated the development and annual update of the Housing & Dining Services marketing plan.
- Supervised a marketing team including full time Coordinator of Residential Communication, full time Marketing and Publicity Specialist, Marketing Research Graduate Assistant, Web-design and Social Media Graduate Assistant, and Graphic Design Graduate Assistant.
- Brought together representatives from Housing and Dining, Admissions, Athletics, University Marketing, and University Union to optimize the opportunity to market the university to 12, 000 summer conference guests.
- Oversaw Resident Satisfaction Survey with a sample size of 1200 achieving a 30% response rate. Analyzed data to make decisions concerning resource management, service offerings, new housing options, and policy changes.
- Oversaw Educational Benchmarking Inc. Survey benchmarking results against 220 institutions internationally, the Great Lakes Region, appropriate Carnegie Class, and Select 6 institutions.
- Oversaw three complete redesigns of the departmental website.
- Developed communication plan for prospective students, current residents, and parents including print pieces and electronic communication using Campaign Monitor, Facebook, Twitter, Pinterest, Instagram, Flickr, MyEIU, video, and website.
- Remained current on trends in higher education, marketing, and Housing and Dining Services in order to best serve the ever changing needs and interest of our students.
- Achieved success in recruiting highly talented and effective staff members who have made a significant impact in higher education.
- Coordinated highly competitive nation-wide recruitment process for 25 graduate assistants with an annual candidate pool of over 200 applicants. Developed recruitment and marketing plan for the search process.

Administrative Coordination

- Responsible for the overall operation of 19 fraternity and sorority houses, 145 undergraduate apartment units, and 154 family and graduate apartment units.
- Selected, supervised, and evaluated four administrative and professional staff members, ten civil service employees, and seven graduate assistants. Areas of responsibility also include 70 student workers.
- Supervised central office staff who manage contracting, room assignments and billing for 4,500 residents.
- Transitioned room assignment process from paper to on-line.

- Served as department administrator responsible for contract appeal process and mediation with parents and students with questions and concerns pertaining to housing contracts and billing.
- Selected and purchased furniture for two apartment complexes and 40 staff apartments.
- Coordinated maintenance projects for 299 student apartments, 19 Greek Court chapter houses and 40 professional staff apartments.
- Served as primary contact with Corporate Sponsor contract with EIU Athletics.
- Collaborated continuously with Admissions, New Student Programs, Student Standards, University Police Department, Athletics, and University Counsel.
- Assisted with design supervision of apartment renovations.
- Responsible for budget of over \$700,000.

Assistant Director of Housing

Eastern Illinois University (2005-2010)

- Responsible for supervising on-campus fraternity and sorority housing accommodating 19 Greek letter organizations.
- Co-supervised Director of Fraternity and Sorority Programs.
- Responsible for supervision of 146 unit undergraduate apartment complex and 145 unit family and graduate apartment complex.
- Responsible for administering the university freshmen housing policy.
- Supervised, selected and evaluated Marketing and Promotion Specialist, Web Design Graduate Assistant, and Marketing Research Graduate Assistant.
- Supervised and coordinated training for student security staff in the residence halls.
- Coordinated national graduate assistant search process for 25 graduate assistants.

Assistant Director of Housing

Eastern Illinois University (1996-2005)

- Responsible for supervising on-campus fraternity and sorority housing and all freshmen 700 bed residence hall.
- Coordinated nation-wide search process for nine Greek Court graduate assistants.
- Co-supervised residence hall administrative staff.
- Developed First Year Experience program for freshmen residence hall.
- Supervised, selected, and evaluated departmental Marketing Graduate Assistant responsible for parent newsletter, advertising of events, and annual resident satisfaction survey.
- Supervised and coordinated training for student security staff in the residence halls.

Greek Court Coordinator

Eastern Illinois University (1991-1996)

- Responsible for the overall operation of 600 bed housing complex of 19 fraternity and sorority houses, one of the only facilities in the nation to accommodate Intra Fraternity Council, Panhellenic Council, and National Pan Hellenic Council.
- Recruited new organizations to the complex. Coordinated facility renovations and maintenance as well as assisted with the coordination of the construction for the buildings.
- Selected, trained, supervised, and evaluated nine graduate assistants.
- Shared on-call crisis response duty.
- Adjudicated student disciplinary cases.

Associate Resident Director – Greek Court

Eastern Illinois University (1989-1991)

- Responsible for operation of fraternity and sorority housing facility accommodating 320 students.
- Selected, trained, supervised staff, developed policies and procedures and budget for the complex.

New Student Orientation Summer Program Coordinator

Eastern Illinois University (Summers 1990 and 1991)

- Responsible for program which acquainted incoming freshmen and families with the university.
- Arranged lodging and meals.
- Supervised and trained 22 student employees.
- Conducted daily presentation on University Housing & Dining Services.

SELECTED PROFESSIONAL LEADERSHIP AND INVOLVEMENT:

University Communications Committee – 2014- present
Eworx Enrollment Management Committee – 2016-present
Strategic Enrollment Management Planning Committee – 2012- present
University Foundations Instructor: 2000 – present
Vitalization Project Work Group 7
Assistant Director of Housing & Dining Search Committee Chair – 2014
Admissions Counselor Search Committee – 2013
Building Service Worker Supervisor Search Committee – 2011
Building Service Worker Manager Search Committee – 2011
Problem Assessment Team/Student Support Team: 2002 –2016
University Foundations Advisory Committee: 2000 – 2010
Director of Greek Life Search Committee: 2010
University Marketing Committee: 2001 – 2010
Issues Awareness Committee: 2007 – 2010
Threat Assessment Committee: 2009-2016
North Central Accreditation Sub-Committee: 2005
Council of University Planning and Budgeting: 2000-2002
Vice President for Student Affairs Sub-committee: 2001
Served on multiple College Student Affairs graduate student thesis committees

PROFESSIONAL ORGANIZATIONS MEMBERSHIP & INVOLVEMENT:

National Association of College Admissions Counseling
Illinois Association of College Admissions Counseling
Organization of Admissions and Records Officers of State Universities in Illinois
Illinois Association of Collegiate Registrars and Admissions Officers
Association of College and University Housing Administrators – International (ACUHO-I)
ACUHO-I Marketing Strategies Networking and Communication Committee
ACUHO-I Marketing Strategies Conference Planning Committee
American Marketing Association Member
American Marketing Association Symposium of Higher Education Attendee: 2002, 2005, 2011
Illinois Association of School Boards Member
Delta Mu Delta Business Honorary Fraternity

COMMUNITY INVOLVEMENT:

Charleston Charitable Foundation Board Member: 2018 to present
Charleston Community School District #1

Treasurer: 2010 to 2019

Secretary: 2006 – 2010

Board Member: 2003-2019

Crisis Response Committee

Policy Review Committee

Athletic Code Development Committee

St. Charles Borromeo Catholic Church Member

Religious Education Instructor

Grounds Committee

Eucharistic Minister

Lector

EIU Alumni Club Member

EIU Panther Club Member

Trojan Booster Club Member

Alpha Gamma Delta – Beta Iota Alumni Association

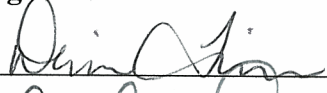
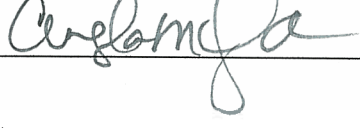
Tested Experience Exception Rubric

Potential Instructor: Kelly Miller

Date 1/20/20

Tested Experience Exception Minimum Requirements	Expectation Met (✓)
At-least <u>five years of experience</u> in the profession or current employment in the field;	<u>X</u>
Hold appropriate professional certifications and licenses (as appropriate to the field and if applicable); and	<u> </u>
A baccalaureate degree (B.A., B.F.A., B.S., and so on) to teach undergraduate students or a graduate degree (M.A., M.S., M.Ed. or Ed.S.) with additional coursework in the field or discipline of instruction.....	<u> </u>
<p>If the minimum requirements are not met, please provide justification for why this candidate should be considered as an adjunct instructor.</p> <ul style="list-style-type: none"> • Interim Director of Admissions 2016-present • Associate Director of Housing 12-16 • Uniquely qualified to serve on CSA Thesis committees. 	<u> </u>

Signatures:

Date: 1-22-2020

Date: 1-22-2020

Date: _____

If Needed:

VP of Academic Affairs

Date: _____

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