

# Ashley R. Reece

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## SUMMARY

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With over sixteen years of experience in higher education, and eight of those years at the University System of Georgia eCampus, I am committed to supporting students through the successful completion of their academic goals. I strive to share and nurture that commitment to student success with the educational partners and professionals that I interact with. I understand that a strong team is the marker of a successful leader and strive to create an environment of understanding and support to help my team grow as professionals.

## EDUCATION

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### Valdosta State University

Master of Education in Adult and Career Education (GPA 4.0)

May 2022

### University of West Georgia

Bachelor of Arts, Psychology

May 2007

## PROFESSIONAL EXPERIENCE

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### Director of Administrative & Student Support

September 2022 – Present

University System of Georgia-eCampus

- Provide oversight and direction for the Administrative and Student Support team including a full-service helpdesk, customized enrollment support, advising, and administrative and student support areas.
- Provide training and support for more than 23 USG institutions.
- Serve as the primary USG eCampus contact for the INGRESS cross-registration system.
- Collaborate with University System of Georgia leadership and Information Technology department on system-wide development and training related to the INGRESS Crosswalk tool and External Enrollment Manager tool.
- Oversee administrative operations for several USG programs and initiatives including the Georgia Film Academy and USG Goes Global.

### eCampus Student Support Manager

July 2020 – Present

University System of Georgia-eCampus

- Provide oversight and direction for student support structures including technical components for Banner, Intra-Georgia Registration Sharing System (INGRESS), and helpdesk support
- Train and collaborate with all University System of Georgia and Technical College System of Georgia partners
- Create and maintain documentation and training materials for internal and external partners
- Provide support to at-risk students
- Coordinate and support various special projects for the University System of Georgia
- Plan and coordinate the annual eCampus Student Success Retreat
- Maintain an eCampus knowledgebase using WordPress
- Assist the Assistant Dean with management of academic honesty, grade appeals, and complaints through the appropriate processes
- Audit institutional process for attendance verification and reinstatements

### Collaborative Programs Support Specialist

October 2015 – June 2020

## University System of Georgia - eCampus

- Audit essential processes across 23 institutions and three programs
- Provide support to at-risk and withdrawing students
- Create and maintain documentation for faculty, staff, and students
- Coordinate course schedule for eMajor program
- Coordinate and Support various special projects for the University System of Georgia
- Plan and coordinate the annual eCampus Student Success Retreat
- Maintain an eCampus knowledgebase using WordPress
- Assist the Assistant Dean with management of academic honesty, grade appeals, and complaints through the appropriate processes

## **Transfer Evaluation Coordinator**

September 2010 – October 2015

### University of West Georgia - Registrar's Office

- Assumed responsibility for the transfer area in absence of supervisor
- Managed all aspects of transfer for students A-L including new student, readmit, transient, and international evaluations
- Managed and updated the Transfer Articulation Manual
- Assisted with training and cross training on transfer procedures
- Evaluated transfer coursework for new and continuing students
- Explained transfer policy & procedure to students, faculty, and staff including a presentation for Orientation to 100+ students and guests
- Assisted with daily maintenance of the Banner Transfer Articulation catalog
- Assisted with graduation ceremony as needed

## **Departmental Assistant – Intermediate**

November 2007 – August 2010

### University of West Georgia - Registrar's Office

- Evaluated transfer coursework for new and continuing students
- Explained transfer policy & procedure to students, faculty, and staff
- Assisted with daily maintenance of the Banner transfer articulation catalog
- Assisted with graduation ceremony as needed
- Assisted with registration as needed

## **Foster Care Case Manager**

May 2007 – September 2007

### Carroll County Department of Family and Children Services

- Managed cases for multiple families and arranged visitation as needed
- Reported to the court on the status of current cases
- Referred families for needed assistance in family education, substance abuse, and mental health

## **COMPUTER SKILLS**

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- Ellucian Banner
- D2L Brightspace
- Intra-Georgia Registration Sharing System (INGRESS)
- Microsoft Excel
- Microsoft Word
- Google Applications
- WordPress

## **PRESENTATIONS**

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Reece, Ashley (2021). “eCore Overview” Presentation at the Department of Juvenile Justice School System 2021 Conference.

Miles, Brett and Ashley Reece (2021). “University System of Georgia eCampus Updates.” Presentation at RACRA.

Reece, Ashley and Addie Scott (2019). “Academic Honesty & Proctored Exams.” Presentation at eTesting Retreat.

Reece, Ashley and Brett Miles (2018). “ZSR What? Banner and INGRESS Best Practices for Collaborative Programs”. Presentation at interactUSG.

## **WORKSHOPS & TRAINING FACILITATED**

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Reece, Ashley (2018 – 2022). “The Cheat Sheet: Academic Honesty Procedures.” Faculty training on academic dishonesty reporting procedures provided twice per semester.

Reece, Ashley (2016 – 2022). “Registration, Banner, & INGRESS.” Institutional partner training on course building and Banner set-up for eMajor supported courses provided to each institution offering each eMajor degree.

Reece, Ashley (2019 & 2022). “How to Submit Attendance & Final Grades.” Training on processes for University System of Georgia Goes Global faculty provided annually.

Reece, Ashley (2019 & 2022). “University System of Georgia Goes Global Banner Set-Up.” Institutional partner training on course building and Banner set-up for University System of Georgia Goes Global classes processed through Intra-Georgia Registration Sharing System (INGRESS) provided annually.

Miles, Brett and Ashley Reece (2013 – 2019, 2021). “Liaison and Student Success Annual Retreat.” Development, implementation, and training for University System of Georgia institutional representatives provided annually.

## **SERVICE TO THE UNIVERSITY & UNIVERSITY SYSTEM OF GEORGIA**

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### **Hiring Committees:**

- Collaborative Program Support Specialist, eCampus (2022)
- Communications Manager, eCampus (2022)
- Educational Program Specialist, eCampus (2022)
- Web Developer, eCampus (2022)
- Program Support Specialist, eCampus (2021)
- eCampus Lead Embedded Librarian, eCampus (2021)
- Program Support Specialist, eCampus (2021)
- Academic Advisor, eCampus (2018)
- Curriculum Analyst, eCampus (2017)

### **Advisory Boards:**

- Staff Advisory Council (2022 – Present)

### **Collaboration:**

- Salesforce Current Student Process Transition (2022)
- University System of Georgia Intra-Georgia Registration Sharing System (INGRESS) Crosswalk Project (2020 – Present)

- University System of Georgia Goes Global Consultant (2018 – Present)
- Georgia Film Academy Consultant (2016 – Present)
- Intra-Georgia Registration Sharing System (INGRESS)/ University System of Georgia ITS Beta Testing (2015 – Present)

## **CERTIFICATIONS & CONTINUING EDUCATION**

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Family Educational Rights and Privacy Act (FERPA) for Higher Education, Develop West (2015 – 2021)

Excel 2016 Advanced, University of West Georgia (2019)

Excel 2013 Intermediate, University of West Georgia (2016)

Student Affairs Foundation Institute, GA College Personnel Association (2015)

Darkness to Light Training, University of West Georgia (2014)