

# BRETT ASHLEY MILES

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678-839-0632

## LEADERSHIP PHILOSOPHY

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With over a decade of experience in leadership positions within both the PK-12 public school system and higher education, I am committed to creating innovative structures, resources, and systems to assist students in successfully progressing along their academic pathways. I strive to assist both students and professionals in reaching their goals, doing so with an innovative and personal approach. As a trained counselor, I understand the importance of building relationships and creating a team of empowered individuals, and I strive to create a collaborative environment which cultivates success.

## EDUCATION

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### Georgia Southern University

*Doctorate of Education in Educational Leadership*

*May 2023*

### University of West Georgia

*Master of Education in Guidance and Counseling*

*December 2009*

### University of West Georgia

*Bachelor of Arts in English*

*May 2007*

## PROFESSIONAL EXPERIENCE

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**Assistant Dean of Student and Strategic Success**, University System of Georgia eCampus

*May 2022 to Present*

Director of Administrative and Student Services

*May 2016 to April 2022*

Associate Director of Student Success

*March 2015 to April 2016*

Student Success Manager

*August 2013 to February 2015*

With progressive advancement within the USG eCampus organization, I report directly to the Dean of USG eCampus. Under my direction, eCampus student services has expanded to include prospective student support, retention support, and advisement services while also increasing innovative student support for existing students. Leading the Administrative and Student Services Team, the Engagement and Analytics Team, and the Project Management Team, my units regularly provide expertise to the USG System Office and university partners across the state.

Responsibilities and successes in the department include:

- Leading the department in administrative operations and related initiatives
- Oversight of three units in the department, to include all student support initiatives, data analytics, the proctored exam model, unit-wide project management, and Salesforce initiatives
- Implementation and execution of high-level, high-touch concierge support to prospective students, resulting in over 1300 students enrolled from these efforts
- Oversight of term-to-term retention efforts for degree programs
- Implementation of comprehensive onboarding training for partner institutions
- Coordination of support and training structures for USG Liaisons and stakeholders
- Continuous oversight and data collection of unit services
- Operationalization of comprehensive credit for prior learning options across multiple institutions
- Development and implementation of success coaching pilot projects

- Collaboration with the Department of Juvenile Justice, resulting in over 30 incarcerated youth taking courses at multiple USG institutions
- Oversight and collaboration on student escalations, including grade appeals, complaints, and academic dishonesty
- Coordination of Outsourced Online Tutoring Services and regular assessment of performance and impact
- Oversight of all technical processes for collaborative delivery of courses/programs, including Banner and INGRESS processes
- Development and implementation of central advising services for collaborative degree programs
- Implementation, support, and collaboration with Embedded Librarians
- Serving as a key member of the Student Success Team, providing direct outreach to at-risk students
- Providing FERPA and student reporting information and education to the eCampus unit
- Coordination and approval of the shared academic common calendar for the USG
- Implementation and oversight of Salesforce initiatives in the unit
- Responsibility of unit-wide project management initiatives

**School Counselor, Troup County Schools**

*January 2011 to August 2013*

As the sole school counselor at a Title I Georgia elementary school, my responsibilities and successes included:

- Development and implementation of a comprehensive guidance program
- Delivery of proactive guidance curriculum to all students
- Individual and group counseling to meet preventative, developmental, and remedial needs
- Increasing outreach efforts to families and community agencies to enhance student performance
- Serving as an integral member of the student support team in the system
- Spearheading a program to address the widespread homeless population within the school
- Increasing the tutoring and mentoring program by 30%.

**Enrollment Services Center RPG Coordinator, UWG**

*January 2010 to January 2011*

As the Retention, Progression, and Graduation (RPG) Coordinator, I developed a comprehensive knowledge of higher education enrollment processes. My responsibilities and successes included:

- Implementation and delivery of the roll-out and training of a new campus-wide degree audit system
- Development of quality graduation plans to ensure student success
- Facilitation of academic progression plans for the campus
- Building and maintaining technical aspects for the degree audit system (Scribe)
- Expertise with student information systems

**Associate Clinical Therapist, Willowbrooke at Tanner**

*December 2009 to January 2011*

As an Associate Clinical Therapist, my responsibilities included:

- Leading direct group therapeutic counseling sessions for children and adolescents
- Teaching coping skills to patients relating to emotions, behaviors, and academics
- Collaborating with counselors, doctors, and agencies to integrate efforts and provide individualized comprehensive care.

**Online Learning Graduate Assistant, UWG**

*December 2007 to December 2009*

As the inaugural Graduate Assistant for Online Learning at UWG, my responsibilities included:

- Providing training and technical support for UWG faculty and students using web-based learning technologies through individual support, group workshops, and software training programs.
- Serving as a Course Guide to deliver online courses, including the international Distance Education Certificate Program and the Distance Learning Advanced Technologies Certificate
- Provided course support for graduate faculty and students utilizing various learning management systems

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## ONLINE INSTRUCTIONAL EXPERIENCE

Course Coach for MEDT 6401 Instructional Design (UWG, 2008 – 2009)

Course Coach for MEDT 7471 Data Networks for Instruction (UWG, 2008 – 2009)

Course Guide for Distance Education Advanced Technologies Certification Course (UWG, 2008-2009) Course

Guide for Distance Education Certificate Program (UWG, 2008-2009)

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## PUBLICATION

Miles, B., Sorgen, C.H. & Zinskie, C.D. (2021). "Using an Outsourced Online Tutoring Service to Promote Success in Online Composition Courses." *TechTrends*. <https://doi.org/10.1007/s11528-021-00612-w>

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## PRESENTATIONS

Miles, Brett and Kip Sorgen (2021). "USG eCampus and Tutor.com: A Partnership for Student Success." Presentation at the Georgia Educational Research Association Conference.

Panelist (2021). "A Virtual Town Hall Meeting for Higher Ed Institutions in Georgia." Presentation for Tutor.com.

Miles, Brett and Taylor Burton (2020). "Increasing Success through Personalized Coaching for At-Risk Students in Online Courses." Presentation at Meaningful Living and Learning in a Digital World Conference.

Miles, Brett and Jim Barnes (2019). "USG eCampus and Tutor.com." Presentation at the Distance Learning Administration Conference.

Kuck, Sarah and Brett Miles (2019). Bridging the Performance Gap: Factors that Influence Online Instruction." Presentation at the Distance Learning Administration Conference.

Kuck, Sarah and Brett Miles (2019). "How to Give Credit Where Credit is Due." Presentation at the Adult Learner Symposium.

Miles, Brett and Sarah Kuck (2019). "Creating Educational Opportunities for Incarcerated Youth." Presentation at Meaningful Living and Learning in a Digital World Conference.

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

Kuck, Sarah and Brett Miles (2018). "Fostering a Pathway to Credit for Prior Learning". Presentation at Distance Learning Administration Conference.

Miles, Brett and Sarah Kuck (2018). "Batting Barriers to Education for Adult Learners through Online Learning". Presentation at USG Adult Learning Symposium.

Miles, Brett and Sarah Kuck (2018). "Combating Digital Overload in the Online Arena." Presentation at Meaningful Living and Learning in a Digital World Conference.

Kuck, Sarah and Brett Miles (2017). "College Completion Efforts in Online Degree Programs." Presentation at the Distance Learning Administration Conference.

Miles, Brett and Angela Jenkins (2017). "Battling Barriers to Enrollment." Presentation at the Georgia Summit.

Kuck, Sarah and Brett Miles (2016). "USG eMajor: Adult Friendly Degrees." Presentation at the University System of Georgia Adult Learner Symposium.

Luck, Renita, Sarah Kuck, and Brett Miles (2016). "Creating Successful Collaborative Educational Partnerships." Presentation at the Georgia Summit.

Miles, Brett, Jason Huett, and Karen Lingrell (2014). "eCore: Cultivating a Culture of Success." Presentation at the University System of Georgia Enrollment Management Symposium.

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## **CERTIFICATIONS & CONTINUING EDUCATION**

Leadership Development Institute, UWG (2014 – 2020)

Social & Behavioral Research - Basic/Refresher, Collaborative Institutional Training Initiative (2019)

Responsible Conduct of Research, Collaborative Institutional Training Initiative (2019)

Certification of Completion in Leadership Communication, Harvard University (2017)

Darkness to Light Certification (2016)

Court Appointed Special Advocate (CASA) Training (2014)

National Certified Counselor, ID #259853 (2009)

## **WORKSHOPS & TRAINING FACILITATED**

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Miles, Brett (2021). "Non-Academic Resources for Students." Training for the eCampus Student Success Team.

Miles, Brett and Ashley Reece (2013 – 2019, 2021). "Liaison and Student Success Annual Retreat." Development, implementation, and training for USG institutional representatives.

Miles, Brett (2017). "eMajor Collaborative Programs." Multi-course development and training for USG eCampus.

## **SERVICE TO THE UNIVERSITY**

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### **Hiring Committees:**

- Salesforce Administrator, eCampus (2021)
- Program Support Specialist, eCampus (2021)
- Program Support Specialist, eCampus (2020)

- Director of eCampus Enrollment & Strategic Projects, eCampus (2018)
- Departmental Assistant, eCampus (2018)
- Academic Instructional Support Specialist, eCampus (2017)
- Communications Manager, eCampus (2016)
- Educational Program Support Specialist, eCampus (2015)
- Educational Program Support Specialist, eCampus (2014)
- Associate Registrar, UWG (2014)
- Online Student Success Advisor, UWG (2013)

**Conference Committees:**

- Meaningful Living Conference (2017 – Present)
- Distance Learning Administration Conference (2014 – Present)
- Social/Logistics Committee, Engage West Leadership Development Institute (2014 - 2020)

**SERVICE TO THE UNIVERSITY SYSTEM & STATE**

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**Advisory Boards:**

- eMajor Academic Advisory Board for Organizational Leadership (2016 – Present)
- eMajor Academic Advisory Board for Criminal Justice (2016 – Present)

**Collaboration:**

- USG Goes Global Consultant (2018 – Present)
- Georgia Film Academy Consultant (2016 – Present)
- USG Common Calendar Committee and Lead (2014 – Present)

**AWARDS/RECOGNITION**

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Recipient of John Suddath Hall Memorial Scholarship by the College of Education, Georgia Southern University (2021)

Certificate of Appreciation for Outstanding Efforts in G2C Initiatives by the University System of Georgia (2020)

Chi Sigma Iota Honors Society Member (2009)

Recipient of Pershing Memorial Scholarship by the College of Education (2009), University of West Georgia

Recipient of Pearl Nix Scholarship by the College of Education (2009), University of West Georgia

