Janet P. Gubbins

Carrollton, Georgia 30117 | jgubbinsga@gmail.com

Accomplished professional with 25 years of progressive online learning systems design, teaching, and leadership experience. Dedicated to exemplar customer service and student, instructor, and institutional success. Commended for championing visionary technology integration to improve complex processes. Trusted educator with advanced training and experience in leading online faculty development programs. Authentic service-leader whose teams are consistently recognized by administration for providing vital services that increase retention and ensure alignment with the organizational mission.

EDUCATION

MPA University of West Georgia, Public Administration   Dec 1997
Thesis: "Needs Assessment: Computer Utilization for Public Managers"
Pi Alpha Alpha Honor Society for Public Affairs Administration
Graduate Assistant: Political Science and Distance Education

BA University of West Georgia, Political Science   Dec 1992
Double Major: French

PROFESSIONAL EXPERIENCE

University System of Georgia eCampus, Carrollton, Ga.   Jan 2023 – present
Director of USG Faculty Development

- Organize, plan and facilitate large-scale faculty development opportunities for eCampus (and available to all USG institutions), including workshops, annual conference, weekly webinars, self-paced modules, with an emphasis on efficiency, service to institutions, and student success.
- Assess areas of need in professional development, maintain data regarding faculty involvement, satisfaction, and utilization of services, for continuous improvement, playing an active and visible role in reaching out and serving the USG community.
- Direct developing distance curriculum, programs, policies, and related initiatives in conjunction with college academic administrators, faculty, the USG BOR, and others.
- Collaborate with eMajor leadership to achieve eMajor faculty development goals, focused on student success and current system approaches, to include direct faculty training, orientations, self-paced training for eMajor single institution affiliates, coordination of eMajor faculty mentoring, eMajor faculty communications, and related responsibilities as assigned.
- Oversee quality assurance in all eCampus courses and eMajor faculty services. Online faculty services, including data collection and assessment, ensuring compliance with

SACSCOC, BOR, and other governing/accreditation guidelines including quality and pedagogical and instructional methods, copyright, and ADA requirements.

- Pilot new initiatives that enhance quality and create new efficiencies in eCampus that have the potential to serve as models across the system (example: student coach/instructor models).
- Manage growing team in implementing, assessing and achieving organizational goals. Fully engage team in eCampus organizational priorities, such as student outreach.
- Measure traction of new ideas, communicate eCampuses progress in solving online challenges, create templates to be used for online programs across system, create success measurement devices, and represent USG eCampus at events and councils and to external and internal constituents. statewide and nationally.
- Collaborate with eCampus business manager to provide oversight of eMajor faculty payments and promote accuracy. Associated duties include ensuring appropriate budget spreadsheets are accurately prepared for the finance manager prior to predetermined deadlines, which will require cross-referencing multiple sources for faculty payments associated with instruction, development, mentoring, and credit for prior learning.

University of West Georgia, UWG Online, Carrollton, Ga.　　　　Jan 1998 – Dec 2022
　　　Director, Jul 2009 – Dec 2022
　　　Assistant Director, Apr 2007 – Jun 2009
　　　Distance Education Specialist/ Coordinator, Jan 1998 – Apr 2007
　　　Assistant Director, Apr 2007 – Jun 2009

- Direct general oversight of distance programs and related initiatives, strategic planning, technology selection, budgeting, help desk support, and grants.
- Direct developing distance curriculum, programs, policies, and related initiatives in conjunction with college academic administrators, faculty, the USG BOR, and others.
- Assist UWG Vice Provost in ensuring institutional effectiveness, promoting quality assurance in distance education courses. Responsible for promotion of accreditation guidelines, quality pedagogical and instructional methods, copyright, and ADA requirements.
- Develop and provides face-to-face and online workshops and materials for faculty, as well as just-in-time training or consultation, covering a wide range of online course design, best teaching practices, accessibility, and copyright topics.
- Assist UWG Vice Provost and Dean of USG eCore with State Authorization in Post-Secondary Education, as well as serving as the UWG's primary contact for prospective out-of-state residents' eligibility inquiries.
- Direct the administration of the online course learning management system known as CourseDen (powered by GaVIEW's D2L BrightSpace LMS), serving as the Primary Institutional Administrator Board of Regents liaison for the collaborative Go.View server (non-eCore) and the Secondary Institutional Administrator Board of Regents liaison for WestGa.View server. Includes the management of enrollment, users, system data, course templates, files, institutional/ group administrators, and institutional settings for both UWG-specific and USG collaborative programs. Report

critical production issues to BOR/OIIT, institutional support channels, and constituents.

- Coordinate, monitor, and report distance data for online course management system and key Academic Affairs' regulatory responsibilities, related technologies, and distance course and program offerings, including serving as primary administrator for GeorgiaOnMyLine.org, National Council for State Authorization Reciprocity Agreements (NC-SARA), Southern Regional Southern Regional Education Board (SREB), Electronic Campus (SREC) updates. Reports findings to Registrar, USG BOR, academic and administrative units, as needed for accreditation and other purposes.
- Provide up to third-tier end-user support for distance education technologies, including calls for assistance via phone help, face-to-face, and virtual, overseeing and backing up 1st and 2nd tier support staff. Technologies supported include the course management system, and more than 50 other services and tools including two-way audio/videoconferencing, online collaborative tools, multi-media, social media, virtual proctoring and tutoring, and related online applications.
- Lead a staff of six full-time associates, in addition helping manage and train 4-7 student workers to help with course development and user support.
- Serve as project manager on multiple key institutional initiatives impacting online learning at UWG.
- Collaborate regularly among IT groups, library, admissions, registrar, student services, enrollment management, academic and administrative units, in support of distance education initiatives and ongoing process improvement.
- Provide communication with key stakeholders via UWG Online website, listservs, online course management system, emails, various social media outlets, and other means, regarding distance education news and opportunities. Serves as primary contact to leadership in cases of mission-critical outages or issues.
- Represent the university's distance learning interest to various on-campus and off-campus committees and organizations.
- Support research, scholarship, and creative endeavors which promote knowledge of distance learning; including assisting with the production of our Online Journal of Distance Learning Administration and annual Distance Learning Conference.
- Contribute to scholarly research and conference presentations.

University of West Georgia, eCore Advisor, Carrollton, Ga.   Jan 2000 – Mar 2004
Managing Editor, Online Journal of Distance Learning Administration

- Serve as University of West Georgia's advisor and liaison for the University System of Georgia's online core program known as as eCore.
- Provide academic advisement and liason support for 400+ eCore (online core) students each term.

University of West Georgia, Distance Education, Carrollton, Ga. Aug 1996 – Dec 1997
Distance Learning Assistant / Facilitator

- Assist with faculty training and curriculum development using distance education 2-way live videoconferencing technologies.
- Market distance learning program through the distance learning web site, state-wide network web site, printed materials, and phone networking.
- Conduct formal need assessments for various distance delivered courses.
- Maintain a telephone-help line for distant students and faculty.
- Schedule and provide technical and pedagogical assistance for faculty and students in videoconferencing classes.

University of West Georgia, Political Science, Carrollton, Ga.   Aug 1996 – Dec 1997
Graduate Research/ Teaching Assistant for MPA Program

- Conduct the necessary needs assessment, develop course content, and assist in the instruction of an online computer utilization course for public managers.

HIGHLIGHTS: RELATED PROFESSIONAL EXPERIENCE

ONLINE COURSE DEVELOPER AND INSTRUCTOR

University of West Georgia, Political Science, eCore (online)   Jan 2008 - present
- Teach undergraduate Introduction to American Government online to an average of 35 students a term, through the University System of Georgia's Online Collaborative Program known as eCore. Highly-rated among students; high student success rates.
- Serve as an at-risk intervention team member, utilizing SEADS and contacting students via email, phone, group text, and individual text.
- Participate in annual and ongoing professional development in online course design, assessment, and best teaching practices.
- Provide ongoing input to instructional designers for course design improvements,
- Serve as a Mentor to new online eCore instructors, intermittently.

University of West Georgia, UWG Online, Carrollton, Ga.   Jan 1998 – Dec 2022
- Assist in continuous assessment, course design, redesign, and delivery of online and face-to-face workshops and modules to support promotion of best practices in teaching and learning, for faculty, students, and staff.

University of West Georgia, Continuing Education, online   Jan 1998 – May 2017
- Assist in continuous assessment, course redesign, and teaching online professional development certificate courses, including the UWG Distance Education Certificate Program and UWG Distance Education Certified Trainer Program (serving nearly 800 students in 15 countries).

University of West Georgia, Political Science, (online)   Aug 1997

- Course Developer and Teaching Assistant for the university's first online course, Online Computer Utilization for Public Managers, within the MPA program.

LEARNING MANAGEMENT SYSTEM ADMINISTRATOR

University System of Georgia, eCampus, Carrollton, Ga.   Jan 2023 – present
University of West Georgia, UWG Online, Carrollton, Ga.   Jan 1998 – Dec 2022
- Administrator experience at the highest available access level to all USG state-wide LMS systems since 1998, including WebCT, WebCT Vista, Blackboard, and the current Brightspace by D2L.

FACULTY DEVELOPMENT

University System of Georgia, eCampus, Carrollton, Ga.   Jan 2023 – present
University of West Georgia, UWG Online, Carrollton, Ga.   Jan 1998 – Dec 2022
- Deliver just-in-time faculty development, online and face-to-face workshops.

University System of Georgia, Board of Regents, Atlanta, Ga.   Jan 2003 – Dec 2004
- Serve as Course Developer and Training Consortium Member for the University System of Georgia Board of Regents' Advanced Learning Technology Department. Collaborated with other LMS and faculty development trainers across the state, to design and develop new training modules for the system-wide migration to the new state-wide LMS.

SELECT PROFESSIONAL TRAINING AND CERTIFICATES

QPR Gatekeeper Certificate   2022
QPR (Question, Persuade, and Refer) Gatekeeper Training for Suicide Prevention became a necessity in role reaching out to at-risk online students (2-hr program).

QM Certificate: Designing Your Online Course   2014
QM (Quality Matters) online workshop requiring the completion of an online Course Development Plan meeting the Specific Review Standards (SRS) of the QM Rubric, focusing on learning objectives and overall course alignment (2 weeks, 10 hours per week).

QM Certificate: Addressing Accessibility and Usability   2014
QM (Quality Matters) online workshop requiring the completion of an online Course Plan, Navigation and Module meeting Universal Design for Learning, accessibility and usability guidelines (2 weeks, 6 hours per week).

Advanced Technologies for Distance Education Certificate   2007
University of West Georgia (UWG) continuing education online program requiring the completion of an online course utilizing advanced technologies (3-month program).

USG/ Blackboard Certified LMS Administrator   2007, 2006

University System of Georgia (USG) and Blackboard collaborated to offer this learning management system (LMS) administrator certificate requiring online and face-to-face training, observation, and a proctored written exam. This certificate was the prerequisite necessary to be allowed "super admin" access to the LMS server (only USG's root access is higher). I am only one of two staff at UWG allowed this LMS admin role (2 weeks training, 1 day of face-to-face assessment, annual renewal was previously required)

USG/ Blackboard Certified Senior Trainer   2007, 2006, 2005

Senior training certificate requiring online training, the delivery of a peer reviewed face-to-face LMS workshop judged to meet established senior training standards, and a written exam. Only those holding Certified Trainer experience for one year were invited to participate (2 weeks online, 2 days of face-to-face workshops and assessment, annual renewal was previously required)

USG/ Blackboard Train-the-Trainer Certificate   2000

Face-to-face workshop requiring the skills and knowledge needed to return to our campuses and train other tertiary LMS administrators (2 days)

Distance Education Certificate   1999

University of West Georgia continuing education online course reviewing the basics of distance education, effective online course design and teaching, and requiring participants to build an online course meeting provided rubric standards. I later took over continuous re-design and teaching of this online course (9-month program).

PUBLICATIONS AND PRESENTATIONS

Swingle, S. and Gubbins, J. *How Online Orientation Models Inclusivity for Distance Learners.* Distance Learning Administration Conference 2022. (Presentation)

Gubbins, J. *UWG REACH: Scalable Student Success,* USG Regents' Academic Committee on Distance Education Spring Retreat 2021. (Presentation)

Miller, M., and Gubbins, J., 2021. *UWG REACH: At-Risk Programs in the Time of COVID-19,* Distance Learning Administration Conference 2021. (Presentation)

Miller, M., and Gubbins, J., 2021. *UWG Online Support and Services,* University of West Georgia Momentum Center Team Orientation. (Presentation)

Miller, M., and Gubbins, J., 2021. *REACH Initiative,* Innovations in Pedagogy Conference 2021. (Presentation)

Gubbins, J., 2020. *Knowledge Management & Artificial Intelligence: Be Effective and Scalable Without Losing Your Mind,* Conference on Meaningful Living and Learning in a Digital World 2020 (Presentation)

Gubbins, J., 2019. *Artificial Intelligence - What is It and How Can it Help Administrators?* Distance Learning Administration Conference 2019. (Presentation)

Gubbins, J., 2019. *PEEP: Making Teaching and Learning Online More Personal, Easier, Effective, and Purposeful,* Conference on Meaningful Living and Learning in a Digital World 2019. (Presentation)

Gubbins, J., 2018. *Third Party Integrations: Where Does Our Responsibility Start and End?,* Distance Learning Administration Conference 2018. (Presentation)

Gubbins, J., and Clay, M., 2018. *Technology, Politics and Social Equity,* Conference on Meaningful Living and Learning in a Digital World 2018. (Presentation)

Gubbins, J., and Swindle, S., 2017. *A Model Online Orientation,* Distance Learning Administration Conference 2017. (Presentation)

Gubbins, J., 2017. *CourseDen by D2L,* University of West Georgia Student Services' Orientation Planning Committee. (Presentation)

Gubbins, J., 2016. *Leveraging Digital Overload to Your Advantage,* Conference on Meaningful Living and Learning in a Digital World 2016. (Presentation)

Gubbins, J., 2016. *Seven Strategies for Marketing to Online Students,* Distance Learning Administration Conference 2016. (Presentation)

Gubbins, J., 2016. *Online Ed: Challenges and Opportunities,* University of West Georgia Academic Affairs' Strategic Planning Committee. (Presentation)

Gubbins, J., and Swindle, S., 2015. *Online Orientations: Case Study*, Distance Learning Administration Conference 2015. (Presentation)

Gubbins, J., 2015. *Distance Learning Staff Engagement*, Distance Learning Administration Conference 2015. (Presentation)

Gubbins, J., 2014. *Cool Tools to Make DL Admin Life Easier*, Distance Learning Administration Conference 2014. (Presentation)

Huett, J., and Gubbins, J., 2013. *What's in a Name? Better Defining "Online" Course, Program, and Student.* Distance Learning Administration Conference 2013. (Presentation)

Gubbins, J., 2012. *Faculty Role in Promoting Success and Retention of Online Students.* Conference on Global Leadership, Learning, and Research 2012. (Presentation and Poster Session)

Gubbins, J., West, K., and De Vries, N., 2010. *Campus Strategies: Collecting DE Data for ZORELCA*, University System of Georgia Annual Computing Conference. (Invited Presentation)

Gubbins, J., West, K., and De Vries, N., 2010. *Campus Strategies: Collecting DE Data for ZORELCA*, Georgia Summit Conference 2010. (Invited Presentation)

Gubbins, J., 2010. *IGNITE: Why Online Ed Matters*, University of West Georgia IGNITE Program. (Presentation)

Quinones Nottingham, J., Kevorkian, M., and Gubbins, J., 2009. *Ensuring Access to Library Resources for Distance Learners*, Distance Learning Administration Conference 2009. (Presentation and Proceedings)

Gubbins, J. and Rowland, S., 2009. *Going Mobile, Streaming and Beyond: A Comparative Analysis*. WebCT/ Blackboard User Conference 2006. (Poster Presentation)

Clay, M. and Gubbins, J. *Implementation of eTuition: Lessons Learned,* Distance Learning Administration Conference 2008. (Presentation and Proceedings).

Gubbins, J., 2007. *Using Online Tools to Improve the K-12 Experience.* UWG College of Education Learning Festival 2007. (Presentation).

Clay, M., Packard, A. and Gubbins, J., 2007. *Best Intentions and Retention: The Role of Support Staff,* Distance Learning Administration Conference 2007. (Presentation).

Owens, D. and Gubbins, J., 2006. *A Picture IS Worth a Thousand Words!*, WebCT/ Blackboard User Conference 2006. (Presentation).

Clay, M. and Gubbins, J., 2006. *The Wonders of Just-in-Time Training,* Distance Learning Administration Conference 2006. (Presentation).

Gubbins, J., and Fearrington, C., 2005. *Dr. D and the Apollo Lounge: Innovative Ideas for Faculty Development,* WebCT 2005 Conference. (Presentation)

Gubbins, J., 2005. *Infiltrating the Ranks: A New Approach to Faculty Development,* Distance Learning Administration Conference 2005. (Presentation).

Clay, M., Gubbins, J., and Talley, C., 2004. *How Faculty Really Learn to Teach Online: Implications for Trainers,* WebCT 2004 Conference. (Presentation).

Clay, M. and Gubbins, J., 2004. *Extreme Training Makeover: Looking at Faculty Development in a Whole New Way,* Distance Learning Administration Conference 2004. (Presentation).

Gubbins, J., Clark, S., Christopher, P., and Wicker, M., 2003. *Developing Faculty Technology Training Materials,* Teaching and Learning With Advanced Technologies Conference 2003. (Invited Panel Presentation).

Gubbins, J., 2003. *Advanced Learning Technologies Instructional Technology Pilot Projects: Trivantis' Lectora Demonstration,* Teaching and Learning With Advanced Technologies Conference 2003. (Invited Demonstration).

Clay, M. and Gubbins, J., 2003. *Where does DL Support Fit in Organizationally? The Case for Centralization,* Distance Learning Administration Conference 2003. (Presentation).

Clay, M., Gubbins, J., and Talley, C., 2002. *Accreditation Issues in Distance Learning,* Distance Learning Administration Conference 2002. (Presentation).

Gubbins, J. and Bryan, M., 2001. *Tips for Maintaining Your WebCT Course Data.* WebCT 2001 Conference. (Poster Presentation)

Mims, N. and Gubbins, J., 2001. *Managing Online Courses Around the World,* Distance Learning Administration Conference 2001. (Presentation)

Gubbins, J., 2001. *Using WebCT to Develop an Online Personal Finance Course.* National Business Education Association Convention 2001. (Invited Hands-on Seminar).

Clay, M. and Gubbins, J., 2000. *Untangling the Organizational Web of Distance Education.* Georgia Distance Learning Association Conference 2000. (Presentation)

Gubbins, J., 2000. *Administrative Concerns and Challenges of Implementing WebCT on the Dalton Campus.* Dalton State College Faculty Training Seminar 2000. (Invited Presentation via Videoconferencing)

Gubbins, J. and Kral, K., 2000. *Growing Pains; How to Do More with Less.* WebCT 2000 Conference. (Poster Presentation).

Clay, M. and Gubbins, J., 2000. *Economy vs. Quality: Establishing Class Size Policies for Online Courses.* Distance Learning Administration Conference 2000. (Presentation)

Gubbins, J., 2000. *DE Faculty Training: Strategies on a Shoestring.* Distance Learning Administration Conference 2000. (Presentation)

Gubbins, J., Clay, M. and Perkins, J., 1999. *The Development of an Online Course to Teach Public Administrators Computer Utilization.* Online Journal of Distance Learning Administration, Vol. II, No. 2, Summer 1999, University of West Georgia, Distance Education Center [Online],

Gubbins, J., 1998. *Help Line: The Ultimate in Distance Support,* Online Journal of Distance Learning Administration. Vol. I, No. 1.. Spring 1998, University of West Georgia, Distance Education Center [Online]

PROFESSIONAL SERVICE

Alternate Member, UWG Faculty Senate, Teaching, Learning and Assessment Committee, 2018 – present
Meets bi-weekly to advise the campus leadership on teaching, learning, and assessment especially as they relate to diversity, equity, and inclusion.

Assessment Leader, UWG Institutional Effectiveness and Assessment, 2015 – present
Completes university annual reports, accreditation reports, and assists with various reports to the USG and other constituents.

Member, WICHE Cooperative for Educational Technologies (WCET) 2015 – present
Strives to advance the mission to accelerate the adoption of effective practices and policies, advancing excellence in technology-enhanced teaching and learning in higher education.

Member, Educause, 2015 – present
Supports the mission to advance higher education through the use of information technology

Distance Learning Administration Conference, 2000 - present
Serves on the support and host teams for the University of West Georgia and USG eCampus.

UWG Master of Public Administration Advisory Board, 2003 - present
Serves on the support and host teams for the University of West Georgia and USG eCampus.

USG Regents' Advisory Committee on Distance Education (RACDE), 2007 – 2023
Served as Chair-Elect until transition to USG role made me ineligible.

PAST SERVICE

2015 - 2020
University of West Georgia, Center for Adult Learners and Veterans' Advocacy Group

2010 - 2020
University of West Georgia, Online Doctorate in School Improvement Advisory Committee

2016 – 2019
Information and Computer Technology (ICT) Accessibility Advisory Committee

2015 - 2019

UWG Online Orientation Project Team

2013 - 2019
Desire2Learn's National Institution/System eLearning Management Advisory Board

1998 – 2019
University of West Georgia, Distance Learning Steering Committee

2013 - 2019
University of West Georgia, President Marrero's Learning Network Team

2012 - 2018
University of West Georgia, Faculty Senate Technology Committee

2014 – 2015; 2017 - 2018
University of West Georgia, Engage West Barrier Team's Banner/Data Sub-Committee

2014 – 2017
University of West Georgia, Newnan Group

2016
University of West Georgia, Data Governance & Management Committee

2016
University of West Georgia, Ad-hoc Task Force, UWG Writing Center

2015
University System of Georgia, LMS Strategic Advisory Board

2014 (Chair, August 2015) - 2019
University of West Georgia, Engage West Linkage Team for Leadership Development Institute

2014 – 2015
University of West Georgia, SkillSoft/ DevelopWest Implementation Team

2014 – 2015
University of West Georgia, Web Squad – Academic Sites Team

2014 - 2015
University of West Georgia, IT Assessment's Cross-Functional/ Evaluation Team

2013 - 2014
University of West Georgia, Steering Committee for Center for Adult Learners and Veterans

2007 – 2013

University of West Georgia, UWG Strategic Planning Committee

2007 – 2012
University of West Georgia, Technology Coordination Council, Alternate Member

2006 - 2007
University of West Georgia, Tech Fee Committee Alternate Member

2003 - 2005
University of West Georgia, Tech Fee Committee Member

2002 - 2005
University System of Georgia, Strategic Deployment Analysis Team

1998 – 2004
Georgia Distance Learning Association, Member

2003
University of West Georgia, Facilities Planning Committee/ Academic Support Services
Member

2001 - 2003
University System of Georgia Board of Regents' Teaching and Learning with Advanced
Technologies Conference, Advisory Board Member

2001
SACS Substantive Change for Distance Programs Committee, University of West Georgia

HONORS AND AWARDS

UWG Best of the West Award, Cross-Divisional Certificate   2017, 2015
UWG Best of the West Award, Strategic Imperative Certificate   2017
UWG Best of the West Award, Values Recognition Certificate   2014
Awarded based on documented alignment with the university's strategic values, nominations
from university peers, selection by a cross-divisional Best of the West Committee, and Vice
President confirmation.

UWG Employee of the Year   2001
Overall university staff employee of the year.