

# LILLIAN D. MILLER

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## EDUCATION

### University of Oklahoma

Ph.D. Candidate, Adult and Higher Education, *in progress*  
Anticipated Graduation: December 2023

Norman, OK

### University of Arkansas

M.Ed., Higher Education Leadership  
Concentration Area: Counseling

Fayetteville, AR

### East Central University

B.A., Human Service Counseling  
Minor in Business Administration

Ada, OK

## PROFESSIONAL EXPERIENCES

**Assistant Dean, University College-** University of Oklahoma, January 2018- Present

**Interim Director, Ethical and Intercultural Leadership-** University of Oklahoma, January 2021- Present

### Key Accomplishments:

- Meet with approximately 500 students a year for retention support and review of academic petitions and appeals for admissions, readmissions, late course withdrawal, complete withdrawal, retroactive complete withdrawal, and suspension
- Assisted with the development of the University College Strategic Plan in alignment with the university's strategic plan and advancement campaign initiatives
- Attend weekly Retention Working Group meetings and offer additional support to students who have potential roadblocks to continuous enrollment
- Assist with college budgetary decisions and offer greater support to all University College units during the transition of the dean role
- Serve on Athletics Review Committee and collaborate with Athletics department to offer appropriate academic support to athletes in University College
- Collaborate with Education Abroad to create First-Year Education Abroad program that offers four opportunities for first-year students to study abroad
- Develop and launch Ethical and Intercultural Leadership general education course including curriculum development, instructor hiring and training, classroom scheduling for 35+ sections a year, and student enrollment and participation
- Oversee University College awards selection process annually
- Developed new opportunities and recognitions for students and staff including University College including Student Leadership Board, UC Culture of Excellence Award, University College Diversity Committee, and plan for college's study abroad program
- Routinely collaborate with Office of Admissions and Recruitment and Student Affairs in planning and redesigning components of New Sooner Orientation and Camp Crimson Welcome Week
- Provide supervisory leadership to the college's Academic Advising unit, Center for Student Advancement, First-Year Learning and Engagement, and the Advising Records Office
- Assist with oversight and planning of two restructures of first-year academic advising that included developing an Assistant Director level that created three tiers for advancement and bringing Scholars advising under the University College umbrella
- Assist with the development of First-Year Experience general education requirement
- Assist with curriculum redesign for Foundations, Strategies for Success, and Exploring Majors courses in University College

**Director, Freshman Programs (now known as First Year Learning and Engagement)-** University of Oklahoma, October 2012- December 2017

**Interim Associate Director, Freshman Programs (promoted)-** University of Oklahoma, March 2012- September 2012

*Key Accomplishments:*

- Oversaw coordination of approximately 125 University College course sections a year, including Gateway to College Learning, University College Seminars, Intro to Collegiate Experience, and Foundations to College Learning
- Directed planning and implementation of University College led virtue initiatives including content integration into the Gateway course curriculum, virtue-related common read program, and Camp IMPACT: *Spring Break with a Purpose*
- Oversaw national award-winning chapter of Alpha Lambda Delta which recognizes first year academic achievement and promotes ongoing scholarship and service
- Collaborated with the Graduation Office to guide instructors in serving as OU Compass Direct Connects, performing midterm grade outreach, and continuing communication and support as part of the Spring Connect Program
- Served as a presenter for various university sponsored events including Camp Crimson, Price College Diversity Camp, Developing Black Males Conference, K20 Gear Up, Community Showcase, Multicultural Business Program, Junior Days, and Scholars Day
- Supported college-wide initiatives including University College Awards Ceremony, Student Advisory Board, Wagner Wednesday, Wagner Welcome, and New Sooner Enrollment Program
- Developed *Sooner Citizen* college success textbook to incorporate institution-specific content, align content with desired objectives, and to mitigate rising textbook costs for students
- Coordinated development of course content for JANUX online platform
- Created Reflect, Engage, Impact (REI) Learning framework to support student learning in the Gateway to College Learning course
- Developed theme-based Gateway sections designed to meet the specific transitional needs and diverse interests of OU freshman population
- Created 30 new learning communities for first-year students enrolled in Gateway to College Learning
- Developed a new instructor training format rated highly by new and returning instructors
- Developed common course assignments and updated curriculum to allow instructors an increased level of classroom innovation and strategic implementation of course objectives

**Assistant Director, TRiO Student Support Services-** Oklahoma City Community College, November 2010-March 2012

*Key Accomplishments:*

- Assisted with budgeting and planning of \$1.2 million grant funds to enhance retention of low income, first generation, and students with disabilities
- Led academic, social, and emotional support efforts through supervision of peer mentoring, academic tutoring, topical workshops, and four-year college visits
- Re-structured programming to better meet needs of adult students and accomplish grant objectives
- Performed intake assessment on students, determined student eligibility for program, and identified their specific needs
- Developed more comprehensive tutoring training and program including the hiring of two professional tutoring positions

**Adjunct Instructor, University College-** University of Oklahoma, August 2007-present

*Key Accomplishments:*

- Have taught over twenty sections of Gateway to College Learning (2007-2010, 2012-present)
- Taught Strategies to Success course and assisted students in recognizing and overcoming the impediments to their academic success (2008-2010)

- Recognized with the 2008 Outstanding Gateway Instructor Award
- Implemented engaging classroom teaching methods resulting in a highly evaluated course as a first-time instructor of Gateway to College Learning

**Senior Academic Counselor, University College-** University of Oklahoma, May 2009- Nov 2010

**Academic Counselor, University College (promoted)-** University of Oklahoma, May 2006- May 2009

*Key Accomplishments:*

- Effectively counseled and advised prospective, freshmen, undecided, at-risk, and transfer students
- Developed and monitored academic success plans for students of special populations
- Led project organization, planning, and implementation of the University College orientation video viewed by incoming students (2010)
- Led various national, regional, and state conference presentations
- Assisted with oversight of Summer Enrollment Program (2010)
- Managed distance enrollment process for incoming students (2007-09)
- Organized and hosted the University College Advising Workshop for freshman advisors across campus (2009)

**Coordinator of Connections Mentor Program/Graduate Assistant, Multicultural Center-** University of Arkansas, July 2004- May 2006

*Key Accomplishments:*

- Led first-year minority student mentoring program from four participants to 75 participants in two years
- Organized and led planning efforts for a university-wide Leadership Education and Diversity Retreat designed for all registered student organization leaders
- Led effort to increase the marketing and promotion for university's multicultural student orientation, which led to the doubling of program participants
- Supported Multicultural Center in innovative programming including Cultural Immersion Nights
- Successfully led diversity trainings for RD staff and diversity presentations for First-Year Experience courses and residential halls by request
- Successfully hired and supervised work-study students and peer mentors

### **PROFESSIONAL AWARDS, HONORS, AND RECOGNITIONS**

University College Seminar Instructor of the Year (April 2022)

Honorary Coach of the Game- OU Football Program (Dec. 2015)

Camp Crimson Namesake (July 2015)

Honorary Member- National Alpha Lambda Delta Honor Society (April 2012)

Outstanding Academic Advisor of the Year - Oklahoma Academic Advising Association (2008-2009)

Outstanding Instructor Award- Gateway to College Learning (2008-2009)

Outstanding New Advisor Award- Provost's Advisory Committee (2007)

Honorary Coach of the Game- OU Women's Basketball (Nov. 2007)

### **SELECTED UNDERGRADUATE AWARDS, HONORS, AND RECOGNITIONS**

Selected as having "highly successful undergraduate transition" for regional research study (2003)

Top Ten Senior Award- East Central University (2003-2004)

Counseling Spirit Award- Department of Human Services Counseling (2004)

Outstanding Undergraduate Student Award- Oklahoma College Student Personnel Administrators (2003)

George Nigh Public Service Scholar (2002-2003)

Senator of the Year- East Central University Student Senate (2001-2002)

**SELECTED UNIVERSITY SERVICE****University of Oklahoma:**

Letzeiser Award Selection Committee  
 Committee Member (2018-present)

President's Award for Outstanding Senior Selection Committee  
 Committee Member (2018-present)

President's Leadership Class Retreat  
 Staff Volunteer/Facilitator (August 2021)

President's Award for Outstanding Freshmen Selection Committee  
 Committee Member (April 2017)

Institute for the Study of Human Flourishing Student Programs Committee  
 Coordinator of UC/Institute Initiatives (2015-present)  
 Student Programs Committee Member (2015)

Elite Retention Squad  
 Member (2015-present)

Diversity and Inclusivity Academic Council  
 Student Work Group Member (2017)  
 Council Member (2015-2017)

OU Diversity Team- Center for Teaching Excellence  
 Attended Association of American Colleges and Universities (AAC&U) Diversity, Learning, and  
 Student Success Conference in San Diego, CA (March 26-28, 2015)  
 Member (2015)

Advisory Committee on Course Management  
 Survey sub-committee member (March- April, 2013)

University College Instructor and PTA Awards Selection Committees  
 Committee Member (multiple years)

Alpha Lambda Delta  
 Nominated as for National Advisor of the Year (2015)  
 Serve as advisor/co-advisor (2012-present)

CAC Sooner Scandals  
 Judge (2016, 2017)

CAC Homecoming  
 Judge- Rah! Rally (2015, 2016)  
 Judge- chalking (2014)

Eve of Nations  
 Judge (2014)

Adopt-A-Prof (2013-2014)

Virtuous Circle  
 Member (2014)

Broader Impacts for Research Selection Committee  
 Group Interview Member (2013)

Mr. Black OU Pageant  
 Judge (2013)

2013 Phi Kappa Phi Freshman Composition Award  
 Judge (2012)

First-Year Advisor Workshop hosted by University College  
 Presenter (2012-present)  
 Organizer (2009)

First-Year Experience Committee  
 Committee Member (2012-2014)

University College PACE Award Selection Committee  
 Committee Member (multiple years)

University College Dean's Evaluation Committee  
 Chair (2018-present)  
 Committee Member (multiple years)

University College Academic Advisor Search Committee  
 Committee Member (multiple years)

Sigma Gamma Rho Sorority  
 Faculty/Staff Advisor (2007-2009)

**Other Universities:**

Leadership Education and Diversity Retreat (*University of Arkansas*)  
 Presenter and Small-Group Facilitator (2007)  
 Committee Co-Chair and Lead Organizer (2005-2006)

Arkansas Black Graduate Experience State Conference (*University of Arkansas*)  
 Planning Committee Member (2005-2006)

Black History Month Committee (*University of Arkansas*)  
 Committee Member (2004-2006)

Assistant Vice Chancellor for Student Affairs Search Committee (*University of Arkansas*)  
 Committee Member (2005)

Hispanic Heritage Month Committee (*University of Arkansas*)  
 Committee Member (2005-2006)

Welcome Week Committee (*University of Wyoming*)  
 Committee Member (2003)

Director of Black Student Programs Search Committee (*University of Wyoming*)  
 Committee Member (2003)

Director of Student Support Programs Search Committee (*University of New Mexico*)  
 Committee Member (2002)

**PROFESSIONAL SERVICE**

Bridge Conference  
 Attended 2019 Conference in Oklahoma City, Oklahoma

National Resource Center for the First-Year Experience and Students in Transition (FYE)  
 Attended 2015 Annual Conference in Dallas, TX (February 7-10, 2015)  
 Attended 2013 Institute on Teaching and Learning for First-Year Students  
 Columbia, SC (October 25-27, 2013)

McGraw-Hill Technology and Student Success FOCUS Group  
 Served as FOCUS Group Member in Chicago, IL (October 4-5, 2012)

National Alpha Lambda Delta National Honor Society for First-Year Students (ALD)  
 Attended 2014 National Leadership Workshop in Minneapolis, MN (October 2014)  
 Attended 2012 National Leadership Workshop in San Antonio, TX (October 19-21, 2012)

Oklahoma Division of Student Assistance (ODSA)  
 Attended 2011 Spring Conference in Tulsa, OK (March 2011)

Southwest Association of Student Assistance Programs (SWASAP) (2010-2012)

National Association of Student Personnel Administrators (NASPA)  
 Attended 2010 Annual Conference in Chicago, IL (March 6-10, 2010)  
 Attended 2006 Annual Conference in Washington, DC (March 2006)  
 Attended 2006 Multicultural Institute in Las Vegas, NV (April 2006)  
 Attended and Presented at 2005 NASPA IV West Regional Conference in Kansas City, MO  
 (November 2005)

Participated in 2002 NASPA Summer Leadership Institute- Duke University (July 2002)  
National Academic Advising Association (NACADA)  
Attended and Presented at 2011 Region 7 Conference in Oklahoma City, OK (April 2011)  
Attended and Presented at 2008 National Conference in Chicago, IL (October 2008)  
Nominated for NACADA Outstanding New Advisor Award (April 2008)  
Attended 2008 Region 7 Conference in Branson, MO (March 2008)  
Attended 2006 National Conference in Indianapolis, IN (October 2006)  
Oklahoma Academic Advising Association (OACADA)  
Attended 2010 Spring Conference in Oklahoma City, OK (February 19, 2010)  
Attended 2010 Fall Conference in Broken Arrow, OK (September 18, 2009)  
Attended 2009 Spring Conference in Oklahoma City, OK (February 27, 2009)  
Attended 2008 Fall Conference in Ada, OK (September 19, 2008)  
Attended 2008 Spring Conference in OK City, Oklahoma (February 22, 2008)  
Attended 2007 Fall Conference in Tulsa, OK (September 21, 2007)  
Attended and Presented at 2007 Spring Conference in Norman, OK (March 2, 2007)  
Attended 2006 Fall Conference in Edmond, OK (September 22, 2006)

### PROGRAM SITE VISITS

California Polytechnic State University- San Luis Obispo, California  
Week of Welcome Orientation  
September 15-18, 2019

University of Maryland- College Park, Maryland  
College of Engineering, Successful Engineering Education and Development Support (SEEDS) Freshman  
Living-Learning and Mentor Program  
Tamara Fuller, Coordinator of SEEDS Program  
December 11-12, 2014

University of Georgia- Athens, Georgia  
Office of the Vice President for Instruction  
First-Year Odyssey Program  
Fiona Liken, Director of Curriculum Systems  
July 5, 2012

University of Alabama- Tuscaloosa, Alabama  
College of Arts and Sciences Student Services  
Pamela Derrick, Director of Experiential Learning  
July 3, 2012

### COMMUNITY SERVICE

Salt and Light Leadership Training (S.A.L.L.T.) Participant- Oklahoma City, OK (2017-2018)  
Kapture International, Incorporated Participant and Logistics Volunteer- Tulsa, OK  
(May 2012- present)  
USA Youth Basketball League Volunteer- Ada, OK (November 2006- April 2009)  
Big Brother's Big Sisters Mentor- Fayetteville, AR (January 2005- May 2006)

### PUBLICATIONS

**Miller, L. D.** (2020). *Strategies for Success Reading Packet, 1st Edition*. Norman, OK: University of Oklahoma, Center for Student Advancement.

**Miller, L. D.** (2016). *Sooner citizen, 4th Edition*. Norman, OK: University of Oklahoma, Freshman Programs.

**Miller, L. D.** (2015). *Sooner citizen, 3<sup>rd</sup> Edition*. Norman, OK: University of Oklahoma, Freshman Programs.

**Miller, L. D.** (2014). *Sooner citizen, 2<sup>nd</sup> Edition*. Norman, OK: University of Oklahoma, Freshman Programs.

**Miller, L. D.** (2013). *Sooner citizen, 1<sup>st</sup> Edition*. Norman, OK: University of Oklahoma, Freshman Programs.

### SELECTED TRAININGS, PRESENTATIONS, AND WORKSHOPS

**Miller, L. D.** (2022, September). *Identifying your passion for major and career*. Presented at President's Leadership Class; University of Oklahoma; Norman, OK.

**Miller, L. D.** (2021, October). *Practicing gratitude as a benefit to well-being*. Presented at University College Student Leadership Board; University of Oklahoma; Norman, OK.

**Miller, L. D.** (2020, September). *Battling burnout*. Presented via Zoom for U.S. Embassy in Zimbabwe, Political and Economic Sections.

**Miller, L. D.** (2020, April). *Student Learning Center's role in supporting student retention*. Presented at the Student Learning Center's Peer Learning Assistant Training; University of Oklahoma; Norman, OK.

**Miller, L. D.** (2017, June). *Discovering your own strengths*. Presented at Sooner Discovery Training; University of Oklahoma; Norman, OK.

**Miller, L. D.** (2016, November). *Happiness is an inside job*. Presented at Freshman Programs' Professional Development; University of Oklahoma; Norman, OK.

Campbell, N., **Miller, L. D.**, & Morvant, M. (2016, May). *First year learning communities: Expanding our approach*. Presented at Elite Retention Squad Luncheon; University of Oklahoma; Norman, OK.

**Miller, L. D.** (2016, February). *Chance encounters diversity activity*. Presented at Provost's Advisory Council on Academic Advising Advisors' Spring Retreat; University of Oklahoma; Norman, OK.

Hines-Barnett, D., **Miller, L. D.** (2015, September). *Beyond orientation: Academic courses for international students on introduction to college learning and strategies for success*; NAESA Region III Conference; Norman, OK.

**Miller, L. D.** (2015, April). *Creating personal growth opportunities*. Presented at Gateway Instructor Training; University of Oklahoma; Norman, OK.

**Miller, L. D.** (2014, April). *How learning works*. Presented at Gateway Instructor Training; University of Oklahoma; Norman, OK.

Greenlee, T., **Miller, L. D.**, & Robinson, J. (2011, April). *To decentralize or not to decentralize? That is the question: Assessing academic advising models for maximum effectiveness in tough economic times*. Presented at the NACADA Region 7 Conference; Oklahoma City, OK.

Divine, C., **Miller, L. D.** (2008, October). *Training new advisors: Elevating your model*. Presented at the NACADA Annual Conference; Chicago, IL.

Cooper, J., Franklin, T., **Miller, L. D.**, & Waddell, D. (2007, October). *Beginning the journey: Your first year as an academic advisor*. Panel presentation at the NACADA Annual Conference; Baltimore, MD.

Cooper, J., **Miller, L. D.**, & Russell-Pendergraft, J. (2007, October). *UC travel: Helping students reach their major destination or minor road trip*. Poster presentation at the NACADA Annual Conference; Baltimore, MD.

Divine, C., **Miller, L. D.** (2007, March). *Training new advisors: How to diversify your model*; Presented at the OACADA Spring Conference; Norman, OK.

**Miller, L. D.** & Secuban, G. (2005, November). *MUFP connections: Learning about student affairs*. Presented at NASPA IV West Regional Conference; Kansas City, KS.

Mauk, A. & **Miller, L. D.** (2005, July). *Diversity training for resident directors*. Presented at University of Arkansas Resident Directors Training; Fayetteville, AR.

**Miller, L. D.** (2005, March). *Leadership and goal setting*. Presented at University of Arkansas; Fayetteville, AR.