



**Curriculum Vita
May 2025**

Instructor: Jacob Mills
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East Texas A&M University Addresses:

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EDUCATION

Master of Science, Educational Technology Leadership

Henderson State University, May 2016

Bachelor of Arts, History

Henderson State University, May 2008

TEACHING EXPERIENCE

Spring 2025 - Present, Instructor, East Texas A&M University

Fall 2023 - Fall 2024, Adjunct, East Texas A&M University

Fall 2019 - Summer 2022, Adjunct, Henderson State University

PROFESSIONAL EXPERIENCE

LMS Administrator/Data Analyst

August 2022 – December 2024

East Texas A&M University

- Serve as the primary administrator connecting Banner and D2L (Ethos/ILP)
- Review Banner patch notes to identify and help resolve potential issues
- Perform patching, update, and new implementation testing

- Primary processor for merges, special enrollments, and Banner cross-listings in D2L
- Serve as the secondary administrator for other D2L responsibilities
- Extract and format data from the LMS and associated systems
- Serve as the primary administrator for campus course evaluations
- Perform data analysis for instructor and student success purposes

Interim Director of Academic Technology

Nov 2021 – July 2022

Henderson State University

- Met with leadership regularly
- Oversaw and negotiated academic technology contracts
- Supervised academic technology and course design personnel
- Advocated for academic technology needs across campus
- Oversaw creating the budget for academic technology
- Produced academic technology documents for accreditation and budgets

Senior Instructional Applications Administrator

May 2021 – July 2022

Henderson State University

- Managed academic tech like Canvas, Zoom, Respondus, Turnitin, and Kaltura
- Reviewed and configured desired 3rd party integrations within systems
- Assisted with identifying academic technology needs for the campus
- Assisted with key processes like budgets and accreditation processes

Co-Director for Henderson Seminar

January 2021 – July 2022

Henderson State University

- Devised curriculum for the freshman year experience and GEN 1031
- Met with the provost periodically to align with university initiatives
- Created the syllabus, materials, and course templates for all GEN 1031 courses
- Selected and guided instructors throughout the GEN 1031 course duration

Instructional Designer

July 2016 - May 2021

Henderson State University

- Led sessions on course design and delivery best practices
- Assisted faculty with planning and designing courses
- Investigated innovative programs and technology potentially beneficial to faculty
- Performed two migrations, Angel to Bb Learn (2016) to Canvas (2018)
- Continued to fulfill the Instructional Technology Support Technician responsibilities

Instructional Technology Support Technician

November 2013 - July 2016

Henderson State University

- Provided tier 1 technical support for instructional technology
- Assisted faculty with basic planning and course design
- Provided instructional technology training sessions to faculty and students including
 - iPad carts

- Smartboard and classroom technology
- LMS training
- Camtasia and common video platforms
- Zoom and Bb Collaborate
- Turnitin
- Respondus
- Worked within the department to plan for future goals and initiatives

Computer Trainer/Support Specialist

July 2010 - November 2013

Henderson State University

- Managed and assisted the help desk; Henderson's tier 1 tech support
- Determined university needs and devised training schedules
- Trained faculty and staff in various software and technologies including:
 - Microsoft Office Suite
 - Ektron
 - Poise
 - Google Suite
 - Shoretel Phone Systems
- Created tutorial material as needed/requested
- Planned and led student training and informational sessions for student programs
- Collaborated to develop a 24-hour student technology center in 2011
 - Assisted with planning renovations to establish the technology center
 - Selected the necessary furniture and technology within budget constraints
 - Designed rules for first 24-hour facility other than dorms on campus
 - Established processes for room reservations and technology checkouts
 - Responsible for interviewing and hiring technology center candidates
- Managed the student technology center after its creation
- Supervised all employees at the student technology center and helpdesk

Help Desk Technician

August 2009 - July 2010

Henderson State University

- Assisted students, staff, and faculty with university technology including:
 - University Email
 - Wi-Fi/network setup and authentication
 - Computers, tablets, and mobile devices
 - University supported software such as Microsoft Office and Camtasia
 - Teaching stations
- Answered questions and researched solutions to technical difficulties
- Created work orders when encountering issues beyond tier 1 support