Academic Affairs Excellence Awards

Application Form

Name: Caroline Collier

Rank: Senior Lecturer

Department: Information Systems & Computer Science

Award applying for:
(Check one)

	Excellence in Teaching Award*
	Excellence in Online Teaching Award*
	Excellence in Scholarship & Creative Endeavors Award*
	Excellence in University Service*
	Excellence in Scholarship of Teaching & Learning Award*
	Department/Program Excellence Award^
X	Irene Rose Community Service Award^
	Laurie Hendrickson McMillian Faculty Award^

*college selection required before being forwarded to university

^university awards

College nominees' final applications received by Center for Teaching and Learning (ctl@gcsu.edu) by March 1.

Please insert the required documentation in the pages below for the award category you have noted above. Detailed information associated with each award is available online at the Center for Teaching and Learning website.

February 24, 2023

Committee Members for the
Irene Rose Community Service Award
Georgia College & State University
Milledgeville, GA 31061

Dear Committee Members:

Subject: Nomination of Ms. Caroline Collier for the Irene Rose Community Service Award

We are writing this letter nominating **Ms. Caroline Collier** for the **Irene Rose Community Service Award**. Caroline Collier has been a lecturer in the Department of Information Systems and Computer Science since 2000. In our respective leadership roles, Dean and Associate Dean, former department chair, and in an interim-capacity managing faculty in the Department of Information Systems and Computer Science, we have experienced first-hand how the quality and impact of her service to the department, college, university, and community.

Since 2002, Caroline has served as the Director of the Center of Design and E-commerce (CODEC), formerly the Multi-Media Technology Center, where she assists small businesses with the design and maintenance of their websites. Additionally, she has agreed to serve as the co-director of the recently established Center for Innovation and Entrepreneurship, alongside Dr. Nicholas Creel. CODEC will merge with our new center. In her long-serving role as CODEC director, she has created and/or maintained sites for organizations such as Lockerly Arboretum, Rock Hawk Effigy & Trails, Baldwin County Sheriff's Office, Eatonton/Putnam County Chamber of Commerce, Hancock County Government, Georgia Rural Health Association, and Historical Glen Mary Plantation. Ms. Collier goes above and beyond to make sure that she understands what each organization needs. Caroline applied for and received a USDA grant in 2016 that further enabled her to spend the next few years assisting rural communities to improve their online presence.

As part of creating and maintaining an online presence, Caroline oversees student workers. She trains students in the software used to create and maintain the websites. She oversees the students' work to be sure it is of high quality. This often takes way longer than if she had done the job herself. Caroline has provided many transformational experiences to our students as they obtained marketable experience through work with local organizations. Caroline also serves as the content manager for the College of Business & Technology web site. She works with department chairs and the dean to be sure that current content is presented.

In addition to her work through CODEC, Caroline serves as the faculty advisor for Georgia College Women in Technology (GC WIT). She helped to start the organization with her graduate assistant in 2015. As the faculty advisor, Ms. Collier assists students in fund raising to help send a student to the Grace Hopper Celebration of Women in Computing Conference as well as exposing students to information helping them to understand opportunities for women in the field, thus promoting Inclusive Excellence.

Caroline also does community-based engaged learning projects in her CBIS 3210 Business Analysis class. The students have worked with such organizations as Sodexho, Little Fishing Creek Golf Course, Books n Brew, Milly Grub, and Shima. Her students have designed systems that these organizations have gone on to implement to improve their business processes. For many students, this is their first major class, so the amount of time Ms. Collier spends working with her student teams is extraordinary.

Caroline also serves her department and college as a member of the International Education Committee (since 2012) and the International Student Sub-Committee (since 2016), a member of the Irene Rose Community Service Award Committee (since 2020), the Civitas Key Stakeholder Group (since 2021), as well as serving on various departmental search committees and College of Business & Technology ad-hoc committees through the years. She has also given presentations at Kids University about France. In service to her community, Ms. Collier is a Main Street Coach (organizes and oversees volunteers) for Northridge Christian Church (since 2016) and a member of Northridge Cares (since 2011). From 2005 until her youngest child graduated last spring, Caroline actively participated as a member of the John Milledge PTO where she was often a volunteer working in the concession stand for football and basketball games.

Caroline's portfolio demonstrates sustained service to the department, college, university, and community but most of all to our students. Caroline does all her service quietly, not for the accolades but for the intrinsic rewards service brings. We cannot think of a more deserving individual for the Irene Rose Community Service Award than Ms. Collier.

Sincerely,

Micheal T. Stratton, Ph.D.
Dean and Professor of Management
J. Whitney Bunting College of Business and Technology

Tanya Goette, Ph. D.
Associate Dean
J. Whitney Bunting College of Business & Technology

Dear Committee Members,

I am a proud Georgia College alumnus (MMIS '98) and have been teaching Management Information Systems at Georgia College for over 22 years. Therefore, despite the fact that I was born and raised in France, Georgia College and the Central Georgia area are my adopted home and my community. It has always been important for me to serve my community and give back with the skills I possess.

Besides my teaching activities, I have been leading the Center of Design and E-Commerce at Georgia College also known as CODEC (previously known as Multimedia Technology Center) since 2002. The Center is a learning resource center dedicated to providing professional learning experiences to graduate and undergraduate students in the J. Whitney Bunting College of Business and Technology. The Center provides a variety of web-based support and development services to the J. Whitney Bunting College of Business and Technology, to local businesses and government agencies, and regional organizations in the central Georgia area and beyond.

CODEC is based on two pillars.

1. **The Educational Pillar:** The Center takes learning beyond the traditional classroom. It provides the students the opportunity to apply and improve their intellectual and professional skills by serving the Center's clients. Students contributing to the projects may interact with the customers. They clearly, critically, and creatively address the challenges of meeting the customers' needs. They should also approach all tasks in a holistic manner. This includes audience and competitive research, organization of information, creation of audience-driven tasks, full content strategy and management, visual design, and publication and promotion of electronic channels. The expertise and experience they acquire while working for the Center give them some competitive advantage once they graduate and enter the professional world.

2. **The Community Service Pillar:** The Center provides services such as website development and maintenance (including E-commerce websites), development and maintenance of social media pages: Facebook Business page, Pinterest page, Instagram page, Twitter page, WordPress page, YouTube, and Tumblr page, Search Engine Optimization (SEO), Content Management, Development of e-newsletters, logo design and other graphic design, creation of eBay, Etsy, and Amazon stores, and branding. Once CODEC develops a website for an organization, I often train the employees or owners on how to make basic updates to their website. CODEC supports organizations and businesses flourish in their industry by helping them gain an online presence.

In 2016, I applied for a USDA grant and received $63,000 to help Central Georgia communities. Georgia's rural counties, who have been hit hardest by the recession, are still struggling to regain footing after years of economic devastation. In particular, fourteen rural counties in Central Georgia (Baldwin, Burke, Emanuel, Glascock, Hancock, Jefferson, Jenkins, Johnson, Laurens, Putnam, Twiggs, Warren, Washington, and Wilkinson) are facing a multitude of challenges, including long-term poverty, long-term population decline, and economic distress due to loss of total jobs. Central Georgia's small businesses play a crucial role in contributing to

the region's economic recovery. Support from the USDA Rural Business Development Grant program enabled fourteen counties to overcome significant challenges (such as size; limited financial, technological, and human resources; and limited exposure to the global marketplace) by partnering with Georgia College's Center of Design and E-Commerce to develop e-commerce websites, effective social media pages, and enhanced search engine optimization of their websites. Moreover, I worked with CODEC volunteers to develop a series of video tutorials for businesses and organizations to teach how to make basic web updates. With a change in marketing techniques and expansion into global markets through e-commerce services made possible through CODEC and the USDA grant, I have been able to help some existing and new businesses in those Central Georgia's rural counties and contribute to make them thrive again.

Through CODEC, I brought Georgia College students and the community closer and bridged some of the gap between education and community service for the benefits of both students and community as a whole. With more than 21 years, at the head of CODEC, I have had the chance and opportunity to service many local organizations and businesses such as Georgia Rural Health Association, French Villedge, and Greene County Development Authority. Some examples of CODEC work and community member testimonies are provided in the pages following this narrative.

As a Management Information Systems Senior Lecturer at Georgia College, I have been teaching CBIS 3210 – Business Analysis for the past seven years. A large part of the class deals with students working in groups to help a local area business or organization improve its current management information systems. Under my leadership and guidance, student groups apply the concepts they learned in the classroom and work with the support of business or organization leaders and/or employees to complete the following:

- Identify the current information system issue(s) and at first a broad solution for it
- Determine a list of system requirements for an improved system
- Model the improved system using Data Flow Diagrams (for process modeling) and Entity Relationship Diagrams (for conceptual data modeling)
- Design the human interfaces of the new system as well as its supporting database.
- Recommend a plan of actions for the implementation and maintenance of the new system

Over the years, the students have helped many businesses and organizations. This semester, for example, one group works with Little Fishing Creek Golf Course in Milledgeville to transform its manual tee reservation system into an electronic reservation system while another group is developing a system to order employee uniforms at Reynolds Oconee. A sample of student/community project topics is available following this narrative.

In 2016, with the help of Heather Reynolds, my graduate assistant at that time, I founded the Georgia College Women in Technology Student Club (also known as GC WIT). GC WIT's overarching goal is to progress the role of women on the tech industry and to better technology education opportunities for women at Georgia College. Women currently hold only **26.7%** of tech-related jobs in the United States. The Club promotes diversity in the field and supports women majoring or minoring in computer science, management information systems, and data

science. In order to reach this goal, I have connected the GC WIT members with successful professional women that work in the tech industry in our community as they came as speakers and supporters of the Club. Building this network between those women and our students has been instrumental in supporting the Club and sponsoring each year a student to attend the Grace Hopper Women in Technology Celebration Conference. In addition, this year, I have been part of the organization of the first GC Women in Technology Day with the tremendous help of the GC WIT members and the exceptional support of some other faculty and staff at the College of Business and Technology. Twenty-three female students currently enrolled in five local high schools were on campus on February 24th to meet women IT professionals, to be mentored by GC female students majoring in a technology field, and to have a taste of fun technology activities from virtual reality and robotics to a competition with an enterprise resource planning simulation. The event was a success, and we are planning on making this GC WIT Day an annual event.

I would like to thank you for your consideration for the Irene Rose Community Service Award.

Caroline Collier
IS Senior Lecturer / Director of Center of Design & E-Commerce (CODEC)

February 24, 2023

Dear Members of the Irene Rose Community Service Award Committee,

It is with great pleasure that I offer a letter of support for the nomination of Ms. Caroline Collier for the Irene Rose Community Service Award. To Preservation America Foundation, there is no one more deserving of recognition. Dedicated over many years to our non-profit organization, Ms. Collier's selfless work has helped us survive and succeed.

Ms. Caroline Collier's outreach work solidly impacts the community in a myriad of beneficial ways. Since 2014, Ms. Collier's consistent, "on call", tireless efforts have provided Preservation America with a lifeline. Under Ms. Collier's guidance student interns have had professional experience opportunities at Glen Mary which have benefited students and charity. Ms. Collier's expertise and knowledge set the crucial element in Preservation America's communication strategy- an innovative, engaging website. This well-designed website, www.historicglenmary.org.   shares Preservation America's mission, makes connections, and entices people to participate in fundraising events and donations. In short, Ms. Collier's work facilitates our viability as a non-profit. Ms. Collier continues to update the web design and maintain the site. She has our greatest respect and gratitude.

 Ms. Collier is a deeply committed exemplary professional whose altruistic work should inspire the giving of an entire community. I urge you to honor her with the Irene Rose Community Service Award.

Sincerely yours,

Marilyn B. Meyers

Marilyn B. Meyers, Executive Director, Preservation America Trust
Glen Mary * 7342 Linton Road* Sparta, Georgia 31087 * 706-444-8134
sharon2ny@yahoo.com/www.historicglenmary.org

Georgia Rural Health Association

To promote and improve rural health

February 23, 2023

Irene Rose Community Service Award Committee

Dear Sir/Madam:

Subject: Letter of Recommendation for Center of Design & E-Commerce (CODEC) for the Irene Rose Community Service Award at Georgia College

I am pleased to support the nomination and award of Caroline Collier and the Center of Design & E-Commerce for the Irene Rose Community Service Award at Georgia College. Ms. Collier and the Center have served the Georgia Rural Health Association (GRHA) as web-designer and manager for over fifteen years. Ms. Collier and students designed and facilitated the GRHA website including interactive functionality to promote the GRHA and our various programs and information relative to our members and interested persons. The GRHA website is often the first interaction with our perspective members and often how we market and promote our educational information, conferences and resources to health care providers and stakeholders across Georgia and the US.

The web design, presentation and functionality has been well received by our members and the board. Ms. Collier and her students have worked with GRHA to not only maintain our virtual presence, but also work directly with us in the areas of design and functionality. As with any business or organization a strong functional web platform is vital to meet the needs of our Board, members, sponsors, and interested stakeholders. Our personal interactions with Ms. Collier and the students have been exceptional; clearly demonstrating capacity and desire in meeting the needs of our organization and members. They embrace the spirit of community service and engagement as we have worked well together on the web design, communication, and promotion of the GRHA.

The exceptional talents of Center of Design & E-Commerce have been a lifeline for our organization by developing and maintaining our virtual presence to promote our programs and communicates the needs of those we serve. Having an affordable, exceptional high quality Information technology source that can support our Information Technology needs to maintain our online presence is essential for our survival and long-term viability. Having worked with a wide variety of Information Technology experts over the years, we certainly recognize and appreciate the high quality and exceptional service that Ms. Collier and the CODEC students.

On behalf of the GRHA board and members, I am pleased to support the nomination and award of Center of Design & E-Commerce, Ms. Collier and students for the Irene Rose Community Service Award at Georgia College. As their service to GRHA has been exceptional and contributing to the delivery of health care across the State of Georgia.

Sincerely,

Charles F. Owens, Executive Director

Sample of Local Businesses and Organizations Served by CODEC:

- Rock Hawk Effigy & Trails (Eatonton)
- Alice Walker's 75th Birthday Celebration (Eatonton)
- French Villedge (Milledgeville)
- Local Yolkal (Milledgeville)
- Comfort Farms (Milledgeville)
- ACE (Macon)
- K Grace & Company Real Estate (Dublin)
- Baldwin County Sheriff's Office
- ReJeneration (Gray)
- All Southern Industrial & Supply (Eatonton)
- Rocking A Farm (Sandersville)
- Eatonton/Putnam County Chamber of Commerce
- Greene County Chamber of Commerce
- Hancock County Government
- Georgia Rural Health Association (Sandersville)
- Georgia College: College of Business and Technology, NUDGE program, and research about Bionic font to help fast reading and dyslexic people with the Psychology Department
- Historical Glen Mary (plantation – Sparta)
- Kenyan Café (Milledgeville)
- Lockerly Arboretum (Milledgeville)
- Author Bobbie J Rae (author)
- Near a River (blog)

Sample of project topics (in CBIS 3210 – Business Analysis):

- The Max Online Ordering and Pickup System
- Little Fishing Creek Golf Course Tee Time Reservation App
- Reynolds Oconee Uniform Ordering System
- Milly Grub Online Ordering and Kiosk
- Jimmy Johns Delivery Tracking System
- Books n Brew Reward System
- Milledgeville Starbucks Seat/Table Reservation System
- Shima Electronic Employee Scheduling System
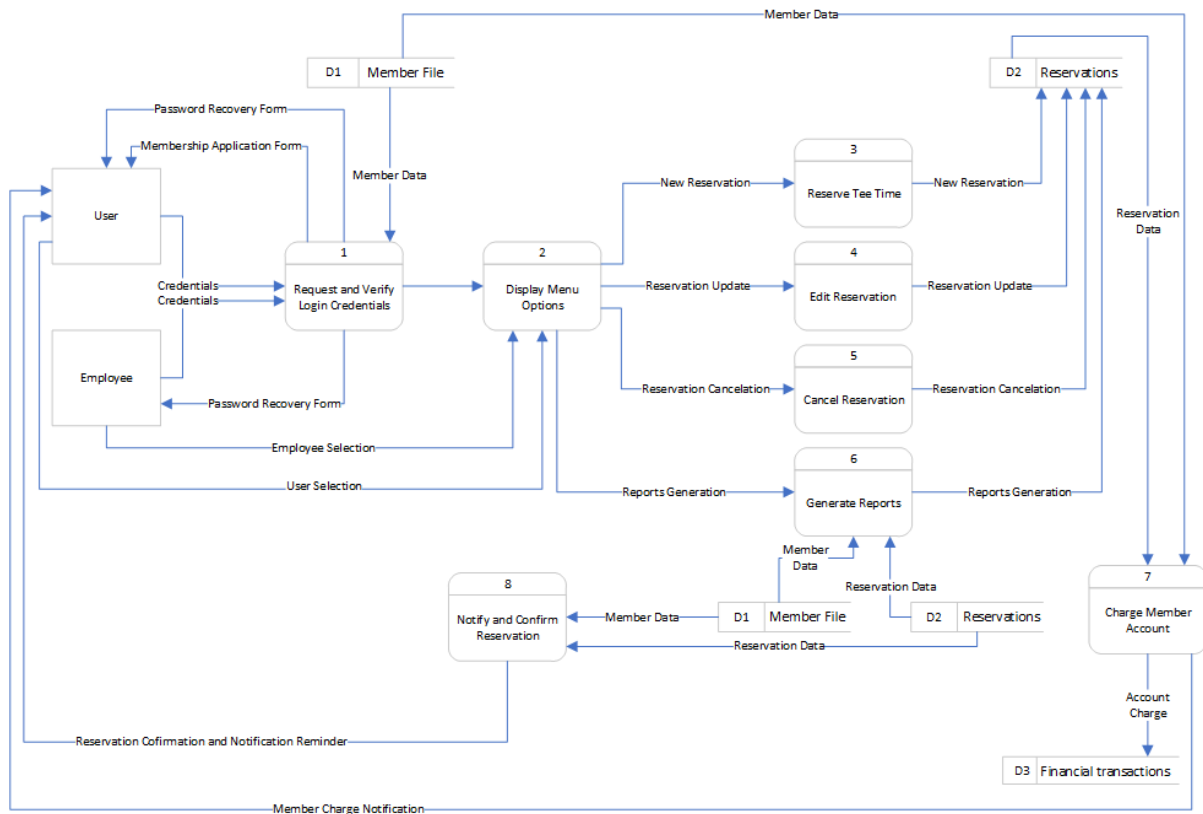- AJ Wings Inventory Tracking System

Sample of CODEC Projects - Visuals

President Cathy Cox with the local high school students and the GC student volunteers at the GC Women in Technology Day on February 24, 2023.

Little Fishing Creek Golf Course Online Reservation System – Process Model from a student group in CBIS 3210

Department of Information Systems
and Computer Science
J. Whitney Bunting College of Business
Campus Box 12
Milledgeville, GA 31061-0490
Phone 478-445-5721

February 20, 2023

Dear Committee Members:

I am writing this letter in support of Caroline Collier's application for the Irene Rose Community Service Award. Caroline Collier has been my colleague in the Information Systems and Computer Science department since I joined the department in 2016. Caroline and I are office neighbors and our offices border a conference room. Because of this, I get to witness many of the meetings that Caroline conducts as part of her duties as the Director for the Center of Design and E-Commerce (CODEC). In these meetings, Caroline carefully listens to the needs of her clients and helps them understand opportunities that CODEC can provide for their organization. Through CODEC, Caroline provides our local businesses, governments, and non-profit organizations with support as they try to harness powerful capabilities that the Internet provides. These capabilities tend to be daunting if you do not have experience in this area and can be very expensive when dealing with for-profit internet media companies. Caroline's work with CODEC provides tremendous value to our community by providing organizations in our community with services that bring the world to them. These services include building and maintaining web and e-commerce sites, optimizing Google search results, and social media development.   These are essential functionalities for organizations that want to grow and be effective.

Through her work building and running CODEC, Caroline has created opportunities for our students to get real-world experience in developing websites and managing social media campaigns. These are experiences that cannot be easily simulated in the classroom. I have seen first hand how her student workers grow and blossom as they get their hands dirty in real web systems with real clients.

Caroline actively supports GCSU's push to provide transformative experiences to the students through community-based engaged learning. Through her Business Analysis and Design class, students work to help local businesses identify issues that could be solved with software systems and then designing those solutions. Over the several years, students have worked with Milly Grub, Reynolds Plantation, and our own Books-n-Brew.

For six years, Caroline has been the sponsor for the student group Georgia College Women in Technology (GC WIT). It has been so fantastic to witness the work that the members of GC WIT does under the mentorship of Caroline. They have created a community for women studying MIS, Computer Science, and Data science that fosters peer relationships beyond the classroom. GC WIT recently hosted female high school students from areas all around middle Georgia to encourage them to explore technology majors.

I could not imagine a more deserving person for the Irene Rose Community Service Award than Caroline.

Sincerely,

Brad Fowler
Lecturer of Management Information Systems
J. Whitney Bunting College of Business and Technology

Information Systems & Computer Science
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Campus Box 12
Milledgeville, GA 31061-0490
Phone (478) 445-5721
Fax (478) 445-5249

2/23/2023

Dear Irene Rose Community Service Award Committee,

I am delighted to recommend Professor Caroline Collier for the Irene Rose Community Service Award. I have had the pleasure of knowing Caroline since my enrollment at Georgia College in 2006.

At the department level, Caroline is the director of the Center for Design and Ecommerce (CODEC). With her leadership, CODEC has added ecommerce functionality to its services, providing real-world work experience to students majoring in MIS through collaborations with small companies in the area. She is actively involved with members of the community, offering advice and support. Under her leadership, CODEC was awarded a $63,000 USDA grant to help organizations in Middle Georgia develop an online presence.

Caroline also founded and leads a successful women's student organization, Georgia College Women in IT (GCWIT). She invests countless hours in the organization and has made it a huge success. Under her leadership, GCWIT has worked to raise awareness of the need for women in IT and has partnered with local schools to achieve that goal. Caroline's leadership has a significant impact on the local community, as good IT workers are needed in middle Georgia.

Within the J. Whitney Bunting College of Business and Technology (COBT), Caroline supports the college's needs by designing many of the pages on the official university website. For years, she has also provided input and implementation of the newsletter that goes out to the stakeholders of COBT.

Caroline's impact extends beyond the university as she has helped various organizations in the local community, including Lockerly Arboretum, Rock Hawk Effigy, ACE in Macon, K Grace Real Estate in Dublin, the Baldwin County Sheriff's Office, ReJeneration in Gray, the Hancock County Government, the Greene County Development Authority, and many more. Her Business Analysis class has also been involved in service-learning
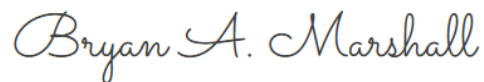
projects that have helped local organizations such as Jimmy John, Milly Grub, Little Fishing Creek Golf Course, Books n Brew, and AJ Wings.

Caroline's exceptional teaching style and leadership with CODEC and GCWIT make her a clear candidate for the Irene Rose Award. Her dedication to service exceeds what is expected of her in her role at Georgia College, and her service directly impacts the visibility of Georgia College, raising our banner within the community.

Sincerely,

Bryan A. Marshall

Bryan Marshall, Ph.D.
Professor of Information Systems
J Whitney Bunting College of Business and Technology
Georgia College & State University