

PRESIDENT TO PRESIDENT

IEWS ON TECHNOLOGY IN HIGHER EDUCATION

EDITED BY: JACQUELINE POWERS DOUD, MARYLOUISE FENNELL, AND SCOTT D. MILLER

Preface

SunGard Higher Education
Council of Independent Colleges

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By Jacqueline Powers Doud, Marylouise Fennell, Scott D. Miller

The story is told of the 19th century Micronesian islanders who had never before seen a sailboat. When early colonists excitedly pointed to ships just offshore, the islanders could not see them—the experience was just too far outside their perception. Likewise, many of us in higher education could not envision the ways in which technology would transform our operations and marketing for better or worse, helping to level the playing field for small and mid-sized colleges with limited endowments, while challenging us in ways that we could not even imagine a decade ago.

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As one technology builds upon another, we continue to be inspired by the immense promise and infinite possibilities. The conversation first began in 2004. John McAllister of SunGard Higher Education—a loyal friend and strong supporter of the Council of Independent Colleges New Presidents Program—began to encourage us to do this work before we even understood the need. The result: the first volume of *President to President: Views on Technology*

in *Higher Education* the following year. The response was overwhelmingly positive and soon a Spanish version was printed and distributed throughout Central and South America.

This book is designed as a follow up to volume I and addresses the new technological awareness. We dedicate this project to our many friends and colleagues in independent higher education who provide outstanding leadership while making critical decisions concerning technology that will impact services provided to current and future generations.

We are especially indebted to:

Dr. Richard Ekman, president of the Council of Independent Colleges, a dear friend and colleague to the three of us, who continues to advocate for independent higher education, encourage dialogue, engage in reform, and stimulate progressive national programs and initiatives, while providing stellar support to member presidents in every aspect of their professional lives.

We are grateful to all the people at SunGard Higher Education, especially to Laura Kvinge, Sandra DeCastro, and William Graves. Together with The Council of Independent Colleges, they have provided support to this needed and worthwhile project.

Our gratitude also goes to Martha Gaffney, Stephanie Kappel, and Lucille Villegas, our indefatigable editors, who daily read our minds.

And we thank Annie Miller, Scott's wife of 26 years, a dedicated supporter of education, who has loyally served as "First Lady" of three colleges.

About the Authors



Jacqueline Powers Doud
President, Mount St. Mary's College

Jacqueline Powers Doud became the 11th president of Mount St. Mary's College, Los Angeles in 2000. The first lay president of the College, she served as provost and vice president for academic affairs before becoming president. She has more than 35 years of experience in senior administration, following nine years of teaching experience in French, humanities, and education. She earned a Bachelor of Arts in French from Mundelein College in Chicago; a Master of Arts in French literature from the University of California, Berkeley; and a Ph.D. in higher education from Claremont Graduate University.

President Doud has been a consultant for several colleges and universities, chaired numerous accreditation teams, and serves on several professional association boards. She holds an honorary doctorate from Hebrew Union College.



Marylouise Fennell, RSM

Marylouise Fennell is senior counsel for the Washington, D.C.-based Council of Independent Colleges (CIC), for which she also coordinates the New Presidents Program. She served as president of Carlow University, and her background includes both teaching and administrative positions at Saint Joseph College (CT), the University of Hartford and Boston University.

President Fennell holds a Bachelor of Arts from Diocesan Sisters College, a Master of Education and a Certificate of Advanced Graduate Study from the University of Hartford, and a doctoral degree from Boston University. She has also published widely.

An internationally recognized management consultant, she has worked in more than 20 countries, including a post as chief consultant for the Association for Private Universities of Central America (APRICA). Her awards include more than 40 honorary doctoral degrees, and she is presently a member and/or chair of three college boards of directors. In addition, Fennell serves as executive director of the Inter-American Consortium, a partnership of six American and 11 foreign higher educational institutions.

President Fennell also serves as a consultant to college and university presidents and boards and has written widely on higher education.



Scott D. Miller
President, Bethany College

Scott D. Miller is the president and M.M. Cochran Professor of Leadership Studies at Bethany College in West Virginia. President Miller earned his Bachelor of Arts from West Virginia Wesleyan College, Master of Arts from the University of Dayton, Ed.S. from Vanderbilt University and Ph.D. in Higher Education Administration from The Union Institute & University.

Now in his 19th year as a college chief executive officer, President Miller served for 10 ½ years (1997-2007) as president of the College and DuPont Professor of Leadership Studies at Wesley College in Delaware. He has also served as president of Lincoln Memorial University (1991-97). Before being named president there, he served as executive vice president (1988-91) and vice president for development (1984-88). A native of Pennsylvania, President Miller is a former director of university relations and alumni affairs at the University of Rio Grande in Ohio and a former journalist. Well known nationally for his contributions to higher education, he was one of 17 presidents nationwide featured in a Kaufman Foundation-funded book entitled *The Entrepreneurial College President* (American Council on Education / Praeger Series on Higher Education, 2004). President Miller and the Wesley story were one of four “amazing transformational stories” featured in the book *The Small College Guide to Financial Health* (National Association of College & University Business Officers, 2002) and one of six featured in *The Small College Guide to Financial Health: Weathering Turbulent Times* (NACUBO, 2009). He was extensively interviewed in *The First 120 Days: What A New President Must Do* (Jerold Panas, 2008). He is a regular columnist for *College Planning and Management* and is the author of a widely distributed e-newsletter *The President’s Letter*, which addresses a wide variety of higher education issues.

President Miller serves as a consultant to college and university presidents and boards and has written widely on higher education and leadership.