Stanford



Morgan Miller

Senior Director of Service Design and Facilitation, Improvement, Analytics, and Innovation Services

Bio

CURRENT ROLE AT STANFORD

Senior Director of Service Design and Facilitation

Improvement, Analytics, and Innovation Services

Stanford University Business Affairs

Stanford Class of 2006

HONORS AND AWARDS

- Dean's Award for Outstanding Achievement, Stanford School of Humanities and Sciences (2011)
- Valedictorian, Graduate class of 2013, Academy of Art University (Fall 2013)

EDUCATION AND CERTIFICATIONS

- MFA, Academy of Art University , Web Design & New Media (2013)
- BA, Stanford University , Music (2006)

SERVICE, VOLUNTEER, AND COMMUNITY WORK

- Stanford Pre-Major Advisor (9/20/2009)
- Stanford Alumni Mentoring (2011)

Publications

PUBLICATIONS

- **Navigating Power and Equity in Service Design** *Touchpoint*
  Miller, M.
  2025; 16 (2): 2
- **Why Customer Experience Isn't Enough: Why Silicon Valley Needs Service Design** *Touchpoint*
  Miller, M. E., Flowers, E.
  2016; 8 (1): 29-34