

PROFESSIONAL EXPERIENCE

Texas A & M University, San Antonio TX

June 2023-Current

Director Disability Support Services

- Responsible for ensuring academic accommodations as defined by Section 504 of the Texas Rehabilitation Act and Americans with Disabilities Act,
- Responsible for the oversight of DSS support staff, operations, departmental budgets, and the development of strategic planning,
- Ensures and case-manages Academic Accommodations as defined by Section 504 of the Texas Rehabilitation Act and Americans with Disabilities for students who are registered with the DSS office,
- Oversees Disability Support Services to include developing, administering and monitoring multiple program budgets,
- Screens, interviews, hires, trains, evaluates and supervises program staff. Compiles reports on program activities and services,
- Identifies and establishes program goals, makes additions, changes, and deletions,
- Manages DSS staff and daily operations,
- Monitors the University's self-evaluation plan for progress towards compliance with ADA,
- Develops and monitors departmental assessment plans and administrative outcomes,
- Presents information on program series and coordinates programming activities to increase awareness about the needs and abilities of persons with disabilities,
- Develops and maintains departmental strategic plan,
- Responds to requests for general information from enrolled students, and program information from potential students and family members,
- Develops program policies and recommend university policies and procedures for incorporation in University policy statements,
- Consults with other campus departments regarding the needs of students with disabilities.

Union University and Institute, Cincinnati, OH

September 2018-Current

Undergraduate Affiliate Faculty

- As needed Social Work faculty member.
- Assists department chair with program reaccreditation.
- Teach one or more courses online each term.
 - Social Practice I, II & III,
 - Ethical Issues in Social Work,
 - Human Behavior and the Social Environment,
 - Multicultural Issues in Social Work,
 - Social Welfare Policy Analysis.

- Assists department chair with providing leadership for creative, innovative, and successful strategies to ensure student success in all teaching modalities.
- Assists the department chair with accreditation for undergraduate Social Work program.
- Coordinates course/curriculum development and revision within the framework.
- Provides leadership for full time and adjunct faculty.
- Assists with the development and the revision of curricula.
- Recommends campus course offerings and teaching assignments for each term.

Tarrant County College, Fort Worth, TX

August 2015- September 2021

Program Director Accessibility Resources; Adjunct Social Work Instructor

- Led efforts to recruit, develop, advocate for, and empower internal and external stakeholders in areas such as orientation, training, continuous working relationships, consultation, and assessment for programmatic effectiveness.
- Provided general disability management, advising and support to students with disabilities.
- Ensured accessibility to all TCC programs and services.
- Maintained current knowledge of new or changing admissions, VA, or advising related regulations.
- Ensured an accessible, hospitable working and learning environment for people with disabilities.
- Ensured interviews, intake and assessments were conducted according to recommended guidelines, and consistent with organizational screening criteria.
- Coordinated and oversaw the implementation of programs and procedures.
- Ensured compliance with FERPA.
- Researched and provided informational materials on case law and government agency rulings and interpretations, as well as on university programs and services when needed.
- Acted as team lead for Program Directors at District meetings.
- Assessed college policies and procedures to eliminate barriers and ensure necessary compliance measures are implemented.
- Served on various campus committees and teams to address problems regarding enrollment management and retention.
- Ensured standard practices and procedures for responding to requests for accommodation(s), and for the resolution of related disputes.
- Promoted effective integration and use of ADA compliant technology in all aspects of teaching and learning.
- Consulted with university departments to assess ADA compliance on new construction, renovation, and barrier removal.
- Represented the University at offsite stakeholder meetings.
- Developed educational activities designed to increase awareness and develop competency in managing disability issues that affect students, faculty, staff and visitors to the University and its affiliates.

- Collaborated with admissions, student records and human resources to facilitate timely receipt of necessary documents for students with disabilities.
- Collaborated with departments/divisions to develop and implement student success initiatives.
- Submitted annual budget recommendations.
- Facilitated/managed college course substitutions for students with disabilities.
- Served as the liaison between faculty, staff, and students with disabilities.
- Evaluated perspective and current students' documentation to establish eligibility for reasonable and effective use of accommodations.
- Developed and revised policies and procedures to guide provision of academic accommodations and services to students with disabilities and issues related to ADA and Section 504 compliance.
- Hired, trained, coordinated, and supervised staff to maintain ADA and Section 504 compliance.
- Acted as a liaison between students, faculty, and rehabilitation agencies monitoring students' progress at the college.
- Served as a college DARS/MHMR certifying official.
- Led the collection, interpretation and use of student data that informs decision-making, develops, prioritizes, and delivers all reports required of admissions and student affairs.
- Taught one or more courses online each term.
 - Introduction to Social Work,
 - Human Behavior and the Social Environment I & II,
 - Social Welfare Policy.

Tarleton State University, Fort Worth, TX

Adjunct Instructor

December 2013-Current

Manager of Community Outreach & Advising

December 2013 - December 2015

- Worked closely with community college partners to expand Tarleton's presence in the Fort Worth/Dallas Metroplex and the surrounding region.
- Established and expanded relationships with community colleges in the Fort Worth metropolitan area.
- Led, executed, participated in, and supported preparation for all recruitment, orientation, and development events.
- Led efforts to recruit, develop, and support field supervisors and field agency sites, including orientation, training, continuous working relationships, consultation, and assessment for effectiveness.
- Functioned as a Field Liaison, visited agencies, field supervisors and students both virtually and in person.

- Participated in the development and assisted with the implementation process for the MSW graduate program and subsequent accreditation.
- Represented the University at offsite stakeholder meetings.
- Taught one course each fall, spring, and summer term.
 - Introduction to Social Work
 - Social Practice I, II & III,
 - Ethical Issues in Social Work,
 - Human Behavior and the Social Environment I & II,
 - Multicultural Issues in Social Work, Social Welfare Policy Analysis,
 - Aging and Social Work,
 - Social Work with Diverse Populations,
 - Field Placement I&II,
 - Social Welfare in America.
- Advised students on program and course selection, and career goals and counseled students on challenges in completing the degree program.
- Interpreted university policy and implemented resulting procedures pertaining to admission, credit by examination/experience, grade, and record changes, and student records.
- Led and coordinated admissions processes and maintained student records for the Nursing and Social Work Departments.
- Performed transcript evaluation for the Social Work and Nursing departments.
- Collected, and interpreted student data to inform decision-making, for departmental, priorities.
- Collaborated with departments/divisions to develop and implement student success initiatives.

Scott & White Hospital, Temple, TX

July 2011-October 2013

Inpatient Clinical Social Worker-Hospice

- Evaluated patients through interviews and comprehensive bio-psychosocial assessments.
- Provided discharge planning/case management.
- Ensured compliance with HIPPA regulations reporting.

- Supervised BSW & MSW student interns.
- Participated as a member of the multi-disciplinary team.
- Provided mediation, brief grief, and supportive counseling.
- Established and developed treatment plans and goals.
- Identified information/referral and problem-solving resources available in the community.
- Evaluated/consulted with families for in-home hospice as it relates to ADA compliance.
- Ensured compliance with key policies.
- Ensured interviews, intake and assessments were conducted according to recommended guidelines, and consistent with organizational screening criteria.
- Course taught.
 - Better Choices Better Health: Chronic Disease Management

Southwestern University, Georgetown, TX

November 2006-July 2011

Assistant Director of Advising & Access Resources

- Evaluated student applications, interviewed candidates, and presented at information sessions and other events for admission/advising purposes.
- Developed educational activities designed to increase awareness and develop competency in managing disability issues that affect students, faculty, staff, and visitors to the University and its affiliates.
- Provided academic and graduate school advising.
- Assessed college policies and procedures to eliminate barriers and ensure necessary compliance measures are implemented.
- Evaluated documentation and provided general disability management, advising, and support to students with disabilities.
- Served as a facilitator for student mediation/conflict resolution process.
- Ensured standard practices and procedures for responding to requests for accommodations, and for the resolution of related disputes.
- Provided case management/student support (academic, career, and mental health).
- Ensured availability of resources for students with disabilities.
- Supervised and evaluated BSW and MSW, student interns.
- Interpreted university policy and student records for students.
- Conducted orientations and new student recruitment meetings.
- Collaborated with university internal and external stakeholders to increase awareness and develop competency in managing disability issues that affect students, faculty, staff, and visitors.
- Collected, and interpreted student data to inform decision-making, for departmental, prioritizes.
- Collaborated with departments/divisions to develop and implement student success initiatives.
- Consulted with university departments to assess ADA compliance on new construction, renovation, and barrier removal.
- Represented the University at offsite stakeholder meetings.
- Ensured compliance with FERPA, state/federal regulations, and state/federal reporting standards; administered state policy on residency.

University of Maryland University College Adelphi, MD

July 2009 – December 2013

Adjunct Faculty - MS in Management Program

- Executed, led, participated in, and supported preparation for all recruitment, orientation, and development events.
- Taught students strong fundamentals in effective academic writing practices.
 - MGMT 610

- Enhanced academic performance and writing skills through quality tutoring support.
- Evaluated outcome(s) through improvements in written assignments.

***National Association of Social Workers (NASW), Washington, District of Columbia
August 2005 -April 2006***

Internship - Human Rights & International Affairs

- Assisted NASW senior staff in making national and international presentations on the ONE Campaign.
- Introduced ONE Campaign PowerPoint presentation to NASW National Committees.
- Represented NASW at offsite stakeholder meetings.
- Designed/edited brochures, presentations, and pamphlets for use by National office.
- Co-staffed and co-organized national NASW Katrina Brain Trust Symposium.
- Researched *extreme* poverty issues at the international, national, and local levels.
- Produced the current PowerPoint presentation for NASW ONE Campaign (*Extreme* antipoverty project).
- Researched and developed information for NASW Women's History Month Project.
- Researched and developed information for NASW International Women's Day Project.

***Ghana Health Education Initiative, Humjibre Ghana
Summer 2005***

Summer Serve and Learn International Internship

- Empowered communities in the Bibiani-Anwiaso-Bekwai (BAB) Municipality of Ghana to build a future where children free from illiteracy and illness can realize their full potential.
- Participated in health Programs designed to ensure the well-being and meet the critical needs of first-time pregnant women and their newborns through a sustainable community-based approach.
- Supported educational programs which supported primary and junior high school students by providing extra classroom hours and lectures in a child-friendly environment conducive to learning.

***Prince George's County Department of Social Services, Landover, MD
August 2004 -May 2005***

Internship, Foster Care

- Assisted students aging out of foster care to apply for college and employment.
- Ensured compliance with HIPPA regulation reporting.
- Performed public relations functions, including interviews with community leaders.
- Conducted needs assessment for individuals and families requiring foster care.
- Performed conflict resolution for parents, school administration and foster children.
- Facilitated parent workshops.

- Ensured interviews, intake and assessments were conducted according to recommended guidelines, and consistent with organizational screening criteria.
- Researched case law and government agency rulings and interpretations to prepare court reports.
- Prepared case notes based on extensive interviews.
- Prepared psychosocial assessments.
- Performed case management functions.
- Represented clients and agency in court proceedings.
- Facilitated disbursement requests for personal items, childcare and food.

University of Maryland at College Park, College Park, MD

May 2001 – February 2005

Coordinator, Academic Support in College of Arts and Humanities (ARHU)

- Ensured compliance with institutional, FERPA, as well as state and federal regulations and reporting standards; administered state policy on residency.
- Ensured interviews, intake and assessments were conducted according to recommended guidelines, and consistent with organizational screening criteria.
- Executed, participated in, and supported preparation for all recruitment, orientation, and development events.
- Co-developed a college student success initiative.
- Created client feedback systems.
- Performed departmental budget analysis.
- Executed, participated in, and supported preparation for all recruitment, orientation, and development events.
- Co-developed a college student success initiative.
- Created client feedback systems.
- Performed departmental budget analysis.
- Collected, synthesized, and prepared statistical information for annual reports.
- Interpreted university policy and implemented resulting procedures pertaining to admission, credit by examination/experience, grade, and record changes, and student records maintenance integrity for ARHU.
- Maintained knowledge of new or changing admissions, VA, or records-related regulations.
- Collected, and interpreted student data to inform decision-making, for departmental priorities.
- Prepared files for personnel review.
- Chaired and staffed search committees in conjunction with other human resource activities.
- Performed conflict resolution for students, administration, faculty, and staff.
- Performed quality assurance studies of departmental procedures and processes.
- Performed outcomes studies related to academic progress.
- Represented AHRU at offsite stakeholder meetings.
- Certified students for graduation.
- Authorized/provided training and technical support for business application software.
- Assisted in the implementation of the ARHU Peer Mentor Project.

- Taught
 - First Year Experience (EDCP 108).
- Supervised and evaluated paraprofessionals.

University of Maryland University College Adelphi, MD

April 1998- May 2001

Enrollment Management Specialist; Testing Center Coordinator

- Executed, participated in, and supported preparation for all recruitment, orientation, and development events.
- Provided holistic wrap-around advising to include consortium agreements, transfer evaluation, and completion of graduation requirements.
- Served as Testing Coordinator.
- Managed university Testing Center to include staffing and budgeting.
- Maintained knowledge of new or changing regulations for advising, transfer evaluations/courses/articulations, and FA.
- Collected, and interpreted student data to inform decision-making, for departmental priorities.
- Collaborated with departments/divisions to develop and implement student success initiatives.
- Resolved student concerns as it related to program completion.
- Created client feedback systems.
- Coordinated departmental goal planning and implementation.

EDUCATION

Grand Canyon University

Phoenix, AZ (anticipated completion Fall 2024)

Doctoral Candidate (ABD)

Organizational Leadership and Development

Concentration in Organizational Change

Louisiana State University

Baton Rouge, LA

Graduate Courses in Human Resources Leadership/Workforce Development

University of Maryland @ Baltimore

Baltimore, MD

Master of Science in Social Work, Independent Concentration

Management & Community Organization

Bowie State University

Bowie, MD

Graduate courses in Psychology and Multicultural Counseling

Southern University @ New Orleans

New Orleans, LA

BS - Business Administration

PUBLICATIONS

Carter, K. M., Nollie, C. & Barry, W. (2006) Annotated Bibliography: Women's Issues. In C.S. Carter, *Social Work and women's health: Resources on health empowerment advocacy and literacy* (pp. 131 – 137) Alexandria, VA. Council on Social Work Education Press.

Carter, K. M. (2006) *NASW/ONE Campaign PowerPoint Educational CD*. Washington, D.C. National Association of Social Workers.

Research Assistant for two (2) refereed journal articles:

(1999). Church burning in African American communities: Implications for empowerment practice. *Social Work 44* (1) 62-68.

(2000). Church Burning: Using a contemporary issue to teach community organization. *Journal of Social Work Education 36* (1), 79-88.

HONORS, SERVICE AND RESEARCH PROJECTS and PRESENTATIONS

- Recipient - Texas A&M San Antonio, Student Engagement Key to Success; 2023
- Appointed to the Africa Social Work Network- African Independent Ethics Committee - 2023
- Co-Presenter Texas Association of Vocation and Accessibility Counselors (TAVAC) 47th Annual Transition and Vocation Conference - 2022
- Scholarship Chair Texas Association of Black Professionals in Higher Education – 2022
- Co-Presenter San Jacinto College Equity and Inclusion Series: Leveraging your Talent for Promotion and Career Change – Spring 2022
- Presenter San Jacinto College Career Services Black History Month Presenter: What Does Compliance Have to Do with It? Accessibility Services and What Classes Do Need I Become an ADA Director? – February 2022
- Recipient- Trinity River Presidents Trace Awards-Hallmark Award - Tarrant County College; 2020

- Recipient - Trinity River SDS Leadership Award-Interdisciplinary Collaboration Award - Tarrant County College; 2020
- Nominee - Trinity River SDS Leadership Award-Interdisciplinary Collaboration Award - Tarrant County College; 2020
- Internship Field Supervisor University of Texas @ Arlington, Department of Social Work; 2019-current
- Nominee- Trinity River Presidents Trace Awards-Hallmark Award - Tarrant County College; 2020
- Nominee- Tarrant County College District Chancellors Excellence Award Community Partnerships -2nd Quarter 2020
- Recipient-Tarrant County College District Chancellors 3rd Quarter Award- Employee Excellence Award -Access and Diversity; 2019
- Recipient- Tarrant County College Trinity River Campus Student Development Services Award Recipient, 3rd Quarter 2019
- Scholarship Co-Chair Texas Association of Black Professionals in Higher Education – 2019-2020
- Organizer, Facilitator, and Presenter Fort Worth ISD - Special Education Transition Professional Development Conference; April 2019
- Presenter - TCU Department of Social Work and MHMR Tarrant Supported Employment - Career Connections; April 2019
- Appointed Committee Member-Girls Inc. Tarrant County Boost Committee, April 2018
- Elected Board Member-Texas Association of Black Professionals in Higher Education, February 2018
- Graduate Tarrant County College Diversity and Inclusion Program; November 2017
- Reviewer-American Public Health Association Betty J. Cleckley Minority Issues Research Award, September 2017-Current
- Graduate-Women in Higher Education Leadership Summit (WHEELS); August 2017
- Featured Speaker-Communities in Schools Professional Development; August 2017
- Recipient-Tarrant County College District Chancellors Annual Award- Access and Diversity; 2017
- Recipient-Tarrant County College District Chancellors 4th Quarter Award- Access and Diversity Recipient; 2017
- Recipient-Trinity River Presidents Award Trace Award-Access and Diversity Recipient - Tarrant County College; 2017
- Graduate-AHEAD Master Leadership Course; May 2017
- Graduate-Consortium Leadership And Renewal Academy (CLARA); 2016-2017
- Co-Chair Delta Sigma Theta Social Action Committee; 2017- current
- Co-Chair Delta GEMS mentoring and empowering group; 2012-2014
- Elected Member NASW-TX National Leadership Identification Committee; 2013-2015
- Internship Field Instructor University of Texas @ Arlington School of Social Work; 2012-2021
- Nominee-National Social Worker of the Year NASW; March 2012
- Recipient-NASW Social Worker of the Year for State of TX; October 2011

- Recipient-NASW Social Worker of the Year for Austin Area; March 2011
- Recipient-Southwestern University Excellence in Academic Advising; April 2011
- Recipient-2010 Outstanding Recent Graduate Award University of Maryland @ Baltimore School of Social Work; March 2011
- University of Texas at Austin School of Social Work Community Partnership Development Committee (CPDC); 2011-current
- Internship Field Supervisor University of Texas Department of Social Work; 2010-current
- Appointed to the NASW School Social Work Specialty Practice Section Committee; August 2010-July 2012
- Featured Speaker-Vicente Villa Summer Youth Program; July 2010
- Featured Speaker-SU Upward Bound Career Day; July 2010
- Board President-Carolyn Carter, Ph.D. LCSW; PLLC; 2010-2011
- Presidents Commission for Strategic Planning, Southwestern University; 2009
- Southwestern University Coordinator for the Workforce Recruitment Program 2009-2010
- Peer Reviewer National Association of Social Workers-Texas Chapter 2008-current
- Elected to Staff Affairs and University Academic Affairs Council SU; fall 2008-2011
- Grant Reviewer, United Way CIF, Prince Georges County, Maryland; Spring 2006
- International Intern with the Ghana Health Education Initiative; Summer 2005
- Peer Tutor, Univ. of Maryland Baltimore (UMB) School of Social Work; 2004 - 2006
- Scholarship Recipient at UMB School of Social Work - Title IV-E Program; 2004 - 2005