**Hope Pamplin, Ph.D., LPC-S**

University of Houston Downtown

One Main Street, Houston, TX 77002

281.687.4587 (c) 713.221.8430 (o)

[hopepamplin@yahoo.com](mailto:hopepamplin@yahoo.com)

pamplinh@uhd.edu

Dedicated and experienced student services professional with hands-on experience with diverse student populations. Areas of expertise include providing high quality and culturally responsive student services with specific expertise in overseeing: counseling services, disability services, academic counseling, outreach, records, campus programing and conduct issues.

**SUMMARY OF QUALIFICATIONS**

Over five years of management experience in higher education

Knowledgeable of laws and policies in higher education

Experience in community college, university and K-12 setting

Strong commitment to professional development;

Experience developing and delivering professional development

**EDUCATION**

2014 Doctorate Degree (PhD) Prairie View A&M University

2006 Educational Administration Certification University of Houston, Clear Lake

2004 Masters of Science Prairie View A&M University

2001 Bachelors of Science McMurry University

**CERTIFICATIONS/LICENCES**

License Professional Counselor-Supervisor, State of Texas

Texas Educator Certificate Counseling, EC-12

Texas Educator Certificate Principal EC-12

Texas Educator Certificate, Generalist

EC-4 with English as a Second Language Endorsement

40 Hour Mediation Training

**WORK EXPERIENCE**

***University of Houston Downtown***

*2019-Present* **Director of Disability Services**

* Develop and oversee the Office of Disability Services
* Assist with institutional compliance with Section 504 and the Americans with Disabilities Act (ADA) and with other federal and state regulations concerning students with disabilities.
* Provide direct outreach and service activities for the Office of Disability Services (ODS).
* Review documentation of disability, including psychological, medical, academic and educational assessments, and recommend reasonable accommodations for students
* Coordinate services and equipment necessary for reasonable accommodation, including assistive technology and software in the assistive technology labs.
* Identify students’ needs and refer to other departments and social service agencies when appropriate.
* Develop and implement program orientations and other transition and success activities for students with disabilities and their parents.
* Develop disability awareness curriculum for faculty and staff promoting enhanced disability inclusion, community awareness and retention for students with disabilities.
* Act as a liaison, advocate and resource person for students with disabilities.
* Set up and maintain a database system for monitoring and reporting on the number students with disabilities, their needs and effectiveness of service delivery for program improvement purposes.
* Hire, train, and supervise new ODS staff.
* Implemented secure testing practices
* Received HIPPS Grant

***Houston Community College***

2014-2019 **Lead Counselor (Counseling Manager)**  Central Campus

* Lead for the BITAT team
* Coordinated campus-based Student Activities (Red Ribbon Week, DAAPP, Title IX, Student workshops, faculty workshops)
* Provided oversight for all counseling and disability support services for HCC- Central.
* Provided oversight/supervise the interpreting services and Assistive Technology for the HCC System.
* Interpreted policy, procedures, and data
* Partnered with departments (academic, CTE, advising, P-16) and high schools to guide students
* Counseled individual students (crisis, educational, personal)
* Managed budget for four departments
* Developed systems to monitor the effectiveness of the counseling department at HCC Central.
* Reviewed progress of counselor caseloads to include persistence, retention, and success.
* Provided counseling to students on disciplinary probation or suspension, as referred by the

Dean of student services, to address behaviors in violation of the student code of conduct.

* Respond to crisis situations and to campus/college critical incidents requiring counseling services (e.g. classroom/group debriefing, supportive counseling).
* Provided community resources and follow up as needed.
* Worked with faculty to assist students experiencing academic or personal challenges.
* Collaboratively worked in partnership with a public or private mental health organizations
* Developed systems to monitor the effectiveness of the counseling department
* Built partnerships with Academic Affairs, the Centers of Excellence, Workforce Development, and community-based organizations to develop, organize, and implemented strategies to promote student retention and success through workshops, resources and support
* Facilitated and develop staff development and team building

**Adjunct Professor** Coleman/Central Campus/Southeast/Southwest

*Course: Introduction to Health Professions (HPRS 1201)*

*Course: Student Success (LEAD 1370*

*Course: Child Development (TECA 1354)*

* Teach undergraduate students in a specific field of expertise
* Develop and manage the class syllabus and ensuring that the syllabus meets department and college standards
* Plan and create lectures, in-class discussions and assignments
* Grade assigned papers, quizzes and exams
* Collaborate with colleagues on course curriculum
* Advise students

2013–2014 **Disability Counselor** Coleman Campus

* Provide accommodation letters for students
* Advocate for students with disabilities
* Partner with Department Chairs to meet the needs to students
* Assist departments understand federal and state regulations
* Counsel students (personal, career, educational)
* Provide Counseling Services
* Conduct Student Workshops
* SLIP orientation

***Hope Pamplin, LPC-S (Private Practice)***

2011-present **Therapist**  Houston, Texas

* Provide mental health therapy to clients
* Help clients reflect on issues to help them make positive changes
* Keep records

***Houston Independent School District***

2009–2013 **Dean of Instruction** Jones High School

**Principal (Summer School)**

**Counselor** Montgomery Elementary

* Ensured instructional effectiveness
* Chaired all data team meetings
* Provide oversight for counselors and assisted with the development of the Personal Graduation Plans (PGPs).
* Worked directly with College Board for trainings and compliance
* Administrator of all special programs (LEP, Special Education, AP, etc.)
* Overseeing the identification of students for appropriate Advanced Placement Courses and ensure proper AP testing
* Wrote $3.3 Million TTIPs grant and $16K STEM grant
* Facilitate and monitor grants
* Oversaw budget
* Supervised over 50 teachers and 20 para professionals
* Counsel students
* Gifted and Talented Coordinator
* Provide staff with professional development
* Oversee data teams and collection of student achievement and data to improve campus rating
* Work with district to ensure compliance with state and local organizations.

***IntraCare Hospital***

2011- 2012 **Group Facilitator /Therapist (PRN**) Houston, Texas

* Provide therapeutic interventions to the identified client in order to enhance
* Foster the client’s optimal functioning and interactions
* To continually assess client needs, service availability and appropriateness.
* Work cooperatively with treatment team members and the family in the provision of services

***Bipolar and Depression Support Alliance***

2009- 2011 **Adult and Adolescent Facilitator** Houston, Texas

* Open/close the support group
* Monitor the time
* Keep the discussion on track, on an appropriate subject matter
* Clarify and summarize member’s statements when necessary
* Assure general understanding
* Model appropriate behavior for group members

***Escape Family Resource Center***

2009-2010 **Adolescent Educator** Houston, Texas

* Open/close the support group
* Kept the discussion on track, on an appropriate subject matter
* Clarified and summarize member’s statements when necessary
* Assured general understanding
* Modeled appropriate behavior for group members

***Fort Bend Independent School District***

2004 – 2009 **Counselor/Administrator**  Jordan Elementary

**Teacher**

* Counseled students
* Testing Coordinator
* Provide staff with professional development
* Oversaw data teams and collection of student achievement and data to improve campus rating
* Worked with district to ensure compliance with state and local organizations.
* Promoted and facilitate development of new teaching strategies and student interventions.
* Assisted in the staffing of the campus
* Partnered with local colleges, high schools, and industries to provide students with academic awareness and success
* Developed budget for the department

**Institutional Involvement**

Online Quality & Programming Taskforce

Institutional Compliance Committee

Homecoming Committee

Welcome Week Committee

Blackboard Ally Implantation Team

Student Services Directors Team

Hiring Committee(s)

U-30 Transformation Team

BITAT (Behavior Intervention Threat Assessment Team) Chair

Policy Planning Committee

Emergency Incident Response Team

Lead Counselors Council

DAAPP- Drug& Alcohol Prevention Program Team

Health Fair Planning Committee Chair

Disability Counselors Council

Refugee Taskforce Committee

Career Placement Council

Men’s Health Fair Planning Committee

**PUBLICATIONS**

Pamplin, H. (2019).  ABCs of Counseling and Social Skills. Frisco, TX, Tamara Taylor Edu Publishing LLC.

Pamplin, H. (2013). *ABC Counseling Workbook: Academic, Behavioral and Career Counseling* (1st ed.). Los Angeles, CA: Tenacious Publishing.

**Leadership Institutes**

Houston Community College, Chancellors Innovative Leadership Academy (2018)

**Walter G. Bumphus Leadership Institute (2016)**

**Houston Area Urban League- Small Business University (2016)**

Houston Independent School District Principal Academy (2013)

**PRESENTATIONS**

Policing Students with Disabilities (2019)

UHS Enrollment Leadership Conference (2019)

Gator Gateway (2019)

New Student Orientation (2014-2019)

Harmony Public School Leadership Summit (2017, 2018, 2019)

De-Escalation College Students (2018)

Diversity of Leadership (2018)

Authentic Leadership (2018)

Effects of Stress on the Brain (2018)

The Difference between 504 and IDEA (2018, 2017, 2016)

Conflict Resolution (2017)

Avoiding Burnout (2017, 2018)

High School/College Transition (2016)

Time Management (2015, 2016, 2017)

SLIP Orientation (2014, 2015, 2016, 2017, 2018)

Before you SLIP (Academic Probation/Suspension presentation) (2015, 2016, 2017, 2018)

Career Awareness (2016, 2017, 2018)

Team Building for Houston Community College IT Department (2016)

Before you break… Spring Break alcohol awareness (2016)

Team Building for COPPA Organization (2015)

Healthy Relationships (2015)

Student Services Orientation (2014)

De-escalation on the College Campus (2013, 2018)

The Big Transition (2013)

Texas Alliance of Black School Educators Research Institute (2013)

9th Annual Pathways Student Research Symposium (2011)

Response to Intervention… How does that look? (2010, 2009, 2008, 2007)

English as a Second Language… How can Teacher’s Best Serve their Students (2007)

Grant Writing Workshop (2008)

**Volunteer Experience**

McMurry University Alumni Board

The Thurgood Marshall Scholarship Fund, Scholarship Committee

United Way, Houston, Funding Allocations Committee (Mental Health)

United Way, Houston, Funding Allocations Committee (Domestic/Sexual Violence)

United Way, Grant Reviewer for Community Building Grants

United Way, Reading Buddy Program

Houston Area Food Bank

Generation One

Houston Community College Scholarship Committee