

Carol A. Sumner, Ed.D.

SUMMARY OF QUALIFICATIONS

An experienced higher education leader with a highly successful background facilitating change, impacting culture, leading new initiatives through strategic planning and data driven decision making. Action oriented, motivational leadership and supervision combined with responsible program management and administration, program design and delivery, and fiscal management. Passionate educator with an established background in student recruitment and retention, teaching, public speaking, and community building. Excellent intrapersonal, communication, and presentation skills. Demonstrated hands-on experience in the field of DEI, student development and retention, faculty and staff training and development, and recruitment. Comfortable working independently, as part of a team, in collaboration with faculty, staff and administration, with diverse student populations, community groups, and in diverse university settings. Change-agent committed to disrupting cultural and institutional policies, procedures, practices, structures, and narratives to ensure access, broaden opportunity, and serve for success. Collaboration and community engagement are non-negotiable as it is at these intersections that we are at our best.

EDUCATIONAL ADMINISTRATION EXPERIENCE

06/18/2018 – Present

Texas Tech University (TTU)
Division of Diversity, Equity & Inclusion (DDEI)

Vice President (2018) and Chief Diversity Officer (2019)

Direct report to the president. Member of Presidents Executive Council, the TTU Emergency Response Team, and university senior leadership team. Administrative lead for the Division which includes the following units: College Connect (K-8 pre-college programs (campus tours and visits; summer camps & IDEAL); Mentor Tech; Military & Veterans Programs (MVP); First Generation Transition and Mentoring Programs (FGTMP); Office of Academic Enrichment (AVID); Dream Resource Center (DRC); Texas Tech Chess Program; University Interscholastic League (UIL); Office of LGBTQIA Education and Engagement; McNair Scholars Program; TRIO Student Support Services Program. Established the following programs/initiatives: Student Intersectional Leadership Council (SILC); Males of Color Initiative; Office of Raider Education; Office of Institutional Diversity. Serve on several university committees and task forces to support student recruitment, transition and engagement, and successful matriculation resulting in graduation. Works with university partners such as the Provost, the Vice President for Research and Innovation, Institutional Advancement, Institutional Research, International Affairs, Student Affairs, TTU Athletics, Enrollment Management, TTU Alumni Association, TTU Parents Association, City of Lubbock, and others to support the recruitment, success, and engagement of faculty, staff, students, alumni, and community members. Direct supervision of 7 staff; division staff includes 40 full-time/2 part-time, and between 50 to over 100 student employees at various times of the year.

Chief Diversity Officer, work across the university and beyond to identify and facilitate programs, resources, and services that support the educational, social, cultural, curricular, co-curricular, and environmental experiences of the Texas Tech University community. Achievement of these efforts requires working across constituent groups that may include but are not limited to students, faculty, staff, alumni, academic programs and university departments, community members and stakeholders. Support colleges, schools, department and other university and community partners as they work to foster an environment that supports the engagement and success of faculty, staff and other stakeholders. Identifies opportunities for institutional advancement as an HSI be that through research and scholarship, organizational affiliation, grants and awards, data and analytics, designations and recognitions, community and organizational collaboration and partnerships, and other opportunities that support the mission, goals and strategic plan of the institution. Engage and collaborate across TTU's multiple campus sites and TTU system offices and sister institutions to advance DEI efforts

Key Accomplishments:

Through direct oversight or through collaboration the following have occurred since my tenure at TTU:

- TTU has maintained its qualified institution status and HSI status through efforts led by the Office of Institutional Diversity.
- TTU is now a member of Excelencia in Education and President Schovanec is recognized as a President for Latino Student Success.
- TTU is recognized as an HSI member of Hispanic Association of Colleges and Universities (HACU).
- TTU implemented Faculty Search Committee Training (Spring 2019) which is now required (Spring 2021).
- TTU, through the Office of Institutional Diversity, has implemented a Staff LEAD Fellows Program as a parallel program to Faculty Fellows Program.
- TTU has two inaugural Faculty Fellows who lead faculty success initiatives through the Provost's Office.
- TTU has risen from earning 3.5/5 (2018) to 5/ 5 stars (2020) on the Campus Pride Index.
- TTU has risen from #96 to #54 on Military Times Best for Vets Ranking (from 2019 to 2020).
- TTU was awarded 2020 Chess College Program of the Year by US Chess Federation.
- TTU programs from three different colleges were recognized by Insight to Diversity as 2020 Inspiring Programs in STEM.
- TTU has continued consecutive recognition as HEED Award Recipient and Diversity Champion.
- TTU has earned its first ADVANCE Grant.
- TTU was selected as an Inaugural NASPA First-Forward Institution.
- TTU is establishing a Black Cultural Center (opening Fall 2021/Spring 2022).
- TTU to establish an Intercultural Center in the Student Union (Planning and development Summer 2021).
- TTU revised the racial and ethnic nomenclature and is creating data DEI data dashboards.
- TTU Black Student Alliance was formed from work with Black student athletes and TTU Athletics.
- Worked with President and Black Student Association to address 2020 Call to Action items.
- Increased collaboration between Student Government, Staff Senate, Faculty Senate, DDEI, colleges, departments, Lubbock community and others to increase, support, acknowledge, and foster increased DEI efforts across the institution and greater Lubbock community.
- Established relationship with TTU Marketing and Communication to change our institutional approach and representation of DEI, the celebration of cultures and traditions, and create increase avenues of communication with campus and community members. Continue to collaborate as we navigate matters from inclusive language and tone, to images and messaging, to letters of response and support, and more.

Vice President for the Division of Diversity, Equity, and Inclusion:

- Restructured division staff and programs and developed comprehensive policies and procedures to provide stability and strengthen potential for individual, programmatic, and institutional success.
- Moved units and refurbished/renovated offices across the division to achieve greater space utilization, make spaces more welcoming and affirming, and foster increased collaboration.
- Hired, reclassified, or realigned duties of 13 division staff within first three months of tenure to fill vacancies, establish new offices, programs and units, and to leverage staff strengths.
- Realigned budget to provide additional funding for DEI efforts by student organizations, colleges/departments.
- Established and maintain regular meetings with campus deans and other university leadership to foster communication and collaboration to support institutional DEI efforts.
- Established the Office of Institutional Diversity that focuses on faculty, staff, and community DEI efforts.
- Through collaboration with the Offices of the Provost and VP for Graduate Education, established MOU with Southern Regional Educational Board (SREB) to establish greater opportunities for under-represented graduate students.
- Additional summer funding and resources have been made available for under-funded graduate students through the Office of Institutional Diversity.
- Expanded access for tenure track professors to receive additional summer funding to support research.
- TTU maintained its McNair Scholars Program and was awarded a 5-year TRIO SSS Grant (\$1,309,440).

- Spring 2021 NSSE/FSSE efforts are a new collaboration between Office of Institutional Diversity (OID), First Generation Transition and Mentoring Programs (FGTMP) with the Office of Planning and Assessment (OPA) and Transformative Undergraduate Experiences (TrUE) (including incentives from TTU Athletics) with strategic marketing and communication has already resulted in responses that exceed all previous years and shows Texas Tech to be well ahead of the national average at this time in survey responses by students and faculty.
- Numerous grants and gifts have been awarded to the units across the division to support efforts for first-generation student success, military and veteran student success, chess program technology, etc.
- PI or Lead PI role working with interdisciplinary faculty and staff teams to develop grant proposals on behalf of TTU to the Kellogg Foundation, NIH, and NSF. Division submissions include proposals submitted to Texas Workforce Commission, the US Department of Education, the City of Lubbock, and others.

President, Big XII Association of Diversity Officers in Higher Education:

- Established and host bi-weekly meetings for both the Executive Board and the Board of Directors.
- Formalized and continue to lead efforts to serve as advisory board to the Big 12 Athletic Conference on matters of DEI across the Big 12 and at TTU. As the Big 12 Athletics Conference continues to identify and implement DEI efforts, we continue to provide feedback and serve as a connection and resource to them and to our campus athletics departments.
- Increased collaboration, engagement, outreach, and recognition across the Big 12 Chief Diversity Officers.

07/16/2012 – 07/03/2018

**Arizona State University (ASU)
Office of the Dean of Students**

Tempe, AZ

Educational Outreach and Student Services (EOSS)

Sr. Associate Dean 07/31/2013 – 06/15/2018)

Associate Dean (07/16/2012 – 07/30/2013)

Newly created position with a portfolio of programs and services that span the entirety of the student experience. Established Student Services strategic plan for international student engagement. Served as university lead for international student engagement - facilitated efforts across university offices, departments, and academic units (schools and colleges) to support the transition and acculturation, resources, services, and programs that spanned the international student experience (non-academic); recruited partners and lead monthly University International Student Services Committee (33 partner departments), monthly EOSS International Student Services Committee, and the bi-weekly International Pre-arrival/ Orientation/Welcome Week Team Meeting (12 partner departments). Implemented online Pre-Orientation Training and online Title IX training for international students. **University liaison for the ASU Council of Religious Advisors (CORA)** (university-wide council, committee on each campus, 49 active faith-based organizations) and campus liaison for the Tempe campus committee. Provided administrative guidance and support, developed appropriate policies and procedures, managed ASU Faculty Associate Application process, attended monthly committee and executive board meetings, coordinated and facilitate monthly CORA Executive Council meetings; facilitated CORA participation at various university events and programs. **University lead for Culture@ASU** through which we identified, acknowledged, celebrated, and shared our highly diverse and multifaceted university culture -through art, food, music, lectures, traditions, heritages, identities, scholarship, and other institutional experiences. Culture@ASU programs included three annual programs – a signature fall Welcome Back celebration *CultureFest*, weekly student performance program (on all four-campus locations) *Express Yourself*, and annual talent competition – *ASU's Got Talent*. University lead for collaborative partnership with the National Conflict Resolution Center (2016, 2017) through which almost 3500 students participated in the workshop, The Art of Inclusive Communication (ARTIC). The workshop provided the students with tools to speak using inclusive language and learn the steps to maintain civility in the midst of difference.

Departmental supervision includes: Student and Cultural Engagement (SCE) – the team coordinated and advised six of the Cultural/Identity-based Student Coalitions that comprised the Council of Coalitions (CoC),

coordinated with student Coalitions the university-wide heritage month committees for the nine heritage month celebrations, coordinated other university and coalition related events and programs; Sun Devil Civility - the educational arm that coordinated student facilitated diversity and inclusion workshops (6 current workshops/4 in development), coordinated four of the university's six Special Interest Graduation Convocations (Asian/Asian Pacific American, Black African, International Convocation) every semester; **International Student Engagement (ISE)** – team coordinated and facilitated educational, transitional, and social programming for international students university-wide. This included advising the Coalition of International Students (seventh cultural coalition), coordination of the university-wide Global Guides mentoring program, and university-wide celebrations such as International Education Week, International Night, World Fest, and many other programs; **Interfaith Student initiatives** – initiated plan to include new staff member to develop student-led interfaith coalition; collaborated with Memorial Union to manage the newly created interfaith prayer and meditation space; collaborated with CORA and other university partners to support the university-wide Spirituality and Wellness initiatives as they pertained to Mindfulness and Spirituality. New initiative envisioned and developed plan for potential eighth student coalition focused on student interfaith needs. Newly hired coordinator and student strategy team established the first ASU Interfaith Harmony Week, coordinated new programs and collaborated with others to feature 16 programs across all four campus locations; MEN@ASU, a mentoring program for men of color established in coordination with the Maricopa County Community College District Office designed on an asset/strengths based approach to mentoring to facilitate their transition, retention and graduation; university liaison for Danforth Chapel; led and promoted all affinity (student attendance at events from Gameday to university lectures) and engagement efforts and initiatives; incubator for all new initiatives. Portfolio also included: New Student and Family Programs; Programming and Activities Board (Tempe); Game Day and Spirit Initiatives; Disability Resource Center (Tempe); TRIO Student Support Services Program (Tempe); TRIO Upward Bound (Tempe); TRIO Veterans Upward Bound (Tempe); ASU Campus Children's Center: Office of the Dean of Students Situational Response Team (SRT).

Key Accomplishments:

Student Services lead for diversity, inclusion, and engagement efforts with underrepresented, minoritized, and international student populations. Successfully initiated and established new university-wide units, programs, and collaborative partnerships and relationships with ASU unit, departments, schools, colleges, students and student clubs and organizations, and community and corporate partners. Collaborated in writing the successful TRIO SSS/Disability Grant receiving a 5-year grant continuation totaling \$1,226,560.00. Council of Coalitions fully established and recognized as official representative body of minoritized, marginalized, and underrepresented students by university administration. Experienced growth and expansion in all programs; new approaches to outreach included live streaming of convocations, Culture@ASU Events, International Night, and other events. Reviewed and developed all policies, procedures, and protocols across the portfolio to ensure they were current and aligned with university mission as well as all federal, state, and local policies, procedures, and expectations. Engagement with university administration at all levels (from Sun Devil Athletics to the Alumni Association) resulted in increased engagement and student satisfaction and retention to graduation. Master of Ceremonies and presenter for New International Student Orientation programs (undergraduate and graduate). Presented "Empowering Your Student for Success" presentation to parents and guests at well over 60 New Student Orientation programs. Successfully completed (issued certificates of completion): Association of Title IX Administrators (ATIXA) Introductory Training; ATIXA Level II Training; Basic Incident Command System Training (ICS 100/200/700/800); Intermediate Incident Command System Training (MAG300); DREAMZone Training; SafeZONE Training; Bystander Intervention Training.

1/2016 to 07/03/2018

Arizona State University

Tempe, AZ

Office of the Vice Provost Inclusion for Community Engagement

University Chair – Committee for Campus Inclusion

Provided leadership for university-wide committee; facilitated Executive Board Meetings. CCI's mission is to support and maintain campus community that values diversity; provide educational opportunities; monitor and report potential instances to the appropriate units. CCI Catalyst Award implemented Spring 2018.

07/2009 to 12/2009

Arizona State University
Office of the Vice Provost for Undergraduate Education

Tempe, AZ

Doctoral Internship (140 hours – 3 credits)

Under the supervision of the Vice Provost for Undergraduate Education, conceptualized and developed a new educational campaign for prospective college students, student's families and supporters, educators and policymakers. The campaign titled A 360 Degree, highlighted seven (7) key competencies and was created in recognition of the fullness of the collegiate experience culminating with the student earning a college degree. It highlighted the development of diverse skills and experiences that would be of benefit far beyond their collegiate years.

05/2006 to 07/15/2012

Arizona State University
Office of the Executive Vice President and Provost and University College

Phoenix, AZ

Founding Director, University Academic Success Programs at the Downtown Phoenix campus (UASP-DPc) Director, University Academic Success Programs at the West campus (UASP-West) (04/2010 to Present)

Recruited to establish ASU's first Student Success Center, DPc Writing Center, and the DPc Information Desk (from 05/2006 to 07/2008) for the new Downtown Phoenix campus of ASU. Within one year of establishing services was selected by the University Vice Provost and Dean of University College to establish and direct the ASU Community Learning Center program (a program in partnership with the Tec De Monterrey in Mexico) (from 07/2007 to 01/2011). Recruited by the Office of the Executive Vice President and University Provost to assume additional responsibility as Director UASP the West campus (05/2010). **Programming and Budgetary Oversight:** Planned, coordinated, and implemented activities, programs, services, and new initiatives for two campus units. Supervised the preparation of budget proposal, established expenditures controls and recommended allocation of resources within limitations of the budget. Developed and monitored overall operations and facilities. **Staff Assessment and Development:** Supervised 7 full-time professional staff and approximately 90 student staff. Conducted student staff evaluations every semester and annual professional staff evaluations. Encouraged and provided staff professional development opportunities. **Program Assessment and Development:** Worked in collaboration with various vice-presidents, vice-provosts, deans, directors, faculty, and campus partners to develop innovative, student centered, outcome driven, theoretically based initiatives, programs and services. Provided comprehensive quantitative and qualitative reports to the Office of the Executive Vice President and Provost of the university every semester and upon request. Conducted programmatic evaluations to determine program efficiency and effectiveness. **Policy Development:** Developed and implemented unit policies and procedures for all areas of responsibility. **Community Involvement:** Identified, developed, and maintained relationships with other campus and university-wide academic units, programs and other community organizations and agencies.

Key Accomplishments:

UASP-DPc and UASP-West were a part of the university-wide unit charged with providing programs, services and innovative initiatives to support the academic success and retention of all ASU students - through academic and co-curricular programs and services - across the four campuses of ASU. The DPc and West campus programs and services included residential and non-residential tutoring; in-person and on-line tutoring (synchronous and asynchronous); facilitated learning experiences (Supplemental Instruction and review sessions), and small group tutoring; academic and skill development workshops; the Sun Devil Success program; peer mentoring; the Dissertation Connection Camp (Summer 2012); the Writing Centers; Academic Success Courses. Other campus specific services in the DPc location included academic advising (BIS, exploratory, transfer); Career and Major Exploration; Career Services; The Community Learning Center; and Service Learning; American Indian Student Support Services.

- The university-wide Online Writing Tutoring program (Spring, 2009) and Online Science and Select General Studies Tutoring program (Fall 2010) were conceived of and implemented through the UASP – DPc and West staff.
 - Online writing tutoring experienced a 62% increase in visits in one academic year – from 210 in Fall 2010 to 341 Fall 2011.

- Online science and select general studies tutoring visits increased from 626 visits and 122 unique students Fall 2010 to 4,137 visits and 1,604 unique students Fall 2011 (over 100 courses) – an increase of 560%.
- Received the 2011 ASU President’s Award for Innovation for Online Tutoring Programs.
- Through both the DPc and the West campus units - in partnership with various units within Educational Outreach and Student Services, Residential Colleges, and campus colleges and schools – a variety of programs and services were developed to support the academic preparedness, success, and retention of undergraduate and graduate students.
- Developed, planned, organized and directed all facets of freshman transition programs at the Downtown Phoenix and West campus locations:
 - The 2010 Summer Academy Programs (a 5-week summer only freshman transition program)
 - The 2011 University Bridge Programs - (a 5-week summer and year-round freshman transition program) DPc and West students attended the summer program at the DPc, and
 - The 2012 Sun Devil Success program, a two-week early start summer transition program that was the precursor for a fall retention program. Programmatic experiences were developed to promote student’s connection to their home campus and to the university, to build community, increase student’s connection and sense of belonging to the university, and provide early access to campus resources through curricular and co-curricular programs and experiences.
 - Participated in the redesign of UASP university-wide freshman transition programs.
 - Member of the leadership team charged with the university-wide collaborative efforts between Admissions (Enrollment Management), University Housing and Residential Life, campus colleges and schools, New Student Orientation, and Educational Outreach and Student Services (inclusive of staff on the Tempe campus).
 - Involved in all facets of program development – from messaging through collateral materials and website content to development and implementation of campus-based programs for both DPc and West campuses, inclusive of hiring, training and supervising faculty (summer courses), professional and student staff.
 - Fall 2011 – established the DPc and West campus Math Labs
 - Collaborated with the University Technology Office, the DPc and West campus math departments, the Office of the Executive Vice President and Provost of the University.
 - Administrative oversight included: establishment of comprehensive math lab policies and procedures; hire, train, and supervise student employees (desk assistants/test proctors and tutors); establish hours of operations; participation in ongoing math redesign courses faculty and staff meetings; facilitate math lab operations training sessions during faculty training meetings.

06/2004 to 05/2006

**TRIO Student Support Services
in the Disability Resource Center (DRC)**

Tempe, AZ

Transition and Retention Specialist

Programming and Budgetary Oversight: Coordinated and supervised individualized academic tutoring, coaching, cultural enrichment activities, social training, and disability awareness programming. Hired, trained and supervised tutors and coaches (peer mentors). Prepared periodic reports and maintained records on specific program activities and student. Engaged in budget forecasting, preparation, planning, and approvals when appropriate. Assisted in preparation of grant proposals. **Student Assessment and Development:** Provided personal, curricular and co-curricular counsel and guidance to participants. Developed innovative solutions to assist students in achieving academic success, retention to graduation, and career and professional development. Assessed student needs and facilitated appropriate enhancement services.

Policy Development: Developed policies, procedures and expectations for the department/program and student workers. **Community Involvement:** Identified, developed and maintained relationships with other campus programs and community agencies.

Key Accomplishments:

- Developed job descriptions, employment postings, *Policies, Procedures and Expectations Guidelines* and all training modules for tutors, academic coaches, and UNI 101 instructor.
- Member of TRIO/DRC summer transition committee that developed UNI 101 course curriculum.
- Presented workshops on time management, study skills, learning campus resources, and other topics.
- Created 2005-06 Tools for Student Success kit and marketing materials for TRiO program.
- Developed career services programs, e.g., Dress for Success Workshop, Professional Etiquette Lunch, and other events featuring presenters on professional development.
- Developed instruments for student assessment and program evaluation.
- Developed policies and procedures for student records maintenance and new Laptop Loan Program.
- Created a new Transitional Life Coaching (TLC) program which addressed student transition from high school to college and from college to career or graduate school.
- Developed, planned, and coordinated monthly academic strategies workshops and cultural events.
- Worked in partnership with several campus departments to create collaborative experiences for students, e.g., Student Affairs, Multicultural Student Center, Learning Resource Center, Summer Bridge, Health and Wellness Promotions, Campus Recreation, ICA, and various academic units.
- One of two bilingual staff members who proctored 100-level through 400-level Spanish exams.
- Wellness Diversity Committee member.
- Collaborated in writing the successful DRC TRiO receiving a grant continuation totaling \$934,108.00.

05/2002 - 05/2004

Washington University in St. Louis
Cornerstone: The Center for Advanced Learning

St. Louis, MO

Academic Mentoring Administrator (05/2003 – 05/2004)

Quality Assurance Coordinator (08/2002 – 05/2003)

Co-Coordinator of Student Leaders Program (05/2002 – 08/2002)

TRiO SSS Program in Cornerstone: The Center for Advanced Learning

Program Coordination: Coordinated and co-supervised academic mentoring (tutoring) and student leadership development programs. **Staff Supervision:** Supervised professional, administrative, and student staff in various capacities. **Policy Development:** Facilitated development of new department policies and practices. Processed, verified employment documentation, and hired academic mentors and monitored eligibility. Assigned mentors and monitored work schedules. Monitored TRIO student progress.

Key Accomplishments:

- Restructured and formalized the employment, record keeping, and supervisory process for the Academic Mentoring Program.
- Co-supervised over 250 active academic mentors (tutors) – professional (faculty and staff), graduate and undergraduate students.
- Planned and conducted weekly policies, procedures and expectations review training sessions.
- Maintained academic mentor database containing all applicant and mentor information.
- Facilitated development of inter-departmental agreements and collaborated with Disability Resource Center and faculty to secure mentoring assistance for students.
- Monitored GPA status of all active student tutors to ensure compliance with terms of employment.
- Coordinated first academic mentor recognition event. Attendees included university Chancellor, Vice Chancellors, Deans and Directors, staff, and academic mentors.
- Revised and when necessary created new programmatic forms.
- Trained and supervised TRIO program staff in areas of compliance and quality assurance, e.g. proper documentation protocols, files maintenance and record keeping, employment protocols, etc.
- Collaborated with TRIO director to complete and submit the federally mandated annual report.
- Redesigned the TRIO summer program - incorporating various aspects of leadership development while simultaneously increasing the student's knowledge of campus resources.
- Created program policies and procedures to ensure consistency, effectiveness, and compliance with university and federal policies.

- Developed a pre and post program instrument to evaluate program effectiveness and student development.
- Conducted academic and personal counseling with first generation, low-income, or disabled student participants.
- Planned and co-facilitated student workshops and seminars.
- 2002-03 academic year 3,000 students received assistance through this program.

10/2000 - 01/ 2002

Illinois State University
Office of the Registrar

Normal, IL

Resource Specialist, Student Service and Referral Center (01/2001 – 01/2002)

Undergraduate Credentials Evaluator (Admissions/Records Officer 1) (10/2000 – 01/2001)

Related Student Services: Served as the first point of contact for students in this newly developed center.

Cross-trained to resolve enrollment services (admissions, registrar, financial aid, advising) concerns/ problems for students. Serves provided via in-person and telephone utilizing internet and other tools to resolve issues. Provided referral services to other offices. Provided input for public relations documents. **Academic Advising:** Evaluated transcripts and awarded transfer credits; articulated transfer courses, awarded transfer credit and prepared both on-line and handwritten Statements of Transfer Work for new, readmitted, continuing and athletic transfers.

Interpreted university and academic policies in person and/or by phone for students, parents, faculty, advisors, counselors, chairs and deans. Managed selected data elements for various admissions and student data files.

Key Accomplishments:

- First of three specialists hired to serve in the new student service center.
- Responded to hundreds of questions related to academic policies and procedures and/or campus services.
- Cross-trained to serve as a specialist for multiple enrollment service areas represented in the center.
- Participated in public service assessment projects.

08/1996 - 11/1999

Wilberforce University

Wilberforce, OH

Coordinator of Supplemental Instruction (SI) and Tutoring (11/98 – 12/99)

Admissions Counselor (8/96 – 11/98)

Program Coordination: Coordinated and supervised academic tutoring and supplemental instruction program.

Academic Advising/Retention: Provided academic advising and support services to students. **Staff**

Supervision: Supervised professional and peer tutors and SI leaders. **Recruitment:** Recruiter and admissions counselor for potential students within my specific recruitment area – Maryland, Indiana, Chicago and vicinity, Michigan, regions of Ohio and St. Louis metro area.

Key Accomplishments:

- Implemented the university's first SI program and re-developed the tutorial program.
- Supervised/managed 15 professional and peer tutors, and SI Leaders.
- Managed program budget and payroll.
- Created policies, procedures, and training program materials for SI leaders and tutors.
- Established an official referral and testing process for students with suspected learning disabilities.
- Monitored ADA compliance and scheduled ADA training for faculty and staff in the division of academic and student affairs.
- Developed SI and tutoring program strategic plan, which projected future program goals, budgetary needs, staffing, and resources.
- Administered SAT based student placement tests and interpreted results for course placement.
- Academic Advisor for undecided/exploratory freshmen.
- Member of the Student Judiciary Appeals Committee, Academic Advising Committee, advisor to Black Women United, facilitator of Female Rites of Passage.
- Increased student recruitment and established new recruitment contacts in my specific recruitment areas.
- Established and maintained a working relationship with high school counselors, service agencies, and other community organizations.

- Determined student eligibility for scholarships and other financial resources and assisted students with the completion of Pell/SAR, FAFSA, and other financial aid forms.
- Planned and hosted -- in collaboration with financial aid, the university registrar, and local alumni -- citywide receptions for potential and admitted students in recruitment areas.
- Coordinated requested visits to the university; scheduled student ambassadors to conduct campus tours.
- Official commendation from Executive Vice President of Academic and Student Affairs for assistance in compiling data supporting the effectiveness of the Academic Support Program Division during accreditation review.

TEACHING/MENTOR EXPERIENCE

04/2021 – 04/2021	NASPA Short Course for AVP's Evolving to Excellence in the AVP Role: Law and Policy Section Co-teaching with Sharron Evans, J.D., AVP/Dean of Students Iowa State University	Online
02/2021 – Present	Texas Tech University Adjunct Graduate Faculty	Lubbock, TX
01//2018 – 05/2019	Arizona State University Dissertation Committee Member; Zachary Reeves	Tempe, AZ
01/2018 – 05/2018	Arizona State University Mentor HED 573: Applied Inquiry & HED 593: Applied Project	Tempe, AZ
08/2017 – 12/2017	Arizona State University Mentor HED 573: Applied Inquiry & HED 593: Applied Project	Tempe, AZ
01/2017 – 05/2017	Arizona State University Mentor HED 573: Applied Inquiry & HED 593: Applied Project	Tempe, AZ
10/2016 – 12/2016	Arizona State University HED 598: Seminar: Internationalization and Comparative Higher Education	Tempe, AZ
01/2015 – 05/2015	Arizona State University HED 527: Seminar: Student Affairs Administration	Tempe, AZ
08/2015 – 05/2016	Arizona State University Dissertation Committee Member; Dr. Leonard Edmonds Intersectionality: An Arts-Based Approach to Student Awareness	Tempe, AZ
01/2014 – 05/2014	Arizona State University HED 527: Seminar: Student Affairs Administration	Tempe, AZ
07/2008 – 08/2008	Arizona State University Summer Bridge Program – Downtown Cohort UNI 194 – Special Topics: Academic Success Seminar	Phoenix, AZ
01/1999 - 11/1999	Wilberforce University New Student Success Course Required one (1) credit hour course for freshmen and transfer students	Wilberforce, OH

PROFESSIONAL EXPERIENCE

01/2000 - 08/2000

U.S. Dept. of Commerce
Bureau of the Census

Bloomington, IL

Office Operations Supervisor

Coordinated the assembly, quality assurance processing, and distribution of all Census materials used by enumerators for each phase of the Census for more than 69,000 homes. Trained and supervised a staff of 25-30 office employees. Completed and distributed weekly reports and supervised data entry of information for these reports. Ensured that federal guidelines and timelines for processing Census materials were met.

- This office had the largest rural area for the region (IL, IN, and WI).
- During the largest segment of the campaign, this office led the entire region in production and completed the program within top four offices for the region.

10/1994 – 07/1995

P.P.E.C.I.

Muncie, IN

Self Sufficiency Program Coordinator for adults aged 18-24 to facilitate their transition from welfare to work. Taught self-sufficiency skills and other work-related topics to participants.

08/1991 - 06/1994

State of Maryland-BCDSS

Baltimore, MD

Case Manager for a caseload 33 children who were placed in relative care due to parental neglect or abuse.

04/1991 – 11/1991

United Airlines

Chicago, IL

Assistant Flight Attendant Scheduler Clerk - Flight Attendant Scheduling

Arranged travel and hotel accommodations for flight attendants based out of O'Hare Airport. Co-coordinated flight attendant coverage for all United Airlines flights arriving or departing from O'Hare. Over 3,000 flight attendants were based out of O'Hare Airport.

Key Accomplishment:

- Promoted from Clerk position to Assistant Scheduler within 1 month of employment.

EDUCATION

05/2011

Arizona State University
Doctorate in Education (Ed.D.)
Higher and Post-Secondary Education

Tempe, AZ

Dissertation: The Power of the Virtual Pen and the Development of College Freshmen:
Exploring the Impact of University Website Messaging on the Situated Identities of First-Year College Freshmen.
Committee: Dr. James Rund (co-chair), Dr. Kris Ewing (co-chair), and Dr. James P. Gee.

05/2003

Illinois State University
Master of Science in Education
Concentration: College Student Personnel Administration

Normal, IL

08/1989

Illinois State University
Bachelor of Arts Degree
Major: Public Relations
Minor: Spanish

Normal, IL

LANGUAGES

Spanish – Oral and Written

CERTIFICATIONS

12/2020

Intercultural Competencies Inventory
Qualified Administrator

Lubbock, TX

PROFESSIONAL AFFILIATIONS, ORGANIZATIONS & COMMUNITY SERVICE

AAC&U	2018 - Present
American Council on Education	2018 – Present
DEI & COVID-19 Community of Practice	04/2020 – 03/2021
Association of Public and Land-grant Universities	
Rural Student Success Advisory Committee	01/2020 - Present
National Association of Diversity Officers in Higher Education	06/2018 – Present
President, Big XII Association of Diversity Officers in Higher Education	08/2020 - Present
Vice President, Big XII Association of Diversity Officers in Higher Education	05/2019 – 08/2020
YWCA of Lubbock Board of Directors	03/2021 - Present
American Education Researchers Association	2012 - Present
NASFA, International Educators Association	2012 - Present
American College Professionals Association	2003 - 2010
National Association of Student Personnel Administrators	2003 - 2010
National Academic Advising Association	1998 – 1999, 2007
Connectional (International) Member-At-Large –Social Action Commission	2004 - 2010
Illinois Conference Young People’s Division Director (Elected)	2002 – 2004
(Organized, planned, and implemented statewide youth workshops, conferences, leadership retreats, fund raising events, and large annual conference for youth groups at 48 churches; supervised young adult executive board; member of a five-state executive committee)	
4 th District (Canada, MI, IL, IN, WI, IA) Campus Ministry Chairperson (Nominated)	1997 - 2001
Delta Sigma Theta Sorority, Incorporated – Diamond Life Member	2001 - Present
Advisor - Iota Kappa Chapter at ASU on the Tempe Campus	2004 - 2014
Co-Chairperson, Scholarship Committee	2001-2002
Board of Directors, McLean County Child Care Resource and Referral Network	2001 - 2002
Kappa Delta Pi, an International Honor Society in Education	2003
Phi Kappa Phi, an International All Discipline Honor Society (Lifetime Member)	2008 - Present
Arizona State University Commencement Volunteer	2006 - 2013

COMMITTEES, TASK FORCES, FOCUS GROUPS

Bipartisan Policy Center Academic Leaders Task Force on Campus Free Expression	10/2020 - Present
TTU IT Advisory Committee	09/2019 - Present
Diversity Abroad Strategic Leadership Forum Planning Committee	09/2019 - Present
TTU ADA Compliance Committee	06/2019 - Present
TTU Community for Advising, Retention & Student Services	05/2019 - Present
TTU Student Affairs Steering Committee: Students Basic Needs	02/2019 - Present
TTU Tenure & Promotion Review Committee	01/2019 - Present
TTU Emergency Response Team	01/2019 - Present
TTU RAISE Committee (HSI), Chair	12/2018 - Present
TTU President’s Leadership Institute	10/2018 - Present

TTU International Affairs Council	10/2018 - Present
TTU Student Affairs Sexual Violence Advisory Committee	08/2018 - Present
TTU Provost's Task Force for Student Success & Retention	08/2018 - Present
TTU Search Committees (Provost/ SWA-EAD/Deans/CMCO/Directors)	07/2018 - Present
TTU Student Affairs Appeal Hearing Officer	07/2018 - Present
TTU President's Gender Equity Council (ex-officio)	07/2018 - Present
TTU Academic Council	07-2018 - Present
TTU Space Allocation Committee	06/2018 - Present
TTU President's Executive Council	06/2018 - Present
TTU Provost Council	06/2018 - Present
ASU President/Provost Commencement Task Force	12/2017 – 06/2018
ASU University Chair, Committee for Campus Inclusion	10/2016 - 06/2018
ASU Member Arizona State University MLK Jr. Committee	03/2008 - 06/2018
ASU Executive Board Member Commission on the Status of Women	03/2008 - 06/2018
ASU Member, African and African American Faculty and Staff Association	09/2015 - 06/2018
ASU Transfer Matter Task Force – Learning Committee	10/2015 – 05/2016
ASU Greek Task Force	01/2010 - 2012
ASU First Year Student Survey Focus Group	01/2009 - 2010
ASU Member, Commission on the Status of Women (CSW)	12/2007 - 06/2018
ASU Chair, CSW at the Downtown Phoenix campus	03/2008 - 07/2012
ASU Member, Martin Luther King Jr. Committee - Downtown Phoenix campus	09/2007 - 03/2008
ASU Chair, Martin Luther King Jr. Committee Downtown Phoenix campus	03/2008 - 09/2010
ASU Member, Downtown Phoenix campus Public Safety Advisory Board	07/2006 - 06/2008
ASU Member, Arizona State University Academic Integrity Advocates	07/2006 - 08/2008
ASU Human Resources University Hearing Officer	Fall 2009 - 2014
Arizona College Access Network	Spring 2012 - 2014

AWARDS AND RECOGNITIONS

Texas Tech Athletics Teammate Award (recognition for division)	May 2021
Illinois State University CSPA Alumni Award	March 2019
Arizona State University Phi Kappa Phi Recognition for Service and Lifetime membership award	October 2017
Arizona State University Commission on the Status of Women Outstanding Contribution to the ASU Community	2016
Arizona State University President's Award for Innovation UASP Multi-subject On-line Tutoring Program	2010-2011
Arizona State University (ASU) Student Affairs Tribute to University Staff Honoree	2004 - 2005
Who's Who Among Students in American Colleges & Universities Recipient	2002 - 2003
Team Excellence Award - Honorable Mention Student Service and Referral Center - Illinois State University	2002 - 2003
Student Union (Student Government) Student Service of the Year Award Student Educational Service (Now known as Cornerstone: The Center for Advanced Learning)	2002 - 2003

PUBLICATIONS

Sumner, C. A., (2011). The power of the virtual pen and the development of college freshmen: Exploring the impact of university website messaging on the situated identities of first-year college students.

Sumner, C. A., (1999). 4th Episcopal District Campus Ministry Directory. AMEC Publishing House, Nashville, TN.

PRESENTATIONS/ WORKSHOPS/ KEYNOTE ADDRESSES

Sumner, C.A. (March 2021). *Celebrating HERstory: A conversation with brilliant women at TTU*. Panelist for Student Government Association and Student Intersectional Leadership co-sponsored event. Texas Tech University. Virtual panel from Lubbock, TX.

Sumner, C.A. (March 2021). *Wellness: It's more than physical*. Invited lecture for TTU Health Sciences Center El Paso Medical School. Virtual presentation from Lubbock, TX.

Sumner, C. A. (October 2020) *DEI in higher education*. Keynote Speaker for Institute for Inclusive Excellence Faculty Fellows. Texas Tech University. Virtual presentation from Lubbock, TX.

Sumner, C. A. (October 2020) *DEI in public relations*. Keynote Speaker. Public Relations Society of America of West Texas Chapter. Virtual presentation from Lubbock, TX.

Sumner, C. A. (September 2020). *Addressing issues on campus: Conflict resolution strategies*. Workshop Moderator for workshop to system-wide leadership of Texas Tech University System. Virtual presentation from Lubbock, TX.

Sumner, C. A. (September 2020). *Digging deeper: Power in real conversations*. Panelist. Texas Tech University Rawls College of Business. Virtual presentation from Lubbock, TX.

Sumner, C. A. (August 2020). New Student Orientation. Keynote Speaker. Texas Tech University Costa Rica campus. Virtual presentation from Lubbock, TX.

Sumner, C. A. (August 2020). *Identities and panhellenic recruitment*. Presentation to Texas Tech University Collegiate Panhellenic Council. Virtual presentation from Lubbock, TX.

Sumner, C. A. (August 2020). Texas Tech University Class of 2023 Orientation. Panelist for multiple sessions for Texas Tech University School of Law. Virtual presentations from Lubbock, TX.

Sumner, C. A. (July 2020). *Addressing issues on campus: Racial issues on campus*. Moderator/Presenter to system-wide leadership of Texas Tech University System. Virtual presentation from Lubbock, TX.

Sumner, C. A. (July 2020). *Beyond the classroom: Student life during COVID-19*. Panelist for webinar for the Bipartisan Policy Center. Virtual webinar from Lubbock, TX.

Sumner, C. A. (July 2020). *Racial equity in fall planning*. Panelist for APLU Council of Academic Affairs. Virtual session from Lubbock, TX.

Sumner, C. A. (July 2020) DEI Workshop. Workshop presenter for all staff across Texas Tech Athletics. Virtual presentation from Lubbock, TX.

Sumner, C.A. (June 2020). *Identities, DEI, and Greek life*. Keynote speaker for Big 12 Fraternity and Sorority Life Virtual Meeting. Virtual presentation from Lubbock, TX.

Sumner, C.A. (June 2020) *The Path to CDO through student affairs*. Presentation to University Student Housing ACUHO-I Intern at Texas Tech University. Virtual presentation from Lubbock, TX.

Sumner, C. A. (March 2020). Keynote Speaker for International Women's Day Celebration at Texas Tech University. Virtual presentation from Lubbock, TX.

Sumner, C. A. (February 2020) "*You've made a difference*" kind of folks. Keynote Speaker for the Lubbock NAACP Annual Scholarship Dinner.

Sumner, C. A. (February 2020) Keynote Speaker. Texas Democratic Women of the South Plains. Texas Tech University. Lubbock, TX.

Sumner, C. A. (March 2020). *Red raider talks: Framing leadership through her vision*. Speaker for Texas Tech University Student Government Association. Lubbock, TX.

Sumner, C. A. (February 2020). *Faith matters with Tom McGovern*. Radio Interview for Texas Tech University PBS Radio. Lubbock, TX.

Sumner, C. A. (February 2020). Chinese Faculty and Staff Association Chinese New Year Luncheon 2020. Speaker. Texas Tech University. Lubbock, TX.

Sumner, C. A. (December 2019) Keynote Speaker. Operations Division Annual Awards Ceremony. Texas Tech University. Lubbock, TX.

Sumner, C.A. (November 2019). Diversity Town Hall. Panelist for Texas Tech University School of Law. Lubbock, TX.

Sumner, C. A. (November 2019). *Let's talk about race, identity and what's Happening on our Campus*. Speaker for Texas Tech University. Lubbock, TX.

Sumner, C. A. (November 2019). *An evening with Beverly Daniel Tatum*. Moderator for invited public talk at Texas Tech University. Lubbock, TX.

Sumner, C. A. (October 2019) Institute for Inclusive Excellence. Keynote speaker for the Teaching and Learning and Professional Development Center at Texas Tech University. Lubbock, TX.

Sumner, C. A. (September 2019). *Honest voices community conversation*. Panelist for Black Student Association & Zeta Tau Alpha community dialogue at Texas Tech University. Lubbock, TX.

Sumner, C. A. (September 2019). *We the people*. Keynote Speaker for Constitution Day at Texas Tech University Health Sciences Center. Lubbock, TX.

Sumner, C. A. (August 2019). *Diversity and inclusion in recruitment*. Speaker for Panhellenic Recruitment Talks. Texas Tech University. Lubbock, TX.

Sumner, C. A. (August 2019). *Diversity, equity and inclusion panel – IL Orientation*. Panelist for Texas Tech University School of Law. Lubbock, TX.

Sumner, C. A. (August 2019) *Diversity, equity, and inclusion: A woman's perspective*. Facilitated conversation with Mandela Washington Fellows. Texas Tech University. Lubbock, TX.

Sumner, C. A. (July 2019). *Our Responsibilities in advancing diversity, equity and inclusion*. Panelist for APLU for Council for Strategic Communications Summer Meeting. Texas Tech University. Boise, ID.

Sumner, C. A. (May 2019) Community Outreach Dunbar Read: *A pocket full of poems*. Texas Tech University College of Education ELPN. Lubbock, TX.

Sumner, C. A. (May 2019) Keynote Speaker. Classical & Modern Languages & Literatures College Graduation Ceremony. Texas Tech University. Lubbock, TX.

Sumner, C. A. (April 2019) *What does a linguist and chemist/biochemist have in common?* Keynote Speaker for the Department of Chemistry and Biochemistry Awards Banquet. Texas Tech University. Lubbock, TX.

Sumner, C. A. (April 2019). *The importance and significance of graduate education in relation to diversity, equity and inclusion*. Keynote Speaker for Graduate Students Awards Luncheon at Texas Tech University. Lubbock, TX.

Sumner, C. A. (March 2019) Keynote Speaker. Phi Kappa Phi Honor Society Induction. Texas Tech University.

Sumner, C. A. (March 2019). *So, what were you thinking? Working through the voices*. Speaker for RED Raider Talks Texas Women in Higher Education (TWHE) Conference at Texas Tech University. Lubbock, TX.

Sumner, C. A. (February 2019). *Student leaders making a difference*. Speaker for Texas Tech University Student Government Joint Congress at Texas Tech University. Lubbock, TX.

Sumner, C. A. (January 2019) *You made a difference*. Welcome and introduction at MLK Luncheon at Texas Tech University. Lubbock, TX.

Sumner, C. A. (December 2018). *Telling our stories; diversity, equity inclusion and giving*. Speaker for Texas Tech University System Institutional Advancement. Lubbock, TX.

Sumner, C. A. (October 2018) Welcome. Texas State Collegiate Super Finals Chess Breakfast. Texas Tech University. Lubbock, TX.

Sumner, C. A. (October 2018) Welcome. Celebrate Diversity Dinner at Texas Tech University. Lubbock, TX.

Sumner, C. A. (October 2018) Speaker. Institute for Inclusive Excellence Faculty Fellows Workshop. Texas Tech University. Lubbock, TX.

Sumner, C. A. (September 2018) *The discourses of diversity center around "U"[us]*. Keynote speaker for Texas Tech University Rawls Diversity Symposium. Lubbock, TX.

Sumner, C. A. (August 2018). *Thank you for your service*. Keynote Speaker Texas Tech University MVP Graduation Ceremony. Lubbock, TX.

Sumner, C. A. (November 2017). *Socially constructed; web affirmed: where identity and belongingness converge. Engaging Students in the digital age*. Presenter for ASU Organizational Excellence Community of Practice. Tempe, AZ

Sumner, C. A. (October 2017) Keynote Address. Phi Kappa Phi ASU Chapter Induction Ceremony. Tempe, AZ

Sumner, C. A. (June 2015). Opening Address. Arizona Women in Higher Education. Flagstaff, AZ

Sumner, C. A. (Spring 2013 – Present). Yellow Brick Road to Leadership. Moderator for ASU Commission on the Status of Women. Tempe, AZ.

Sumner, C. A. (March – July 2012 - 2018). *Empowering your student for success*. Presenter for New Student Orientation, Arizona State University. Tempe, AZ.

Sumner, C. A. (April 2012). *Yellow Brick Road to Leadership*. Panelist ASU Commission on the Status of Women. Tempe, AZ.

Nahavandi, A., Sumner, C. A., (March - July 2008; March - July 2009). *Guide to academic success*. Presenter for New Student Orientation, Arizona State University. Tempe, AZ.

Sumner, Carol A., Harrop, L., (March – July 2010). *Guide to academic success*. Presenter for New Student Orientation, Arizona State University. Tempe, AZ.

Sumner, C. A., (August 2010). *What to expect now that your student is a college freshman*. College of Nursing and Health Innovation New Student Parent Orientation. Tempe, AZ.

Sumner, C. A., (August 2009). *What to expect now that your student is a college freshman*. College of Nursing and Health Innovation New Student Parent Orientation. Tempe, AZ.

Sumner, C. A., (September 2010). *22 Pearls of wisdom from one who has been where you are*. Presentation for Preparing Future Professionals – Higher and Postsecondary Education Master’s Degree Program Student Organization. Tempe, AZ.

Sumner, C. A. (July 2009). *Preparing for college and beyond*. Speaker for Gateway Community College Upward Program. Phoenix, AZ.

Sumner, C. A. *Using StrengthsQuest as a tool for academic access*. Workshop for CPP 294: Personal & Professional Development Workshop -Nina Mason Pulliam Cohort. (January 2009; January 2010). Phoenix, AZ.

Sumner, C. A., Craig, L., Darr, A., (2005). *Consider college*. Classroom presentations. Carl Hayden High School, Phoenix, AZ.