

DIANA PINO

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EDUCATION

University of Texas at Austin May 2005
Doctor of Philosophy in educational administration - higher education with a specialization in diversity.
Certification in Mexican American Studies - Doctoral Portfolio Program
Dissertation Title: Persistence of First-Generation Mexican American University Students in a Hispanic Serving Institution
Bachelor of Arts in psychology with a minor in social work. May 1994

Our Lady of the Lake University, San Antonio, TX August 1999
Master of Science in psychology with a concentration in counseling psychology.

COLLEGE TEACHING EXPERIENCE

University of Houston Houston, TX
Adjunct Faculty – Mexican American Studies 2018 – Present

Houston Community College Houston, TX
Adjunct Faculty – Psychology 2013 - 2014

Our Lady of the Lake University San Antonio, TX
Adjunct Faculty - Interdisciplinary Studies 2002

PROFESSIONAL EXPERIENCE

Capstone HigherEd Services Houston, TX
President & CEO May 2015 – Present

Responsibilities:

- Provide innovative solutions and consulting services to higher education institutions, small businesses, and non-profit organizations.
- Conduct departmental and program assessments, share best practices, research latest technology, and provide recommendations for enhancement and/or compliance.
- Provide assistance with leadership transitions to include search services, continuity of operations, and onboarding of new leadership.
- Review, update, recommend, and develop policies, procedures, and business processes.

Houston Community College System Houston, TX
Vice Chancellor of Student Services December 2009 – March 2015

Responsibilities:

- Led the institution's student services division through strategic planning and assessment of programs and services to meet the needs of students across the system. Areas of responsibility included recruitment/outreach, retention, admissions/enrollment, advising, financial aid,

minority male initiative, mental health counseling, career services, student activities, disability services, campus safety, wellness, student conduct, orientation, child care, international student services, veterans affairs, contact center, financial coaching, assessment/testing, bookstore, vending funds, student records/registrar, commencement, study abroad, student publications, recreational sports, and transfer/articulation.

- Developed and managed a budget of over \$7 million and provided leadership to a team of approximately 200 employees. Collaborated with human resources on personnel matters and oversaw the performance review process.
- Interpreted legislation in collaboration with legal counsel, recommended policy, and developed procedures to ensure compliance and effectiveness. Provided recommendations of issues to be included in the institution's legislative agenda and provided supporting data. Regularly reviewed and updated policies and procedures.
- Provided information and recommendations to the chancellor and Board of Trustees. Served on the chancellor's cabinet and executive team.
- Ensured compliance with federal, state, and accrediting agencies to include the Department of Education, Department of Homeland Security, Department of Veterans Affairs, Texas Higher Education Coordinating Board, and the Southern Association of Colleges and Schools.
- Facilitated effective collaboration, coordination, and communication among all colleges to ensure consistent quality programs and services across the system.
- Collaborated with school districts and universities to enhance the P-16 pipeline.
- Represented the college at various community functions and events. Provided interviews and statements for print and television media requests.

Accomplishments:

- The number of degrees, certificates, and awards completed increased 29% from 8,195 to 10,600.
- Initiated and led a reorganization of counseling and advising services to improve student retention and completion rates. Through a resource reallocation and increase, doubled the advising staff and implemented case managed advising, assigning all students a first year or program (second year & beyond) advisor.
- Served over 5,000 international students each year and ranked #1 annually in enrollment amongst community colleges according to the Institute of International Education's Open Doors Report.
- Collaborated with faculty to streamline course scheduling and add an advising component to the EDUC 1300 student success course.
- Initiated and implemented a "no late registration" policy and a required new student orientation.
- Involved in the bond community outreach campaign which resulted in the passing of a \$425 million bond towards capital improvements.
- Led successful reviews and audits conducted by state, federal, and accrediting agencies.
- Worked with facilities management and contractors in the planning and construction of veterans and international student centers.
- Served on the faculty and staff campaign committee and led the efforts to encourage participation amongst executives.
- Secured \$2.5 million in funding towards retention efforts.
- Developed procedures and programs to enhance the safety of the campus community (i.e. behavioral intervention and threat assessment teams, student sex offender review committee, drug & alcohol abuse prevention and Title IX programming, etc.).

- Initiated and implemented innovative programming through the introduction of financial coaches and participation in MDRC's Aid Like a Paycheck experiment resulting in upwards of \$300,000 in grant funding.
- Reorganized student publications to provide better communications and opportunities to students.
- Led the student services division in the creation of initiatives to support the system's diversity and inclusion plan.
- Developed partnerships with external organizations to provide staff training and services to students.
- Led and served on numerous system-wide and community committees and taskforces.

Lone Star College – CyFair
Dean of Student Services

Cypress, TX
May 2003 – November 2009

Responsibilities:

- Founding member of the administrative team which opened the college in the fall of 2003.
- Managed a staff of over 60 employees and a budget of \$1.8 million. Responsible for the hiring, training, and evaluation of staff. Provided professional development and resolved personnel issues.
- Provided leadership in the planning, development, evaluation, and improvement of all programs in the student services division to include counseling, career services, disability services, international student services, child care, student discipline, recruitment/outreach, admissions, assessment, academic advising, financial aid, registration, orientation, student retention, dual credit, veteran affairs, and graduation/commencement.
- Provided leadership in strategic planning, implementation, and evaluation of programs within the Division of Student Services to enhance student success.
- Managed reports and maintained compliance with state, federal, and accrediting agencies.
- Oversaw student conduct proceedings and served as the college's civil rights administrator. Investigated allegations of discrimination and harassment.

Accomplishments:

- Enrollment grew from 3,000 students in 2003 to over 15,000 students in 2009.
- Established the Student Services Division at a new institution.
- Led the development of the intrusive, developmental advising model adopted by the system through Achieving the Dream.
- Developed a Child Watch program in collaboration with the YMCA.
- Introduced technology later adopted by sister campuses to increase efficiency.
- Involved in the acquisition of funding through the College for Texans Grant and the Cy-Fair Educational Foundation's Schroeder Scholarship program.
- Introduced innovation through programming to include the department of outreach and retention, system counselor's council, orientation program.
- Involved in the expansion of facilities through space planning and design.
- Developed relationships with area high schools, businesses, and community organizations.
- Served and led numerous college and system-wide committees and represented the college at various community functions.

Alamo Colleges - Northwest Vista College
Director of Advising Services

San Antonio, TX
 January 2003 – April 2003

Responsibilities:

- Developed and implemented strategic action plan for advising services.
- Planned, directed, coordinated, and evaluated advising service programs.
- Provided leadership to the Student Success division as a member of the administrative leadership team.
- Oversaw programs such as high school dual credit, Access program for high school seniors, international student program, veteran affairs, transfer program, commencement, and retention programs.

Accomplishments:

- Developed new articulation agreements and strengthened existing transfer plan agreements.
- Developed a weekly training program to include ongoing professional development.
- Built and strengthened relationships with faculty, the local independent school district, and area universities.

Our Lady of the Lake University (August 1995 – January 2003)
Director of Career Services, Student Life Division

San Antonio, TX
 July 2001 – December 2002

Responsibilities:

- As a member of the Division of Student Life Developed, implemented programs designed to enhance knowledge of career development and job search techniques.
- Provided career counseling, assessment, and interpretation to students and alumni.
- Built and maintained relationships with students, alumni, faculty/staff, administration, employers, and directors from other institutions to ensure support of programs.

Accomplishments:

- Increased the number of participants in career fairs and graduate college fairs.
- Increased student participation in services provided.
- Initiated use of graduate interns for career counseling.
- Introduced career exploration exercise to be included as part of the student success course.
- Instrumental in acquiring a \$2 million Lilly Endowment Grant.

Our Lady of the Lake University
Weekend College Recruiter/ Advisor

San Antonio, TX
 August 1995 – July 2001

- Recruited and advised undergraduate and graduate students for the university's non-traditional student Weekend College Program.
- Developed and maintained relationships with companies and organizations.

Pinon Hills Psychiatric Hospital
Mental Health Worker

Santa Fe, NM
 1995

NATIONAL CONFERENCE PRESENTATIONS & PUBLICATIONS

Donaldson, P., Lee, M., McKinney, L., & Pino, D. (2016). First-year community college students' perceptions and attitudes towards intrusive academic advising. *NACADA Journal: Spring, Vol. 36, No. 1.*

Achieving the Dream Annual Convening
 "Innovations in Financial Aid" Anaheim, CA

February 2013

NAFSA: Association of International Educators Annual Conference	May, 2012
“International Student Retention: Filling the Gaps in College Success Models” Houston, TX	
Community Colleges for International Development 36 th Annual Conference	February, 2012
“Strategies for Maximizing International Student Success & Retention” New Orleans, LA	
University Council on Educational Administration Annual Convention	November 2005
“Persistence of First-Generation Mexican American University Students in a Hispanic Serving Institution” Nashville, TN	

COMMUNITY INVOLVEMENT

Houston Hispanic Forum	January 2011 – Present
Board & Executive Committee Member	
President	
Second Vice President	
Greater Houston Women’s Chamber of Commerce	August 2011 – Present
Education Committee Chair	
2014 Committee Chair of the Year Award	
Association for Conflict Resolution – Houston Chapter	January 2018 – Present
Board of Directors - Member	
Dispute Resolution Center - Montgomery County – Volunteer Mediator	July 2016 – Present
Board of Directors – Member	
UTHealth Long-Term Care Certified Volunteer Ombudsman	April 2016 - Present
American Leadership Forum – Class XXXII	September 2013 – Present
Better Business Bureau Volunteer Mediator	March - April 2016
UHD Houston Hispanic Leadership Initiative Advisory Board	July 2015 – July 2016
Project Grad Gear Up Advisory Taskforce	January 2015 – April 2015
University of Houston Friends of Women’s Studies Table Talk Conversationalist	February 2013
National Association of Student Personnel Administrators	September 2012 – March 2015
James E. Scott Academy Board Member	
Texas ACT Developmental Education & Course Placement Research Council	July 2011 – 2012
UHD Education/Industry/Business Development Council	2010 – 2015
Cy-Fair Educational Foundation – Advisory Trustee	2004 – 2009
Scholarship Committee Chair	2007 – 2009
Salute to the Stars Committee	2006 – 2009
Cy-Fair Chamber of Commerce Education Committee	2004 – 2009
San Antonio College and University Placement Association (now SACCUCA)	
President Elect	2002-2003
Career Fair Chair	2001 - 2002

LICENSURE, CREDENTIALS, & TRAINING

Licensed Professional Counselor (LPC)	July 2008 – Present
Credentialed Mediator	January 2016 – Present
Certified Professional Coach – World Coach Institute	March 2016 - Present
International Ombudsman Association	
Foundations of Organizational Ombudsman Practice	January 2016
Distance Credentialed Counselor (DCC)	November 2015
AACC Future Leaders Institute	March 2005