**COURTNEY CHAPMAN THOMAS**

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**EDUCATION**

**Auburn University**, Auburn, AL May 2006

Bachelor of Social Work *(cum laude)*

**Baylor University**, Waco, TX May 2008

Master of Social Work *(advanced standing)*

Physical and Mental Health Concentration and Global Social Issues of Poverty Specialization

**University of Alabama**, Tuscaloosa, AL Anticipated December 2023

Doctor of Social Work

Organizational Leadership Concentration

**EMPLOYMENT HISTORY**

**The University of Alabama**, Tuscaloosa, AL **08/2013 – Present**

Senior Director of Center for Service and Leadership

Over the course of 10 years, established the Center for Service and Leadership through the consolidation, growth, and improvement of the programs and services of the Community Service Center, the Center for Sustainable Service and Volunteerism, the Office of Student Leadership, and the Center for Ethics and Social Responsibility (curricular service-learning component). These changes were in recognition of the continued success and measurable outcomes achieved by the center and based on best practices in civic leadership and engagement and philosophical changes that promoted student awareness, diversity, equity, and inclusion, intentional leadership development, preparation, engagement, justice-based learning, and commitment.

*Key Responsibilities*

* Provide overall administrative direction, leadership, and supervision to the Center for Service and Leadership, as well as all student civic leadership related efforts of The University of Alabama.
* Serve as a civic leadership expert and trainer for the institution and coordinate student and staff leadership curricula throughout the Division of Student Life.
* Develop and facilitate New Professional Institute for the Division of Student Life which is a professional and leadership development program for all new professionals.
* Create, facilitate, and assess over 280 hours of service and leadership training and facilitation yearly. Create and modify trainings based on current research and trends in the leadership literature for the most effective preparation and engagement.
* Develop capacity to serve as a clearinghouse for volunteerism, community outreach, civic engagement, service-learning, leadership developmental plans, and leadership training and development for students, faculty, and community partners.
* Recruitment, hire, train, provide professional development, and evaluate performance of 6 full-time employees, 3 part-time employees, 6 graduate students, 2 MSW student interns, 22 student assistants, 10 student team leaders and 120 assistant student team leaders.
* Develop strategic goals and objectives for the department using current research, trends, pedagogies, and best practices in the field of civic leadership and student affairs.
* Create and conduct strategic short- and long-term planning, program design and development, marketing, and assessment of programs, events, curriculum, trainings, and community action teams.
* Provide fiscal oversight for a budget of approximately $600,000 and oversee all contractual agreements with vendors.
* Cultivate and maintain mutually beneficial relationships with external constituents, including civic-oriented non-profits; community leaders; and state and national officials. Have developed and created 200 partnerships for the University of Alabama.
* Enhance partnership efforts and relationships within the west Alabama community, particularly local and county governments, school systems, foundations, and service-oriented organizations through personal outreach, bi-annual non-profit expositions, a K-5 mentoring program with more than 1,000 volunteers, and placement of student recipients of federal work study funding with organizations.
* Oversee and collaborate on the planning and implementation of campus-wide service projects numerous times a year as part of the welcome to new student, general student involvement, and interfaith activities.
* Identify, manage, and execute key components of a comprehensive risk management plan, including insurance, contracts, internal procedures, background checks, child protection policies, and domestic and international travel policies.
* Provide oversight, advising, training, and risk management for service and philanthropy-based student organizations.
* Collaborate with academic units to develop service and leadership models to facilitate effective and sustainable civic leadership.
* Create and implement both large- and small-cohort leadership development programs for the general student body, as well as specific identity-based groups, such as students of color, first year students, Greek letter organizations, and multicultural clubs and organizations.
* Collect and provide both quantitative and qualitative data regarding civic engagement to support institutional reporting related to Carnegie Classification, President’s Higher Education Community Service Honor Roll, the Alabama Legislative Impact Report, and other certifications.
* Innovate and integrate new technologies to improve impact tracking, community partner engagement, and faculty support for both curricular and co-curricular service activities.

*Selected Accomplishments*

* Grew office between 2013 and 2023 with the addition of new offices and programs to increase involvement from 3,000 to 13,000 students and annual community impact from 250,000 hours to 1.33 million hours.
* Introduced a new community engagement tracking platform, GivePULSE to the institution and integrated this platform into every academic and co-curricular setting. Instituitiona bv lly rebranded to
* Created and conducted more than 250 comprehensive service and leadership development trainings to support students and professional staff members with Residential Life, Honors College, First Year Experience and Retention Initiatives, School of Social Work, New Student Orientation, Parent and Family Programs, Office of Fraternity and Sorority Life, and Student Government Association.
* Created an intentional leadership development plan that has been adopted to direct and assess the growth of student leaders.
* Serve as keynote presenter and breakout presenter at various leadership conferences throughout the state and nation. Topics have included: inclusive leadership, what is leadership, leadership vs managing, civic leadership, creatively assessing learning, vision casting, community engagements, What is Servant Leadership, Ethical Service Practice, Asset Based Community Development, Person First Language, and Service is Justice Based Work, etc.
* Grew the size and scope of domestic and international service and leadership immersion programs, a high impact practice, resulting in a 150% increase in student participation over a 3-year period.
* Incorporated University of Alabama Dance Marathon into the center, improving student preparation and philanthropic effectiveness, resulting in a cumulative total over the lifetime of the program of $2.6 million for the Children’s Hospital of Alabama.
* Wrote successful proposals resulting in approximately $900,000 in funding from individual, civic, and corporate partners.
* Created new programming and secured more than $220,000 in institutional and external funding to support new immersive leadership experiences for student of color (Students of Color Leadership Summit) and first year students (Bama Year 1 and Future of the Tide), engaging more than 600 previously underserved students.
* Coordinated with academic to strengthen service-learning efforts and service opportunities for living-learning communities, including those associated with the College of Communication and Information Sciences, College of Human and Environmental Sciences, School of Social Work, College of Nursing and Honors College.
* Designed and developed community service assessments that measure student learning outcomes, including creative use of photographic reflection, resulting on an increase of 70% in data collection.
* Initiated and designed programs that addressed issues of inclusiveness, interdependence, and appreciation of multicultural backgrounds, resulting in increased participation in leadership and service by members of the campus African American, international, and non-traditional student communities.

**Healthtrust, LLC**, Houston, TX **07/2012 – 07/2013**

Group Psychotherapist

* Performed initial evaluations and consulted and collaborated to develop appropriate treatment plans.
* Assisted with providing outpatient individual and group psychotherapy for Axis I disorders, including depression, bipolar disorder, anxiety, and alcohol/chemical dependency.
* Collaborated with interdisciplinary team in case management to implement appropriate interventions.
* Administered psychological tests, interpreted results, and wrote reports to guide patient care.
* Conduct pre- and post-surgical and medication management assessments.

**University of Mary Washington**, Fredericksburg, VA **10/2008 – 06/2012**

Director of Office of Leadership and Coordinator of Strategic Initiatives 07/2011 – 06/2012

* Provided critical leadership through the creation of mission and vision statement, enhanced program offerings, new strategic goals, and a budget plan.
* Created, designed, and implemented a university-wide co-curricular leadership program connected to academic offerings and faculty participation.
* Collaborated with academic partners to map leadership competencies to existing and newly developed curricula.
* Developed leadership learning models which enhanced student self-knowledge, skills, and understanding of others.
* Created, developed, and implemented assessment plans and tools to demonstrate effectiveness of programs and student learning outcomes.
* Provided students with opportunities to enhance their interpersonal and leadership skills through experiential learning and training programs.
* Increased program capacity by developing internal and external relationships with alumni, strategic support networks, and funding entities.
* Collaborated with campus partners to develop residential leadership programs living-learning communities and ensured sustainability through the development of guidelines, curricula, and training modules.
* Served on institutional task forces to create Office of Honor, Leadership, and Service and develop the institution’s Quality Enhancement Plan (QEP) focused on the first year experience as part of the reaccreditation process.
* Developed and implemented leadership trainings on campus, including those for housing, orientation, peer mentoring, and student government.
* Served as the advisor and mentor to the Student Government Association.
* Assisted in the implementation of New Employee Orientation in the Division of Student Affairs.
* Created and implemented divisional professional development activities, including a new employee orientation, as well as community enhancement activities.

Associate Director of Multicultural Student Affairs and the James Farmer 07/2010 – 07/2011

Multicultural Center

*Key Responsibilities*

* Resumed same responsibilities held as associate director (below) following temporary appointment as acting director.

*Selected Accomplishments*

* Assisted with the development and implementation of on-going assessment tools that are designated for the objectives of Multicultural Student Affairs for each celebration and program from the JFMC using both quantitative and qualitative research methods
* Assisted with the development and implementation comprehensive outreach plan for the JFMC that encourages and facilitates student centered inter- and intragroup diversity programming among student organizations, offices, and departments, and helps to build coalitions and alliances among all university citizens. This is accomplished through coordinating and advising during Multicultural Leadership Meetings and Residence Hall Diversity Programs
* Oversaw and advised 17 University Student Organizations
* Oversaw and facilitated the Multicultural Student Leadership meetings that occur once a month. These meeting focus on educational advancement, leadership training, community building, and cross organization collaboration
* Advocated for minority and underrepresented students at the University.
* Promoted the enhancement of multiculturalism and inclusion through the coordination and implementation of the cultural awareness programs. Direct development of the Cultural Awareness Series theme and programs. Oversight of the calendar production
* Assisted with the development and implementation of programming for celebratory weeks/months. Direct oversight of these calendar productions as well. Develop themes and objectives for each of these celebrations. Including: Latino Identities Month, GLBTTQQIAAP Celebration, Jewish Cultural Awareness Week, Asian Cultural Awareness Week, Dr. Martin Luther King, Jr. Celebration, Black History Month, Islamic Cultural Awareness Week, and Women’s History Month
* Developed and implemented the Senior Recognition Program
* Served as liaison and representative for Multicultural Student Affairs by serving on the following committees: New Student Orientation Planning Committee, and Student Affairs Assessment Committee, James Farmer Professor Committee, James Farmer Advisory Committee, President’s Diversity Transition Team, Dr. Martin Luther King, Jr. Keynote Committee, James Farmer Film Planning Committee, Citizenship for Diversity Scholarship Committee
* Oversaw and managed of website and online social networking tools
* Developed and implemented programming on behalf of the Office of the President for Dr. Martin Luther King, Jr. Celebration
* Developed and implemented Diversity training sessions for office campus community organizations. Such as CASA, etc
* Developed and implemented diversity and multicultural trainings on campus: Head Resident Training, Residential Advisor Training, Orientation Leader Training, etc.
* Developed and implemented University wide MLK Community Service Challenge
* Assisted in development and implementation of New Employee Orientation in the Division of Student Affairs
* Assisted in development and implementation of a broad range of activities for the Division of Student Affairs.
* Assisted in the creation, development, and implementation of the 50th Anniversary Freedom Ride Celebration at UMW
  + Leader of the creative process team for the celebration
  + Led the team that won a National Council for Advancement and Support of Education (CASE) Award for special events as well as an International “Grand Gold” Circle of Excellence CASE Award
  + University received a United States Congressional Resolution passed in their honor for their work in celebrating the Freedom Rides

Acting Director of Multicultural Student Affairs and the James Farmer 06/2009 – 07/2010

Multicultural Center

*Key Responsibilities*

* Secured permanent funding in the amount of $25,000 for the annual multicultural fair. Secured permanent funding in the amount of $25,000 for the annual multicultural awareness series. Oversaw the design, completion and move into a new office facility.

*Selected Accomplishments*

* Developed and implemented marketing and marketing strategies.
* Acted as a liaison to on- and off-campus committees.
* Provided oversight and management for the website and social media tools.
* Developed and implemented on-going assessment tools for retention that are designated for the objectives of Multicultural Student Affairs for each celebration and program from the JFMC using both quantitative and qualitative research methods
* Developed and implemented comprehensive outreach plan for the JFMC that encourages and facilitates student centered inter- and intra-group diversity programming among student organizations, offices, and departments, and helps to build coalitions and alliances among all university citizens. This is accomplished through coordinating and advising during Multicultural Leadership Meetings and Residence Hall Diversity Programs
* Oversaw and advised 14 University Student Organizations
* Advocated for minority and underrepresented students at the University.
* Promoted the enhancement of multiculturalism and inclusion through the coordination and implementation of the cultural awareness programs. Direct development of the Cultural Awareness Series theme and programs. Oversight of the calendar production
* Developed and implemented programming for celebratory weeks/months. Direct oversight of these calendar productions as well. Develop themes and objectives or each of these celebrations. Founder of 2 new celebrations: GLBTTQQIAAP & Jewish. First institutional celebration for the GLBTTQQIAAP community in the Commonwealth of Virginia. Including: Latino Identities Month, GLBTTQQIAAP Celebration, Jewish Cultural Awareness Week, Asian Cultural Awareness Week, Dr. Martin Luther King, Jr. Celebration, Black History Month, Islamic Cultural Awareness Week, and Women’s History Month
* Developed and implemented the Senior Recognition Program
* Developed and implemented the University’s annual Multicultural Fair
* Financial oversight of all programming. Development and implementation of budget and funding plan for Cultural Awareness Series
* Served as liaison and representative for Multicultural Student Affairs by serving on the following committees: New Student Orientation Planning Committee, and Student Affairs Assessment Committee, James Farmer Professor Committee, James Farmer Advisory Committee, President’s Diversity Transition Team, Dr. Martin Luther King, Jr. Keynote Committee, James Farmer Film Planning Committee, Citizenship for Diversity Scholarship Committee
* Chaired Black History Month Committee and Dr. Martin Luther King, Jr. Celebration Committee
* Developed and implemented Diversity University session for New Student Orientation.
* Developed and implemented diversity and multicultural trainings on campus: Head Resident Training, Residential Advisor Training, Orientation Leader Training, etc.
* Developed and Implemented programming for university initiatives: Family Weekend, Homecoming, Spirit Week, etc.
* Created, developed, and implemented first ever University wide MLK Community Service Challenge
* Supervised 1 professional staff member and nine student employees
* Oversaw the day to day operations of the James Farmer Multicultural Center
* Writing and submitting of quarterly and annual reports.
* Assisted in development and implementation of a broad range of activities for the division of Student Affairs.

Associate Director of Multicultural Student Affairs and the James Farmer 10/2008 – 06/2009

Multicultural Center

* Assisted with the implementation of marketing strategies.
* Act as a liaison to on- and off-campus committees and facilitate all publicity and marketing.
* Oversight and management of website and online social networking tools
* Assisted with the creation and implementation of on-going leadership development programs for emerging leaders and residence hall staff.
* Assisted with the creation and implementation of assessment tools, using both quantitative and qualitative research methods.
* Assisted with the creation and implementation of a comprehensive outreach plan that encouraged and facilitated student-centered, inter- and intra-group diversity programming among student organizations, offices, and departments, through the building of new coalitions and alliances.
* Advised and coordinated the work of 9 multicultural student organizations, multicultural leadership meetings, and residence hall diversity programs
* Enhanced institutional multiculturalism and inclusion through the coordination of the awareness programs, such as the Cultural Awareness Series, designated celebratory weeks and months, the Multicultural Fair, and Senior Recognition Program.

**TEACHING AND SOCIAL WORK INTERN SUPERVISION**

* Social Work: Graduate Crisis Management (5 semesters) 2019-2022
* Social Work: Practice in Community 2022-current
* Social Work: Policy in Practice Fall 2022
* Freshmen Learning Community: Service and Community 4 semesters) 2013-2014
* International Honors Program: Culture and the Human Experience (10 semesters) 2013-2018
* University Honors: Citizenship and Service-Learning (7 semesters) 2015-2019
* Emerging Leaders Program Course (4semesters) 2009-2012
* Queer Studies: Perspectives of Sexuality (co-taught) (2 semesters) 2009-2010
* Ethnic Studies: Perspectives of Sexuality (2 semesters) 2010-2011
* Social Work: Graduate Student Internship Supervisor University of Alabama (16 interns MSW, 2 BSW)
* Social Work: Graduate Student Internship George Washington University and George Mason University 4 MSW Interns.

**SERVICE TO THE FIELD AT THE UNIVERSITY OF ALABAMA**

The University of Alabama Quality Enhancement Plan Evaluator, 2014-2020

The University of Alabama Winning Grants Participant 2023

The University of Alabama SACS Improvement Planning Committee 2014-current

The University of Alabama representative on the West Alabama Chamber of Commerce Nonprofit Community Council 2013-current

The University of Alabama representative on the Tuscaloosa County Volunteers Amid Disasters Committee 2013-current

The University of Alabama Demonstration and Response Team Lead 2016-2019

The University of Alabama General Education Task Force Community Engagement Committee

The University of Alabama New Professional Institute Chair 2015-2021

The University of Alabama Division of Student Life Professional Development Committee 2014-2021

**TRAINING AND WORKSHOP EXPERIENCE**

* Asset-Based Community Development
* Intent vs Impact
* Inclusive Leadership
* Civic Leadership
* Leading as a Way of Life
* Servant Leadership
* Authentic Leadership
* Creating An Intentional Leadership Development Plan
* True Colors Leadership Identity
* StrengthsQuest & Leadership
* Civic Leadership
* The Why of Service
* Mutual Beneficial Service
* Campus Connecting Communities
* Developing an Elevator Speech
* Becoming a More Effective Leader
* Vision Casting
* Motivating a Team
* Team Building
* Civic Engagement
* Facilitation 101
* Active Citizenship
* Community Engagement
* Poverty Simulations

**PROFESSIONAL PRESENTATIONS**

Gulf South Summit on Service Learning and Civic Engagement Through Higher Ed. “A Picture is Worth A Thousand Words or More: An assessment transformation for co-curricular service immersion experiences.”

Assessment Institute IUPUI, Indianapolis. “A Picture is Worth A Thousand Words or More: An assessment transformation for co-curricular service immersion experiences."

IMPACT Conference, Service, Action, Advocacy, Los Angeles. “Bridging Campus to Community: Using a Peer Education Team and a Strength Based Approach to Engaging Communities.”

Tuscaloosa Angels Love Local Luncheon Keynote, “I May Have Missed This: Saying yes to Foster Care.”

Alabama Transportation Institute, Conference Keynote “The BE in Being a Leader.”

Tuscaloosa County School System Whole Child Leadership Institute keynote, “Servant Leadership and You.”

**COMMUNITY INVOLVMENT**

Current

* Tuscaloosa PARA Soccer Coach
* Tuscaloosa County Department of Human Resources Foster Parent
* Baylor University Garland School of Social Work Board of Advocates
* Chamber of Commerce Non-Profit Council Member
* Secretary of Tuscaloosa County Volunteer Operations and Action in Disasters Board (TCVOAD)
* Phoenix House Board Member
* Tuscaloosa County Foster and Adoptive Parent Association
* Junior League of Tuscaloosa, Tuscaloosa Angels Task Force

Past

* Junior League of Tuscaloosa Vice President of Community
* Junior League of Tuscaloosa

Human Trafficking Task Force

* Blackburn Institute Foster Care Task Force
* Holt Elementary School Outdoor Library Committee Chair
* Women of Stillman College Board Member
* YMCA Volunteer Coordinator for Summer Reading Program and Special Events for the Junior League
* Temporary Emergency Services Celebrity Dinner Fundraiser Volunteer
* Court Appointed Special Advocates (CASA) Cultural Sensitivity Trainer
* Fredericksburg United Way Grants & Funding Board
* Commonwealth of Virginia Hugh O’Brian Youth Leadership (HOBY) Volunteer and Conference Program Coordinator
* Soccer Coach for E.A. Smith YMCA

**LISCENSURES AND CERTIFICATES**

* Licensed Master Social Worker (Texas)
* Certified Foster Parent (Alabama)
* Leadership Fredericksburg Program Graduate (Virginia)
* Certified facilitator for Habitudes and Growing Leaders

**AWARDS**

* Penny Allen Award 2019: The University of Alabama

*This award recognizes someone who has made a significant contribution to student life at the University of Alabama*.

* Capstone Hero Award 2019: The University of Alabama

*This award recognizes members of the community whose contributions reflect the values within the Capstone Creed and exerts a positive influence over the community both academically and culturally.*

* Women's Leadership Award 2018: Junior League of Tuscaloosa &The University of Alabama Women’s Basketball Teams

*This award recognizes prominent, impactful women in the West Alabama area to celebrate and commemorates the effect influential female leaders have on our community*

* Omicron Delta Kappa (ODK) Honorary Faculty Inductee 2018,

*The purpose of Omicron Delta Kappa is to recognize those who have attained high standards in collegiate activities, to inspire others to strive for similar attainments and to bring together students in all areas of college life: scholarship; athletics; campus or community service; social and religious activities; campus government; journalism, speech and mass media; and creative and performing arts*