

## **HATTIE POWELL**

Associate Director of Undergraduate Admissions  
Texas A&M University-Commerce  
P.O. Box 3011  
Commerce, Texas 75429-3011  
Office: 903.886.5063  
Fax: 903.468.8685

### **EDUCATION**

- Doctor of Education** **December 2013**  
Texas A&M University-Commerce, Commerce Texas  
Major: Higher Education Leadership
- Master of Science** **December 1997**  
Texas A&M University-Commerce, Commerce Texas  
Major: Counseling and Guidance-Community Agency
- Bachelor of Business Administration** **December 1988**  
East Texas State University, Commerce, Texas  
Major: Office Management
- Associate of Applied Science** **May 1986**  
Grayson County College, Denison, Texas  
Major: Secretarial Administration

### **EMPLOYMENT HISTORY**

- Texas A&M University-Commerce** **January 2012-Present**
- Associate Director of Undergraduate Admissions September 2014-Present
- Supervise eight recruiters
  - Monitor budget allotments for recruitment
  - Develops and implements a recruitment plan to address outreach activities to high school students, parents and school counselors.
  - Develops and monitors statistical reports to enhance recruitment strategies, yield management, forecasting, and operational efficiency.
  - Oversees the hiring process and provide on-going training for all recruiters.
  - Facilitates inter-departmental communications to help create a positive, team-oriented atmosphere.
  - Coordinates all travel and outreach activities for the Office of Undergraduate Admissions.
  - Works with Senior Recruiter/Coordinator of Communications to develop effective communication plans and targeted communications.

- Collaborates with key university offices (i.e. Financial Aid, Scholarships, Housing, Testing, and Orientation) to communicate required steps regarding the college transition process.
- Assists in the design and development of recruitment publications, promotional materials and undergraduate admissions website.
- Develops and maintains close working relationships with key secondary school constituents.
- Contributes proactive solutions to all relevant problems, issues and opportunities.
- Exercises independent judgment in assessing the qualifications of each applicant for admission involving the evaluation of high school and college transcripts and college entrance exam score reports.
- Evaluates junior and senior college transcripts of transferring students to determine admissibility and equivalency of transferring courses.
- Advises and counsels students in the areas of federal, state and university policies and procedures that relate to the financial aid programs.
- Corresponds by mail, email, phone, or in person with prospective students, counselors and enrolled students regarding required documents to complete admission procedures.
- Processes acceptance packets including letter of acceptance, schedule of classes, testing, orientation and registration information.
- Determines after assessment of credentials, the admissibility of a student according to the University's admission policy.

Success Coach

October 2012-August 2014

- Assists first-time, first-year undergraduates in transition to college
- Provides academic, financial, personal, and career counseling, including course selection, declaration of a major, and registration
- Monitors academic progress through the Early Intervention program
- Connects students to available institutional resources

Graduate Assistant Research

January 2012-September 2012

- Researched external grant opportunities
- Assisted in grant writing
- Prepared grant applications for submission
- Served as member of grant writing teams
- Conducted research assignments

**Texoma Medical Center**

**December 1989-December 2011**

Compliance and Privacy Officer

May 2004-December 2011

- Accountable for the implementation and administration of the compliance and patient privacy program for fifteen hundred employees of the healthcare system including the physician's group practices
- Investigated fraud and abuse complaints and concerns for the healthcare system to ensure compliance with federal and state laws

- Investigated privacy complaints and concerns for the healthcare system to ensure compliance with applicable federal and state laws
- Point of contact for outside legal and government officials concerning compliance and privacy issues
- Counseled healthcare system employees on issues of fraud, abuse and Health Insurance Portability and Accountability Act of 1996 privacy issues
- Developed and conducted ongoing training programs for compliance and privacy in accordance with federal and state laws
- Established audit and monitoring controls and measurements for internal procedures
- Conducted internal auditing and monitoring of compliance risk areas along with other team members and oversees any corrective actions identified through audits
- Supervised corrective actions for privacy violations
- Developed and implemented system policies and procedures for compliance and privacy
- Maintained records and documentation of all investigations
- Managed department budget
- Prepared quarterly reports for the Board of Directors
- Researched current federal and state compliance, billing, and privacy laws and communicated these laws to the healthcare system

#### Billing Manager - Business Services

January 2000-May 2004

- Managed department of thirteen employees
- Supervised the billing and claims processing of more than ten million dollars in charges monthly
- Managed and supervised the implementation of the new scanning process for Business Services
- Supervised the daily operations and maintenance of the hospital charge master
- Trained directors and supervisors on appropriate billing guidelines to ensure compliance with federal and state guidelines
- Identified, researched, analyzed and resolved charge master compliance issues
- Researched and interpreted federal and state regulations concerning billing requirements to achieve appropriate reimbursement
- Managed department budget

#### Compliance Auditor

February 1998-January 2000

- Investigated fraud and abuse complaints and concerns for the healthcare system to ensure compliance with federal and state laws
- Counseled healthcare system employees on issues of fraud and abuse
- Developed and conducted ongoing training programs for compliance in accordance with federal and state laws
- Established audit and monitoring controls and measurements for internal procedures
- Conducted and led internal auditing and monitoring of compliance risk areas and oversees any corrective actions identified through audits
- Developed and implemented system policies and procedures for compliance

- Kept abreast of current federal and state compliance and billing laws and communicated these laws to departments

Service Coordinator, Third Party Billing, Business Services

July 1991-August 1997

- Implemented and coordinated the installation and training of twelve employees of a new financial system. Met all deadline dates with no disruption in ability to manage the new system.
- Developed departmental policies for the new financial system with specific guidelines for use and operation.
- Responsible for ongoing hospital wide billing compliance guidelines in conjunction with the Executive Vice President of Finance for all ancillary department directors
- Maintained daily operation of two charge master financial systems that included research, documentation, and distribution of new policies and guidelines for efficient operation throughout the hospital.
- Conducted ongoing department training and testing of new software upgrades for the financial system
- Coordinated with outside consultants on hospital-wide charge reviews to help improve revenue and productivity of ancillary departments.
- Coordinated and trained hospital ancillary departments on business office procedures which included, charging, billing, and reimbursement for all payers
- Coordinated and developed new policies to improve accuracy and productivity for various ancillary departments
- Counseled peers on work related issues to improve department communication and teamwork

Insurance Auditor/Clerk, Business Services

August 1989-July 1991

- Reconciled an average of 150 patient accounts daily for charge accuracy to ensure appropriate billing
- Verified appropriate insurance and patient status for patient accounts
- Collated and processed an average of 200 claims daily for insurance payments

## **TEACHING EXPERIENCE**

**Texas A&M University-Commerce**

**Fall 2014-**

Adjunct Instructor - UNCO 111 - Critical Thinking/ Freshman Success Course

Course covers the fundamentals for success at the university based on the AVID model. Students learn note-taking, study and organizations skills in addition to material covering the resources offered by the university, degree requirements, etc.

## **INTERNSHIPS**

**Southeastern Oklahoma State University**

**June – December 2010**

**Multicultural Intern, Dean of Students Office**

- Developed surveys to monitor minority students' access, use, and needs of university services offered by the Dean of Students Office
- Worked University orientation events
- Served on University search committees for position vacancies in the Dean of Students Office
- Revised the Southeastern Oklahoma University Student Handbook
- Developed brochures for multicultural events

**Texas A&M University-Commerce**

**September-December 1997**

**Counseling Intern, Office of Counseling and Student Development**

- Performed short-term individual therapy for undergraduate and graduate students
- Conducted intake interviews for problem focus and staff assignment
- Screened students for depression during National Depression Screening Day
- Counseled students through computerized career guidance program – Discover
- Performed exit interviews of students withdrawing from the university for current and future need assessment for college retention
- Coordinated and was co-leader for math study skills workshops for undergraduate students
- Co-leader of stress management presentation for campus residents
- Led career development presentations of computerized career guidance program for undergraduate freshman classes

**Counselor, Upward Bound Program**

**September 1997-May 1998**

- Performed short-term individual and group counseling for over sixty high school students

**Texoma Medical Center Behavioral Health Center**

**January-May 1997**

**Counseling Practicum Intern, Adult Unit**

- Conducted short-term individual therapy for clients
- Leader and co-leader for over twenty groups

## **PUBLICATIONS**

### **Refereed Publications**

Powell, H. & Scott, J. (2013). Funding changes and their effect on ethnic minority student access. *Focus on Colleges, Universities, and Schools*, 7(1) retrievable from <http://www.nationalforum.com>

## **PRESENTATIONS**

College Board “*Avoiding Summer Melt*” May 2016  
Texas A&M University-Commerce “*Note Taking 101*” Spring 2015

## **RESEARCH GRANTS AND AWARDS**

Texas Higher Education Coordinating Board **Work-Study Grant 2015 \$100,000**  
Texas A&M University-Commerce **Faculty Development Grant 2012, \$13,000**  
Academic Partnerships, LLC **Research Grant 2012, \$5,000**

## **COMMUNITY ORGANIZATIONS**

United Way of Grayson County Board of Directors July 2006-2012  
North Town Shalom Community Development Corporation 1995-2015  
Terrell Elementary School – HOSTS Mentor 2006-2007

## **ACTIVITIES AND HONORS**

Texas A&M University-Commerce University Hearing Board 2015  
Texas A&M University-Commerce Strategic Planning Student Success Sub-Committee 2014  
Texas A&M University-Commerce Summer School Committee 2015  
Texas A&M University-Commerce Educational Leadership Faculty Search Committee 2015  
Texas A&M University-Commerce Navarro/Midlothian Coordinator Search Committee 2015  
Texas A&M University-Commerce Coordinator Hispanic Outreach Search Committee 2015  
Texoma Business and Professional Women’s – Young Careerist 1996  
Top Five Percent of Graduating Class December 1988