
PGL

Curriculum Vitae

PAMELA GAIL LUCKETT

Ph.D., PMP

“Leadership is about making others better as a result of your presence and making sure that impact lasts in your absence”

VITALS

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CAREER CONTRIBUTIONS

- *Strategic Planning & Leadership*
- *Team Empowerment*
- *Digital Transformation*
- *Process Optimization*
- *Resource Allocation*
- *Budget Management*
- *IT Infrastructure Management*
- *Cross Functional Collaboration*
- *Partnership Engagement*
- *Student Service Excellence*
- *Curriculum Development*
- *Mentorship & Student Support*
- *Data Driven Decision Making*
- *Community Engagement & Outreach*

PROFESSIONAL SUMMARY

Dedicated and visionary leader with 25 years of experience in higher education, committed to serving students and communities through collaboration, innovation, partnership, and digital transformation. Demonstrated success in removing barriers and preparing students for the workforce while strategically building programs and partnerships to meet the needs of the community while addressing economic challenges. Known for innovative leadership, strong financial acumen, and implementing organizational changes through inclusive decision-making and strategic foresight.

EDUCATION AND CERTIFICATION

FLORIDA INSTITUTE OF TECHNOLOGY, Melbourne, Florida,

Doctor of Philosophy, Science Education/Computer Education, May 1997

Dissertation: A Comparison of African American and Caucasian College Students' Attitudes Toward Computers

Specialization: Computer Science Education

FLORIDA INSTITUTE OF TECHNOLOGY, Melbourne, Florida,

Education Specialist, Science Education, December, 1996

Specialization: Computer Science Education

WESTERN MICHIGAN UNIVERSITY, Kalamazoo, Michigan,

Master of Science, Computer Science, December, 1991

Specialization: Artificial Intelligence; Relational Database Systems

UNIVERSITY OF ARKANSAS AT PINE BLUFF,

Pine Bluff, Arkansas,

Bachelor of Science, May 1989

Major: Computer Science

Minor: Mathematics; Business Administration

Project Management Professional (PMP), April 2015

TEACHING EXPERIENCE

BARRY UNIVERSITY, MIAMI SHORES, FLORIDA – August 1994 – July 2017

(Full-Time/Part-Time)

School of Professional and Career Education (PACE)

School of Business

Associate Professor of Information Technology

Assistant Professor of Information Technology

Courses Facilitated: Software Engineering, Administrative Information Systems, Project Management, Information Technology Concepts, Customer Service, Database, Integrated Capstone, Web & E-Technology and Education Technology

WALDEN UNIVERSITY, MINNEAPOLIS, MINNESOTA – October 2001- May 2003

School of Business

Lecturer (Part-Time)

Courses Facilitated: Organizational Decision Making, Project Management

EMBRY-RIDDLE AERONAUTICAL UNIVERSITY – August 1997- May 1999

Graduate Studies

Lecturer (Part-Time)

Course Facilitated: Project Management

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DALLAS COLLEGE

Dallas College (formerly Dallas County Community College District) is one of the largest community colleges in Texas. Dallas College originally operated as a district of seven independently accredited colleges. In 2020, those colleges united under a single name in order to offer students a more streamlined and convenient experience. The 7 original colleges now serve as the primary campuses for Dallas College. For over 55 years, Dallas College has assisted almost 3 million students in their educational journey. With over 100,000 students currently enrolled, Dallas College offers 1 bachelor's degree program and over 300 associate degrees and certificates at 7 campuses located throughout Dallas County. Dallas College employees are committed to transforming student lives and communities through higher education.

Chief Digital Engagement & Transformation Officer September 2021-Present

Key Responsibilities

The Chief Digital Engagement Officer is responsible for providing leadership and direction for planning digital initiatives to support the mission, vision, and strategic priorities of the institution. The primary responsibilities consist of driving digital engagement, transforming business processes, and implementing comprehensive digital strategies to achieve organizational goals.

Budget/Grant Administration

2023-24 Budget Oversight - \$3,674,000.00

2023-24 Grant Oversight - \$19,412,733.00

Budget experience includes managing budgets up to \$3.6 million, demonstrating proficiency in strategic financial planning, meticulous budget administration, and effective resource allocation. Proven track record in achieving cost efficiencies while ensuring optimal utilization of financial resources to support organizational objectives.

Major Accomplishments

- Led the creation of the inaugural Digital Engagement and Transformation Office.
- Developed the Emerging Technology and Governance Council and created the following advisory groups: Student Advisory Group and Industry Partnership Advisor Group.
- Led the research and proof of concept implementation process for the following emerging technologies: Virtual Reality, Augmented Reality, AI Solutions, and Blockchain Solutions.
- Developed the comprehensive professional development planning process for the digital engagement team, resulting in a 100% completion rate.
- Championed the creation of an online student training solution resulting in a 30% proficiency in the implementation of a new learning management system with over 30,000 courses accessed by students.
- Led the development of a holistic student portal, delivering a unified, one-stop gateway for students to access digital solutions and support services increasing student access rate to 112%.
- Spearheaded the development of an admission and grant funding solution for non-credit students, resulting in a 34% increase in completed applications.
- Developed and supervised the implementation of an innovative student waitlist course solution ensuring the compliance of course management.
- Championed the development of a Workforce Scholars Initiative across 7 campuses, awarding 42 apprenticeships, fostering workforce development and education opportunities.
- Realigned the Digital Engagement team to prioritize New Student Orientation, enabling proficient navigation of digital solutions, with 100% participation rate achieved consistently.
- Led cross divisional collaborations to foster strategic partnerships, enhancing support for students and the community while improving operational efficiency.
- Led the acquisition and implementation of two key initiatives: Artificial Intelligence solution for grant writing efficiency and language translation solution for enhanced accessibility and inclusivity.
- Secured over \$19 million in Higher Education Emergency Relief Funding to enhance operational efficiency and student success.

Deputy Chief, Innovation/Information Technology August 2017- September 2021

Key Responsibilities

The Deputy Chief of Innovation is charged with spearheading strategic planning initiatives, developing comprehensive administrative processes across the district, driving key initiatives within the Information Technology division, and guiding the organization through continual evolution and transformation.

Budget Administration

2020-21 Budget Oversight - \$53,237,410.00

Budget experience includes managing budgets up to \$53 million, demonstrating proficiency in strategic financial planning, meticulous budget administration, and effective resource allocation. Proven track record in achieving cost efficiencies while ensuring optimal utilization of financial resources to support organizational objectives.

Major Accomplishments

- Spearheaded the exploration, development and successful implementation of cutting-edge technologies and innovative solutions to elevate teaching, learning, and administrative processes throughout the college. These initiatives included the following:
 - Blockchain transcript co-development which resulted in learners owning their credentials
 - Inclusive textbook integration which resulted in students having access to learning materials on the first day of class
 - Implementation of a Security Risk Assessment Protocol to ensure compliance of legislative software and hardware mandates
- Led the implementation of the strategic Information Technology plan, integrating technological solutions and infrastructure to support the college mission, fostering efficiency and innovation.
- Directed the transformative initiative to redesign vendor supply chain engagement, fostering equitable access, increased diversity, enhanced competition, and improved value, thereby cultivating a more inclusive and competitive procurement environment.

BARRY UNIVERSITY

Barry University is a catholic higher education institution that was founded in 1940 by the Adrian Dominican sisters. Grounded in the liberal arts tradition, Barry University is a scholarly community committed to the highest academic standards in undergraduate, graduate, and professional education.

Associate Dean, Operations and Enrollment Management

Associate Professor, Information Technology

August 2012 – July 2017

Key Responsibilities

The Associate Dean of Operations and Enrollment Management is entrusted with leading and strategically planning our operational and enrollment management initiatives across campuses. This role encompasses overseeing admissions, recruitment, academic advising, resource allocation, and the day-to-day operations essential to the institution's success.

Budget Administration

2016-17 Budget Oversight - \$29,604,949.00

Budget experience includes managing budgets up to \$29 million, demonstrating proficiency in strategic financial planning, meticulous budget administration, and effective resource allocation. Proven track record in achieving cost efficiencies while ensuring optimal utilization of financial resources to support organizational objectives.

Major Accomplishments

- Directed the accreditation site visit process, yielding a remarkable outcome with zero findings or deficiencies identified.
- Provided mentorship and guidance to Information Technology students, fostering measurable academic and career growth, and cultivating a culture of continuous learning and achievement.
- Implemented a vendor relationship engagement process, leading to the formation of 126 partnership agreements that translated into a 20% tuition discount benefit for students throughout the state.
- Directed the planning and construction process for four off-site learning centers, which resulted in expanded educational opportunities in rural areas.
- Collaborated on the analysis and restructuring process to reorganize Barry University's School of Professional and Career Education which resulted in achieving \$5 million cost savings.
- Led the curriculum design process for 7 courses in the Information Technology program.
- Implemented articulation agreements and partnership processes, resulting in a 30% increase in partnership formations, thereby expanding the institution's collaborative network.
- Exemplified excellence in academia by achieving the rank of Associate Professor in the field of Information Technology through a successful Faculty Rank and Promotion process, quantifying dedication to scholarship and teaching through clear academic measurements.

Interim Associate Dean of Distance Learning

September 2014 – July 2015

Major Accomplishments

- Directed collaborative efforts with faculty and instructional designers to establish a standardized template framework for online courses, ensuring
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uniformity in structure, organization, and delivery, resulting in a 100% consistency rate in design and content.

- Implemented streamlined processes to boost operational efficiency in online course delivering, yielding a 25% increase in online enrollments and a 73% increase in faculty weekly access rate.
- Integrated comprehensive training and support for faculty and staff, resulting in faculty's adoption of best practices for online course management.

Assistant Dean, Operations

Assistant Professor, Information Technology

August 2011 – August 2012

Major Accomplishment

- Led the development of streamlined operational processes across 13 campuses, improving student services and ensuring uniformity while maintaining policy compliance.

Regional Dean, Regional Administration

Assistant Professor, Information Technology

August 2009 – August 2011

Major Accomplishments

- Implemented streamlined processes across 6 off-site campuses, ensuring operational efficiency and policy adherence.
- Established 18 partnership agreements within the community, expanding the institutions' collaborative network and strengthening community ties.
- Facilitated 36 student forums to ensure their voices were heard regarding issues and process improvements, fostering an environment for constructive feedback.

Assistant Academic Coordinator/Assistant Professor

Information Technology

May 2000 – August 2009

Major Accomplishments

- Ensured academic curriculum integrity of the Information Technology degree program
- Collaborated to conduct program reviews
- Recruited, conducted interviews, hired and acclimated faculty
- Collaborated to create electronic process for creating student Prior learning Assessment Portfolio

SELECTED CONFERENCES & PUBLICATIONS

(2025, March). *Leveraging Blockchain Technology to Redefine Official Transcript Ownership*. Oral presentation at the League of Innovation Conference, San Antonio, TX.

(2025, March). *Strategic Communication: Leveraging AI Tools*. Oral Presenter at Dallas College, Dallas, TX.

(2024, October). *AI in Higher Education*, Panelist by North Dallas Chamber of Commerce, Dallas, TX.

(2024, August). *Revolutionizing Education and Career Advancements with Blockchain Technology*. Oral presentation at the Route To Market (RTM) Business Group Summit, Baltimore, MD.

(2024, May). *Understanding AI for Everyone*, Oral Presentation and Community Training, Webinar.

(2024, May). *Revolutionizing Education and Career Advancements with Blockchain Technology*. Oral presentation at the National Institute of Staff Development, Austin, TX.

(2024, April). *Embracing AI Without Fear: Preparing Students for a Tech-Driven Future*. Podcast by Enrollify at Arizona State University and Global Silicon Valley (ASU+GSV) Summit, San Diego, CA.

(2024, April). *Revolutionizing Education and Career Advancements with Blockchain Technology*. Oral presentation at the American Association of Community Colleges (AACC), Louisville, KY.

(2024, March). *Opening Doors, Ignites Potential*. Panelist by Dallas College, Irving, TX.

(2023, November). *Transforming Our Student's Experience: Dallas College and D2L Partnership*. Oral presentation at the annual Higher Education Systems & Services Consortium (HESS), Louisville, KY.

- (2023, November). *How To Stop The Declining Number Of Women In IT Leadership*. Panelist by Route To Market (RTM) Business Group Summit.
- (2023, August). *CDO and CIO Partnership To Ensure Effectiveness Of Strategies To Support The Student Journey*. Panelist by Route To Market (RTM) Business Group Summit, Washington DC.
- (2023, September). *Education Forum: Infusing Technology Into The Classroom*. Panelist by North Dallas Chamber of Commerce, Dallas, TX.
- (2016, October). *Building a New Credentialing System: A Path Forward*. Panelist by the New England Board of Higher Education, Webinar.
- (2016, September). *Leadership: A Case Study of Traits that Inspire Trust and Ethics*. Paper accepted at the annual International. Irish Academy of Management Conference, Dublin, Ireland.
- (2015, November). *College Employer Partnership*. Panelist by the American Council on Education, Webinar.
- (2015, July). *Credit for Prior Learning*. Panelist by the American Council on Education, Webinar.
- (2015, June). *Expanding the environment of adult higher education by promoting workplace/university partnerships and the use of ICTS and social media*. Poster presented at the annual conference of the European Distance and E-Learning Network Secretariat, Barcelona, Spain.
- (2013, November). *Partnership Between the Workplace and the Academy*. Oral presentation at the annual International Conference of the Council of Adult and Experiential Learning (CAEL), San Diego, CA.
- (2013, March). *Market Segmentation and Operant Learning in Support of Non-profit Programs: A New Paradigm*. Paper presented at the annual Allied Academies International Conference, New Orleans, LA.
- (2012, October). *Increasing Recognition of PLA: Partnership Between the Workplace and the Academy*. Oral presentation at the annual International Conference of the Canadian Association of Prior Learning Assessment (CAPLA), Nova Scotia, Canada.
- (2012, April). *Combining Academic and Workplace Learning in Undergraduate Degrees through Prior Learning Assessment and Portfolio Development*. Oral presentation at the annual International Conference of American Educational Research (AERA), Vancouver Canada.
- (2011, May). *Reuse, Recycle Learning and Reduce Time to Degree Completion through Prior Learning Assessment and Portfolio Development*. Oral presentation at the annual International Conference of Technology Enhanced Learning, Quality and Reforming of Education, Corfu, Greece.
- (2011, May). *Reuse, Recycle Learning and Reduce Attrition/Time to Degree*. Oral presentation at the annual International Conference of the Canadian Association of Prior Learning Assessment (CAPLA), Ottawa, Canada.
- (2011, March). *Transforming your Career by Implementing Project and Time Management Strategies*. Presentation at the International Association of Administrative Professional Conference, Cape Canaveral, Florida.
- (2011, January). *Transforming your Career by Implementing Project and Time Management Strategies*. Presentation at Greater Melbourne Chamber of Commerce Lunch and Learn, Melbourne, Florida.
- (2009, November). *Electronic Portfolios: A Method for Integrating E-Learning and Lifelong Learning*. Oral presentation at the annual International Conference of the Council of Adult and Experiential Learning (CAEL), Chicago, IL.
- (2006, November). *Electronic Portfolios: Experiential Learning Portfolio in the 21st Century*. Oral presentation at the annual International Conference of the Council of Adult and Experiential Learning (CAEL), Boston, MA.

DISSERTATION COMMITTEE/CHAIRPERSON

Contributed expertise and guidance to doctoral candidates, serving on 10 dissertation committees, including 5 as chairperson.

UNIVERSITY/COLLEGE GOVERNANCE

Information Technology Council Chair
 Information Technology User Committee Co-Chair
 Policy and Procedures Leadership Group
 Member, Workday/Salesforce Integration
 Member, Datatel Core Committee
 Faculty Senate Member, Communiqué Committee Chair
 Member, Budget Task Force
 Member, Distance Education Committee
 Member, Assessment Advisory Council
 Member, Student Retention Council

Member, Student Advisory Committee
Member, Electronic Portfolio Committee
Member, Strategic Planning Committee
Member, Technology Task Force Committee
Evaluator, Portfolio Committee

MEMBERSHIP IN PROFESSIONAL/ COMMUNITY ORGANIZATIONS

Appointed by American Association of Community Colleges to serve on the
Commission on Institutional Infrastructure and Transformation

Appointed by Governor Jeb Bush to serve on the Board of Directors
For the Technological Research Development and Authority Commission

Diamond Community School Board of Director
Summer Intern Fellowship Teachers Board of Director
Crosswind Youth Services Advisory Council
United Way
RTM Higher Education Advisory Committee

Fundraising Campaigns

United Way Annual Giving Campaign - \$4,030,000.00
Employee Giving Campaign - \$8,000.00 (95% participation)
African Methodist Episcopal Church Giving Campaign - \$56,000.00

Leadership Development

EAB Future President Institute
American Association of Community Colleges Future President Institute
Lakin Institute Mentored Leadership Fellow for Rising Presidents

AWARDS AND RECOGNITIONS

Women in Technology
Innovator of the Year
Women of Distinction Recipient