

DIANE HOU

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WORK EXPERIENCE

University of Maryland, College Park

College Park, MD

Advising Manager

Nov. 2025 – present

- Oversee the operations of the Criminology & Criminal Justice (CCJS) advising office, including developing training materials, implementing office protocols, and monitoring service quality
- Serve as the lead liaison with the Feller Center for joint college and departmental advising issues and collaborative college/department projects, ensuring alignment and communication between college and departmental programs
- Create and coordinate the curriculum for the CCJS track of the Social Data Science major
- Recruit, hire, train, and supervise peer advisors to support advising, workshops, and orientations
- Collaborate with the Associate Director of Student Services on onboarding, staffing, and office management projects
- Oversee administrative duties of the CCJS Departmental Honors, Research Assistant, and Teaching Assistant Program (e.g. recruitment, recordkeeping, course permissions, etc.)
- Assisted the Director of Undergraduate Studies with special projects, such as Community College Articulation Agreements and the 2025 CCJS Departmental Internal Review
- Recipient of the inaugural 2025 CCJS Chair's Award

Advisor

Feb. 2016 – present

- Advise 850-1000 undergraduate Criminology & Criminal Justice (CCJS) majors on degree requirements, academic policies, course selection, and experiential learning opportunities, such as study abroad and research
- Conduct academic audits, senior audits, and degree clearances, and administer course permissions for special programs
- Deliver new student orientation presentations, major declaration workshops, Open House appearances, and general counseling for new freshmen and internal/external transfer students
- Maintain accurate student records and lead communication strategies to disseminate important registration and academic information
- Support students by exploring and understanding all available campus resources to direct them appropriately
- Serve as the staff representative on multiple search committees for the CCJS department chair
- Create content for and manage the CCJS Instagram account
- Assist the CCJS Career Outreach Specialist in maintaining the CCJS undergraduate blog
- Recipient of the 2020 Outstanding Advising and Administration Award (Undergraduate) from the College of Behavioral and Social Sciences

BSOS Commencement Coordinator

Aug. 2021 – present

- Serve as the CCJS liaison between BSOS Special Events staff and the departments by providing all necessary information to department chairs, directors, and staff
- Serve as a team lead during the BSOS commencement ceremonies by training staff volunteers on day-of duties and acting as point-of-contact for assigned team
- Attend department commencement coordinator meetings

- Update commencement information on the CCJS website and social media platforms
- Provide a list of departmental participants (Marshals, Chairs, Directors, PhD students, and PhD hooders) while also tracking and providing information regarding regalia rentals for said faculty
- Email all graduating CCJS students with pertinent information regarding commencement ceremonies and graduation checklists
- Help recruit commencement student speakers by advertising on CCJS website and social media
- Assist in recruiting volunteers from the CCJS department for commencement

Internship Coordinator

Feb. 2016 – Sep. 2021

- Provided advisement to CCJS majors seeking internship opportunities, search/application process and the registration process for academic internship credit
- Improved student access to career development opportunities by cultivating alumni and/or employer relationships for job and internship openings as the CCJS Internship Coordinator
- Created and implemented marketing strategies via CCJS social media accounts to raise awareness about internships offered in collaboration with various organizations
- Streamlined the internship advising process and made suggestions for policy

CCJS Commencement Coordinator

Feb. 2016 – May 2019

- Emailed all graduating CCJS students with pertinent information regarding commencement ceremonies and graduation checklists
- Served as a resource for all CCJS majors, faculty, parents, and staff
- Tracked all departmental participants (Marshals, Chairs, Directors, PhD students, and PhD hooders) and created stage diagrams accordingly
- Collaborated with venue staff to ensure all stage diagrams and directions were accurate
- Worked with the University Book Center to order, distribute, and collect faculty regalia rentals
- Designed and coordinated the printing and distribution of departmental commencement programs
- Attended campus-wide commencement planning meetings
- Created and trained staff volunteers and faculty marshals on assigned volunteer duties

TEACHING EXPERIENCE

University of Maryland, College Park

College Park, MD

Co-Instructor

Aug. 2022 – Dec. 2022

- Taught the department career development course (CCJS332: Major Transitions: Undergraduate to Professional) in conjunction with the Assistant Director of Undergraduate Studies

Teaching Assistant

Jan. 2018 – May 2018

- Assisted the Director of Undergraduate Studies in her course (CCJS454: Contemporary Criminological Theory) by grading weekly assignments and managing communications in Canvas

EDUCATION

Bachelor of Arts, Criminology & Criminal Justice

Aug. 2011 – May 2015

University of Maryland, College Park

College Park, MD

SKILLS

Computer: Adobe Acrobat; Canva; Canvas/ELMS; Google Workspace; Microsoft Office (Excel, PowerPoint, Word) Salesforce; UAchieve