

# Heather Menefee Frazer, M.Ed.

College of Education  
Department of Curriculum & Instruction  
Angelo State University  
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## Curriculum Vitae

### Education

**Angelo State University**, San Angelo, Texas December 2017  
M.Ed. in Student Development and Leadership (4.0 GPA)

**The University of Texas at San Antonio**, San Antonio, Texas August 2013  
B.A. in Interdisciplinary Studies, (Magna cum Laude)

### Teaching Experience

#### **The University of Texas at San Antonio**

Instructor, College Success Seminar (CSS 1201) Spring 2018  
Spring 2019

#### **Angelo State University**

Adjunct Instructor (online) Fall 2018- present  
College of Education, Department of Curriculum & Instruction  
College Student Development (EDG 6362)  
Foundations of Academic Advising (EDG 6367)  
Assessment of Student Outcomes (EDG 6369)  
Student Affairs & Administrative Services (EDG 6366)

### Professional Experience

**The University of Texas at San Antonio** 2011-present  
Tomás Rivera Center for Student Success  
Academic Success Coaching Program 2015-present

Title: Academic Success Coach II

Roles:

- 1) Academic Success Coach: I support students in developing academic skill sets and creating personalized plans for academic success through individual academic coaching sessions.
- 2) Workshop Coordinator: I communicate with faculty and other campus partners to schedule workshops for students; also responsible for scheduling workshops on staff calendars, collection and reporting of data at weekly and monthly meetings as well as semester and annual reports.
- 3) Workshop facilitator: I develop curriculum and facilitate workshops to include instruction on general study skills as well as specific topics that support academic success; responsible for communication with faculty and students regarding workshops.

- a. Foundations for Success workshop series: I developed and implemented a series of six workshops supporting academic strategies for students on Academic Warning or Academic Probation. This workshop series was offered each semester Fall 2016 through Fall 2017.
  - b. Expert Learner Series workshops: I developed a revised curriculum and method of delivery for this ongoing series in response to current literature on how to reach "Generation Z" college students.
- 4) Co-facilitator, Graduate Writing Institute: I contributed to the development and facilitation of a four-day graduate writing workshop; this included instruction on the writing process, overcoming writing blocks, strategies for organizing writing and maintaining deadlines, writing a Literature Review, strategies for clarity and concision, as well as synthesizing and integrating sources while avoiding plagiarism.
  - 5) Supervision: I currently supervise a full-time staff member who in turn supervises graduate interns in our office; previously, I was the hiring manager for intern positions within my department on a semester-by-semester basis, responsible for training and supervision of interns.
  - 6) Social Media Coordinator: I am a member of the Social Media Committee within my department; I communicate with the Senior Communications Coordinator for the division of Student Success to provide consistent branding and marketing across social media platforms.
  - 7) Outreach: I engage with students via Social Media platforms, research and develop modes of delivery to include online content; collaborate with other campus departments to deliver academic support to students; create marketing materials.
  - 8) Orientation Partner: I engage in prospective student outreach through "Keys to Academic Success" presentations and Resource Fairs at Orientation programming;
  - 9) Administrative: I complete session notes from each coaching session; maintain confidential individual student files; prepare reports for weekly and bi-monthly team meetings; submit semester and annual reports; create monthly, mid-term, and end-of-semester evaluative reports on intern and/or staff member performance.

Supplemental Instruction (SI) Program

2011-2014

Title: Graduate Assistant

Aug 2013-Dec 2014

Roles: In addition to roles as Senior Leader, assisted Program Coordinator with development of online course modules using SoftChalk, increased supervision of groups of SI Leaders, tracked and reported data, member of hiring team for new SI Leaders; conducted interviews and met with hiring team for hiring decision process

Title: Senior Leader

June 2012- Aug 2013

Roles: Trained and supervised groups of SI Leaders, facilitating weekly meetings and regular observations, researched and developed training materials, facilitated SI Leader training each semester, collected and reviewed data regarding weekly leader sessions; reported to Program Coordinator bi-weekly

Title: Supplemental Instruction Leader

Aug 2011- May 2012

Roles: Planned and facilitated weekly study sessions for undergraduate students enrolled in Texas Politics and Economics courses, communicated with faculty regarding

course content, communicated with students in class and via Blackboard Learn regarding session schedule and supplemental activities

### **Professional Certifications**

Academic Advisor Certification	2017
Angelo State University	
Certified Learning Center Professional – Level II	2017
National College Learning Center Association	

### **Professional Memberships**

College Reading and Learning Association (Member)	2015-present
Texas Association for Developmental Education (Member)	2014-2017

### **Professional Conferences**

Prepárate: Educating Latinos for the Future of America	2019
College Reading & Learning Association National Conference, Albuquerque, NM	2018
Texas Veteran’s Summit, San Antonio, TX	2018
Women in Leadership Symposium, San Antonio, TX	2018
UTSA Office of Information Technology Tech Conference, San Antonio, TX	2017
College Reading & Learning Association National Conference, Louisville, KY	2016
Hispanic Association of Colleges & Universities, San Antonio, TX	2016
College Reading & Learning Association National Conference, Portland, OR	2015
UTSA Academic Advising Conference, San Antonio, TX	2015
Texas Higher Education Symposium, San Antonio, TX	2015
UTSA Student Affairs Conference, San Antonio, TX	2015
College Academic Support Programs Conference, San Antonio, TX	2014

### **Professional Presentations**

Prepárate National Conference	2019
“Equipping First-Generation Latino Students for Success in Higher Education” (Co-Presenter)	
College Reading & Learning Association National Conference, Albuquerque, NM	2018
“Coaching Gen Z on Their Academic Journey” (Co-Presenter)	
College Reading & Learning Association National Conference, Louisville, KY	2016
“Partners in Academic Success: A Pilot Program” (Co-Presenter)	
College Reading & Learning Association National Conference, Portland, OR	2015
“Improving Academic Coaching Outcomes through Meaningful Learning” (Individual)	
College Reading & Learning Association National Conference, Portland, OR	2015
“Student Veterans – Easing the Transition from Military to Academic Life” (Team)	
UTSA Academic Advising Conference, San Antonio, TX	2015

“Helping Students Achieve Success through Collaborative Networks” (Co-presenter)  
 Texas Higher Education Symposium, San Antonio, TX 2015  
 “Student Veterans – Easing the Transition from Military to Academic Life” (Team)

**Professional Development**

UTSA First-Gen Institute 2018, 2019  
 UTSA HR Training, Supervisory Series 2018  
 UTSA OIT Tech Conference, Qualtrics and Degree Works 2017  
 UTSA HR Training, Personal Development Series 2016  
 UTSA HR Training, Various other trainings 2015 - present  
 UTSA Orientation Facilitators Institute 2015 - 2019

**Professional Writing Contributions**

Academic Success Coaching Program Intern Training Manual 2018, 2017  
 The University of Texas at San Antonio, San Antonio, TX  
 Academic Success Coaching Program Annual Report (contributor) 2015-2019  
 The University of Texas at San Antonio, San Antonio, TX  
 Tomás Rivera Center Graduate Writing Institute Manual (contributor) 2017  
 The University of Texas at San Antonio, San Antonio, TX  
 Tomás Rivera Center Academic Coaching Manual (contributor) 2016  
 The University of Texas at San Antonio, San Antonio, TX

**Service to the University**

Reviewer, Terry Transfer Scholars applications, UTSA 2019  
 Member, First Year Experience University Peer Mentor Advisory Committee 2017  
 Presenter, UTSA Tomás Rivera Center Tutor Training 2016, 2017  
 Member, UTSA Veteran Services Advisory Team (VSAT) 2016-present  
 Presenter, UTSA ASSET Symposium Student Employee Training 2016, 2017  
 Judge, UTSA TRiO Research Symposium, San Antonio, TX 2016 - 2019

**Service to the Profession**

College Reading & Learning Association National Conference, Louisville, KY 2017  
 Proposal Reviewer  
 College Reading & Learning Association National Conference, Louisville, KY 2016  
 Session Chair

**Service to the Community**

O.W. Holmes High School Band Booster Organization San Antonio, TX 2012 – 2016  
 Executive Board Member, President  
 Students In Leadership; Student Organization at UTSA San Antonio, TX 2013- 2014

Member, President

HEB Read 3 Literacy Program

San Antonio, TX

2012

Student Session Facilitator, Parent Session Facilitator

**Awards and Honors**

Outstanding Graduate Student Award, Angelo State University

2018

UTSA Graduate School, Award for Collaboration & Teamwork

2016

Martinello Award for Interdisciplinary Inquiry

2013

UTSA President's List (4.0 GPA, Full-time enrollment) Summer 2013, Spring 2013, Spring 2012, Fall 2011, Spring 2011

UTSA Dean's List (4.0 GPA, Part-time enrollment) Summer 2012, Summer 2011