

Heather Garcia
Currently Located in Corvallis, OR
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Education

Ph.D. student in Language, Equity, and Educational Policy (in progress) Oregon State University, College of Education, Corvallis, O.R.

M.S. in Instructional Science and Technology (2010) California State University Monterey Bay, Seaside, C.A.

B.A. in Modern Literature Studies with Honors in Major and emphasis in Spanish (2007) University of California Santa Cruz, Santa Cruz, C.A.

A.A. Degree in Liberal Arts (2005) Cypress College, Cypress, C.A.

Study Abroad Programs:

Mexico City, Mexico, Universidad Nacional Autónoma de México (Fall 2006)

Florence, Italy, Cypress College (Spring 2005)

Career History

Instructional Design Specialist, Oregon State Ecampus (Nov '18 - Present)

In this role, I partner with faculty on the design and development of hybrid and online courses. The collaboration I provide with each course is hands-on and full-service, meaning that I thoroughly review all course materials created by each faculty member, provide project management support, offer design feedback, research solutions to design challenges, and ensure that each course is developed on time and according to established quality standards. I also offer redesign support and help facilitate various faculty workshops and training sessions.

Instructional Designer, Foothill College (May '15 - October '18)

My main role was faculty development and support. I provided consultations, course reviews, and on-going support for design and accessibility of online, hybrid, and web-enhanced courses. My support was one-on-one as well as small and large groups, either face-to-face or at a distance using web-conferencing tools. I offered short workshops and trainings multiple times during each term and co-facilitated the Canvas Certification and Online Teaching Certification courses for faculty. I regularly produced asynchronous training materials and guides for faculty to access in our online faculty handbook and other self-paced resource courses for faculty.

Dir. of Course Development and Academic Support, Comcourse, Inc. (Aug '14 - May '15)

I managed a team of six course developers and instructional designers working with different clients on a few different LMSs. I also coordinated with various offsite contractors for audio, content implementation, and more. I worked with multiple course development and production

schedules for a number of projects both in the education and business development sector, ensuring that courses were created, implemented, tested, and reviewed according to established schedules. I was responsible for training and reviewing members of my team, and training and supporting faculty at our partner schools.

**Assistant Director of Course Development and Academic Support, Comcourse, Inc.
(August '10-August '14)**

I developed and updated course content as well as edited content developed by subject matter experts. I worked with instructors on optimizing content for online delivery and trained them on the Comcourse LMS. I assisted the Director in maintaining a growing catalog of over 150 courses. I also performed technical LMS- related tasks, assisted with program development at partner schools, and ensured that courses were loaded and prepped for each module. I also coordinated and conducted instructor training on the LMS, online auditorium, and course design best practices.

Online Course Developer, Comcourse, Inc. (June '08-August '10)

I developed online content for distance-learning courses including audio-visual lecture presentations, assessments, assignments, and discussion forum prompts among other course components. I also edited and implemented materials delivered by subject matter experts.

English Teacher and Tutor, Merit Academy (June '07-June '08)

As a teacher, I focused on making literary materials relevant to the students' daily experiences in order to garner appreciation for literature and to guide them to realize the importance of good writing in one's daily life. As a tutor, I focused on breaking down and clarifying complex concepts.

Office Assistant and College Advisor, Merit Educational Consulting Co. (June '07-June '08)

As an office assistant, I primarily coordinated schedules of the tutors and students, which demanded great organization and attention to detail. I also edited various articles and speeches written by my boss, a published author, compiled press kits, and mailed promotional materials. When working with college advisory students, I assisted them in selecting colleges and editing their essays.

Presentations

- **Frontiers in Online Education Research: The Role of Instructional Designers**, OLC Innovate, April 2022.
- **Promoting Inclusivity Through Collaborative Design Conversations**, OLC Innovate, June 2020.
- **Beyond Accessibility Compliance: Building Online Courses that Welcome All Students**, Northwest eLearn, October 2019.
- **Using Data to Understand and Support Ecampus Students**, Ecampus Faculty

Forum, April 2019.

- **Effective Feedback: Practices that Promote Social Presence Online**, STAR Symposium, February 2019
- **Demystifying Faculty Support in the CCCs [Invited Speaker]**, @ONE First Friday, August 2018
- **VoiceThread Across the Disciplines**, Online Teaching Conference (OTC), June 2018
- **Host Online Office Hours that Your Students Look Forward to Attending**, Foothill College Spring Professional Development Day, April 2018
- **What Do Instructional Designers Actually Do? Defining Our Roles through Professional Communities of Practice**, Co-presented with Flower Darby, EDUCAUSE Learning Initiative (ELI) Annual Meeting, January 2018
- **Elevate Rigor, Foster Academic Integrity, and Apply UDL: Tech-Enabled Strategies to Improve Student Learning**, Co-presented with Flower Darby, EDUCAUSE Learning Initiative (ELI) Annual Meeting, January 2018
- **Using Your Own Videos to Encourage Student Engagement**, Foothill College Winter Professional Development Day, January 2018
- **Leveraging VoiceThread to Increase Online Student Success**, Foothill College Fall Professional Development Day, November 2017

Research Publications

- Lara Letaw, Rosalinda Garcia, Heather Garcia, Christopher Perdriau, Margaret Burnett, Changing the Online Climate via the Online Students: Effects of Three Curricular Interventions on Online CS Students' Inclusivity, ACM International Computing Education Research Conference, August 2021. Acceptance rate: 30/158=19%

Other Publications

- [Instructional Designers and Research](#), Ecampus CDT Blog, July 2021.
- [Intersectionality, Disability, and UDL](#), Ecampus CDT Blog, August 2020.
- [Flexibility and structure in course design: You don't have to choose](#), Ecampus CDT Blog, May 2020.
- [Accessibility, Universal Design for Learning \(UDL\), and Inclusive Design: What Do They Really Mean?](#), Ecampus CDT Blog, December 2019.
- [How to Use Technology to Provide Effective Feedback](#), Chronicle of Higher Education, November 2019.
- [On Good Design](#), Ecampus CDT Blog, September 2019.
- [Reimagining Your Online Office Hours](#), Ecampus CDT Blog, December 2019
- [Faculty Development and the ID2ID Program](#), EDUCAUSE Transforming Higher Ed blog, May 2018
- [Sharing Student Work](#), @ONE Online Network of Educators blog, May 2018
- [Professional Development: Connecting is Key](#), @ONE Online Network of Educators blog, March 2018

Notable Achievements & Memberships

- AERA member, 2022-present.

- ID2ID Advisory Committee member, 2020-present.
- Ecampus Strategic Planning for Inclusive Excellence Committee member, 2020-2021.
- Ecampus Research CDT fellow, 2020-2021.
- Inclusive Excellence @ Oregon State fellow, 2019-2020.
- Completed the 2017-18 and the 2018-19 Cross-institutional ID2ID Peer Mentoring Program for Instructional Designers co-sponsored by Penn State University and the EDUCAUSE Learning Initiative (ELI) (<http://www.id2id.org>)