

Heidi Nicole Schuler, Ph.D., M.Ed.

EDUCATION

M.Ed. 2021. The University of South Florida, Department of Education.

Specialization: Online Learning and Development; Digital Literacy

PhD. 2015. The University of Florida, Department of Sociology.

Specialization: Social Inequalities, Family, and Gender

M.A. 2013. The George Washington University, Department of Sociology.

Specialization: Social Inequalities and Stratification

B.A. 2008. Florida State University. (Cum Laude). Major: Social Science.

PROFESSIONAL EXPERIENCE

Ellucian, 2022-Present

Manager, Experience Design

As a manager of experience design at Ellucian I continue to work with higher educational institutions to implement equitable and accessible education and create strategic planning for online learning and program development. Additionally, I manage a team of learning experience designers who engage in course development, faculty training, compliance and regulation, and student success initiatives. As a manager, I am responsible for assisting institutions with online program implementation and evaluation, online operational strategies, and continuity, and collaborating with leadership, faculty, and staff to support online success and student achievement. I also provide online readiness assessments and roadmaps to help institutions transition online in a way that best fits their culture and their faculty. A key part of my role is to work across student services to increase student support and recommend strategies to centralize the delivery of education to students. I also continue to provide and improve faculty training and development to ensure faculty are adaptable to the changes in learning and technology that are transforming education.

University of South Florida, 2016- Present

Instructor I

As an instructor, I teach undergraduate courses, large and small, in both face-to-face and online formats. Additionally, I create and implement online curriculum to help advance the course options within the department. I was initially hired due to my online expertise to help train doctoral student in online pedagogy, curriculum design, and instructional methods, ADA compliance, and e-learning strategies. In this role, I gained direct experience developing and evaluating best practices for academic achievement, interactive learning methods, and student retention. Additionally, I served on the community engagement and undergraduate curriculum committee to help invest in program management and service-learning opportunities for students. I currently teach online and work closely with incoming students to help prepare them academically for the rigorous curriculum they will encounter as they advance through their education.

Ellucian, 2021-2022

Principal Learning Experience Designer

As a principal learning experience designer at Ellucian I work with higher educational institutions to implement equitable and accessible education and create strategic planning for online learning. To help facilitate a transition to online learning I assess online programs, develop and optimize operational processes, collaborate with faculty and staff to centralize the learning experience, and provide strategic consulting on inclusive pedagogy, faculty development, accessibility, and change management. I build high-quality, online programs that focus on student engagement and retention as well as compliance. I provide faculty training and development and work closely with administration on transitioning to an online environment. Additionally, I engage in thought leadership to help educate leaders on the challenges facing higher education and the changes that are needed for academic and student success. I work to transform the student experience to be inclusive and supportive of student's needs by focusing on college readiness, digital literacy, equitable access, and holistic student support.

Ellucian, 2019-2021

Learning Experience Designer

As a learning experience designer, I created and built online undergraduate and graduate programs for a variety of colleges and universities across the nation. Additionally, I managed faculty development through individualized and customized trainings focusing on online pedagogy and learning, course design, LMS best practices, and workshops on academic tools. I also consulted on academic governance and policy creation for schools developing online

learning programs. Furthermore, I managed product development and participated in sales assessments and sales cycles for clients.

University of Florida, 2012 - 2015

Doctoral Student & Instructor

As an instructor I taught undergraduate courses, large and small, in both face-to-face and online formats. I create online curriculum to help advance the course options in the department as well as served as a subject matter expert to create a fully online degree program. I trained students in online pedagogy, curriculum design, and instructional methods and was certified in online learning through the university. As a student, I engaged in an active research agenda drafting and publishing book chapters, solo-authored manuscripts, and encyclopedia entries, while publishing my dissertation.

George Washington University, 2009 – 2012

Office of Student Financial Aid

Financial Aid Officer I

As a financial aid officer at The George Washington University, I conducted verification and awarded all undergraduate financial aid. In this process I verified all financial aid documents through federal guidelines and awarded financial aid packages that consisted of both institutional and federal monies. In addition, I was responsible for awarding and processing federal and alternative loans as well as counseling parents and students through the financial aid process for the duration of the time they attended the university. Additionally, I worked closely with several student affairs offices to ensure student retention, admissions, success, and financial literacy. I also developed and delivered financial literacy training to local high schools and trained student account representatives in our collaborative call center.

RECENT PROFESSIONAL INVOLVEMENT

Schuler, H. & Kissel, T. (2022). “Committing to the Future: DEI Strategic Planning to Transform Your Institution. To be presented at Educause Annual Conference.

Schuler, H. & Kissel, T. (2022). “Leveraging Technology to Create Inclusive Student Learning.” Presented at Ellucian Live.

Schuler, H. & Kissel, T. (2021). “The Role of Institutions and Technology in Creating Inclusive Learning Environments for Students.” Presented at SEDUG.

Schuler, H. & Kissel, T. (2021). “The Role of Institutions and Technology in Creating Inclusive Learning Environments for Students.” Presented at Educause Annual Conference.

Schuler, H. & Kissel, T. (2021). “Using Motivational Tactics to Form Authentic Learning Environments. ELI Educause Annual Meeting.