

EDUCATION

Doctor of Philosophy, Higher Education • 2008

Center for the Study of Higher Education, The University of Arizona

Dissertation: Sociopolitical construction of identity: A multidimensional model of disability

Chair: Dr. Gary Rhoades; **Committee:** Dr. John Cheslock, Dr. Jenny J. Lee, Dr. Sue Kroeger

Master of Arts, Higher Education • 2003

Center for the Study of Higher Education, The University of Arizona, Suma cum laude

Bachelor of Arts, Social History; Minors, Music and Jazz Performance • 2001

Carnegie Mellon University, with University Honors

CURRENT PROFESSIONAL EXPERIENCE

Assistant Vice President, Campus Life

April 2018 – present | The University of Arizona

Oversees two major campus departments, Disability Resources and Housing & Residential Life, as well as faculty programs and various other efforts to support campus life. Represents Campus Life on University committees.

Executive Director, Housing & Residential Life

April 2018 – present | The University of Arizona

Leads large revenue-generating auxiliary housing department; oversees a \$50+ million annual budget and a staff of 200+ full-time and 600+ part-time/student employees that together operate 23 undergraduate residence halls and a graduate student apartment complex, housing nearly 7,000 students in total; provides strategic vision to three units: Administrative Services (customer service and housing assignments; finance, analysis and budget; human resources and payroll; IT; and marketing and communications); Facilities Operations (maintenance and custodial operations; access control; crisis response and emergency planning, conference services); and Residential Education (academic support; behavioral education; social justice education; leadership development).

Interim Executive Director, Housing & Residential Life

August 2017 – present | The University of Arizona

Led large revenue-generating auxiliary housing department; oversees a \$50+ million annual budget and a staff of 200+ full-time and 600+ part-time/student employees that together operate 23 undergraduate residence halls and a graduate student apartment complex, housing nearly 7,000 students in total; provides strategic vision to three units: Administrative Services (customer service and housing assignments; finance, analysis and budget; human resources and payroll; IT; and marketing and communications); Facilities Operations (maintenance and custodial operations; access control; crisis response and emergency planning, conference services); and Residential Education (academic support; behavioral education; social justice education; leadership development).

Director, Disability Resource Center

January 2017 – present | The University of Arizona

Manages disability service that serves as a national and international model of progressive disability resources, oversees 35 professional staff and a budget of approximately \$4 million; supervises ADA compliance officer; oversees service provision, programming and administration; highly involved with efforts to foster the development of a seamlessly accessible campus environment; consults on campus events and planning, emergency response, policy and behavioral intervention.

Assistant Professor of Practice and Coordinator of Master's Program, Center for the Study of Higher Education

August 2012 – present | The University of Arizona

Coordinate admissions and curriculum for Master of Arts (MA) program in the Center for the Study of Higher Education; develop and instruct required and elective courses on student services and disability in higher education; advise MA students; grade comprehensive exams, tenure equivalency to serve on doctoral committees.

PAST PROFESSIONAL EXPERIENCE

Deputy Director, Disability Resource Center
January 2016 – January 2017 | The University of Arizona

Works closely with Director to manage 35 staff; oversees service-delivery, programming and administration; highly involved with efforts to foster the development of a seamlessly accessible campus environment; consults on campus events, policy and behavioral intervention.

Associate Director, Disability Resource Center
July 2014 – January 2016 | The University of Arizona

Managed seven professional staff who assess and develop strategies for the full inclusion of students on campus, including determination of reasonable accommodations; developed opportunities for student engagement and involvement; coordinated departmental assessment and marketing efforts; supervised physical access staff; liaised with Division of Student Affairs and Enrollment Management.

Assistant Director, Disability Resource Center
December 2011 – June 2014 | The University of Arizona

Developed and managed departmental outreach efforts to infuse progressive and consistent representations of disability into all aspects of campus life including curriculum, programming, and marketing; coordinate campus Disability Studies Collaborative; developed departmental assessment tools, managed physical and technology access staff and efforts.

Interim Program Manager, Veterans Education and Transition Services, Office of the Vice President of Student Affairs
August 2009 – December 2010 | The University of Arizona

Managed new UA initiative to develop programs and services that would contribute to a welcoming campus for student veterans; chaired national conference on veterans in higher education; facilitated communication between campus partners; advised Student Veterans of America Association.

Adjunct Assistant Professor, Center for the Study of Higher Education
August 2008 – August 2012 | The University of Arizona

Instructed required and elective graduate-level courses on student development and disability in higher education.

Project Director, Disabled Veterans Reintegration and Education Project, Disability Resource Center
July 2008 - December 2011 | The University of Arizona

Directed Congressionally-directed Department of Education grant to explore the experiences of disabled veterans as they pursue higher education; managed budget of \$1 million over four years; supervised research and outreach staff; coordinated qualitative research initiative; developed outreach events in the area of adaptive athletics and professional development.

Interim Coordinator for Social Justice Initiatives, Residence Life
July 2006 – June 2008 | The University of Arizona

Coordinated departmental and campus-wide diversity and social justice programming, staff training and professional development; advised group of professional staff.

Coordinator for Graduate and International Student Housing, Residence Life
July 2005- June 2008 | The University of Arizona

Directed 323-bed campus apartment complex for graduate and international students; supervised, hired, and evaluated seven graduate assistants and one administrative assistant; consulted on rate-setting; coordinated hall programming and marketing.

TEACHING EXPERIENCE

HED 627 Master's Capstone, 2013- present
 Center for the Study of Higher Education, The University of Arizona

HED 617 Introduction to Student Services, 2012-present
 Center for the Study of Higher Education, The University of Arizona

HED 623 Disability Community, Culture, and Identity, 2009- present
 Center for the Study of Higher Education, The University of Arizona

HED 608 Student Development Theory, 2009-2012
 Center for the Study of Higher Education, The University of Arizona

GRANTS

Disability Cultural Center

University of Arizona Student Services Fee, \$50,000, 2018-2019

Accessible Events and Engagement

University of Arizona Student Services Fee, \$114,000, 2016-2018

Co-Principal Investigator, Adaptive Athletics and College Sports and Wellness for Veterans with SCI/D

Paralyzed Veterans of America Education Foundation, \$50,000, 2012-2013

INVITED ATTENDANCE

Kraus, A. "Disability representation in higher education research – faculty think tank." Sponsored by the Spencer Foundation and the University of Rhode Island. Providence, RI. May 2018.

Kraus, A. "Inclusive Education Seminar." for Temasek Polytechnic University, Singapore, March 2018.

Kraus, A. "Stakeholder Management for Disability Services." for Singapore Management University, Singapore, March 2018.

Kraus, A. "Progressive Practice: Leading Your Campus Toward Sustainable Access." for California State University Fullerton, Fullerton, CA. February, 2018.

Kraus, A. "Everyday Ableism: Unpacking Disability Microaggressions and Biases" for Salt Lake City Community College. Salt Lake City, UT. October, 2017.

Kraus, A. "From Helpless to Heroic: Exploring Disability Microaggressions and Biases" for L'Association Québécoise Interuniversitaire des Conseillers aux Étudiants en Situation de Handicap. Montreal, CA. May 2017.

Kraus, A. and Ridpath, M. "Reframing Disability: Maximizing Inclusion for Student-Athletes with Disabilities." National Collegiate April, 2017.

Kraus, A. "Reframing Disability Toward More Inclusive Classroom Practices" for Association of Women in Science. Webinar. December 2016.

Kraus, A. "Disability Bias in the Classroom" for Ferris State University. Webinar. October 2016.

Kraus, A. "Reframing Disability – Full Day Workshop for Faculty and Staff" for Wake Forest University. Winston-Salem, NC. March 2016.

Kraus, A. "Inclusive of All: Present and Future Opportunities for Student-Athletes with Disabilities." National Collegiate Athletics Association (NCAA) National Convention. San Antonio, TX. January, 2016.

Kraus, A. "Reframing Disability – Strategies for an Inclusive Workplace." CARF International. Tucson, AZ. October, 2015.

Kraus, Amanda. "Keynote Address – Engagement By Design." Presented at New Mexico State Association of Student Affairs Professionals. October 2015.

Kraus, Amanda. "Plenary Address: From Helpless to Heroic: Exploring Disability-Related Biases and Microaggressions." Presented at Michigan Association for Higher Education and Disability (AHEAD). East Lansing, MI. May, 2015.

Kraus, Amanda. "Disability Dynamics within the Student Veteran Community." Presented at the National Collegiate Athletics Association Inclusion Forum. Chula Vista, CA. April 2015.

Kraus, Amanda. "Keynote – Reframing Disability." Presented at Singapore Management University Diversity and Inclusion Conference. Singapore, Singapore. January 2015.

Kraus, Amanda. "Keynote – Moving Beyond Compliance." Presented at Duke University Inaugural Disability Retreat. Durham, NC. October 2014.

Kraus, Amanda. "From Helpless to Heroic: Exploring Disability-Related Biases and Microaggressions." Presented at University of Vermont Disability Awareness Month. Burlington, VT. October 2014.

Kraus, Amanda. "Keynote – Disability Culture Day." Presented at Western Illinois University. Macomb, IL. April 2014.

Kraus, Amanda. "Plenary Address: Disability Dynamics within the Student Veteran Community." Presented at Utah Association for Higher Education and Disability (AHEAD). Ogden, UT. November 10, 2013.

Kraus, Amanda. "Reframing Disability." Presented at NASPA Webinar: investing in our Future Webinar Series. January 2013.

Kraus, Amanda, "Disability Dynamics within the Student Veteran Community." Presented at Operation Diploma, Military Family Research Institute, Purdue University. West Lafayette, IN. November 2011.

Kraus, Amanda, "Disability Dynamics within the Student Veteran Community." Presented at the Veterans Symposium. Louisville, KY. February 2011.

Department of Labor Young Veterans Policy Think Tank. Washington, D.C. July 2010.

SELECTED CONFERENCE PRESENTATIONS

Kraus, A. "Socially-just services." Two-Day Pre-Conference presented at Association on Higher Education and Disability. Albuquerque, NM. July 2018.

Kraus, A. "Everyday Ableism: Unpacking Power and Privilege Dynamics in Disability Services." Two-Day Pre-Conference presented at Association on Higher Education and Disability. Orlando, FL. July 2017.

Kraus, A. and Wagner, D. "Moving from 'What Do We Have to Do' to 'What Can We Do': Cultivating a Successful Relationship between Disability Services and General Counsel" presented at Association on Higher Education and Disability. Indianapolis, IN. July 2016.

Kraus, A. "From Helpless to Heroic: Exploring Disability Biases and Microaggressions" presented at Association on Higher Education and Disability. Indianapolis, IN. July 2016.

Cohen, L.G. and Kraus, A. "Straight Up or With Ice: Using Disability Studies to Inform Practice." presented at Pac Rim Conference on Disability. Honolulu, HI. April 2016.

Kraus, A. and Dugger, J. "Multiple Dimensions: Using LGBT Identity Development Theory as a Model for Progressive Disability Professionals." Presented at Association on Higher Education and Disability. Sacramento, CA. July 2014.

Kraus, A. and Alexis, L. "Universal Design for Student Engagement and Retention." Presented at Association of Higher Education and Disability. Sacramento, CA. July 2014.

Kroeger, S., Funckes, C. Kraus, A. and Muller, C. "Thinking and Practicing Differently: How Disability Studies and Universal Design Can Inform Service Delivery." Presented at the International Conference on Higher Education and Disability. Innsbruck, Austria. July 2013.

Kraus, A. and Kroeger, S. "Setting the Landscape for the New Professional." Presented at the Association of Higher Education and Disability Pre-conference. New Orleans, LA. July 2012.

Kraus, A., and Muller, C. "New Concepts of Disability: Reframing, Relocating, Reassessing, Program." Presented at the National Association of Student Personnel Administrators (NASPA) Pre-conference. Phoenix, AZ. March 2012.

Kraus, A., and Rattray, N. "Disability Politics and Veterans with Disabilities." Presented at Society for Disability Studies (SDS) National Conference. San Jose, CA. June, 2011.

Bauman, M., Kraus, A., and Rumann, C. "Past, Present and Future: Student Veterans on Campus." Presented at the National Association of Student Personnel Administrators (NASPA) Pre-conference. Philadelphia, PA. March 2011.

PUBLICATIONS

Kraus, A. Nicholls, R.C., and Cole, J.S. (2017). The journey or the destination: Exploring engagement patterns of disabled student veterans. In DiRamio, D. (Ed.) What's next for student veterans: Moving from transition to academic success. University of South Carolina: National Resource Center for the First-year Experience and Students in Transition.

Kraus, A., Lamb, D., Bennett, R.A., & Kapp, J. (2017). Re/framing disability in Geosciences curriculum. *AWIS: Association for Women in Science Magazine*. 2 (49). 36-38.

Kroeger, S.A. and Kraus, A. (2017). Thinking and practicing differently: Changing the narrative around disability on college campuses. In Kim, E. and Aquino, K. (Eds.) *The Higher Education Disability-Diversity (Dis)Connect*. American Education Research Association.

Kraus, A. and DeHollander, D. (2013). From spare change to social change: Disability representation in fraternity and sorority philanthropy. *Association of Fraternity Advisors Perspectives*. Summer 2013.

- Kraus, A. and Rattray, N. (2013). Understanding disability in the student veteran community. In C. Rumann and F. Hamrick (Eds.), *Called to serve: A handbook on student veterans in higher education*. 116-138. San Francisco: Jossey Bass.
- Cook-Francis, L and Kraus, A. (2012). Developing a student veterans center: The confluence of academic and military cultures. *About Campus* 17(4), 11-14.
- Kraus, A. (2012). Engaging theories and models to inform practice. In G.S. McClellan & J. Parker (Eds.), *Stepping up to stepping out: Helping Student prepare for life after college*. *New Directions for Student Services*, No. 138, pp.13-28. San Francisco: Jossey-Bass.
- Kraus, A. (2010). Disability dynamics within the student veteran community. *NASPA NetResults*. Retrieved October 25, 2010 from <http://www.naspa.org/membership/mem/pubs/nr/default.cfm?id=1718>
- Kraus, A. (2008). Scholarship of Multicultural Teaching and Learning (review). *The Review of Higher Education*. 32(1).146-147.

SELECTED PROFESSIONAL INVOLVEMENT & SERVICE

The University of Arizona

Member, Diversity Coordinating Council • Office of the Provost • The University of Arizona • January 2017 – present

Academic Leadership Institute • The University of Arizona • 2014-2015

Interprofessional Education Program (IPEP) Planning Committee • College of Medicine • 2012– 2015

Ombuds Committee • Office of the President • The University of Arizona • May 2012 – June 2014

Chair, President's Disability Advisory Council • Community Relations • The University of Arizona • November 2006 – present

Association on Higher Education and Disability (AHEAD)

President - Elect • Association of Higher Education and Disability Board of Directors • July 2018 – present

Director • Association of Higher Education and Disability Board of Directors • July 2015 – present

Chair, Diversity Standing Committee • Association of Higher Education and Disability • March 2013 – July 2015

VOLUNTEER EXPERIENCE

Delegate • United States Tennis Association Southern Arizona Board of Directors • December 2017 - present

President • United States Tennis Association Southern Arizona Board of Directors • January 2016 – December 2017

Vice President • United States Tennis Association Southern Arizona Board of Directors • December 2012 – December 2015

Chair, USTA Southern Arizona Wheelchair Tennis Committee • June 2010 – Present

Board Member • Voices Inc. – Community Stories Past and Present, Tucson, AZ 2008-2010

Facilitator • YWCA Youth Forum: It's Time to Talk, 2004, 2007, 2008, 2009

Spring Grant Round Panelist • Community Foundation for Southern Arizona, 2007 and 2008

HONORS AND AWARDS

Perspectives Award for Publication of the Year, Association of Fraternity and Sorority Advisors (2014)

40 Under 40, Tucson Chamber of Commerce and Arizona Daily Star (2013)

United States Tennis Association Southern Arizona Community Volunteer of the Year (2012)

College of Education Graduate Commencement Speaker, University of Arizona (2008)

Peter W. Likins Inclusive Excellence Award, University of Arizona (2007)

Commitment to Diversity Award, Association of Intermountain Affiliate Housing Officers (2006)

PROFESSIONAL TRAINING

Summer Institute on Intercultural Communication • Portland, OR, July 2007

Social Justice Training Institute • Tucson, AZ, December 2005