

# SUE KROEGER

## EDUCATION

- Ed. D. 1984** University of Northern Colorado, Greeley, CO  
Human Rehabilitative Services
- M.S. 1975** University of Arizona, Tucson, AZ  
Rehabilitation Counseling
- B.A. 1973** Mount Mary College, Milwaukee, WI  
History

## PROFESSIONAL OVERVIEW

**Associate Professor of Practice**                      **Disability & Psychoeducational Studies, College of Education**                      **2017-present**  
**University of Arizona**

Coordinate and develop the undergraduate program in rehabilitation; teach undergraduate courses; partner with college student services on advising rehabilitation majors and minors; serve on doctoral committees; serve on university, college, and department committees

**Director**                                      **Disability Resources**                                      **1999- Present**  
**University of Arizona**

Manage disability services office that serves 2000 disabled students as well as faculty and staff with disabilities, and a budget of over 2 million; provide overall supervision of 35+ professional/ clerical/ student staff and provide professional development opportunities; develop program of services based on needs assessment and program evaluation, including database on disabled students and staff; maintain cooperative relations between University and non-University organizations engaged in services to disabled people; promote physical, program, policy, and attitudinal access on campus; provide consultation to University personnel on disability-related matters; staff major University committees; conduct research; teach disability studies courses

**Adjunct Faculty**                              **Disability & Psychoeducational Studies**                      **2003-Current**  
**University of Arizona**

Teach undergraduate classes in rehabilitation, advise students, serve on doctoral committees

**Director**                                      **Disability Services**                                      **1985 - 1999**  
**University of Minnesota**

Managed disability services office that served 1200 disabled students and 350 faculty and staff with disabilities annually, and a budget of 1.8 million; provided overall supervision of 50+ professional/ clerical/ student staff and provided professional development opportunities; developed program of services based on needs assessment and program evaluation, including database on disabled students and staff; maintained cooperative relations between University and non-University organizations engaged in services to disabled people; promoted physical, program, policy, and attitudinal access on campus; provided consultation to University personnel on disability-related matters; staffed major University committees; advised the Disabled Student Cultural Center; managed research and demonstration projects; taught Ed. Psych classes

**Rehabilitation Consultant / Therapist**                      **Colorado Rehabilitation & Clinical Consultants**                      **1983 - 1985**  
**Denver, CO**

Managed and coordinated Worker's Compensation and Personal Injury cases; performed intakes and vocational evaluations; coordinated and arranged medical treatment; provided career exploration, job

development, counseling, placement, and follow-up; worked with insurance carriers, lawyers, and other agencies and services.

**Acting Director**    **Resources for the Disabled**    **1981 - 1982**  
**University of Northern Colorado**

Assisted disabled students in all aspects of campus life involving academic, personal, and group counseling; vocational guidance; housing; transportation; financial aid; attendant care; medical needs; tutors; interpreters; readers; recreational programs; community resources. Supervised one full-time employee, one graduate assistant, (45) work-study students, and numerous volunteers.

**Instructor / Participant**    **Handicapped Ski Program**    **1978 - 1979**  
**Winter Park, CO**

Taught four-track skiing to individuals with physical disabilities at the largest handicapped ski program in the U.S.; participated in the Winter Park Ski Team; raced in the handicapped Nationals in 1978 and 1979; sold lift tickets for Winter Park ski area

**Patient Service**    **Muscular Dystrophy Association**    **1977 - 1978**  
**Coordinator**    **Colorado Springs, CO**

Provided service to 150 patients covering the 33 southern counties of Colorado; conducted home visits with patients and families; coordinated rehabilitation and maintenance programs; organized and implemented summer camps; represented MDA on various community committees, appeared on television talk shows and spoke to various service organizations regarding the service program of MDA; developed and edited a monthly newsletter.

**Rehabilitation Counselor**    **Iowa Vocational Rehabilitation**    **1976 - 1977**  
**Ft. Dodge Community College**

Assisted disabled students in many aspects of campus life involving academic, personal, and group counseling; vocational guidance; housing; and, financial aid. Coordinated and arranged placement, and follow-up; worked cooperatively with numerous agencies and services.

### **SELECTED TEACHING**

Adjunct faculty in the Department of Disability and Psychoeducational Studies, University of Arizona, 1999-2017

Instructor, SERP 414: Introduction to Disability Studies and Services, and SERP 416: Disability Perspective and Narratives, University of Arizona, 2003-current

Co-Instructor, SERP 200: Disability in Media and Literature, University of Arizona

Associate member of the graduate faculty in the Department of Educational Psychology and the Department of American Studies, University of Minnesota, 1992-1999

Instructor, EdPsy 5400: College Students With Disabilities, University of Minnesota, 1998

Co-Instructor, WoSt 3900: Women and Disability, University of Minnesota, 1995

Co-Instructor, American Studies 5920: (Disabling Images in Literature, Film, and the Media, University of Minnesota, 1993 and 1994

Co-Instructor, Psychology 5960: Academic and Career Development of College Students With Disabilities, University of Minnesota, 1993 and 1994

## SELECTED PRESENTATIONS/CONSULTATIONS

"System Change: Advanced Advocacy for Access & Inclusion." Invited presenter for the AHEAD master classes, Dallas, Texas, 2017.

"The Power of Design: Inclusion or Exclusion?" Invited speaker for the 13<sup>th</sup> Annual Disability Lecture at the University of Cambridge, Cambridge, UK, 2016.

"Thinking and Practicing Differently: How Disability Studies Can Inform Service Delivery." National Association of Disability Providers, Manchester, England, 2015.

"Into the Wild: Becoming Facilitators of Change." Association of Higher Education and Disability, St. Paul, Minnesota, 2015.

External Reviewer, Disability Resources - University of Southern California, 2014.

Berkeley Prize Teaching Fellowship. "Expanding the Universe of Design: Applying a Neuro-Architectural Process to Create Accessible Cities." 2013-2014. Consultant.

"Professional Practices: Parasitic or Mutualistic?" Association of Higher Education and Disability, Baltimore, 2013,

"Thinking and Practicing Differently: How Disability Studies and Universal Design Can Inform Service Delivery." 8<sup>th</sup> International Conference on Higher Education and Disability, Innsbruck, Austria, 2013.

Project ShIFT: Shaping Inclusion Through Foundational Transformation. U.S. Department of Education, 2008-2013. Educational Consultant and Trainer.

"Setting the Landscape for the New Professional" and "What's Left? What's Next?" Association of Higher Education and Disability, New Orleans, 2012.

"Paradigm Shift: Transformational Change in Disability Service Delivery" and "Courageous Conversations." Co-presenter. Association of Higher Education and Disability, Seattle, 2011

External Reviewer. Disability Resources - University of Washington, 2011

"Transformation Through Self Examination." Co-presenter. University of Minnesota, 2009

"Rethinking, Reframing, and Redesigning: Privilege, Power, and Difference." Co-presenter. MN AHEAD annual meeting, Twin Cities, 2009

"Reframing Disability for Equity & Inclusion" and "ADA Coordinator's Institute: The Intersections of Compliance, Social Justice, and Universal Design." Co-presenter. Association of Higher Education and Disability, Louisville, 2009

External Reviewer. Disability Resources - Virginia Polytechnic Institute and State University, 2008

"ADA Coordinators Institute: Creative and Practical Tools to Move Beyond Compliance to Form Inclusive Campuses" and "Rethinking, Reframing, & Redesigning" and "Media Distortion of Disability and Its Adverse Effects." Co-presenter. Association of Higher Education and Disability, Reno, 2008

"Take Up the Universal Design Challenge." Co-presenter. Association of Higher Education and Disability, Charlotte, 2007

"Reframing, Rethinking, and Redesigning: Why It Matters." Co-presenter. Arkansas AHEAD, Little Rock, 2007

"Disability Services and Studies: An Uneasy Partnership." Panelist. Association of Higher Education and Disability, San Diego, 2006

"Leadership Institute on Universal Design." Co-facilitator – 2 Day Institute, Association of Higher Education and Disability, Milwaukee, 2005; San Diego, 2006

"Acknowledging and Transforming Disabling Environments." Co-instructor, six-week online course, Association of Higher Education and Disability, 2006

"Exclusion: By Design?" Presenter. Association of College Student Personnel Administrators' Symposium "Enhancing Learning for Students with Disabilities: The Intersection of Disability Studies and Student Development Theories." Washington, D.C., 2006

"Discrimination By Design." Co-presenter. National Association of Student Personnel Administrators, Washington, D.C., 2006

"Disability Services: Leading in the New Millenium" and "Reframing Disability and Redesigning Services." Keynote presentations. Kansas/Missouri AHEAD annual meeting, Kansas City, 2005

"Disability Studies: Why It Matters." Presenter. University of Arizona Faculty Speaker Series, 2005

"Reconstructing Disability Through Universal Design." Co-presenter, Association of Higher Education and Disability, Milwaukee, 2005

External Reviewer for The Office of Multicultural and Academic Affairs, University of Minnesota, 2000

"Disability Services and Studies: An Uneasy Partnership." Panelist. Society of Disability Studies, San Francisco, 2005

"C'mon Baby, Let's Do The (New Legal) Twist" and "Criplit." Co-presenter, Association of Higher Education and Disability, Miami, 2004

"Universal Design for Learning." Disability Resource Network Forum, Vancouver, BC, 2004

"Untangling the WEB – Making Online Teaching and Learning Accessible." Moderated panel discussion via satellite; presented by PBS Adult Learning Services and produced by University of Maryland, University College, 2004

"How Can A Destination University Be An Inclusive University?" and "Toward Universal Instructional Design." Invited speaker, Emory University, 2004

"Universally Speaking." Plenary Presentation, Association of Higher Education and Disability, Dallas, 2003

"Developing Disability Services in Higher Education." Pre-conference Institute, Association of Higher Education and Disability, Dallas, 2003

"Universal Design Think Tank." Co-facilitator, Association of Higher Education and Disability, Washington, D.C., 2002

University of Wisconsin-Whitewater, External reviewer for disability services, 2002

"Reframing Disability and Redesigning Services." Pre-Conference Institute, Association of Higher Education and Disability, Portland, 2001

External Reviewer. Disability Resources - University of Illinois-Chicago, 2001

"Developing Disability Services in Higher Education." Pre-Conference Institute, Association of Higher Education and Disability, Kansas City, 2000

"Navigating Our Institutions." Plenary Presentation, PepNET 2000, Denver, 2000

External Reviewer. Disability Resources - Temple University, 1998

External Reviewer. Disability Resources - University of Wisconsin-Madison, 1997

"Dipseys-Doodles, Dripping Faucets, and Disability Divinations." Plenary Panel, Association of Higher Education and Disability, Boston, 1997 and PEPNet Conference, Orlando, 1998

External Reviewer. Disability Resources - University of North Dakota, 1997

External Reviewer. Disability Resources - University of Wisconsin-Whitewater, 1996

External Reviewer. Disability Resources - University of Illinois at Urbana-Champaign, 1995

"Disability Issues In Higher Education." NASPA national teleconference, Washington, D.C., 1995

External Reviewer. Disability Resources - Wright State University, 1995

University of Iceland, Consultant on policy development regarding disabled students, 1995

External Reviewer. Disability Resources - University of Colorado-Boulder, 1994

"ADA Revisited: Recurring Issues For Students With Hidden Disabilities." National Association of College and University Attorneys, Salt Lake City, 1994

"Defining and Conceptualizing Disability in the U.S"

"Defining Access"

"Organizing Disability Services in Higher Education"

Invited speaker, international conference on higher education and students with disabilities, Tokyo, Japan, 1993

## **PUBLICATIONS**

Kroeger, S.A. and Kraus, A. (2016). 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.

Kroeger, Sue. (2014). Identity Development: A Disability Narrative. Chapter 9 in *Human Growth and Development: Considerations in Rehabilitation Counseling*. Sales, Amos, ed. Aspen Professional Services.

Kroeger, Sue, editor. (2010). Special Issue: Disability Studies. *Journal of Postsecondary Education and Disability*. Vol. 23 (No.1). National Association of Higher Education and Disability.

Kroeger, Sue. (2009). Reframing Disability and Redesigning Environments, in *Advising Students With Disabilities*, 2nd edition (Vance & Bridges, eds.). Monography Series, No. 19. National Academic Advising Association.

Block, L., Loewen, G., Kroeger, S. Acknowledging and Transforming Disabling Environments in Higher Education." *Journal of Postsecondary Education and Disability*, Fall, 2006

Scott, S., Loewen, G., Funckes, C., & Kroeger, S. "Implementing Universal Design in Higher Education: Moving Beyond the Built Environment." Journal on Postsecondary Education and Disability, Spring, 2003.

Kroeger, Sue. "Conceptualizing and Defining Disability: A U.S. Perspective." In publication entitled "Higher Education for Students With Disabilities" published by the Japanese Ministry of Education, Science, and Culture, 1997.

Aune, Elizabeth and Kroeger, Sue. "Career Development of College Students With Disabilities: An Interactional Approach to Defining the Issues." Journal of College Student Development, 1997.

Kroeger, S. & Schuck, J. editors, Addressing Disability Issues in Student Affairs, Jossey-Bass, 1993.

Kroeger, S. and Schuck, J., "Moving Ahead: Issues, Recommendations, and Conclusions," in Addressing Disability Issues in Student Affairs, Jossey-Bass, 1993.

Schuck, J. and Kroeger, S., "Essential Elements in Effective Service Delivery," in Addressing Disability Issues in Student Affairs, Jossey-Bass, 1993.

Kroeger, S. and Pazandak, C., "Women With Disabilities and the College Experience: Report of a Study," Higher Education Abstracts, 1991.

Kroeger, S., "Disability and Higher Education in the United States," Waseda University, Tokyo, Japan, 1988.

Nutter, K., Kroeger, S., Kinnick, B., "Non-Traditional College Student Experiences," NASPA Journal, Summer, 1991.

Benshoff, J., Kroeger, S., and Scalia, V., "Career Maturity and Academic Achievement in College Students With Disabilities," Journal of Rehabilitation, 1989.

Kroeger, S. and Scalia, V., "Performance and Involvement of Disabled College Students," NASPA Journal, Winter, 1988.

### **GRANTS and CONTRACTS**

Principal Investigator, Disabled Veteran's Reintegration and Education Project." U. S. Dept. of Education, Congressionally-directed grant, 2008-2012. \$1,000,000.

Local site investigator, "An Investigation of Factors Associated with Degree Completion and Post-school Success of University Students With Disabilities Served Through Disabled Student Services Offices," U.S. Dept. of Education, OSERS grant through the University of Wisconsin-Madison, 2001-2003.

Principal Investigator, "Access To Work Through Service Learning" U.S. Department of Education, OSERS, 1997-2000. \$276,992.

Principal Investigator, "Access Abroad: Enhancing International Study for Students With Disabilities" U.S. Department of Education, FIPSE, 1997-2000. \$267,000.

Principal Investigator, "Engage: Improving Campus Live for Disabled Students" U.S. Department of Education, FIPSE, 1995-1998. \$193,000

Principal Investigator, "Careers On-Line" U.S. Department of Education, OSERS, 1993-1996. \$313,575

Principal Investigator, "Project LEEDS: Leadership Education to Empower Disabled Students" U.S. Department of Education, Dwight D. Eisenhower Leadership Program, 1993-1995. \$330,000

Principal Investigator, "Career Connections for University Students With Disabilities"  
U.S. Department of Education, OSERS, 1991 - 1994. \$360,568

Principal Investigator, contract with Minnesota Division of Rehabilitation Services, 1985-1993. \$46,000 (annual)

Principal Investigator, "Three-Course Career Development Course for Students With Disabilities"  
University of Minnesota Educational Development Grant, 1987. \$2,000

### PROFESSIONAL AND COMMUNITY AFFILIATIONS

National Council on Rehabilitation Education (NCRE), 2017-current.

Association of Higher Education & Disability (AHEAD), 1985 – Current: Conference Co-Chair, 1989; Conference Local Arrangements Committee, 1991; Board of Directors - Treasurer, 1996-1999; President-elect, 1998; **President, 1999-2000**; Co-Chair, Universal Design Initiative, 2001-2010.

National Advisory Committee, Recordings for the Blind and Dyslexic, 2000-2004

Society for Disability Studies (SDS), 1989-Current

### HONORS AND DISTINCTIONS

Inaugural recipient of the "Sue Kroeger Lifetime Achievement in Access Excellence Award" from the University of Minnesota, 2015.

Volunteer of the Year award, United States Tennis Association – Southwest Section and USTA-SAZ, 2010.

The Vision Award, Commission on the Status of Women, University of Arizona, 2008.

The Ronald E. Blosser Dedicated Service Award, Association of Higher Education and Disability, 2001

The Past President's Award, Association of Higher Education and Disability, 2001

The Rose and Jay Phillips Award, Courage Center – Minneapolis, 1999

Academic Staff Award, University of Minnesota, 1995

Committee on Institutional Cooperation, Fellow, Academic Leadership Program, 1993.

The Dorothy Truex Emerging Professional Award, National Association of Women In Education, 1990.

National Women's Four-Track Ski Champion, 1978 and 1979.