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I. EDUCATION

Ph.D.	2017	The University of Texas at Austin	Educational Administration Higher Education Concentration
M.Ed.	2012	The University of Texas at San Antonio	Educational Leadership and Policy Studies Higher Education Administration
B.B.A.	2009	Texas A&M University-Corpus Christi	Marketing
A.A.	2007	Del Mar College	Spanish

II. PROFESSIONAL EXPERIENCE

2023-Present **Assistant Professor of Higher Education**

The University of North Carolina at Charlotte
Department of Educational Leadership

2021-2023 **Postdoctoral Research Fellow in Higher Education**

The University of North Carolina at Charlotte
Department of Educational Leadership

Manages large-scale, statewide qualitative research project examining the pre and post-transfer experiences of community college students in North Carolina. Co-leads participant recruitment, IRB application, data collection, and data analysis. Collaborates with the research team to produce original research manuscripts, reports, and presentations proposals. Participates in department, program, and team meetings.

2018-2021 **Director, McNair Scholars Program**

Our Lady of the Lake University

Supervised and trained program staff to ensure program objectives are met with the highest integrity to project grant. Managed a 1.25-million-dollar program budget to ensure compliance with federal regulations and institutional policies. Coordinated program services, including advising, research internships, graduate school preparatory seminars, and credit-bearing courses. Provided academic advising and mentorship to program participants. Collaborated with faculty, deans, and Provost's office to promote undergraduate research and scholarship

across campus. Strengthened faculty mentoring component by providing training workshops and other professional development opportunities for program faculty.

2017-2018 **Project Manager**

College Advising Corps

Led a national-scale innovation pilot designed to expand educational opportunity pathways for first-generation, low-income students. Provided project management to over 70 college access advisers and program directors across four states to support program goals and implementation strategies. Collaborated with multiple stakeholders to design, strategize, and implement innovative advising solutions to enhance in-school programming across selected regions. Analyzed large data sets to determine program impact and identify prospective project sites.

2015-2016 **Graduate Research Assistant**

The University of Texas at Austin

Developed center's UTransition program to recruit and provide academic and social supports to incoming transfer students. Provided data management and administrative support to the McNair Scholars program. Served as a research assistant supporting the Monarch Scholars Program for undocumented students at the university.

2011-2015 **Assistant Director**

Trinity University Upward Bound

Created pre-college advising curriculum for 80+ high school students in grades 9-12. Designed and implemented parental programming and curriculum for parent meetings. Reached over 80% of Upward Bound families through one-on-one sessions to discuss college planning. Provided advocacy between students, parents, and high school administrators to promote secondary and post-secondary student success. Supervised team of 8-10 academic tutors during academic year and summer program components.

2010-2011 **Enrollment Services Officer**

The University of Texas at San Antonio

Served as a liaison between prospective/current students and admissions, registrar, financial aid, and bursar departments. Aided in financial aid outreach activities to promote financial literacy and financial aid awareness to underserved student populations.

III. TEACHING

Courses Taught

The University of North Carolina at Charlotte (2021-Present)

ADMN 8180: Equity and Social Justice Adult Education

ADMN 6100: Fundamentals of Educational Leadership
ADMN 6000/8000: Topics in Educational Administration, Access and Equity in Higher Ed.

Our Lady of The Lake University (2018-2021)
UNIV 3200: McNair Research Seminar

The University of Texas at Austin (2015-2016)
Teaching Assistant, UGS 303 Race in the Age of Obama
Teaching Assistant, ALD 118 Distinguished Speaker Series Lecture

Trinity University Upward Bound (2012-2016)
Instructor, Orientation to College
Instructor, Sophomore Seminar
Instructor, Intro to Sustainability
Instructor, An Introduction to Global Health (2014)

Advising/Student-Directed Scholarship

Doctoral Dissertation Committees (In Progress)

Moreno, A. UT Austin, Educational Leadership (Proposal approved)
Slane, L. UNC Charlotte, Educational Leadership (Proposal approved)

IV. RESEARCH

Research agenda includes:

- (1) College access and college opportunity pathways for underserved student groups, emphasizing *immigration, citizenship, and generational status*
- (2) Latinx family leadership and engagement along college opportunity pathways.

My research aims to understand the college readiness experiences of underserved student populations and the influence of families along higher education pathways.

Publications

Dika, S. L., Wang, Y., D'Amico, M. M., **Serrata, C.**, & Bohlig, E. M. (2023). A critical examination of perceptions of supportive institutional environment among transfer-seeking community college students. *Community College Journal of Research and Practice*, 1–18. <https://doi.org/10.1080/10668926.2023.2215202>

Miller, R. A., Slane, L., D'Amico, M. M., & **Serrata, C.** (2023). Student voices and transfer choices: Examining the transfer process of North Carolina transfer students. *North Carolina Community College Journal of Teaching Innovation*, 2(1), 27-36.

Stone, A. N., **Serrata, C.**, & Martinez, K. (2020). Small Town Values: Exploring the Values of Latina College Students from Rural Communities. *Journal of Latinos and Education*, 1–13. <https://doi.org/10.1080/15348431.2020.1727745>

Jabbar, H., McKinnon-Crowley, S., & **Serrata, C.** (2019). Complex pathways to transfer: A Qualitative Comparative Analysis of the transition from community college to four-year university. *AERA Open*, 5(2), 1–17.

Jabbar, H., **Serrata, C.**, Epstein, E., & Sánchez, J. (2017). “Échale ganas”: Family support of Latino/a community college students’ transfer to four-year universities. *Journal of Latinos and Education*, 18(3) 258-276. <https://doi.org/10.1080/15348431.2017.1390462>

Castro, A., Malinowska, A., **Serrata, C.** (2015). “An overview of immigration issues in education: A brief history and contemporary issues. *Texas Education Review*, 1(3) 1-11.

Publications Under Review

Serrata, C. (under review). Como Escaleras: Examining how Latinx immigrant parents understand and play a role in college readiness. Submitted to *The High School Journal*, August 2022.

Miller, R. A., Slane, L., Gilchrist, T., & **Serrata, C.** (under review). How social and relational identities shape community college transfer students’ experiences. *Journal of Student Affairs Research and Practice*, August 2022.

Book chapters

Stone, A. & **Serrata, C.** (in press). Rooted in rurality: How characteristics of a rural community impact the experiences of rural Latine students. In *Rurality across Race and Ethnicity: Considerations for Advancing Higher Education Equity*. Stylus Publishing, LLC. June 2022.

Research/Policy/Technical Reports and Other Publications

Serrata, C., D’Amico, M. M., & Miller, R. A. (2023). *North Carolina vertical transfer student voices* (CLTRR-2023-1). UNC Charlotte Cato College of Education. <https://tinyurl.com/CLTRR-2023-1>

Dika, S. L., Wang, Y., D’Amico, M. M., **Serrata, C.**, & Bohlig, E. M. (2022). *Transfer seeking behaviors of North Carolina community college students*. UNC Charlotte Cato College of Education.

Miller, R. A., Slane, L., D’Amico, M. M., & **Serrata, C.** (2022). *North Carolina transfer student voices: A pilot study report*. UNC Charlotte Cato College of Education.

Conference Presentations

National

- Serrata, C.,** Gilchrist, T., Smith, B. (2023, April). *Not an insider, not an outsider: Examining the early college high school student's transition from CC to the 4-year* [Roundtable presentation]. Council for the Study of Community Colleges Annual Meeting, Chicago, IL.
- Serrata, C.,** Robledo, I. (2023, April). *The First of many more: Latinx community college students in the Nuevo South* [Roundtable presentation]. Council for the Study of Community Colleges Annual Meeting, Chicago, IL.
- Serrata, C.,** Salas, S., D'Amico, M. (2023, April). *It's like living in two different worlds: Theorizing the experiences of immigrant vertical transfer students* [Paper presentation]. Council for the Study of Community Colleges Annual Meeting, Chicago, IL.
- Serrata, C.,** Miller, R.A., D'Amico, M., & Dika, S. (2022, November). *Credit Efficiency vs. Time to Explore: Transfer Students' Major and Career Exploration in Community Colleges*. Accepted for presentation at 2022 Association for the Study of Higher Education (ASHE) Annual Conference, Las Vegas, NV.
- Dika, S. L., Wang, Y., D'Amico, M. M., Miller, R. A., Bohlig, E. M., & **Serrata, C.** (2022, November). *A Quant Crit exploration of determinants of intent to transfer among community college students* [Roundtable presentation]. Accepted for presentation at 2022 Association for the Study of Higher Education (ASHE) Annual Conference, Las Vegas, NV.
- Dika, S. L., & **Serrata, C.** (2022, October). *Latinx students and vertical transfer: A multi-method CRT approach*. Accepted for presentation at 2022 National Conference on Students in Transition Annual Conference, Atlanta, GA.
- Wang, Y., Dika, S., D'Amico, M.M., **Serrata, C.**, Bohlig, M. (2022, April). *Transfer Seeking Behaviors of Community College Students* [Roundtable]. Council for the Study of Community Colleges Annual Meeting, Tempe, AZ.
- Serrata, C.,** Miller, R. A., Slane, L., D'Amico, M. M., & Gilchrist, T. (2022, April). *Student voices and transfer choices: Examining the transfer process and social identities of North Carolina transfer students* [Paper presentation]. Council for the Study of Community Colleges Annual Meeting, Tempe, AZ.
- Serrata, C.** & Ovando, M.N. (2018, November). *Escaleras Hacia el Exito/Ladders to success: understanding how Latino immigrant parents describe, access, and perceive their role regarding college readiness*. Presented at the annual meeting of the University Council for Educational Administration (UCEA), Houston, TX.

- Stone, A. & **Serrata, C.** (2017, April). Small-town values: Exploring the values of Latina college students from rural communities. Presented at the annual meeting of the American Educational Research Association (AERA), San Antonio, TX.
- Jabbar, H., **Serrata, C.**, & Epstein, E. (2017, April). Family support of Latino community college students' transfer to four-year universities. Presented at the annual meeting of the American Educational Research Association (AERA), San Antonio, TX.
- Sanchez, J. & **Serrata, C.** (2017, April). A mixed-methods analysis of the role of geography in community college students' decision making about transfer institutions. Presented at the annual meeting of the American Educational Research Association (AERA), San Antonio, TX.
- Serrata, C.** & Martinez, K. (2015, Feb). Dos veces extranjeros: Twice the foreigner, advising undocumented students in a first-year program. Presented at the annual meeting of the First Year Experience (FYE) Conference, Orlando, FL.

State/Regional

- Dika, S. L., Wang, Y., D'Amico, M. M., Bohlig, E. M., & **Serrata, C.** (2023, February). *Critical quantitative exploration of engagement and transfer-seeking among North Carolina community college students* [poster]. Accepted for presentation at the North Carolina Association for Research in Education Annual Conference, Greensboro, NC.
- Serrata, C.**, Gilchrist, T., Slane, L., Whitaker, J., Dika, S. (2023, February). *The faces of vertical transfer: Examining the experiences of diverse transfer students in NC* [panel]. Accepted for presentation at the North Carolina Association for Research in Education Annual Conference, Greensboro, NC.
- Serrata, C.**, Dika, S., Aranda, K., Robledo, I. (2022, October). *Supporting Latinx Students in the Vertical Transfer Process* [Roundtable presentation]. North Carolina Community College System Conference, Raleigh, NC.
- Serrata, C.**, Wang, Y., Slane, L., Holliday-Millard, P., & Green, C. (2022, February). *Understanding engagement of vertical transfer students: Experiences from North Carolina*. North Carolina Association for Research in Education Annual Conference.
- Serrata, C.**, Martinez, K., & Olivo, J. (2016, August). *Dos veces extranjeros: Twice the foreigner, advising undocumented students in a first-year program*. Presented at the annual meeting of the Texas Higher Education Symposium, Austin, TX.
- Jabbar, H., & **Serrata, C.** (2016, August). *Family support of Latino community college students' transfer to four-year universities*. Presented at the annual meeting of the Texas Higher Education Symposium, Austin, TX.

Serrata, C. & Carnegie-Diaz, S. (2014, April). *Admission for two: helping your student create a college resume*. Presented at the annual meeting for ESC Region 20 Migrant Parent and Student Conference, San Antonio, TX.

Serrata, C. (2012, May). *Oportunidades de carrera y estudio*. Presented as a guest speaker at Baptist Children and Family Services Program, San Antonio, TX.

Serrata, C. & Carnegie-Diaz, S. (2012, April). Trinity University Upward Bound, in graduate course Foundations and Functions of Higher Education. Presented as a guest speaker at The University of Texas at San Antonio, San Antonio, TX.

Invited

Serrata, C. (2023, February). *Diversity, Equity, and Inclusion in Higher Education [Panel]*. North Carolina Association for Research in Education Annual Conference. Greensboro, NC.

Serrata, C. & Robledo, I. (2022, July). *A Community Cultural Wealth Approach for Uplifting Latinx Student Voices at NC Community Colleges*. LatinxED Fellowship Retreat. Wilmington, NC.

Serrata, C. (2022, June). *Student voices and transfer choices: Equity and access in the vertical transfer process*. NC State Belk Center for Community College Leadership and Research.

D'Amico, M., Dika, S., Miller, R., & **Serrata, C.** (2021, December). *NC community college transfer destinations and experiences*. Durham, NC: North Carolina Transfer Advisory Committee.

Serrata, C. (2019, June). *Systemic barriers in postsecondary education and building student resilience*. San Antonio, TX: Trinity University Upward Bound Faculty Training.

Serrata, C. (2018, October). *The Role of Families in Latino Student Success*. Ashland, OH: 2018 National Hispanic Education Summit.

Serrata, C. (2017, December). *Engaging Families in the College Planning Process*. Fort Worth, TX: College Advising Corps: 2017 Adviser Summit.

V. FELLOWSHIPS AND AWARDS

2021-2023	Postdoctoral Research Fellow in Higher Education, UNC Charlotte
2022	Steps in the Scholar Journey, The University of Arizona
2022	LatinxED Fellowship, LatinxED

VI. SERVICE AND RELATED EXPERIENCE

Service to the Profession

2023-Present	Peer Reviewer <i>Journal of Adolescent Research</i>
2022-Present	Paul F. Fiddler Grant Reviewer
2021-Present	Reviewer Association for the Study of Higher Education
2021-Present	Reviewer Council for the Studies of Community Colleges
2020-Present	Reviewer American Education Research Association National Conference
2018-Present	Peer Reviewer <i>Journal of Latinos in Education</i> .

Service to the Community

2021-Present	Citizenship Preparation Tutor, International House, Charlotte, NC.
2012-2018	Interpreter, Karnes Pro Bono Project (RAICES), San Antonio, TX.

Languages

Spanish (native), English (fluent)

Affiliations and Memberships

American Educational Research Association (AERA)
Association of Studies in Higher Education (ASHE)
Council for the Study of Community Colleges (CSCC)
National Research Mentoring Network (NMRN)
University Council for Educational Administration (UCEA)