

# Katie Koho, M.A. (Pronouns: they/them/theirs)

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## SUMMARY

Educational professional with experience in student affairs (SJSU, SFSU), independent learning environments (Summit Public Schools), and tech-sector diversity programs (Oracle). Currently a Senior Academic Advisor at San José State University, supporting upper-division students in the Humanities and the Arts Student Success Center through advising and case management. Experienced in higher education, program development, teaching, conflict resolution, and outreach. Rooted in Paulo Freire's liberatory education models, my praxis centers care, agency, and access through dialogical approaches.

## PROFESSIONAL EXPERIENCE

### San José State University (SJSU)

Senior Academic Advisor | Humanities and the Arts Student Success Center (H&A SSC) | *December 2024 – Present*

- **Advising & Case Management:** Advise a caseload of 2,500+ upper-division (UD) undergraduate students across multiple majors within H&A, providing individualized support through regular check-ins, documentation, and success tracking to support academic retention and timely graduation. Advise incoming first time and transfer students during Sparta Camp orientations.
- **Academic Planning, Student Guidance & Communication Support:** Assist students with degree requirements using MyProgress, MyPlanner, major/minor Roadmaps, and What-If Reports; provide policy interpretation, goal setting, and outreach for inadmissible repeat students. Provide front desk and student communication support by monitoring phone, email, walk-ins, appointment check-ins, and intake forms for accurate, timely responses.
- **Academic Notice Campaign Coordination:** Lead a semester-based academic notice campaign through Spartan Connect (EAB Navigate) for all upper-division students on first-time or continuing academic notice. Design campaign structure, messaging, and workflows; create tracking documents, an advisor "how-to" instruction guide, and a resource checklist for student meetings. Manage caseload, appointment outreach, progress tracking, and student meetings to review individualized support plans and monitor progress toward good academic standing, while educating on continued academic notice and Academic Disqualification.
- **Early Support Program Outreach & Retention:** Manage faculty referrals for UD students flagged as academically or emotionally at-risk. Conduct outreach via email/phone, develop recovery plans, and meet with students to educate them on resources (CAPS, SJSU Cares, Peer Connections). Track cases in Spartan Connect and internal spreadsheets to ensure follow-up and retention.
- **Transfer Workshop Coordination:** Led the planning and facilitation of transfer advising workshops for students who completed department orientation but required support with course planning. Created and managed a communication campaign in Spartan Connect, updated Zoom invitations and GE resources, assigned team responsibilities, presented workshop content, answered live student questions, created the FAQ, recorded the session and uploaded the video to the H&A SSC website.
- **Policy Interpretation & Student Guidance:** Counsel students on policies, petitions, retroactive withdrawals, transferable coursework via articulation agreements (AP, IB, CLEP, and community colleges), graduation planning, and campus resources.

### Oracle

Pathways Program Coordinator | Global Diversity Recruiting Team | *October 2021 – August 2024*

- **Global Program Coordination:** Increased global job description requests consistently by 90%+ since tool's 2020 implementation. Job description building globally, including working closely with our JAPAC and EMEA regions to implement a bulk order process for running job descriptions. Managed global Textio email, processed requests, edited job descriptions, sent reports, and built the Textio program at Oracle, securing funding to continue sustaining Oracle Textio partnership, and working with the vendor to scale the program. Trained teams, individuals, talent acquisition, global inclusive recruiting program team, and leadership on Textio.
- **Program Development:** Ada Developers Academy (Ada): meet with Adies, program staff, hiring managers, and Ada's staff to ensure Adies are set up for a successful internship at Oracle. Oracle Career Relaunch Program (OCRP): coordinate speaker series, host office hours, swag order management, and advocacy for folks who have taken a 1+ year career break. Collect data and feedback from hosting mid-point check-ins with Adies and program staff and create a FAQ based on feedback, data and common questions.
- **Recruitment:** Built and managed global Inclusive Recruiting MySites, updated events calendar, built and maintained an organization system for paperwork through OraDocs, and worked on purchase orders for events and cohort programs. Attended global events to promote mission, vision, and DEI initiatives. Captured attendance via Apex registration links and Oracle Recruiting. Collected resumes from candidates and processed requests post-event. Attended post-mortem meetings to collect feedback.
- **Engagement:** Participated in Employee Resource Group (ERG) meetings focused on LGBTQ+ inclusion, veteran support, Black leadership and excellence, and disability advocacy. Shared insights from these communities to strengthen our inclusive recruiting strategies and advance Oracle's broader Diversity, Equity, and Inclusion (DEI) goals.
- **Task Force:** Selected to serve on the OPEN Education Task Force, meeting weekly to develop LGBTQ+ inclusion training materials for Oracle's internal learning library and to review policies and procedures for discussion at OPEN chapter meetings.

### Summit Public Schools (SPS)

Concrete Next Steps (CNS) Teacher | Expeditions Team | *June 2020 – September 2021*

College Readiness Teacher, Internship and Independent Study Learning Coordinator | Expeditions Team | *September 2019 – June 2020*

- **Retention:** Graduated 126 Summit Public Schools from their expeditions courses during their Senior year capstone project.

- **Curriculum Development:** Built and taught high-quality and project-based curriculum guiding 126 students toward internship and independent study. Taught during the pandemic, 100% remote instruction via zoom, Google suite, and student learning platforms.
- **Database Development:** Built a diverse database of partnerships, matching students to individual opportunities and monitoring via internal audits. Reached out to coordinate volunteer background checks, timecard signatures and student feedback from businesses and organizations.
- **Courses:** Coordinated scheduling and facilitation of all 12th grade Oral Defenses for their concrete next step plans after graduation. Taught students through real-life experiences in the field, guest speakers, field trips, and community groups.
- **Pedagogy and Praxis:** Assigned homework, graded tests, and documented progresses through the Summit Learning Platform and conferences. Created paradigm shifts by building curriculum in tandem with stakeholders that led to 90% project completion by year's end. Connected 90+ Sunnyvale and 80+ El Cerrito students with IL opportunities via organizations and institutions.
- **Data Maintenance:** Collected, stored, and maintained student data (i.e., contracts, records, and timecards) via Google Suite and Platform. Monitored, entered, and updated attendance in compliance with Summit Public School's charter ADA guidelines.

## San Francisco State University (SF State/SFSU)

Residential Coordinator | University Park South (UPS) for Residential Life | *July 2018 – April 2019*

Area Coordinator | Resident Services for Residential Life | *June 2017 – July 2018*

Project Coordinator | Residential Life | *February 2017 – June 2017*

- **Student Retention:** Built the retention initiatives by participating and developing academic success programs for 250+ residents.
- **Supervision:** Supervised 7 Resident Assistants, including their selection, placement, evaluation, and personnel administration for the University Park South (UPS) team. Advised University Park Hall Student Government board.
- **Case Management:** Oversaw conduct, using Maxient to document student medical, physical, and mental health concerns and emergencies. Met with students 1:1 to use the restorative justice model with policy violations and sanction assignment.
- **Recruitment:** Sourced, interviewed, onboarded, trained, and evaluated a staff of 125 student staff, 5 student leaders and two part-time professional employees. Individually coached and mentored each in customer service, leadership, and professionalism.
- **Emergency Preparedness:** Served on-call 24-hour weekly duty rotation, acting as a first responder to university emergencies.
- **Budgeting:** Supervised payroll budget of over \$600,000.
- **Community Development:** Oversaw, developed, and presented on academic-focused programming in the 3,500+ student resident community. Met with key stakeholders to ensure residents, staff, and student leaders' needs were being prioritized in their academic engagement plans (AEP). Met with students who were to be evicted to complete AEPs to ensure they remain in housing.
- **Data Management:** Tracked and reported quarterly GPA statistics for staff, student leaders and residents. Making policies and procedures around the academic trends within communities.
- Selected to serve on the university-wide Transfer Advisory Committee charged with transfer student retention initiative development. For my thesis, I built a curriculum for resident assistants programming for the transfer population.
- Selected to serve on the university-wide Academic Master Plan charged with implementing stakeholder policies and procedures relating to academia and scholarship of first-year, returning and transfer student retention.
- Awarded Professional Staff Member of the Month 5X for dedication to student leader success and development.

## ADDITIONAL EXPERIENCE

### Reading Partners, AmeriCorps, National Service

Senior Site Coordinator | North Bay Team, San Francisco Bay Area | *August 2014 – May 2015; August 2016 – January 2017*

- **Program Scope and Development:** Coordinated literacy tutoring programs at Bay Area elementary schools, managed daily site operations at Rosa Parks and Sherman Elementary Schools and built strong partnerships with families, faculty, and volunteer tutors.

## EDUCATION

### San Francisco State University

**Master of Arts** in Education | May 2019 | Concentration: Adult Education | Equity, Leadership Studies, and Instructional Technologies | GPA: 3.96 / 4.00

**Bachelor of Arts** in Psychology | May 2013 | Affiliations: Psi Chi Honors Society; Counseling and Psychological Services; Residential Life

**HIGHLIGHTED TRAINING & CERTIFICATIONS:** Canvas: Academic Advising Core Competencies (SJSU, NACADA-aligned) | OCI Interview Training (Oracle) | UndocuAlly & SafeZone Ally Certifications (SF State) | Mental Health First Aid (National Council for Behavioral Health) | Protecting Human Research Participants Certification (The National Institutes of Health Office of Extramural Research)

## PRESENTATIONS & FACILITATIONS

**Gender & Pronouns in the Workplace** | Oracle Talent Acquisition | January 2024

**Writing Inclusive Job Descriptions with Textio** | Oracle Talent Acquisition | March 2023

**Supporting LGBTQIA+ Students & Staff** | Summit Public Schools Expeditions | March 2022

**Storytelling Workshop for Professional Staff** | Residential Life, DigiPen Institute of Technology | January 2022

**DEI Through Storytelling** | Summit Public Schools | February 2021

**Decolonizing Education: Praxis in Practice** | Summit Public Schools | February 2020

**SafeZone Ally Certification Pilot for Student Leaders** | Residential Life, San Francisco State University | July 2018