

NORMA MERCADO

LICENSE MASTERS SOCIAL WORKER

CONTACT



512-395-5470



norma_mercado@txstate.edu



Texas State University
College of Applied Arts School of Social
Work-San Marcos, TX

SKILLS

Active Listening
Advocacy and Community Organizing
Boundry Setting
Communication Skills
Critical Thinking
Cultural Competency
Documentation
Emotional Inteligence and Empathy
Leadership and Supervision
Professionalism and Respect

EDUCATION

PhD Student

Texas State University

2021-Present

Program Adult, Professional &
Community Leadership

Masters In Social Worker

Texas State University

2016-2019

Baschelors in Applied Arts and Sciences

Texas State University

2014-2016

Associate Arts and Sciences

San Joaquin Delta College

1994-1997

Major: Social sciences
Minor: Eligibility worker certificate

LANGUAGES

English



Spanish



DOCTORAL STUDENT COURSEWORK

Texas State University

ED 7316 – Adult Development

This course examines current theories of adult development, fundamental developmental changes in adulthood, and the implications for practice in adult education.

ED 7314 – Community Development of Educators

Examines community development models and methods as relevant to the practice and scholarship of formal and non-formal education.

ED 7315 – Models of Inquiry

This course examines the philosophies informing different research epistemologies and examples of how these can be actualized methodologically. Philosophies to be analyzed include feminism and race-based theory. This course will help students see the multiple possibilities for conducting research.

ED 7354 – Intermediate Quantitative Research

Includes descriptive statistics; sampling techniques; statistical inference including the null hypothesis, significance tests, and confidence intervals; and causal-comparative analyses, including t-test and ANOVA.

ED 7353 – Intermediate Qualitative Research Design

Includes distinctive features, alternative qualitative traditions, purposeful sampling, common data collection methods, inductive analysis, the role of the researcher, and evaluating qualitative research. Prerequisites: Core and Concentration courses or instructor's permission

ED7389A International Cooperative Adult and Higher Education Research and Study

This course develops theoretical knowledge, methodological skills, and scholarly capacity for educational research. It focuses on comparative adult, higher, and socio-cultural education within the complex educational environment of Italy, involving seminar components held at the university and research fieldwork and presentation in Italy.

ED 7312 Leadership and Organizational Change

CONFERENCE PRESENTATIONS

AAACE Conference: *Creating Spaces for Professional Networking and Growth: A Collaborative Inquiry Project with Immigrant Women* Proposal ID: 1650–106969 2024

Partners In Prevention Conference: *Parent/School engagement in home visiting* 2024

AAACE Conference: *Gendered Migration: deSkilling of Professional and Para-Professional Migrant Women in Central Texas*. Proposal ID: 1533–94182 2023

University of Padua, Italy: EXPO-RESEARCH. 2023
Women and Migration: Theoretical Intersections of Adult Education

Texas State University: *Promoting Innovation In a Global Era For Better Working, Living and Learning: Aprendiendo juntos! A Virtual Parenting Class and the Need for Cultural Relevancy* 2022

Texas Conference In Ending Homelessness, 2022
Supporting youth experiencing homelessness: Rights, Resources and Advocacy

Texas State University: *Current Issues In Adult Education Literacy Developtment for Incarcerated Fathers* 2021

TEHCY Spotlight on Resilience: *CoCs and Homeless Education Liaisons: Working Together to End Homelessness* 2020

FIRST AUTHOR WORKS

Mercado, N. (2022). Correctional English as a second language literacy for male Latino parents. *New Directions for Adult and Continuing Education*, 2022, 33– 43. <https://doi.org/10.1002/ace.20466>

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RECOGNITION

DeParle, J., & Kalifa, T. (2022, April 27). A One-Woman Rescue Squad for Homeless Students in Rural Texas. *The New York Times*. <https://www.nytimes.com/2022/04/11/us/politics/homeless-students-texas.html?smid=url-share>

Univision. (n.d.). Conozca a “Miss Norma”: su misión es solucionar los problemas de los demás [Video]. Univision. <https://www.univision.com/shows/aqui-y-ahora/conozca-a-miss-norma-su-mision-es-solucionar-los-problemas-de-los-demas-video>

Lemons, L. (2022, April 27). Bastrop ISD social worker saves students experiencing homelessness. *Spectrum News 1 South Texas / El Paso*. <https://spectrumlocalnews.com/tx/south-texas-el-paso/news/2022/04/27/students-homeless-bastrop-rescue->

Sparks, S. D. (2020, December 3). Number of Homeless Students Hits All-Time High. *Education Week*. <https://www.edweek.org/technology/number-of-homeless-students-hits-all-time-high/2020/02>

Collins, C. (2019). Homelessness in Texas Public Schools is a Suburban and Rural Problem, Too. *The Texas Observer*. <https://www.texasobserver.org/homelessness-texas-public-schools-suburban-rural-problem/>

SERVICE

Bluebonnet Trails Board of Trustees member-2025

Bluebonnet Counseling Association-President 2024-Present

Texas Counseling Association-President elect of the Bluebonnet Chapter 2022-Present

Texas State University-Education Institute Advisory Board Member 2021-Present

Salvation Army Board Member, Bastrop TX 2020-Present

CASA-Court Appointed Special Advocate Board Member 2020-Present

Travis County Correctional Complex Intern-Education Classes and Counseling 2019-Present

Bastrop County Victim Services 2019-Present

Texas Homeless Network Board member 2018-2020

Coats for Kids Assistance junior League of Austin, TX 2009-Present

Fan Drive Family Elderly Care, Austin TX 2012-2017

Vita Program IRS Tax Assistance program, Kyle TX 2007-2009

Pastor Secretary and children’s ministry program Christian Community Center,AustinTX 2005-Present

PROFESSIONAL EXPERIENCE

Assistant Professor of Instruction, Texas State University School of Social Work 2024-Present San Marcos, TX

Teach across the Social Work curriculum: Intro and Advance Practice (micro, mezzo, and macro) for Field Education.

Executive Director, Bastrop County Cares 2023-Present Bastrop, TX

Lead and manage the non-profit organization, oversee operations. Drive strategic planning, fundraising, and stakeholder relationships to achieve the organization's mission and goals.

Field Education Liaison and Lecturer, Texas State University School of Social Work 2022-Present San Marcos, TX

Teach across the Social Work curriculum: Intro and Advance Practice (micro, mezzo, and macro) for Field Education

Family and Social Services Coordinator 2016-2023 Bastrop ISD, Bastrop TX

Coordinates the Family Resource Center programs and services. Provides direct and on-going leadership to School Social Work Department; serves as a liaison between community resources, students and school system; monitors and provides quality assurance of social work services. Supervise social work interns from various universities.

Parent Community Liaison 2009-2016 Del Valle ISD, Del Valle TX

Provide training for parents utilizing the Practical Parenting Education Curriculum, Latino Literacy Project, AVANCE and other topics selected by parents, visit homes to reinforce and foster a positive school/home/community partnership, and provide referrals to parents to community services.

Library Assistant 2005-2009 Kyle Public Library, Kyle TX

Planned and conducted story time for children. Knowledgeable of library systems cataloging and computer systems. Planned and recruited presenters and donations from community agencies for the summer reading program. Provide Early Literacy Skills lesson to pregnant teenagers at the local High School and conduct story time at the local Head Start Programs

Family Advocate 1999-2005 San Joaquin County Head Start, Stockton CA

Conduct interviews with families to determine eligibility for enrollment in Head Start. Collaborate with teaching and support services staff to develop a plan to assist families in their efforts to improve the condition and quality of their lives. Case manage and home visits

NORMA MERCADO, LMSW

BIOGRAPHY



Norma Mercado has been working in the educational setting for the past 24 years. She currently serves as a Field Education Lecturer in the School of Social Work at Texas State University . Most recently Norma served as the Family and Social Services Coordinator in the Bastrop Independent School District. One of her primary roles was overseeing the highly mobile student population and the social work department. Norma's advocacy efforts were instrumental in developing the Family Resource Center to help remove barriers by providing resources and services for students and families.

Norma's experience with homelessness, teen pregnancy, and poverty fuels her passion to help others overcome barriers. Norma was born in Chihuahua, Mexico, and raised between two countries, Mexico and the USA, as her family migrated each year to work in the migrant fields. Growing up, one of the most significant challenges for Norma was attending different schools and making friends. Despite the challenges of raising a family and working full time, Norma completed her Master's In Social Work and is a Ph.D. student at Texas State University. Norma's personal story and works have been featured in the New York Times and the Spanish television newscast Univision, Aqui y Ahora.

Wish much gratitude,

A handwritten signature in black ink that reads "Norma Mercado". The script is fluid and cursive.

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MASTERS IN SOCIAL WORK

TEACHING PHILOSOPHY STATEMENT

Teaching adults was not my professional goal, and I primarily saw myself as a learner as I tried to navigate new things in life, both personal and professional. However, as I continued to learn and apply this new knowledge, I found myself hungry for more learning and discovered that learning is a lifelong process that equips you with tools and skills to help others do the same. Educators have a passion for the profession; they teach because they want to make a difference in the life of their students and the community. Being an educator takes courage and commitment.

As an educator, I need to self-reflect and be a good listener. I must motivate, encourage, and support my students through the learning process. Ensuring students are mastering the content by giving clear objectives and hands-on activities. Provide the opportunity for students to work in teams and support each other. Provide the opportunity for questions, timely feedback, and connecting errors. Direct students to appropriate resources, set high achievement standards, and develop means to assess learning, including obtaining feedback from students on teaching styles, content, and classroom management.

Educators must recognize that "learning can be experienced in different ways--formal, non-formally, informally, incidentally, and through tactile learning." (Rocco et al., 2021, p. 73). The role of the student in the learning process can vary depending on the outcome goal of the class or program and the educator's expectations. My preference draws from Malcolm Knowles's understanding of the development of adult self-concept, self-directed and responsible for learning (Rocco et al., 2021). For learning to be achievable, the student must be motivated to learn and accountable for the learning process's goal attainment. Some of the successful learning practices include self-directive learning (SDL), where the learner has the responsibility for their learning pathway (Cox, 2015); experimental learning, where the learning draws from experiencing directly from the realities of the theory and transformative learning, where the learner recognizes that experience is central to the learning process (Rocco et al., 2021).

Implementing my philosophy in the classroom, students can expect to be guided through different tasks leading to content mastery, providing clear objectives, and adjusting the pace of the lecturer when needed; students will be expected to make efficient use of class time and apply learning with hands-on activities. Students come to class self-motivated, working on issues or problems without fear of failure. Students will feel supported as I provide constructive feedback with an open mind and understanding of the student's history of failure, which can result in lowered self-confidence; I will encourage the students' efforts while challenging them to do their absolute best, providing a climate of care and trust in the classroom.

As a new educator, my goal is that I will start to develop teaching practices that align with my personal values with the end goal of allowing the students to take control of their own learning and the freedom to learn what is important to them—awaking their own values and ideologies and putting knowledge into action.

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MASTERS IN SOCIAL WORK

TEACHING PHILOSOPHY STATEMENT

A proverb that resonates with me as an educator is, 'Give a man a fish, and he will eat for a day. Teach a man how to fish, and you feed him for a lifetime.' My philosophy as an educator continues to develop as I gain more experience in teaching and learning. Still, the basic foundations for teaching and learning are rooted in my desire to help others learn, to help them become self-sufficient as they gain valuable knowledge that can be put into practice and shared with others by keeping the student at the center of my teaching goal, having an open mind, and learning together in this lifelong learning process I can make a difference.

Respectfully,

A handwritten signature in black ink that reads "Norma Mercado". The script is cursive and fluid, with the first letters of the first and last names being capitalized and prominent.

NORMA MERCADO

REFERENCES

- Cox, T. D. (2015). Adult Education Philosophy: The Case of Self-Directed Learning Strategies in Graduate Teaching. *Journal of Learning in Higher Education*, 11(1), 17–22.
- Rocco, T. S., Smith, M. C., Mizzi, R. C., Merriweather, L. R., & Hawley, J. D. (2021). *The handbook of adult and continuing education* (2020 edition.). Stylus Publishing,