

Robert W. Carroll, Ph.D.

Education

- Ph.D. in Communication Studies**, The University of Texas at Austin August 2018
Emphasis: *Interpersonal Communication*
- M.A. in Education Leadership and Policy Analysis**, The University of Missouri May 2009
Emphasis: *Student Affairs, Higher Education*
- B.A. in Communication**, The University of Missouri December 2006
Minor: *Business*
Graduated with Honors

Teaching Experience

- Assistant Professor:** University of Texas at Austin; Austin, Texas August 2019 - Present
- Coordinating COM 302E: Foundations 2 in Fall 2022; enrolls ~900 students in the Fall semester
 - Managing a teaching team of 30 undergraduate ULA's and Graders as well as 1 Graduate TA; hold weekly trainings and office hours
 - Updating and developing COM 370H for Spring 2023; creating new connections with community partners to elevate the course and content
 - Managing other projects as assigned by the Dean and Assistant Dean of the Moody College of Communication; collaborated with Dr. Holland on development of COM 302
 - Developed a Canvas blueprint course that syncs with 25 individual sections for COM 302E; created rubrics and modules to guide students through the course
 - Advised McCombs Honors Student on their undergraduate thesis as well as writing multiple letters of recommendation for previous students
 - Taught COM 370H: Community Engagement and Service Learning and COM 214: Moody Success Seminar in Spring 2022; achieved a 5.0 and 4.7 out of 5.0 teaching evaluation score
 - Chaired the Communication Studies Diversity, Equity, and Inclusion Committee for AY 2020-2021; continue to serve on committee in AY 2021-2022
 - Designed and launched new courses for students on academic probation and an experiential learning course for the Moody Honors Program; collaborated with various academic departments to create courses in Fall 2021
 - Graduated from the ACUE course for Effective Teaching Practices; learned how to strengthen my teaching skills with modules including diversity and equity, retention, and ensuring equitable access
 - Taught 2 Freshman Interest Groups in Fall 2021; partnered with an Undergraduate Learning Assistant to orient students to UT
 - Researched and analyzed communication trends to create dynamic assignments that reflect current needs within the workplace and skills needed for academic success
 - Presented course research findings to key stakeholders; pitched the course to create and drive buy-in across all levels
 - Taught BA 324: Business Communication from Fall 2019 – Spring 2021; achieved a 4.95/5.0 teaching average in AY 2020-2021
 - Developed a new version of BA 324 in conjunction with the McCombs School of Business; increased perceived course effectiveness from 4.0/5.0 to 4.8/5.0 in 1.5 years
- Lecturer:** University of Texas at Austin; Austin, Texas January 2018 – August 2019
- Taught Business Administration (BA) 324: Business Communication as a stand-alone instructor with up to 32 students per class and 120 per semester
 - Directed students through various dynamic assignments including public speaking, professional writing, persuasion, and team dynamics
 - Developed new assignments and assessments to better engage students and relate more closely to their upcoming internships and professional experiences

- Adjunct Faculty:** Austin Community College; Austin, Texas January 2017 – August 2019
- Taught Introduction to Human Communication, Business and Professional Communication, Interpersonal Communication, and Public Speaking through both in person and hybrid sections
 - Created unique online and in-class assignments to engage and accommodate various learning styles
 - Utilized various instructional techniques including multi-media presentations and interactive discussions to aid student learning

- Teaching Assistant:** University of Texas at Austin; Austin, Texas August 2017 – December 2017
- Taught alongside faculty in Electrical Engineering EE333T: Engineering Communication and Electrical Engineering 364E: Entrepreneurship
 - Coached students through various professional presentations including product pitches, career presentations, and market research analyses
 - Edited and advised on technical writing that aligns with Electrical Engineering Standards

- Assistant Instructor/Teaching Assistant:** University of Texas at Austin; Austin, Texas August 2012 – May 2017
- Taught 3 courses: Language, Communication, & Culture, Public Speaking & Professional Communication, and a Practicum in Conflict Management & Mediation
 - Provided concise feedback to students on progress towards meeting course objectives including speeches, group presentations, and writing focused assignments
 - Increased professional and narrative writing skills through the development of a writing portfolio that focused on theory, application, and cultural considerations

- Community Resource Coordination Group (CRCG) Intern:** State of Texas Health and Human Services; Austin, Texas Summer 2016
- Researched, wrote, and edited multiple formal reports and content for new CRCG website
 - Coordinated data, resources, and information with each of the 254 counties in Texas
 - Presented CRCG research and findings at conferences and meetings

- University of Kansas: PRE 101 Instructor:** The University of Kansas; Lawrence, Kansas July 2011 – December 2012
- Taught 15 first semester freshman in an Academic Success seminar based on *Strengths Quest*
 - Fostered open dialogue and created a safe space for discussion
 - Developed the syllabus based off current research on first year student success

- Temple University: Summer Bridge Instructor:** Philadelphia, Pennsylvania June 2009 – August 2009
- Taught 2 sections of the Academic Success seminar
 - Held 2 individual advising/counseling sessions with each student per semester
 - Created individual success plans with each student that coordinated with lectures

Consulting Experience

- Duarte Consulting:** Associate Speaker Coach, Content Writer, & Facilitator; San Jose, California April 2019 – Present
- Consult and advise executive clients on presentation skills and content development; increasing confidence and ownership of their work across one-off sessions as well as 3- and 6-month personalized improvement plans
 - Write keynotes, sales decks, and other various deliverables for clients; lead discovery sessions, conduct research, pitch ideas to clients, and partner with our design team to develop engaging visuals
 - Deliver in-person and virtual workshops on storytelling and effective delivery to international audiences at top technology firms; focusing on Duarte's methodologies for delivering narrative and engaging presentations
 - Collaborated with top tech firms including Apple, Microsoft, Google, ServiceNow and others; launched new DEI workshop for Apple's Emerging Leadership Program
 - Engage in professional development with other coaches through roundtables and one-on-one mentoring sessions

- Communication Coach:** McCombs School of Business; Austin, Texas August 2016 – Present
- Conduct over 120+ hours of goal-oriented coaching sessions with full-time, Executive, and evening MBA students per academic year
 - Improve professional communication skills of clients through interactive presentations, direct feedback, and active listening
 - Lead workshops on storytelling, effective communication, and professional speaking skills
 - Consult students on written, verbal, and non-verbal communication through individual and small group sessions

Robert Carroll Consulting

April 2017 – Present

- Advise on various communication, leadership, and corporate issues
- Work one-on-one with clients to understand their communication needs and develop personalized plans
- Present seminars on communication best practices tailored to the audience

Executive Panel Member: Quantified Communication

June 2017 – June 2018

- Evaluated executive communication for aspiring leaders and high-level executives
- Provided qualitative and quantitative feedback on keynotes, media interviews, earning calls, professional videos, and presentations through an online portal
- Customized feedback to clients based on goals and needs of the presentation or executive communication

Higher Education Experience

Academic Advisor in Undergraduate Advising Center: The University of Kansas; Lawrence, Kansas

May 2010 – August 2012

- Academically advised over 400 College of Liberal Arts and Science students per semester
- Cross-trained in every academic major offered at KU
- Liaison between the Undergraduate Advising Center and nine different major departments
- Created and conducted an interactive survey assessing student needs and expectations through Student Voice and then developed a campus wide ad campaign from results
- Initiated and chaired the Data and Evaluation Committee
- Implemented new check-in process for students
- Promoted KU at numerous nation and state-wide admissions trips

Advising Specialist in the Office of First Year Experience: The University of Kansas; Lawrence, Kansas

December 2011 – July 2012

- Assisted in selection, hiring, and training of 18 Orientation Assistants
- Conducted trainings for the staff on various topics such as advising and difficult situations
- Facilitated open and honest discussion at the 2012 Diversity Retreat
- Coordinated enrollment lab for over 5,000 incoming freshman

Educational Counselor & Advisor: Temple University; Philadelphia, Pennsylvania

June 2009 – May 2010

- Academically advised and assisted low-income, first generation students in developing academic plans
- Assessed and counseled students in academic skill development, personal development, and overall academic counseling areas
- Developed and conducted weekly workshops for student on various topics such as career planning, emotional well-being, diversity, and academic preparedness
- Facilitated an Academic Intervention Program for students on Academic Warning/Probation
- Researched and created budgets and price analysis for student programs

2008 National Orientation Director's Association Intern: The University of Florida; Gainesville, Florida

May 2008 – July 2008

- Supervised 37 Orientation Leaders and 300 students during evening activities at Broward Hall
- Created a supportive environment for student staff through team building and open discussions
- Clearly communicated with parents and guests about student concerns

A Way With Words & Words Site Coordinator: University of Missouri; Columbia, Missouri

Aug 2007 – May 2009

- Scheduled and conducted meetings with principals, directors, teachers, tutors, and site coordinators
- Coordinated tutoring hours for undergraduate tutors, ran bi-weekly meetings, and provided on-going training to keep tutors up to date
- Developed and led interactive training topics on behavioral and diversity issues for tutors

Trulaske College of Business Advising Intern: University of Missouri; Columbia, Missouri

January 2009 – May 2009

- Advised College of Business students with their class schedules and registration issues
- Coordinated Summer Orientation Assistant interviews and training for the College of Business
- Taught students how to register for courses using PeopleSoft (MyZou)

Educational Leadership and Policy Analysis Student Ambassador: University of Missouri; Columbia, Missouri
February 2008 – May 2009

- Founded the program to assist the Masters Program for Student Affairs with Recruitment
- Attended career fairs at other colleges and made presentations to prospective students
- Facilitated and organized orientation and training for Ambassadors and Faculty
- Planned and coordinated inaugural Student Affairs Assistantship Interview Day

University of Missouri School of Law Administrative Assistant; Columbia, Missouri Jan 2007 – June 2007

- Assisted Dean of Admissions in processing Law School Applications
- Processed and managed up-to-date Excel files on 1,000 applicants
- Promoted the Law School and recruited students, including informing them on the Law School Application Process

Recent Publications and Presentations

Carroll, R. (2022) The Art of the Pitch. University of Texas at Austin McCombs+ Program

Table, B., Carroll, R., & Redlick, M. (2022) "Communicating Transgender Identity" in G. Luurs (Ed.), Handbook of Research on Communication Strategies for Taboo Topics

Carroll, R. (2021) "Minority Stress and Relationships" in I. West (Ed.), Encyclopedia of Queer Studies and Communication. Ney York and Oxford: Oxford University

Carroll, R. (2021) How to Be a Human: Communicating with Authenticity. University of Texas at Austin MBA+ Program

Carroll, R. (2019) Storytelling Skills for Business Leaders. University of Texas at Dallas MBA Program

Carroll, R. (2019) Competitive Casing: University of Texas at Austin Real Estate Center

Carroll, R. & Redlick, M. (2019) Public Speaking and Presentation Skills: Texans Care for Children

Carroll, R. (2019) Resume Refresh: University of Texas at Austin MBA+ Program

Carroll, R. (2018) From authenticity to undertow: The experiences of a CouchSurfer in Norway. In F. Soelberg, L. Browning, & J. Sørnes (Eds.), *High North Stories in a Time of Transition: Gutsy Narratives and Wild Observations*. London: Routledge.

Carroll, R., Redlick, M., & Hanchey, J. (2016) Is RuPaul Enough? Difference, Identity, and Presence in the Communication Classroom. *Communication Education* 65, 226-229

Hanchey, J. & Carroll, R. (2016). Queering decolonization and decolonizing queer concerns: Considering sexuality in the intercultural workplace. Southern States Communication Association Conference, Austin, Texas

Carroll, R. (2015). How secrets affect us: An exploration of the relationship between stress, coping, and self-identity concerns. National Communication Association Conference, Las Vegas, Nevada

Carroll, R. & Mudliar, P. (2014). How cancer affects us: An analysis of student narratives about cancer. National Communication Association Conference, Chicago, Illinois

Additional

Certifications: ACUE Effective Teaching (Spring 2022) Certificated Mediator; State of Texas (December 2012)

Won Best Paper Award: National Communication Association

November 2014

Computer Skills: Microsoft Office Suite, SPSS

Award: Recipient of University of Texas Recruitment Fellowship

August 2012