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### **Educational Background**

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Ph.D. Communication Studies; Organizational Communication and Technology

The University of Texas, Austin, TX. August 2020 (EGD, May 2025)

Committee Chair: Dr. Keri Stephens, Ph.D.

Dissertation Committee: Dr. Shiv Ganesh, Ph.D.; Dr. Roselia Mendez Murillo, Ph.D.; Dr. Dean Kyne, Ph.D.

M.A. Disaster Studies

The University of Texas Rio Grande Valley, Edinburg, TX August 2018

Do Individuals Have Stressful Experience of a Future Possible Disaster in The Rio Grande Valley?

Thesis Committee: Dean Kyne Ph.D. (Chair); William Donner, Ph.D.; Arthur Cantos, Ph.D.

B.S. Psychology

The University of Texas Rio Grande Valley, Edinburg, TX August 2009

### **Publications**

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Lieberknecht, K. E., Leite, F., Stephens, K. K., **Carlson, N. H.**, Acuna, F., & Lowell, J. (in press).

Closing the climate gap: Insights from local knowledge for climate adaptation planning. *Journal of the American Planning Association*.

Xu, Y., Stephens, K. K., **Carlson, N. H.**, Lieberknecht, K. E., & Leite, F. (2023). Moving toward community preparedness efficacy: Uncovering barriers in communities disproportionately impacted by flooding. *Journal of Contingencies and Crisis Management*, 32(1), 1-14.  
<https://doi.org/10.1111/1468-5973.12524>

Stephens, K. K., Scott, C. R., & **Carlson, N. H.** (2024). Challenges faced by qualitative researchers in negotiating access to organizational communication settings. In Boris, H.J.M.B, Taylor, B.C., Sivunen, A. (Eds.), *The Sage Handbook of Qualitative Research in Organizational Communication*. Sage.

Stephens, K. K., **Carlson, N. H.**, & Xu, Y. (2023). Disaster rescue communication using mobile devices, social media, and artificial intelligence. In Singh, A. (Ed.). *International Handbook of Disaster Research*. Springer.

Stephens, K. K., Tich, K. P., **Carlson, N. H.**, Doucet, C.S. (2022). Geographic location or experience: Using PRISM to understand how people seek flood risk information. *Risk Analysis*, 1-15.  
<https://doi.org/10.1111/risa.14051>

### **Conference Papers and Presentations (Peer-reviewed)**

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**Carlson, N.H.** *The role of children and faith-based organizations in disaster preparedness.* (2024, September). Paper will be presented at the Health and Environmental Justice in Latina/o Communities: Bridging the Gaps Among Diverse Methodological Perspectives Symposium, Utah, UT. (Accepted)

Stephens, K.K., **Carlson, N.H.**, Mackenzie, J. Powell, C. (2024, July). *Making flood messages meaningful to build community resilience*. Workshop presentation given at the 26<sup>th</sup> Annual FEMA Emergency Management Higher Education Symposium. Emmitsburg, MD.

**Carlson, N.H.**, Muna, S., Anelkovic, J., Tasuji, T., Strover, S., Faust, K., & Stephens, K. K. (2024, November). *“We’re like family” Understanding stressors and communicative coping practices for disaster preparedness among small businesses.* Paper will be presented at the National Communication Association Conference (NCA), New Orleans, LA. (Accepted)

**Carlson, N. H.** (2024, February). *Risk? What risk? Understanding factors of disaster preparedness among small businesses.* Planet Texas 2050 Symposium, Austin, TX.

**Carlson, N. H.**, Xu, Y., Stephens, K. K. (2022, November). *Disaster rescue communication using mobile devices, social media, and artificial intelligence.* Paper presented at the National Communication Conference (NCA), New Orleans, LA.

Xu, Y., **Carlson, N. H.** (2022, November). *Telling the story of the ATX Exchange: The organizing of social capital into collective action during COVID-19.* Paper presented at the National Communication Conference (NCA), New Orleans, LA.

Menhart, S., Doucet., C. S., **Carlson, N. H.**, Shuting, S. (2022, November). *How global tech companies implemented crisis response strategies during COVID-19 Using Digital Communication.* Paper presented at the National Communication Conference (NCA), New Orleans, LA.

Menhart, S., Coolidge, A., Xu, Y., **Carlson, N. H.**, Sha, S. (2022, November,). *Organizational identity and artificial intelligence: A linguistic analysis of podcast interviews.* Paper presented at the National Communication Conference (NCA), New Orleans, LA. (Top paper award)

**Carlson, N. H.** (2022, September). *Community organizing for disaster preparedness.* Poster presented at the Organizational Communication Mini-Conference (OCMC), Austin, TX.

**Carlson, N. H.** (2022, March,). *In the face of disasters: Building resilience through community engagement.* Poster presented at the Preparedness Response Innovation Mitigation Recovery Conference (PRIMR), Denton, TX.

Stephens, K. K., Robertson, B. W., **Carlson, N.**, & Tich, K. P. (2021, May). *Caring for communities by tailoring hazard approaches: Synthesizing interdisciplinary research to set a research agenda for flood preparedness*. Paper presented at the International Communication Association (ICA), Denver, CO. (Virtual Conference).

Stephens, K. K., **Carlson, N.**, & Tich, K. P, Sibi, T. (2021, February). *Moving flood preparedness and education forward for Texas*. Abstract presented at Disaster PRIMR 2021, College Station, TX. (Virtual Conference).

## **University Experience**

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*The University of Texas at Austin, Department of Communication Studies*

**Teaching Assistant**, Communication Internship UTNY, Sum 2023-Present

**Teaching Assistant**, Conflict Resolution, FA 2023-Present

**Teaching Assistant**, Time Matters, SP 2023

**Teaching Assistant**, Capstone Communication and Leadership, SP 2023

**Assistant Instructor**, Professional Communication Skills, SP 2022,

**Teaching Assistant**, Social Interactions/Virtual Environments, FA 2021

*The University of Texas at Austin*

**Lead Graduate Research Assistant**, June 2023-March 2024

- Technology and Information Policy Institute (T.I.P.I). *Disaster Preparedness for Small Business Owners in The Lower Rio Grande Valley, TX*.

**Lead Graduate Research Assistant**, September 2020 – August 2023

- National Science Foundation. *SCC-IRG Track2: Integrating information Flows and Supporting Communities as Decision-Makers in Response to Acute and Chronic Stressors*. 09/01/2020 - 08/31/23. Award# 2029692, Engineering/CMMI. 09/01/20-08/31/23. CoPI: Keri K. Stephens. Value: \$1,200,000.
  - Led data collection processes in a community setting. ○ Synthesized, organized, and presented data.
  - Facilitated community and local city participatory events.

**Graduate Research Assistant**, July 2020-August 2021

- Texas Water Development Board. *Understanding Flood Resources, Education, and Communication in Texas*, 08/01/20 – 08/31/21. PI: Keri K. Stephens. Value: \$94,967.15.
  - Conducted online interviews with floodplain managers and key stakeholders engaged in communicating flood risk information.
  - Engaged in qualitative analysis coding procedures for a team of industry professionals.

**Graduate Research Assistant**, September 2020-November 2022

- Communication Studies and Dell School of Medicine. *Telling the Story of the ATX Exchange: Development of Social Networks in the Collective Pursuit of Public Goods During COVID-19*. Co-PI: Joshua B. Barbour.

- Led team of researchers in developing qualitative materials. ○ Assisted in development of quantitative materials. ○ Conducted online in-depth interviews.
- Synthesized qualitative data.

*The University of Texas Rio Grande Valley*

**Research Assistant**, Department of Sociology, January 2019-May 2020

- Resilient RGV Project, A Collaborative Research Project Among School of Medicine, College of Liberal Arts, and College of Business ○ Utilized Geographic Information System (GIS) and Google Street Map to rate environmental disorders.

**Reports**

- “Technical memorandum 3: Gap analysis and effective communication research.” Data report prepared for the Texas Water Development Board. March 2021.

**Awards**

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- 2022 Top Student Paper Award, National Communication Conference, New Orleans, LA
- 2022 Outstanding Assistant Instructor, University of Texas at Austin
- 2021 Outstanding First-Year Ph.D. Student, University of Texas at Austin
- 2020 South Texas Fellowship, University of Texas at Austin
- 2018 Dean’s List, University of Texas Rio Grande Valley

**Service and Leadership**

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**Peer Mentor**, August 2023-present

University of Texas at Austin, Austin TX

- Provided training in identifying, synthesizing, and expressing large portions of literature.
- Coached mentee in reviewing, analyzing, and synthesizing qualitative interview data for IC<sup>2</sup> LRGV Small Business Research Project.
- Engaged in mentoring practices and maintained regular meetings to enhance a successful first year graduate student outcome.

**Volunteer**, NCA 108<sup>th</sup> Annual Convention, November 2022

New Orleans, LA

- Provided directions, or assistance as needed, to attendees navigating the convention site.
- Distribute badges and materials.
- Aided exhibiting organizations.

**Member**, Professional Development Committee, August 2022-Spring 2023

University of Texas at Austin, Austin TX

- Helped organize events, such as conferences for research presentation and the Academic and Alumni Panel

**Event Organizer**, Organizational Communication Mini-Conference, May 2021

University of Texas at Austin, Austin TX

- Strategized budget and allocation of funds with the planning team collaboratively.
- Assisted in securing food and item vendors.
- Prepared participant schedules and events.

**Volunteer, 46<sup>th</sup> Annual Natural Hazards Center Workshop Conference, July 2021**

University of Colorado Boulder, Boulder CO

- Reviewed and edited program materials.
- Managed virtual panels and presentations.

**Member, Measurement and Evaluation Committee**

- Designed and implemented assessment materials.

**Professional Development**

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2024, February	Project Management Simplified
2019, May	Fundamentals of Emergency Management
2019, May	Homeland Security Geospatial Concept-of-Operations for Planners and Decision Makers
2019, May	Introduction to Incident Command
2018, April	Community Emergency Response Team (C.E.R.T) Training

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