

Keri K. Stephens, Ph.D.

University Distinguished Teaching Professor | Associate Professor

Department of Communication Studies | Organizational Communication & Technology
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ACADEMIC/PROFESSIONAL BACKGROUND

Educational Background

- Ph.D. Organizational Communication, Aug. 2005, The University of Texas, Austin, TX
Dissertation: Combinatorial media use in organizations: Understanding why people use more than one medium to communicate. *Committee:* Craig R. Scott, Laurie K. Lewis, Dawna Ballard, & Don Heider. *Chairs:* Larry D. Browning & Ronald E. Rice (UCSB).
- M.A. Organizational Communication, Dec. 2000, The University of Texas, Austin, TX
Thesis: Opening the data collection black box: An ethnostatistical analysis of survey researchers. *Advisor:* Larry D. Browning. *Outside Reader:* Norval Glenn.
- B.S. Biochemistry (*Cum Laude*), May 1990, Texas A&M University, College Station, TX Univ. Honors, Top biochemistry student, Earl Rudder top university-wide student (2 given of 6,000 students).

University and Professional Experience

Fall 2013-present *Associate Professor (with tenure), The University of Texas, Austin, TX*

- ***Undergraduate teaching & mentoring:*** 33 different undergraduate students on research teams between F2007 and F2017. McNair Scholar Mentor, Intellectual Entrepreneurship Program Faculty Mentor, Health Science Scholar Faculty Mentor, Bridging Disciplines Faculty Mentor, Signature Course Faculty, Honors Colloquium Faculty, Undergraduate Research Week
- ***Graduate teaching & mentoring:*** Published with 32 different graduate students (F2007-Sp2018)

- 2018-present Faculty Fellow, Center for Health & Social Policy, LBJ School of Public Policy
- 2017-2018 Faculty Fellow, Humanities Institute on Health Well-being, & Healing, UT Austin
- 2015-2018 Associate Director, UT Center for Health Communication
- 2014-2018 Course Coordinator for *Interviewing Practices and Principles*, responsible for graduate-student evaluations, training & mentoring graduate-student teachers, & course re-design
- June 2017 Summer Scholar, North Dakota State Univ.: Organizational Comm & Technology
- 2014-2015 Big XII Faculty Fellow at Texas Christian University

Fall 2007-2013 *Assistant Professor, The University of Texas, Austin, TX*

- July 2010 Visiting Scholar, Bodo Graduate School of Business, Bodo, Norway
- August 2009 Visiting Scholar, Summer at the US Census Program, Washington DC

Fall 2005-2007 *Assistant Professor, Texas State University, San Marcos, TX*

Summer 2005 MBA Plus Communication Coaching Curriculum Developer and Communication Coach and Trainer. The University of Texas, Austin, TX

Fall 2004-Sp.2005 *Assistant Instructor (both semesters), Teaching Assistant (Sp. 2005), The University of Texas, Austin, TX*

Sp.2001-Fall 2004 *Assistant Instructor, The University of Texas, Austin, TX*

Fall 1990-Sp. 2001 Prior to Academia: Hewlett Packard, Zymark Corporation, and EGI.

AWARDS & HONORS

Scholarly Awards and Honors

- Top 3 Article of the Year for *Management Communication Quarterly*, 2018
- Professional Achievement Award, NCA Training & Development Division, 2017
- Bill Eadie Distinguished Scholarly Article Award, Applied Comm. Div. of NCA 2015
- Transdisciplinary Collaborative Research in Self-Management Science Success Story Award Winner for our UT Center for Health Communication Team and Dell Children's Medical Center, 2015
- Outstanding Article of the Year in Human Communication and Technology, NCA, 2014
- Best Research Paper Award (1st out of 191 submissions), International Information Systems for Crisis Response and Management (ISCRAM) Conference Proceedings, 2014
- Waveland Press Award for Top Interactive Display Paper in Organizational Comm., 2012
- Top Scholar to Scholar Session Award, NCA, 2006
- Top Paper Panel, National Communication Association (NCA)
 - Human Communication & Technology Division, 2009, 2013, & 2018
 - Top Student Paper Panel, 2002
 - Organizational Communication Division, 2016
 - Top Student Paper, 2000
 - Health Communication Division, 2013
 - Applied Communication Division, 2008, 2002 (Top paper)
 - Training & Development Division, 2006, 2009, 2012
- Top Paper Panel, International Communication Association (ICA)
 - Mobile Communication Division, 2016 (Top Paper)
 - Communication and Technology Division (CAT), 2014
 - Instructional Communication Division, 2007
 - Organizational Communication Division, 2005
- Top Panel Award, National Communication Association
 - Training & Development Division, 2006, 2009, & 2012
 - Applied Communication Division, 2008
- UT Austin's nomination for the National Endowment for the Arts Summer Stipend, 2016
- Summer Research Assignment, UT Austin, Summer 2012
- Deans Fellowship, UT College of Communication, 2011
- Departmental-Level Nominee, College-Level Nominee, and University-Wide Runner-Up for the Presidential Award for Excellence in Research, Texas State Univ., Dept. Comm. Studies, 2007
- Org. Comm. & Info. Sys.(OCIS) Doctoral Preconference selected participant at the AOM, 2004
- Workshop Fellowship, Science, Technology and Society Program, University of Texas, 2004
- Outstanding Ph.D. Student Award, UT Communication Studies, 2004
- Best Paper, Informing Science + IT Education Conference, 2003

Teaching Awards and Honors

National- & International-level recognition

- Selected to give a TEDx Talk, Palo Alto College, San Antonio, TX, September, 2018
- Pearson Education, Selected for an Inspiring Teacher Story, 2017
- Graduate Student Teaching Award, International Communication Association, 2004

University-level recognition

- Academy of Distinguished Teachers, UT Austin (4 selected campus wide), September, 2018
- President's Associates Teaching Excellence Award (7 given campus-wide), 2016
- Guest Professor, Camp Texas, Texas Exes, Fall 2015, 2016, 2017, 2018
- The Eyes of Texas Excellence Award, Spring 2013 (student-selected; 10 given campus-wide)
- Departmental-Level Nominee, College-Level Nominee, and University-Wide Runner-Up for the Presidential Award for Excellence in Teaching, Department of Communication Studies, Texas State University, 2007

College- & Department-level recognition

- Professor of the Year, Communication Studies Graduate Student Community, 2017
- Teaching Excellence Award Finalist Moody College of Communication, 2015
- Outstanding Assistant Instructor, University of Texas, Dept. Communication Studies, 2004

Student-organization-level recognition

- Invited Faculty, Zeta Tau Alpha, Fall Faculty Appreciation Dinner, 2017
- Invited Faculty, Tri Delta, Spring Faculty Appreciation Dinner, 2017
- Invited Faculty, Alpha Chi Omega, Spring Faculty Appreciation Dinner, 2017
- Faculty Honoree, Texas Spirits, Fall 2013, Fall 2012
- Guest Leader, LeaderShape Texas, College of Engineering, Spring 2012
- Invited Faculty, Tejas Club, Evening Coffee Speaker, Fall 2011
- Invited Faculty, Tejas Club, Life Boat Exercise, Spring 2011
- Faculty Honoree, Alpha Delta Pi, Spring Appreciation Pie, 2011
- Invited Faculty, Tejas Club, Texas Independence Day Breakfast, Spring 2010, Spring 2011
- Guest Coach, UT Women's Soccer, Fall 2009
- Faculty Honoree, Chi Omega, Fall Appreciation Dinner, 2008
- Faculty Honoree, Alpha Chi Omega, Fall Appreciation Dinner, 2007
- Scholarship Banquet, Alpha Delta Pi, Texas State University, 2006
- Outstanding Faculty Member Nominee, 1st Order of Omega, University of Texas, 2003
- Honored Instructor, Pi Beta Phi's Annual Scholarship Recognition Program, UT, 2003
- Honored Instructor, Tri Delta's Annual Scholarship Recognition Program, UT, 2001
- Honored Instructor, Kappa Alpha Theta's Annual Scholarship Recognition, UT, 2001

SCHOLARLY PUBLICATIONS

Books

- Stephens, K. K. (2018). *Negotiating control: Organizations & mobile communication*. Oxford University Press. (312 pages)
- Stephens, K. K. (Ed.) (under contract). *New media & crisis communication: New agendas in communication*. New York, NY: Routledge. Anticipated publication 2019.
- Browning, L. D., Sætre, A. S., Stephens, K. K., & Sørnes, J. O. (2008). *Information & communication technologies in action: Linking theory and narratives of practice*. New York, NY: Routledge. (304 p)

Peer Reviewed Works (graduate and undergraduate student coauthors in bold)

- Ford, J. L., & Stephens, K. K. (in press). Pairing organizational and individual factors to improve employees' risk readiness. *Management Communication Quarterly*. doi: 10.1177/0893318918774418
- Harrison, M. A., Smith, W. R., Greenwell, M. R.,** & Stephens, K. K. (2018). Frontline employees in the health clinic: Impression management multiplexing when performing in-the-round. *Communication Monographs*.
- Stephens, K. K., **Li, J., Robertson, B. W., Smith, W. R.** & Murthy, D. (2018). Citizens communicating health information: Urging others in their community to seek help during a flood. In K. Boersma & B. Tomaszewski (Eds.), *Proceedings of the 15th International ISCRAM Conference*. Rochester, NY, May 2018.
- Smith, W. R.,** Stephens, K. K., **Robertson, B. W., Li, J.,** & Murthy, D. (2018). Social media in citizen-led disaster response: Rescuer roles, coordination challenges, and untapped potential. In K. Boersma & B. Tomaszewski (Eds.), *Proceedings of the 15th International ISCRAM Conference* . Rochester, NY, May 2018.
- Stephens, K. K., & **Robertson, B. W.** (2018). Mobile devices in training: What are our trainees doing and what can trainers do? In J. D. Wallace & D. Becker (Eds.). *Handbook of Communication Training*. New York, NY: Routledge
- Stephens, K. K., **Mandhana, D., Kim, J., Li, X., Glowacki, E., & Cruz, I.** (2017). Reconceptualizing communication overload and building a theoretical foundation. *Communication Theory*, 27, 269-289.
- McGlone, M. S., Stephens, K. K., **Rodriguez, S.,** Vernon, S., & Fernandez, M. E., (2017). Persuasive texts for prompting action: Agency assignment in HPV vaccination reminders. *Vaccine*, 35, 4295-4297.
- Stephens, K. K., & **Harrison, M.** (2017). Work as opportunity and problem when trying to impact health and risk perceptions. In R. Parrott (Ed.). *Encyclopedia of Health and Risk Message Design and Processing* (pp. 473-491). New York: Oxford University Press.
- Stephens, K. K., & **Mandhana, D. M.** (2017). Media richness and choice theories in organizations. In C. R. Scott & L. K. Lewis (Eds). *The International Encyclopedia of Organizational Communication* (pp. 1506-1519), Chichester, NY: Wiley Blackwell.
- Stephens, K. K. (2017). Multicommunicating in organizations. In C. R. Scott & L. K. Lewis (Eds). *Encyclopedia of Organizational Communication. The International Encyclopedia of Organizational Communication* (pp. 1654-1658), Chichester, NY: Wiley Blackwell.
- Stephens, K. K., **Zhu, Y., Harrison, M.,** Iyer, M., Hairston, T., & Luk, J. (2017). *Bring your own mobile device (BYOD) to the hospital: Layered boundary barriers and divergent boundary management strategies*. Proceedings of the Fiftieth Annual Hawaii International Conference on Social Systems, Computer Society Press, 2017.
- Stephens, K. K., **Cruz, I., & Waters, E. D., Zhu, Y.** (2017). *Meetings as persistent conversations that use*
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- ICTs and face-to-face to build social capital*. Proceedings of the Fiftieth Annual Hawaii International Conference on Social Systems, Computer Society Press, 2017.
- Barrett, A. K., & Stephens, K. K. (2017). The pivotal role of change appropriation in the implementation of healthcare technology. *Management Communication Quarterly*, *31*, 163-193. doi: 10.1177/0893318916682872. **Top 3 Article of the Year Award**.
- Barrett, A. K., & Stephens, K. K. (2017). Making electronic healthcare records (EHRs) work: Informal talk and workarounds in healthcare organizations. *Health Communication*, *32*, 1004-1013. doi: 10.1080/10410236.1196422
- Stephens, K. K., & **Pantoja, G.** (2016). Mobile devices in the classroom: Learning motivations predict specific types of multicommuting behaviors. *Communication Education*, *65*, 463-479.
- Stephens, K. K., & **Barrett, A. K.** (2016). Communicating briefly: Technically. *Journal of Business Communication*, *53*, 398-418.
- Stephens, K. K., & **Ford, J. L.** (2016). Unintended consequences of a strategically ambiguous organizational policy selectively restricting mobile device use at work. *Mobile Media & Communication*, *4*, 186-204.
- Lazard, A., Watkins, I., Mackert, M., Xie, B., Stephens, K. K., & Shalev, H.** (2016). Design simplicity influences patient portal use: Role of aesthetic evaluations for technology acceptance. *Journal of the American Medical Informatics Association*, *23(e1)*, e157-161.
- Crook, B., Stephens, K. K., Pastorek, A., Mackert, M., & Donovan, E.** (2016). Sharing health information and influencing behavioral intentions: The role of health literacy, information overload, and the internet in the diffusion of healthy heart information. *Health Communication*, *31*, 60-71.
- Ford, J. L., Stephens, K. K., & Ford, J.** (2015). Digital restrictions at work: Exploring how selectively exclusive policies affect crisis communication. *International Journal of Information Systems for Crisis Response and Management*, *7*, 19-28.
- Stephens, K. K., **Jafari, E., Boyles, S., Ford, J. L., Zhu, Y.** (2015). Increasing evacuation communication through ICTs: An agent-based model demonstrating evacuation practices and the resulting traffic congestion in the rush to the road. *Journal of Homeland Security and Emergency Management*, *12*, 497-528.
- Stephens, K. K., **Pastorek, A., Crook, B., Mackert, M., Donovan-Kicken, E., Shalev, H.** (2015). Boosting employer-sponsored health dissemination efforts: Identification and information sharing intentions. *Health Communication*, *30*, 209-220.
- Donovan, E., **Crook, B., Brown, L. E., Pastorek, A. E., Hall, C. A., Mackert, M. S., & Stephens, K. K.** (2014). An experimental test of medical disclosure and consent documentation: Assessing patient comprehension, self-efficacy, and uncertainty. *Communication Monographs*, *81*, 239-260. **Bill Eadie Distinguished Scholarly Article Award, Applied Communication Division NCA 2015.**
- Stephens, K. K., **Heller, A., & Chan, A.** (2014). Understanding situated survey refusal: Applying sensemaking and sensegiving to ethnostatistics. *Qualitative Research*, *14*, 745-762.
- Stephens, K. K., **Goins, E., & Dailey, S.** (2014). Organizations disseminating health messages: The roles of organizational identification and HITs. *Health Communication*, *29*, 398-409.
- Stephens, K. K., **Ford, J. L., Barrett, A., & Mahometta, M.** (2014). *Alert networks of ICTs and sources in campus emergencies*. In S. R. Hiltz, M. S. Pfaff, L. Plotnick, & A. C. Robinson (Eds.). Proceedings of the 11th International ISCRAM Conference (pp. 650-659): University Park, Pennsylvania, USA, May 2014. **Best Research Paper Award (1st out of 191 submissions).**
- Stephens, K. K., & **Ford, J. L.** (2014). *Banning mobile devices: Workplace policies that selectively exclude can shape crisis communication* (short paper format). In S. R. Hiltz, M. S. Pfaff, L. Plotnick, & A. C. Robinson (eds.). Proceedings of the 11th International ISCRAM Conference (pp. 277-281): University Park, Pennsylvania, USA, May 2014

- Stephens, K. K., & **Ford, J. L.** (2014). Crisis communications and sharing message control. In M. Khosrow-Pour (Ed.) *Encyclopedia of Information Science and Tech.*(pp. 462-470). IGI Global.
- Stephens, K. K., & **Dailey, S. L.** (2014). Human resources development in a technology-infused workplace. In M. Khosrow-Pour (Ed.) *Encyclopedia of Information Science and Tech.* (pp. 581-589). IGI Global.
- Stephens, K. K. (2014). Piccadilly riots, London. In K. Harvey (Ed.), *Encyclopedia of social media and politics.* (Vol. 17, pp. 965-968). Thousand Oaks, CA: SAGE Publications.
- Stephens, K. K., **Barrett, A.**, & Mahometa, M. L. (2013). Organizational communication in emergencies: Using multiple channels and sources to combat noise and capture attention. *Human Communication Research, 39*, 230-251. **Article of the Year Human Communication & Technology Division of NCA, 2014.**
- Browning, L. D., Brentlinger, J., Sørnes, J-O., Stephens, K. K. & Sætre, A. S. (2013). The rhetoric of organizational stability and change: An analysis of the term ‘platform’. *The Nordic Journal of Social Research, 4*, 101-114.
- Stephens, K. K. (2012). Multiple conversations during organizational meetings: Development of the multicommuting scale. *Management Communication Quarterly, 26*, 195-223.
- Stephens, K. K., **Cho, J.**, & Ballard, D. I. (2012). Simultaneity, sequentiality, and speed: Organizational messages about multiple-task completion. *Human Communication Research, 38*, 23-47.
- Stephens, K. K., & **Dailey, S.** (2012). Situated organizational identification in newcomers: Impacts of preentry organizational exposure. *Management Communication Quarterly, 26*, 402-422.
- Ballard, D. I., McGlone, M., & Stephens, K. K. (2012, May). *Understanding of time in the lives of digital natives.* Paper presented in the Simple, Sustainable Living Workshop at CHI 2012, Austin, TX.
- Stephens, K. K., & Rains, S. A. (2011). Information and communication technology sequences and message repetition in interpersonal interaction. *Communication Research, 38*, 101-122.
- Stephens, K. K., **Cowan, R. L.**, & Houser, M. L. (2011). Organizational norm congruency and interpersonal familiarity in email: Examining messages from two different status perspectives. *Journal of Computer Mediated Communication, 16*, 228-249.
- Stephens, K. K., **Murphy, M.**, & **Kee, K.** (2011). Leveraging multicommuting in the classroom: Implications for participation and engagement. In S. P. Ferris (Ed.) *Teaching and learning with the net generation: Concepts and tools for reaching digital learners* (pp. 269-288). Hershey, PA: IGI Global. doi: 10.4018/978-1-61350-347-8.ch015.
- Malone, P. C., & Stephens, K. K. (2010). Give me information or I’ll blog. In J. Keeton & P. Shockley-Zalabak (Eds.). *Case studies for organizational communication: Understanding communication processes* (3rd ed., pp.324-331). NY: Oxford University Press.
- Stephens, K. K., & **Davis, J. D.** (2009). The social influences on electronic multitasking in organizational meetings. *Management Communication Quarterly, 23*, 63-83.
- Stephens, K. K., & Malone, P. (2009). If the organizations won’t give us information...: The use of multiple new media for crisis technical translation and dialogue. *Journal of Public Relations Research, 21*, 229-239.
- Stephens, K. K., Houser, M. L., & **Cowan, R. L.** (2009). R U able to meat me: The impact of students’ overly casual email messages to instructors. *Communication Education, 58*, 303-326.
- Scott, C. R., & Stephens, K. K. (2009). It depends on who you’re talking to... : Predictors and outcomes of situated measures of organizational identification. *Western Journal of Communication, 73*, 370-394.
- Stephens, K. K. (2008). Optimizing costs in workplace instant messaging use. *IEEE Transactions on Professional Communication, 51*, 369-380.

- Stephens, K. K., Sørnes, J. O., Rice, R. E., Browning, L. D., & Sætre, A. S. (2008). Discrete, sequential, and follow-up use of information and communication technology by managerial knowledge workers. *Management Communication Quarterly*, 22, 197-231.
- Stephens, K. K., & Mottet, T. M. (2008). Interactivity in a Web conferencing training context: Effects on trainers & trainees. *Communication Education*, 57, 88-104.
- Stephens, K. K. (2007). The successive use of information and communication technologies at work. *Communication Theory*, 17, 486-509.
- Sætre, A. S., Sørnes, J. O., Browning, L. D., & Stephens, K. K. (2007). Enacting media use in organizations. *Journal of Information, Information Technologies and Organization*, 2, 133-158.
- Lewis, L. K., Schmisser, A., Stephens, K. K., & Weir, K. E. (2006) Advice on communicating during organizational change: The content of popular press books. *Journal of Business Communication*, 43, 113-137.
- Sætre, A. S., & Stephens, K. K. (2006). Tricking your customer without cheating them. In S. May (Ed.). *Case studies in organizational communication: Ethical perspectives and practices* (pp. 225-237). Thousand Oaks, CA: Sage.
- Stephens, K. K., D'Urso, S. C., & Holmes, P. (2006). The Sulzer hip replacement recall crisis: A patient's perspective. In S. May (Ed.). *Case studies in organizational communication: Ethical perspectives and practices* (pp. 125-138). Thousand Oaks, CA: Sage.
- Browning, L. D., Sørnes, J. O., Stephens, K. K., & Sætre, A. S. (2006). A garbage can model of information/communication/technology choice. In A. Schorr & S. Seltmann (Eds.), *Changing media markets in Europe and abroad: New ways of handling information and entertainment content*. Lengerich: Pabst Science Publishers.
- Stephens, K. K., Malone, P. C., & Bailey, C. (2005). Communicating with stakeholders during a crisis: Evaluating message strategies. *Journal of Business Communication*, 42, 390-419.
- Sørnes, J. O., Stephens, K. K., Browning, L. D., & Sætre, A. S. (2005). A reflexive model of ICT practices in organizations, *Informing Science*, 8, 123-142.
- Stephens, K. K., Rimal, R. N., & Flora, J. (2004) Expanding the reach of health campaigns: Community organizations as metachannels for the dissemination of health information. *Journal of Health Communication*, 9, 97-111.
- Sørnes, J. O., Stephens, K. K., Sætre, A. S., & Browning, L. D. (2004). The reflexivity between ICTs and business culture: Using Hofstede's theory to compare Norway and the United States. *Informing Science*, 7, 1-30.
- Stephens, K. K. (2003). Teaching with game shows: Using game shows to teach communication concepts. In B. S. Hugenberg & L. W. Hugenberg (Eds.). *Teaching ideas for the basic communication course* (Vol. 7., pp. 117-123). Iowa: Kendall Hunt.

Invited Articles, Encyclopedia Entries, and Book Chapters

- Stephens, K. K. (2018). Adapting and advancing organizational communication research methods: Balancing methodological diversity and depth, while creating methodological curiosity. In P. Salem & E. Timmerman (Eds.). *Transformative Practices and Research in Organizational Communication* (pp. 151-167). Hershey, PA: IGI Global.
- Barbour, J. B., Buzzanell, P. M., Kinsella, W. J., & Stephens, K. K. (2018). Communicating/organizing for reliability, resilience, and safety: Special issue introduction. *Corporate Communications: An International Journal*, 23, 154-161.

- Stephens, K. K. (2017). Organizational communication methods published in *MCQ* 2001-2015: Trends and pedagogical implications. *Management Communication Quarterly*, 31, 130-138. doi: 10.1177/0893318916675735
- Stephens, K. K. (2016). Understanding overload in a contemporary world. In D. I. Ballard & M. S. McGlone (Eds.), *Work pressures: New agendas in communication* (pp. 3-19). New York, NY: Routledge.
- Stephens, K. K., & **Zhu, Y.** (2016). Do I feel like I'm a part of this organization? Organizational identification and using technology to communicate about health. In T. R. Harrison & E. A. Williams (Eds.), *Organizations, health, and communication* (pp. 204-222). New York, NY: Routledge.
- Stephens, K. K., & **Waters, E.** (2016). How and why technology matters in consulting interventions. In J. H. Waldeck and D. R. Seibold (Eds.) *Consulting that matters: A reader for scholars and practitioners* (pp. 239-258). New York: Peter Lang Publishing.
- Stephens, K. K., & **Dailey, S. L.** (2014). One Ocean: Sharing the sea in Newfoundland and Labrador In Sørnes, J. O., & Browning, L. D. (Eds.). *Stories of the High North – Stakeholder Perspectives*. New York, NY: Routledge.
- Stephens, K. K., **Waters, E. D., & Sinclair, C.** (2014). Media management: The integration of HR, technology, and people. In M. E. Gordon, & V. D. Miller (Eds.), *Meeting the challenge of human resource management: A communication perspective* (pp. 215-226). New York: Routledge.
- Stephens, K. K., **Ford, J. S., & Sinclair, C.** (2014). Creating and using visual aids. In J. L. Ford, K. Stimpson, & J. A. Daly (Eds.). *Professional communication skills*. Boston, MA: Pearson.
- Stephens, K. K., & **Ford, J.** (2013). 6 ways to get your emergency alerts noticed. *Campus Safety Magazine*, 21(7), 34-35.
- Stephens, K. K., Houser, M. L., & **Cowan, R. L.** (2012). Did I really send that? Crafting effective emails to professors. In A. K. Goodboy & K. Shultz (Eds.) *Introduction to Communication Studies: Translating Scholarship into Meaningful Practice* (pp. 227-234). Dubuque, IA: Kendall Hunt.
- Stephens, K. K., & Malone, P. C. (2010). New media for crisis communication: Opportunities for technical translation, dialogue, and stakeholder responses. In T. C. Coombs & S. J. Holladay (Eds.). *Handbook of Crisis Communication* (pp. 381-395). Malden, MA: John Wiley & Sons.
- Browning, L. D., Deetz, S., Morris, G. H., Stephens, K. K., & Taylor, J. (2010). Twenty-one tips on data interpretation. In G. Cheney, L. T. Christensen, T. E. Zorn, & S. Ganesh (Eds.). *Organizational communication in an age of globalization: Issues, reflections, practices*. Prospect Heights, IL: Waveland Press.
- Stephens, K., **Stimpson, K. & Ciceraro, L.** (2010). Creating and using visual aids. In A. Battaglia, J. A. Daly, & A. M. Young (Eds.), *Professional Communication Skills*, (5th ed., pp. 357-373). New York, NY: Pearson.
- Stephens, K. K., Houser, M. L., & **Cowan, R. L.** (2009). Students' email missteps. *Communication Currents*, 4, 4, <http://www.communicationcurrents.com/>
- Stephens, K. K. (2007). Incorporating visual aids. In A. M. Young, & J. A. Daly (Eds.). *Professional communication skills*. Indianapolis, IN: Pearson.
- Stephens, K. K. (2007). Making your point with PowerPoint.® In A. M. Young, & J. A. Daly (Eds.). *Professional communication skills*. Indianapolis, IN: Pearson.

Articles and Book Chapters Under Review (Refereed) omitted for public posting

ADDITIONAL SCHOLARLY WORK

Conference Presentations (Refereed) 121 papers accepted and presented as of July 2018

Conference papers include 45 different graduate student co-authors, 14 distinct undergraduate co-authors, and 7 industry co-authors.

Over 20 Top Paper and Panel Awards at Conferences

RESEARCH GRANTS (selected)

- National Science Foundation. RAPID: The Changing Nature of “Calls” for Help with Hurricane Harvey: 9-1-1 and Social Media. Stephens is PI. Value: \$168,508. 10/01/17 – 03/30/19.
- Facebook Incorporated. Disaster-Related Citizen Organizing Facilitated by Social Media: Converting Lessons from Hurricane Harvey Into Product Design Ideas. Stephens is CoPI. Value: \$50,000. 08/15/18 – 08/15/19.
- Oakridge Associated Research Universities (OARU) event grant: Crisis Communication & New Media Conference and Book. Value: \$3800. 2016-2017
- Oakridge Associated Research Universities (OARU) travel grant: Emergency Preparedness and Health Communication Opportunities for Collaboration. Value: \$600. 08/30/16.
- The UT Austin Portugal Collaboration. Delivering Repeated Health Messages Through Digital Media to Increase Physical Activity in Dialysis Patients. Stephens is PI. Value \$44,444. January 2015 to December 2017.
- National Science Foundation Innovation Corps (I-Corps) Regional Node Selected Participant. Family Share/Family Care Digital Health Hospital Communication Systems. Stephens is PI. Value: Training at the regional level to prepare a national-level submission. February-March, 2016.
- The National Communication Association. Communication Contributions to the National Center for Campus Public Safety. Stephens was CoPI with Marya Doerfel. Value: \$6,985. Jan. 2014.
- Cancer Prevention and Research Institute of Texas (CPRIT), Principal Investigators: M. Fernandez and S. Vernon, UT School of Public Health, Houston, TX. Value: \$1,496,034.00. Stephens was a consultant and the amount under Stephens’ supervision: \$40,000.00. 2014-2016.
- The Texas Department of Transportation, Texas Department of Transportation Marketing Grant: Stephens conducted research as part of a \$689,220 grant with the Center for Transportation Studies and Department of Advertising. Her investigator portion of the grant was \$43,825 and she was responsible for conducting the organizational needs assessment interviews and data analysis. Fall 2011-Spring 2012.
- US Census Grant, Using Communication Technologies to Reach Millennial Generation Students, Value: \$13,217. December 2010-June 2011.
- US Census Grant, Using Communication Technologies to Reach Millennial Generation Students, Value: \$30,000. December 2009-December 2010.
- Hewlett-Packard Communication Technology Grant. Worked under the direction of Dr. Larry Browning (P.I.) to study how professionals use the Internet to communicate. This international research project also included two researchers from Norway. I provided input on the grant proposal, designed interview schedules, conducted interviews, analyzed interviews (US and Norwegian), coded and categorized the raw data, wrote research reports, and wrote papers for publication. Value \$125,000. 2000-2002.

Invited Talks, Lectures, & Presentations (recent)

2018

- Invited Talk, *Success & Sundaes: A Professional Insights Panel*. To be presented at Texas A&M University, September 2018.
- Invited Presentation *Productive and Problematic Volunteer and Official Rescue Communication*. Presented at the Hurricane Harvey Research Symposium, Port Aransas, TX, August 2018.
- Invited Presentation *Social Media Use Around Hurricane Harvey: Citizens, Volunteers, & Officials*. Presented to the Department of Homeland Security's Social Media Working Group Subcommittee, August 2018.
- Invited Research Talk, *Negotiating Control*. Presented at the Oxford Internet Institute, Oxford, UK, June 2018.
- Invited Research Talk, *Negotiating Control of ICTs in the Hospital*. Presented at Vrije Universiteit (VU), Amsterdam, The Netherlands, June 2018.
- Invited Research Talk, *The Changing Nature of Calls for Help with Hurricane Harvey*. Co-presented with Dhiraj Murthy at Facebook, Menlo Park, CA, March 2018.
- Invited Research Talk, *Data of a Disaster* Presented at the City Summit 2018, Capital Factory, Austin, TX, February 2018.

2017

- Invited Research Talk, *Bringing Mobile Communication to Work: Organizational and Personal Control*. Presented at the University of Utah Dept. of Communication Colloquium, February, 2017.
- Invited Lecture: *Interprofessional Communication in the Digital Age*. Presented in the Inaugural Class of Health Communication Minors at UT Austin, February, 2017.
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2016

- Invited Research Talk, *Risk and Communication on Worksite Wellness*. Presented at the Mayor's Health and Fitness Council-Austin Business Group on Health, October 2016
- Invited Research Talk, *Public Health Leaders Using Interpersonal Communication for Powerful Change*. Presented at the The Texas Association of City & County Health Officials (TACCHO) Public Health Leadership Summit, October 2016.
- Invited Research Faculty Competition Judge, Texas State University, College of Fine Arts and Communication, September 2016.
- Invited Research Talk, *Evidence-based Research on Health Informatics and Integrated Healthcare Teams*. Presented at the American Psychological Association Conference, Denver, August 2016.
- Invited Talk, *Can I? Should I? Do I Want to... Bring My Own Mobile Phone to Work at the Hospital?* Presented at Chapman University, Orange, CA., June 2016.
- Invited Talk, *Delivering Repeated Diabetes Health Messages Using MyAPDP*, Presented at International Collaboratory for Emerging Technologies, CoLab, Lisbon, Portugal.
- Invited Talk, *Adapting and Advancing Research Methods Organizational Communication: Balancing Methodological Diversity and Depth, While Creating Methodological Curiosity*. Presented at Organizational Communication Traditions, Transitions, & Transformations, Austin, TX, February 2016.
- Invited Talk, *Listening for What Matters* AT&T, Austin, TX, February 2016.
- Invited Talk, *Healthcare Communication and the Digital Age: What it Means for Health Professions*. Baylor, University, Waco, TX, March 2016.
- Invited Talk, *Noticing Things Below the Surface*, UT Austin's LAMP Program, Austin, TX, April 2016.

2015

- Invited Talk, Scotiabank Ethics in Action, *Using Technology to Communicate at Work: Norms, Desires, and Hidden Ethical Issues*, Dalhousie, University, Halifax, Nova Scotia, November 2015.
- Invited Ethics Case Study Judge, Scotiabank Ethics in Action, Dalhousie, University, Halifax, Nova Scotia, November 2015.
- Invited Talk, Rowe Business School Information Technology Course, *Using Technology to Communicate in a Hospital*. Dalhousie, University, Halifax, Nova Scotia, November 2015.
- Invited Talk, *Interprofessional Communication and Mobile Technology Use in a Hospital*. Baylor, University, Waco, TX, November 2015.
- Invited Panel Participant, *Patient Routing for Cost Effective Care*, McCombs, UT Austin, November 2015.
- Invited Research Faculty Competition Judge, Texas State University, College of Fine Arts and Communication, September 2015.
- Invited Talk, *Being Brief, Clear, and Still Feeling Like a Scientist When You're Finished*, Office of Undergraduate Research, UT Austin, September 2015.
- Invited Talk, *Interprofessional Communication & Mobile Technology Use in a Hospital*, Center for Health Communication, UT Austin, September 2015.
- Invited Talk & Certified Nurse Educator, *Interprofessional Communication and Technology Use in Hospitals*, Dell Children's Medical Center, August 2015.
- Invited Talk, *Using Technology to Communicate at Work*, UT Employee Engagement Series, Austin, TX, July 2015.
- Invited Talk, *What Leaders Need to Know about Using Technology to Reach Employees and External Stakeholders*, UT Health Communication Leadership Institute, Austin, TX, June 2015.
- Featured Speaker, *Using Technology to Reach Employees with Crisis & Health Information*, International Crisis and Risk Communication Conference, Orlando, FL, March 2015.
- Invited Talk, *Technology: Changing How Organizations Must Communicate Today*, Presented to J. Barker's Graduate Corporate Social Responsibility Course, Dalhousie, University, Halifax, Nova Scotia, February 2015.
- Invited Talk, *Technology and Organizational Communication*, Texas State University Communication Week, San Marcos, TX, February 2015.
- Invited Talk, *Multicommunicating*, First Opponent on Doctoral Dissertation of Keith Munkejord. NTNU, Trondheim, Norway, January 2015.

ADVISING, STUDENT SERVICE, & TEACHING

Theses/Dissertations or Exit Committees

Dissertation Committee Chair, University of Texas

- Yaguang Zhu, Ph.D., May 2018. *Participation in Online Health Communities (OHCs) and Perceived Social Support: Elaborating Participation Types, Identification, and Interpersonal Bonds*
- Seth Frei, Ph.D., May 2018. *Changing Careers: How Newcomers Seek Information in Three Types of Career Transitions*
- Jessica Ford, Ph.D., May 2016. *Am I in Danger Here? Incorporating Organizational Communication into and Extended Model of Risk Information Seeking at Work.*
- Eric Waters, Ph.D., May 2016. *The Language of Legitimacy: The Role of Institutionalism in Entrepreneurial Discourse.*
- Ashley Barrett, Ph.D., May 2015. *Change is Inevitable but Compliance is Optional: Coworker Social Influence and Behavioral Workarounds in EHR Implementation of HealthCare Organizations.*
- Stephanie Dailey, Ph.D. (Co-Chair with Diane Bailey), May 2014. *What Happens Before Full Time Employment: Internships as a Mechanism of Anticipatory Socialization.*

- Abigail Heller, Ph.D., May 2012. *Communicative Strategies of Organizational Survival: An Analysis of Stereotype Threat in Women Petroleum Engineers.*
- Inho Cho, Ph.D., (Co-Chair with Craig Scott) December 2008. *The Nature and Determinants of Intranet Discontinuance after Mandatory Adoption.*
- Millie Harrison, Ph.D. candidate, anticipated graduation 2019
- Brett Robertson, Ph.D. student, anticipated graduation 2020
- Courtney J. Powers, Ph.D. student, anticipated graduation 2021

International Dissertation Committees

- John Robert Razote Bautista at WKWSCI, Nanyang Technological University (NTU) in progress
- Keith Munkejord, NTNU, Trondheim, Norway – Theory Dissertation Opponent 1, 2015

Current Dissertation Committee Member, University of Texas:

- Amal Bakchan, Ph.D. candidate, Civil Engineering; Greg Griffin, Ph.D. candidate, Urban Planning; Communication Studies, Felipe Andres Araya, Ph.D. candidate Civil Engineering.

Dissertation Committee Member, University of Texas, Graduated Students

Dron Mandhana (Ph.D., 2018); Xiaoqian Li (Ph.D., 2018); Kristin Farris (Ph.D., 2017); Heba Zeid (Ph.D., 2016); Jacob Ford (Ph.D., 2016); Meredith K. Cebelak (Ph.D., 2015; Dept. of Civil Engineering); Angie Pastorek (Ph.D., 2015); Preeti Mudliar (Ph.D., 2013), Dina Inman (Ph.D., 2012), Marlene Neill (Ph.D., 2012), Andrew Ishak (Ph.D., 2012). Jaehee Cho (Ph.D., 2011), Kimberly Schaefer (Ph.D., 2011), Randolph Wilt (Ph.D., 2011), Kerk Kee (Ph.D., 2010), Lacy Urbantke (Ph.D., 2010), Brittany Peterson (Ph.D., 2010), Jennifer Davis (Ph.D., 2010), Scott Anderson (Ph.D., 2009), Matt Isbell (Ph.D., 2009), Carmen A. Romo de Vivar y Sandoval (Ph.D., 2009)

Comprehensive Exam Committee: Ashley Barrett, Jaehee Cho, Stephanie, Dailey, Tasha Davis, Gamze Erturk, Seth Frei, Jacob Ford, Jessica Ford, Greg Griffin, Millie Harrison, Abigail Heller, Kerk Kee, Dron Mandhana; Melissa Murphy, Preeti Mudliar, Angie Pastorek, Brittany Peterson, Naddy Ramcharitar, Kimberly Schaefer, Caroline Sinclair, Lacy Urbantke, Eric Waters, Heba Zeid, Yaguang Zhu

First Year Advisor: Ashley Barrett 2010-2011; Jessica Ford 2012-2013; Stephanie Dailey 2009-2010; Seth Frei 2012-2013; Brad Haggadone 2013-2014; Dron Mandhana 2014-2015; Melissa Murphy 2012-2013; Gabriel Pantoja 2013-2014; Caroline Sinclair 2010-2011; Yaguang Zhu 2014-2015

MA Theses Directed

- Gabriel Pantoja, MA, May 2015, *Students and their Mobile Devices: Using Learning Motivations to Predict Specific Types of Multicommunicating in Class*
- Chih-Hao Chen, MA, May, 2015, *Organizational Identification in Sports Contexts: A Review of the Literature on Social Media, Psychological States, and Consumption*
- Hilary Schlimbach, MA, May, 2013, *How Disaster Relief Organizations Solicit Funds: The Effects of Disaster Presence, Message Framing, and Source Credibility on an Individual's Intention to Donate*
- Melissa Murphy, MA, August, 2012, *Identifying and Feeling Supported in a Self-Help Group: Comparing Face-to-Face and Online Videoconference Meetings*
- Caroline Sinclair, MA, December, 2010, *Performing in the Virtual Organization*
- Stephanie Dailey, MA, May, 2009, *What are the benefits?: The Effects of Orientation on New Employee Information Seeking*
- George Higbie, MA, May, 2008: Texas State University, *The Chain of Communication: Communication and Identification in Supply Chains*

MA Thesis Committee Member

- Ryan Crace, MA, Communication Studies, UT Austin, May, 2018. *Evaluating a Safety Campaign as a Form of Renewal.*
- Yaguang Zhu, MA, Radio Television & Film, UT Austin, May, 2014.
- Valeria Morrow, MA, May, 2008

MA Exit Committees

- Jeremy Fyke, Organizational Communication, May, 2007

As of August, 2018, I have had 36 undergraduate students on my research teams

Undergraduate Theses Directed & On Committee

- Ryan Steppe, (Advisor, BA Plan II Honors 2019): *Using Social Identity Theory and Technical Translation to Communicate Health Messages.*
- Ana Alyssa Hollander, (Advisor, BA, Sp. 2018): *Communicating Mental Health Information to College Students: Understanding Current Perceptions of Mental Health Information Overload.*
- Pratyusha Malireddy, (Advisor, BS in computational biology and Plan II Honors 2018). *Teething Pains: Examining the Integration of Electronic Records in Dentistry And Medicine. **Albert Thesis Prize for Medical Science for the Class of 2018***
- Bri Hiramine (COLA Thesis Second Reader, BA, 2017): *Japan's Food Service Industry: Culture, Aesthetics, & Values.*
- Philip Berthelsen (Plan II Honors Thesis Second Reader, BS, 2015): *Organizational Responses to IT Breach Crises.*
- Ignacio Cruz (Advisor, BS, 2015): *It's Time to Put Down the iPhone: Perceptions of Social Capital through Involvement and ICT Use in Organizational Meetings.*
- Catherine Reed (Advisor, BA, 2007): *Mitte Undergraduate Honors Thesis: Coming up with new ideas by talking with others: Linking work relationships to caring communication.* Research won a Top Scholar-to-Scholar Award at the NCA meeting, Nov., 2006.

Undergraduate Independent Studies and Research Opportunities Directed

- Twenty-three Independent Study Undergraduate Student Projects Directed since Fall 2007. Six students received an Undergraduate Research Fellowship (\$1000), Four have presented papers as part of UT Undergraduate Research Week. Two students have presented at NCA. Four students have presented at the McCombs Healthcare Symposium.
- Eleven Undergraduate Research Teams conducted in my time on faculty. Fifteen undergraduate students directed as part of the Undergraduate Mentorship Program, four directed as part of my funded US Census Project, and the remaining have worked on independent projects.
- Five students directed as part of the Bridging Disciplines Program at UT Austin.
- Advised Ryan Ladd on his entry for the Office of Undergraduate Research's 2015 Research Showdown (6th place finish).
- One undergraduate student participated in a NSF-funded research project.
- One graduate student took multivariate statistics as an independent study.

Undergraduate College of Natural Sciences Mentor

- Israel Gonzales, Research Internship in mHealth for Diabetes 2017-2018

Undergraduate McNair Scholar Faculty Mentor

- Ignacio Cruz – Received an Undergraduate Research Grant 2013-2014, an Intellectual Entrepreneurship Grant 2013, a Moody College of Communication Grant 2014, Junior Fellow, 3rd place in IE Research Fair, participated in Undergraduate Research Week 2014, and received the Texas Exes President’s Leadership Award. He attended USC for doctoral study.

Awards students I’ve advised have won (during my advising period)

- Pratyusha Malireddy, Plan II Honors Albert Thesis Prize for Medical Science for the Class of 2018
- Millie Harrison, University Continuing Fellowship, 2018-2019; Health Scholars Grant Recipient 2017-2018
- Brett Robertson, Outstanding First-Year Student Award CMS, 2017
- Jessica Ford, Outstanding Dissertation Award, UT Austin, April, 2016; Jessie H. Jones Award, Moody College of Communication; Top Ph.D. Student Award CMS
- Ashley Barrett, Runner-up NCA Human Comm. & Technology Div. Dissertation Award, 2015
- Yaguang Zhu, Outstanding First-Year Student Award CMS, 2015; Health Scholars Grant Recipient 2016-2017; Jessie H. Jones Award, Moody College 2017-2018
- Stephanie Dailey, Jessie H. Jones Award, Moody College; Top Ph.D. Student Award CMS, 2012
- Inho Cho, ICA Organizational Communication Div. Redding Dissertation Honorable Mention, 2008

Teaching and Innovations

Undergraduate Courses:

- CMS 337:** Communicating to Build Sales Relationships (ethics flag)
Re-designed into a hybrid course, doubled the size, and implemented an undergraduate TA, Fall 2017. **Received a Faculty Innovation Award 2017**
- CMS 346:** Communication Technology at Work (independent inquiry flag)
- CMS 360:** Work 360 (new course preparation Spring 2017)
- CMS 370K:** Internships in Communication Studies
Re-designed to a web-based course summer 2017
- UGS 302:** Organizational Meetings (writing flag, UT Signature Course)

Course Supervised: Including instructor selection, training, supervision, and content

- CMS 317:** Interviewing Principles and Practice
Re-designed twice including creating an independent inquiry flag

Graduate Courses:

- CMS 392P:** Communication Technology Use in Organizations
Using a tweet-format for article summaries.
- CMS 392:** Grant Writing for Graduate Students
Over half of the students in the first class received funding for their proposals
- CMS 390S:** Survey of Organizational Communication
Conducted team-based research for 4 different organizations as part of the class

ADMINISTRATIVE & COMMITTEE SERVICE ACTIVITIES

Professional Service

- **Associate Editor**, *Management Communication Quarterly*, Dec. 2014-present
 - Selection Committee for Article of the Year, 2015, 2016, 2017
- **Editorial Board Member** (49 separate manuscripts reviewed to date)
 - *Health Communication*, 2014-present
 - *Human Communication Research*, 2010-present

- *Journal of Applied Communication Research*, 2012-present
- *Management Communication Quarterly*, 2009-present
 - One of three scholars chosen to select Article of the Year, 2012
- *Small Group Research* – Special Issue on Work Meetings Fall 2010- Spring 2011
- Ad Hoc Reviewer (75 separate manuscripts reviewed to date)
- Canada Research Chair Evaluation Review, 2018
- Tenure Review for three different candidates, 2018
- Book Proposal Reviewer, Oxford University Press, Spring 2018
- Chair, Organizational Communication Research Methods Panel, Organizational Communication Traditions, Transitions, and Transformations, Spring 2016
- Edited Book Reviewer, Wiley Publishing, October 2016
- Paper reviewer (239 papers and panels reviewed to date)
- Conference Session Respondent: ICA & NCA on 8 occasions
- Conference Session Chair on 8 occasions
- Interactive Paper Session Awards Committee Chair, ICA Organizational Communication Association, June 2013
- Wandering Scholar, Organizational Communication Mini Conference, Fall 2017
- Pre-conference faculty, ICA Organizational Communication Doctoral Consortium, May 2011, June 2013, May 2015

Professional Organizations and Service

- Invited member [Social Media Working Group for Emergency Services](#) of Department of Homeland Security Science & Technology First Responders Group, since 2018
- National Communication Association, since 2000.
 - Training & Development (T&D) Division Elected Past Chair, 2007-2008; Legislative Assembly Representative, 2006-2007; Nominating Committee, 2005-2008; Co-Chair, 2005-2007; Program Planner and Co-Vice-Chair 2004-2005; Co-Secretary 2003-2004
 - Preconference Co-Chair for Organizational Communication, 2018
 - Organizational Communication Division Service Engagement Award Selection Sub-Committee, 2014, 2015
 - Elected to the Selection Committee for Outstanding T&D Member, 2014, 2015
- International Communication Association, since 2001.
 - Officer Nominating Committee Chair, Organizational Communication Div., 2018
 - Elected Secretary of Organizational Communication Div. 2013-2015.
 - Top Paper Selection Committee. Organizational Communication Div., 2016
 - Redding Dissertation Award Committee Chair, Organizational Comm. Div., 2014
 - Jablin Award Selection Committee, Organizational Comm. Div., 2014-2015; 2016-2017
 - Redding Funds Committee, Organizational Comm. Div., 2014-present
- Academy of Management, 2004-2006

- American Society of Training & Development, 1996-2001, VP Community & Special Projects, 1999-2001, Technology Special Projects Co-Chair, 1998, High-Technology Media for Learning Co-Founder and Co-Chair, 1997
- Biotechnology Industry Advisory Council for Texas A&M University, 1999-2001
- Texas A&M University Honors Program Advisory Council, 1999-2002

University Service (selected)

Major

- Chair of the UT-Wide-General-Teaching-Awards Committee, 2017-2018; Member, 2016-2017.
- Sub-committee Coauthor for “Concept Paper Produced in the Health and Humanities Pop-Up Institute, 2018.
- UT-Austin Internal Communication Workgroup, 2018-present.
- Search-Committee Member for the Director of the Center for Health Communication, 2016-2017.
- Admissions-Committee Member for Dell Medical School Inaugural Class, Fall 2015.
- Consultant and workshop presenter for the Texas Student Research Showdown, Office of Undergraduate Research, Fall 2015, 2016.
- Paper Reviewer for the Science & Technology Policy Award, Spring, 2015.
- Grant Proposal Reviewer for the Vice President for Research at UT Austin, University-wide Research Grant, Fall 2009, Fall 2014.
- Search-Committee Member, Assistant Director of the Office for Emergency Preparedness UT Austin, Fall 2013
- Consulted with the Employee and Campus Services Division at the University of Texas at Austin on a university-wide communication assessment. 2008-present

Single Event

- Keynote & ½-day Workshop: *Handling Difficult Questions During Recruitment*. Presented to the UT Austin Panhellenic Council during Recruitment Counselor Training, Fall 2017, Fall 2018.
- Keynote: *Building Your Professional Image when Interviewing in the Medical Field*. Presented to the Multicultural Association of Pre-Health Students, Fall 2016
- Senate of College Councils, Pizza with Professor, September 2016.
- Keynote: *Building Your Professionalism by Using Technology to Communicate*. Presented to Advise TX, Summer 2015; Summer 2016.
- Keynote: *Using LinkedIn to Develop Your Professional Reputation*. Presented to Sigma Lambda Beta International Fraternity, Fall 2015.
- Invited Professor: *Multicommunicating in Class & Beyond*. 34th Honors Colloquium, 2015.
- Keynote: *Selling Yourself: Interviewing and Resume Success*. Presented to Sigma Lambda Beta International Fraternity, Spring 2015.
- Keynote: *Social Media in Organizations & Student Life*, Conflict Course Facilitated Session, Spring 2014.
- Keynote: *So You Want to Get a Job in Sales, Communication Studies Workshop*, Spring 2014, Fall 2015, Spring 2015.

Moody College and Department Service

Center for Health Communication-Focused Service

- Associate Director May 2015-2018
 - Interprofessional Communication Planning Committee, Dell Children's Medical Center, 2015-present
- Chair Partner Workgroup, Center for Health Communication, 2015
- Health Communication Leadership Institute Planning Committee, 2015
- Health Communication Center Director Search Committee, 2013-2014
- Health Communication Center Program Coordinator Search Committee, Fall 2014

Moody College Service

- Sales Center Exploration Committee, 2018-present
- Graduation Marshal, 2009, 2012, 2014, 2016Sp., 2016F, 2017, 2018
- College-wide Technology in Classrooms Committee, Sp. 2018
- Principal Investigator Committee, 2016-present
- Science Communication Minor Committee, 2017-present
- Keynote: *Corporate Communication & Communication & Leadership Degrees*, Presentation given to Communication Council, September 2016
- Member, Communication & Leadership Degree Committee, 2015-present
- Health Communication Scholars Program Review Panel, The University of Texas at Austin, Spring 2014, Spring 2015, Spring 2016
- Donor and Potential Donor Presentations 2013, 2014, 2015, 2016

Major Departmental Service

- Graduate Recruitment Committee, 2017-2018
- Graduate Office Committee (Fellowship and Award Selections) 2016-2017
- Organizational Communication Faculty Search Committee, 2009-2010, 2010-2011, 2011-2012, 2013-2014, 2014-2015, 2017-2018
- Graduate Student Admission Chief, Organizational Communication & Technology, Spring 2014
- Self-Study Revision Committee: Innovations of technology in pedagogy, Fall 2013
- Assistant Professor Representative, Budget Council, 2009-2010
- New Building Research Laboratory Space Committee, Spring 2008-2009

Single Departmental Event

- Grade Grievance Committee, 2018
- Departmental Representative: Town Hall Meeting on Undergraduate Majors, 2014, 2015, 2016
- McNair Fellowship Selection Committee, Spring 2015
- Graduate Student Departmental Award Committee, 2014, 2015
- Graduate Student Diversity Committee, 2014
- Graduate Teaching Awards Review Committee, 2010, 2011, 2013
- Graduate Fellowships Awards Review Committee, 2013
- Parent's Weekend Organizational Communication Representative, October 2009
- Scholarship Committee, Spring 2008

- Philanthropy Course Track Committee, Spring 2008- 2012

Graduate Student-Focused Service

- Pedagogy Pros: *Tips and Tricks of the Trade with Award-Winning Faculty*, CommSGC, Sp. 2018
- *Tips for Graduate Students Attending Conferences*, Fall 2017
- Publisher's Parish, *Publishing Your Research: Tips from an Editor's Perspective*, Sp. 2017
- Graduate Student Recruitment Party, 2008, 2009, 2010, 2011, 2012, 2013, 2014, 2016, 2017, 2018
- Best Teaching Practices Panel, 398T, Fall 2016
- *Bingeing and Enjoying it: How I Developed my Love of Writing*. Prepared for the Graduate Student Council, Fall 2016
- *Balancing Methodological Understanding and Depth while Developing Methodological Curiosity*. Presented to 081, Fall 2016
- *Talking About Teaching*, Presented to the 306M Instructors, Fall 2013
- Publisher's Parish, *Crafting Your Research Production Process*, Spring 2013
- *Grants Workshop* for Graduate Students, Fall 2011
- Publisher's Parish, Spring 2011
- Graduate Program Review Committee, 2010
- Graduate Student Teaching Panel Participant, 306M Instructors, 2010
- Conference Networking Panel Participant, CommSGC, Graduate Student Organization, 2009
- Teaching Advice Panel Participant, CommSGC, Graduate Student Organization, 2009, 2010
- Tips from Great Teachers Panel, Dept. of Comm. Studies, Dec. 2008, 2009, 2010, 2013, 2014
- Wrote over 985 letters of recommendation for students, including those for graduate school, law school, fellowships, jobs, and admission into the major. 2001-2018

Community Service (recent)

- MacTheatre, McCallum High School Scholarship Committee Chair, 2014-2017
- Anderson High School Speech and Debate Judge 2017-present
- Volunteer Team Photographer, Team Texas Climbing, 2014-present
- Keynote: *Being a Leader Today*, Girls Giving Grants, 2017
- Keynote: *Presenting Powerfully*, Wayne Fueling Systems Womens' Network, 2015
- Keynote: *Presenting Powerfully*, Girls Giving Grants, 2014, 2015
- Keynote: *Multitasking, Multicommunicating and Effectiveness*, Austin Marketing Executive Network, 2014
- Focus Area Review Committee: Impact Austin, 2013-present
- Store Volunteer: University of Texas Orange Santa, 2011, 2012, 2013, 2014
- Keynote: *Emergency Communication*, Kealing Middle School Robotics Program, Oct. 2013
- Neighborhood Watch Area Captain: 2013-2017