

Keri K. Stephens, Ph.D.

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ACADEMIC/PROFESSIONAL BACKGROUND

Educational Background

- Ph.D. Organizational Communication, August 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 I. Ballard, & Don Heider. *Chairs:* Larry D. Browning & Ronald E. Rice (UCSB).
- M.A. Organizational Communication, December 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. Top biochemistry student, Earl Rudder top university-wide student (two given of 6,000 students).

University and Professional Experience

- 2013-present Associate Professor (with tenure), The University of Texas, Austin, TX (UT Austin)
- 2018-present Distinguished Teaching Professor (UT Academy of Distinguished Teachers)
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 training, mentoring, and evaluating graduate-student teachers, and course re-design
 - June 2017 Summer Scholar, North Dakota State University
 - 2014-2015 Big XII Faculty Fellow at Texas Christian University
- 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, D.C.
- 2005-2007 Assistant Professor, Texas State University, San Marcos, TX
- Summer 2005 MBA Plus Communication Coaching Curriculum Developer and Communication Coach and Trainer. UT Austin
- 2004-2005 Assistant Instructor (both semesters), Teaching Assistant (Sp. 2005), UT Austin
- 2001-2004 Assistant Instructor, UT Austin
- 1990-2001 Prior to Academia: Hewlett Packard, Zymark Corporation, and EGI

AWARDS & HONORS

Scholarly Awards and Honors

- Book of the Year for the Human Communication & Technology Division of the National Communication Association (NCA), 2019. Awarded to *Negotiating Control: Organizations & Mobile Communication*.
- Outstanding Book Award in the Organizational Communication Division of NCA, 2019. Awarded to *Negotiating Control: Organizations & Mobile Communication*.
- Top 3 Article of the Year for *Management Communication Quarterly*, 2018
- Professional Achievement Award, NCA Training & Development Div., 2017
- Bill Eadie Distinguished Scholarly Article Award, Applied Communication 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 Div., 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 Communication, 2012
- Top Scholar to Scholar Session Award, NCA, 2006
- 13 Top Paper Panels, National Communication Association (NCA)
 - Human Communication & Technology Div., 2009, 2013, & 2018
Top Student Paper Panel, 2002
 - Organizational Communication Div., 2016
Top Student Paper, 2000
 - Health Communication Div., 2013
 - Public Relations Div., 2019 (Top paper)
 - Applied Communication Div., 2008, 2002 (Top paper)
 - Training & Development Div., 2006, 2009, 2012
- 4 Top Paper Panels, International Communication Association (ICA)
 - Mobile Communication Div., 2016 (Top Paper)
 - Communication and Technology Div. (CAT), 2014
 - Instructional Communication Div., 2007
 - Organizational Communication Div., 2005
- 5 Top Panel Awards, NCA
 - Training & Development Div., 2006, 2009, 2012, & 2019
 - Applied Communication Div., 2008
- Departmental-Level Nominee, College-Level Nominee, and University-Wide Runner-Up for the Presidential Award for Excellence in Research, Texas State University, Dept. Comm. Studies, 2007
- Outstanding Ph.D. Student Award, UT Communication Studies, 2004

Teaching Awards and Honors (selected)

National- & International-level recognition

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

University-level recognition

- Academy of Distinguished Teachers, UT Austin (4 selected campus wide), 2018
- President's Associates Teaching Excellence Award (7 given campus wide), 2016
- The Eyes of Texas Excellence Award, Spring 2013 (student selected; 10 given campus wide)

- Guest Professor, Camp Texas, Texas Exes, Fall 2015, 2016, 2017, 2018, 2019
- 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 (recent)

- 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

SCHOLARLY PUBLICATIONS

Books, Peer Reviewed

Stephens, K. K. (Ed.). (2019). *New media in times of crisis*. New York, NY: Routledge. (286 pages)

Stephens, K. K. (2018). *Negotiating control: Organizations & mobile communication*. New York, NY: Oxford University Press. (312 pages)

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 pages)

Journal Articles, Peer Reviewed unless starred (graduate student coauthors in italics)

*Bukowski, R., Schulz, K., Gaither, K., **Stephens, K. K.**, Semeraro, D., Drake, J., Smith, G., Cordola, C., Zariphopoulou, T., Hughes, T., Zarins, C., Kusnezov, D., Howard, D., Oden, T. (in press). Computational medicine, present and the future: Obstetrics and gynecology perspective. *American Journal of Obstetrics and Gynecology*. (Forthcoming in print in 2020).

Stephens, K. K., Robertson, B. W., & Murthy, D. (2020). Throw me a lifeline: Articulating mobile social network dispersion and the social construction of risk in rescue communication. *Mobile Media & Communication*, 8(2), 149-169. <https://journals.sagepub.com/doi/pdf/10.1177/2050157919846522>

*Xie, B., He, D., Mercer, T., Wang, Y., Wu, D., Fleischmann, K. R., Zhang, Y., Yoder, L. H., **Stephens, K. K.**, Mackert, M., Lee, M. K. (2020). Global health crises are also information crises: A call to action. *Journal of the Association for Information Science and Technology (JASIST)*, doi:10.1002/asi.24357.

***Stephens, K. K.** (2020). Jumping in—or get me out of—the dirty water...But I'm a social scientist. *Health Communication*, 35(4), 524-527.

***Stephens, K. K.**, & Boettner, W. (2020, April). Collaborating our way to a successful community-wide wildfire drill in Texas. *Fire Magazine*, 38-39. United Kingdom.

Zhu, Y., & **Stephens, K. K.** (2019). Online support group participation and social support: Incorporating identification and interpersonal bonds. *Small Group Research*, 50, 593-622

Harrison, M., & **Stephens, K. K.** (2019). Shifting from wellness at work to wellness in work: Interrogating the link between stress and organization while theorizing a move toward wellness-in-practice. *Management Communication Quarterly*, 33, 616-649

- Robertson, B. W., Johnson, M., Murthy, D., Smith, W. R., & Stephens, K. K. (2019). Using a combination of human insights and 'deep learning' for real-time disaster communication. *Progress in Disaster Science*, 2, <https://doi.org/10.1016/j.pdisas.2019.100030>
- Li, J., Stephens, K. K., Zhu, Y., & Murthy, D. (2019). Using social media to call for help in Hurricane Harvey: Bonding emotion, culture, and community relationships. *International Journal of Disaster Risk Reduction*, 38, <https://doi.org/10.1016/j.ijdr.2019.101212>
- Stephens, K. K., Waller, M. J., & Sohrab, S. (2019). Over-emoting and perceptions of sincerity: Effects of nuanced displays of emotions and chosen words on credibility perceptions during a crisis. *Public Relations Review*, 45(5). 101841.
- Ford, J. L., & Stephens, K. K. (2018). Pairing organizational and individual factors to improve employees' risk readiness. *Management Communication Quarterly*, 32, 504-533.
- 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*, 85, 309-330.
- *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.
- 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.
- 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. **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.
- 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., 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.**
- *Stephens, K. K., & Ford, J.** (2013). 6 ways to get your emergency alerts noticed. *Campus Safety Magazine*, 21(7), 34-35.
- 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.
- 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., Houser, M. L., & Cowan, R. L.** (2009). Students' email missteps. *Communication Currents*, 4, 4, <https://www.natcom.org/communication-currents/students-email-missteps>
- 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.
- 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.

Published Conference Proceedings, Peer Reviewed

- Johnson, M.*, Murthy, D., *Robertson, B. W.*, *Smith, W. R.*, & **Stephens, K. K.** (2020). DisasterNet: Evaluating the performance of transfer learning to classify hurricane-related images posted on Twitter. *Proceedings of the 53rd Annual Hawaii International Conference on Social Systems*, Computer Society Press. Maui, Hawaii, pp. 576-583.
- Xin, E.*, Murthy, D., *Lakuduva, N.*, & **Stephens, K. K.** (2019). Assessing the stability of Tweet corpora for hurricane events over time: A mixed methods approach. *Proceedings of the 10th International Conference on Social Media and Society*. Toronto, Canada, July.
- Johnson, M.*, Murthy, D., *Robertson, B. W.*, *Smith, W. R.*, & **Stephens, K. K.** (2019). Evaluating the performance of Deep learning methods for hurricane-related image classification. In Z. Franco, J. J. González & J. H. Canós, (Eds.), *Proceedings of the 16th International ISCRAM Conference*. Valencia, Spain, May.
- Peterson, S., **Stephens, K. K.**, Purohit, H., Hughes, A. (2019). When official systems overload: A framework for finding social media calls for help during evacuations. In Z. Franco, J. J. González & J. H. Canós, (Eds.), *Proceedings of the 16th International ISCRAM Conference*. Valencia, Spain, May.
- Kalman, Y., **Stephens, K. K.**, & *Mandhana, D.* (2019). A goal-based framework integrating disparate media theories. *Proceedings of the 52nd Annual Hawaii International Conference on Social Systems*, Computer Society Press. Wailea, Maui, January.

- O'Neal, A., Rodgers, B., Segler, J., Murthy, D., Lakuduva, N., Johnson, M., & **Stephens, K. K.** (2018). Training an emergency-response image classifier on signal data. *Proceedings of the IEEE 17th International Conference on Machine Learning and Applications ICMLA*. Orlando, FL, December.
- 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.
- 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.
- 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. Waikoloa Village, Hawaii, January.
- Stephens, K. K.**, Cruz, I., & Waters, E. D., Zhu, Y. (2017). Meetings as persistent conversations that use ICTs and face-to-face to build social capital. *Proceedings of the Fiftieth Annual Hawaii International Conference on Social Systems*, Computer Society Press. Waikoloa Village, Hawaii, January.
- 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, PA, May. **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, PA, May.
- 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, April.

Book Chapters, Peer Reviewed

- Stephens, K. K.**, Tich, K. P., & Quist, L-M. (in press). The official emergency responders had infrastructure, we had iPhones. In C. Liberman and K. Wright (Eds.) *Casing Mediated Communication*, Kendall Hunt.
- Stephens, K. K.**, & Tich, K. P., (in press). Rescue communication: Official and volunteer groups' use of mobile and social media during disasters that become crises. In T. Coombs and S. Holladay (Eds.) *Handbook of Crisis Communication (2nd Ed.)*. Wiley.
- Robertson, B. W., & **Stephens, K. K.** (in press). Disaster preparedness, communication, & resilience: A path to minimize the crisis surrounding most disasters. In T. Coombs and S. Holladay (Eds.) *Handbook of Crisis Communication (2nd Ed.)*. Wiley.
- Stephens, K. K.**, Harris, A. H., & Zhu, Y. (in press). Teams and multicommuting. In S. J. Beck, M. S. Poole, and J. Keyton (Eds.) *The Emerald Handbook of Group and Team Communication*, Emerald Publishing.
- Stephens, K. K.** (2020). The complexities of using mobiles at work. In R. Ling, L., Fortunati, G. Goggin, S. S. Lim, & Y. Li (Eds.). *Oxford Handbook of Mobile Communication, Culture, and Information* New York, NY: Oxford University Press. <https://www.oxfordhandbooks.com/view/10.1093/oxfordhb/9780190864385.001.0001/oxfordhb-9780190864385-e-23>
- 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* (pp. 120-133). New York, NY: Routledge.

- Stephens, K. K., Murphy, M., & Kee, K.** (2011). Leveraging multicomunication 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.
- 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.
- 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.
- 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.

Book Chapters, *Invited*

- Stephens, K. K., & Powers, C. J.** (accepted). Communication technology and organizational life. In H. D. O'Hair & M. J. O'Hair (Eds.). *Handbook of Applied Communication Research*. Wiley.
- Stephens, K. K., & Kee, K. F.** (2019). Technology and organizational communication. In A. Nicotera (Ed.). *Organizational Communication: A Comprehensive Introduction* (pp. 370-389). New York: Taylor and Francis.
- 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.
- 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 & 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., 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.** (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.
- 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.

Encyclopedia Entries, Peer Reviewed

- 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., & Ford, J. L.** (2014). Crisis communications and sharing message control. In M. Khosrow-Pour (Ed.) *Encyclopedia of Information Science and Technology* (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 Technology* (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.

Encyclopedia Entries, Invited

- 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.). *The International Encyclopedia of Organizational Communication* (pp. 1654-1658), Chichester, NY: Wiley Blackwell.

Invited Blog Posts (extended)

- Stephens, K. K.** (2015, Apr. 15). Three social media use strategies to help in crisis and emergency situations. IGI Global: <http://www.igi-global.com/newsroom/archive/three-social-media-strategies-help/2131/>.

Stephens, K. K. (2012, Oct. 5). The new meeting: Using a cellphone when you should be listening. The Association for Process Improvement and Quality Control (APQC):
<https://www.apqc.org/blog/new-meeting-using-cellphone-when-you-should-be-listening>

RESEARCH GRANTS

Major External Grants

- National Science Foundation. *RAPID/Collaborative Research: Human-AI Teaming for Big Data Analytics to Enhance Response to the COVID-19 Pandemic*, 05/15/20 - 04/30/21. Award# 2029692, Engineering/CMMI. Stephens is PI with the lead institution. Value: \$69,026. UT portion: \$20,262.
- Cancer Prevention and Research Institute of Texas (CPRIT), *Tiempo de Vacunarte 2 (TdV2)*. 09/19-09-2021. Stephens is a CoPI responsible along with PI Matt McGlone for message design. This is part of a larger grant provided to Texas Tech University Sciences Center in El Paso. Value: \$1.9 million. Amount under Stephens' and McGlone's supervision: \$174K.
- The Texas Department of Transportation. *Planning for Public Involvement*, 01/31/19 - 01/31/20, Stephens was PI. Value: \$223,694.
- National Science Foundation. *RAPID: The Changing Nature of "Calls" for Help with Hurricane Harvey: 9-1-1 and Social Media*, 10/01/17 - 09/30/19. Award# 1760453, Engineering/CNS. Stephens was PI. Value: \$168,508.
- Facebook Incorporated. *Disaster-Related Citizen Organizing Facilitated by Social Media: Converting Lessons from Hurricane Harvey Into Product Design Ideas*, 08/15/18 - 08/15/20, Stephens is CoPI (PI D. Murthy). Value: \$50,000.
- Cancer Prevention and Research Institute of Texas (CPRIT), *Multi-component Interventions for Patients and Providers to Increase HPV Vaccinations in a Network of Pediatric Clinics in Houston*. 01/01/2014 - 12/31/2016, Stephens was a consultant responsible for redundant message study design (PI S. Vernon and CoPI M. Fernandez). Value: \$1,496,034.00. Amount under Stephens' supervision: \$40,000.00.
- The Texas Department of Transportation, *Texas Department of Transportation Strategic Marketing Program*, 08/15/11 - 05/30/12, Stephens was a consultant responsible for conducting the organizational needs assessment interviews and data analysis (PI I. Cunningham and M. Walton). Value: \$689,200. Amount under Stephens' supervision: \$43,825.00.
- United States Census Bureau, *Using Communication Technologies to Reach Millennial Generation Students*, 12/01/10 - 06/30/11, Stephens was PI. Value: \$13,217.
- United States Census Bureau, *Using Communication Technologies to Reach Millennial Generation Students*, 12/01/09 - 12/31/10, Stephens was PI. Value: \$30,000.
- Hewlett-Packard Corporation. *Narratives to Understand Communication Technology Use*, 2000 - 2004. Stephens was the Lead Research Assistant responsible for conducting and analyzing interviews from U.S. and Norwegian study participants, writing reports, and publishing papers (PI L. Browning). Value \$125,000.

Minor External and Internal Grants (selected)

- Oakridge Associated Research Universities (OARU). *Crisis Communication & New Media Conference and Book*, 2016 - 2017, Stephens was PI. Value: \$3,800.
- Oakridge Associated Research Universities (OARU). *Emergency Preparedness and Health Communication Opportunities for Collaboration*, 08/30/16 - 12/31/16, Stephens was PI. Value: \$600.

- The UT-Austin-Portugal Collaboration. *Delivering Repeated Health Messages Through Digital Media to Increase Physical Activity in Dialysis Patients*, 01/20/15 - 12/2017, Stephens was PI. Value \$44,444.
- National Science Foundation Innovation Corps (I-Corps) Regional Node Selected Participant. *Family Share/Family Care Digital Health Hospital Communication Systems*, 02/2016 - 03/2016, Stephens was PI. Value: Training at the regional level to prepare a national-level submission.
- The National Communication Association. *Communication Contributions to the National Center for Campus Public Safety*, 01/2014-06/2014, Stephens and M. Doerfel were both PIs. Value: \$6,985.
- Moody College of Communication. *Determining Organizational Sources and Communication Technology Needed to Persuade People to Adopt Healthier Life Habits*, Partnered with the Austin Regional Clinic and the UT Department of Advertising Faculty, 10/30/2011 - 08/30/12. Stephens and E. Donovan were both PIs. . Value: \$11,838.

Funded Internal Teaching Grants and Contracts (recent)

- UT Austin Faculty Innovation Center. *Moving from Large Class Group Work to Successful Collaborative Teams*, 05/01/19-08/30/20, Stephens is PI. Value: \$5,000.
- UT Austin Faculty Innovation Center. *DIY Micro Grant: Communication Technology*, July 2018, Stephens was PI. Value: \$500.
- UT Austin Faculty Innovation Center. *The Friday Experience: A Hybrid-Learning Extension*, 06/01/17-08/30/18, Stephens was PI. Value: \$6,459.

Grant Review Panels

- National Science Foundation Review Panel, 2020
- National Science Foundation Ad Hoc Reviewer, 2019, 2020
- National Science Foundation Review Panel, 2018
- Canada Excellence Research Chairs Competition Review Panel, 2017, 2018, 2019
- PRIME Postdoctoral Funding Programme, Germany, 2018-2019
- University of Iowa Department of Nursing Grant Review Panel, Fall 2014
- Health Communication Scholars Program Review Panel, UT Austin, 2014, 2015, 2016
- Impact Austin, Education Subcommittee Review Panel, 2014

INVITED RESEARCH TALKS, LECTURES, & PRESENTATIONS (recent)

2020

- Invited Talk: Austin Business Group on Health, Austin, TX. *Communication and Crisis: Changing Work as We Know It*, May.
- Invited Talk: Hurricon: Science at the Intersection of Hurricanes and the Populated Coast, an NSF-Sponsored Conference, Greenville, NC, *A Running Club to the Rescue: Unexpected ways that Community Groups Used their Expertise to Save Lives During Hurricane Harvey*, February.
- Invited Talk: The UT Austin Humanities Institute Health & Humanities Research Seminar, Austin, TX, *Health, Mobile Communication & Disasters*, February.
- Invited Talk: Northwestern University Media, Technology & Society (MTS) Speaker Series, Evanston, IL, *Rescue Communication During Hurricane Harvey: Using Private Social Media & Machine Learning Studies to Elaborate Risk and Visibility Affordances*. January.

2019

- Invited Subject Matter Expert: *NSF Convergence Accelerator: Symposium on Big Data and AI-Driven Disaster Management for Planning, Response, Recovery, and Resiliency*. November.
- Keynote: The European Communication Research and Education Association, Leeds, UK, *Other People Matter in Rescue Communication: The Social Construction of Risk and the Power of Citizen Organizing*. October.
- Invited Talk: George Mason University Information Science & Technology Seminar Series, Fairfax, VA, *Creating a High-Signal Dataset from Private Social Media Data: Field methods and analyses from Hurricane Harvey*. May.
- Keynote: Produce Alliance Annual Conference of U.S. Growers and Distributors, Austin, TX, *Crisis Management in the Digital Age*. March.

2018

- Keynote: The Department of Homeland Security's Social Media Working Group Subcommittee, WA D.C., *Social Media Use Around Hurricane Harvey: Citizens, Volunteers, & Officials*. August.
- Invited Talk: The Hurricane Harvey Research Symposium, Port Aransas, TX, *Productive and Problematic Volunteer and Official Rescue Communication*. August.
- Invited Talk: The Oxford Internet Institute, Oxford, United Kingdom, *Negotiating Control*. June.
- Invited Talk: Vrije Universiteit (VU), Amsterdam, The Netherlands. *Negotiating Control of ICTs in the Hospital*. June.
- Invited Talk: The City Summit 2018, Capital Factory, Austin, TX. *Data of a Disaster*. February.

2017

- Invited Talk: The University of Utah Department of Communication Colloquium, Salt Lake City, UT. *Bringing Mobile Communication to Work: Organizational and Personal Control*. February.

2016

- Invited Talk: City of Austin Mayor's Health and Fitness Council, Austin, TX. *Health, Risk and Communication on Worksite Wellness*. October.
- Keynote: The Texas Association of City & County Health Officials (TACCHO) Public Health Leadership Summit, Austin, TX. *Public Health Leaders Using Interpersonal Communication for Powerful Change*. October.
- Invited Talk: The American Psychological Association Conference, Denver, CO. *Evidence-based Research on Health Informatics and Integrated Healthcare Teams*. August.
- Invited Talk: Chapman University, Orange, CA. *Can I? Should I? Do I Want to... Bring My Own Mobile Phone to Work at the Hospital*. June.
- Invited Talk: International Collaboratory for Emerging Technologies, Lisbon, Portugal. *Delivering Repeated Diabetes Health Messages Using MyAPDP*. June.
- Invited Talk: AT&T Corporation, Austin, TX. *Listening for What Matters*. February.
- Invited Talk: Baylor University, Waco, TX. *Healthcare Communication and the Digital Age: What it Means for Health Professions*. March.

2015

- Invited Talk: Dalhousie University Scotiabank Ethics in Action, Halifax, Nova Scotia, *Using Technology*

to Communicate at Work: Norms, Desires, and Hidden Ethical Issues, November.

- Dalhousie University Scotiabank Ethics in Action, Halifax, Nova Scotia, *Invited Ethics Case Study Judge*. November.
- Invited Talk: Baylor, University, Waco, TX. *Interprofessional Communication and Mobile Technology Use in a Hospital*. November.
- Texas State University, College of Fine Arts and Communication, San Marcos, TX. *Invited Research Faculty Competition Judge*. September.
- Invited Talk & Certified Nurse Educator Series: Dell Children's Medical Center, Austin, TX. *Interprofessional Communication and Technology Use in Hospitals*, August.
- Featured Speaker: International Crisis and Risk Communication Conference, Orlando, FL *Using Technology to Reach Employees with Crisis & Health Information*, March.
- Keynote: Texas State University Communication Week, San Marcos, TX. *Technology and Organizational Communication*, February.

2014

- Invited Talk: National Center for Campus Public Safety, Burlington, VT. *Opportunities for Communication Reach to Influence the Development of the Center*. November.
- Invited Talk: Rutgers Department of Communication and Information Science, New Brunswick, NJ. *Technology and Communication: Brief, Persuasive, and Redundant*. March.
- Invited Talk: Marketing Executive Network, Austin, TX. *Multitasking, Multicommunicating, and Effectiveness: A Research to Practice Perspective*. February.

2013

- Invited Talk: The Arthur Page Society Future Leaders Conference on Social Media, Austin, TX. *The New Workforce: Implication for Public Relations and Corporate Communication*. May.
- Invited Talk: The Center for Corporate Communication at The BI Norwegian Business School, Oslo, Norway, *A Strategic Approach to Using New Media for Internal & External Communication*. March.
- Invited Talk: The Nordland Hospital, Bodo, Norway, *Organizational Change and Adaptive Structuration Theory in a Hospital Environment*. March.

ADDITIONAL SCHOLARLY WORK

Conference Presentations, Peer Reviewed, during time as Associate Professor

On full CV: 134 conference papers (primarily NCA and ICA). This includes papers with 58 different graduate student co-authors, 15 distinct undergraduate co-authors, and 8 industry co-authors. Received 22 Top Paper & Panel Awards.

Spearing, L. A., Faust, K., & **Stephens, K. K.** (2020, June, 22-25). *Do displaced people prefer informal Shelters instead of formal shelters? Understanding the sheltering system after the 2018 California Camp Fire*. EPOC 2020 – Engineering Project Organizations Conference, Vail, CO. <https://epossociety.org/conference> (Conference Cancelled)

Bakchan, A., Faust, K., & **Stephens, K. K.** (2020, June, 22-25). *Framing socio-technical systems: Coupling Grounded theory with integrated assessment and modelling*. EPOC 2020 – Engineering Project Organizations Conference, June, Vail, CO. <https://epossociety.org/conference> (Conference

Cancelled)

- Stephens, K. K., Powers, C. J., Spearing, L., Collier, J., Tich, K. P., & Robertson, B. W.** (2020, May). *Building more resilient communities: Communication and organizing practices in disaster preparedness*. Paper presented at the International Communication Association (ICA), Gold Coast, Australia. (Virtual Conference).
- Stephens, K. K.** (2020, May). *Posting pictures of health information during floods: Information or misinformation?* Paper presented at the International Communication Association (ICA), Gold Coast, Australia. (Virtual Conference).
- Stephens, K. K., Harris, A. H., Tich, K. P., Doucet, C. S., Powers, C. J., & Murthy, D.** (2020, Mar. 26-28). *Sharing health information during disasters: Using findings from private social media and machine learning studies to set a research agenda*. [Conference Session]. 2020 Towards Health Futures, Austin, TX. <https://events.mcombs.utexas.edu/event/545c4b49-dc3d-41b7-8784-b4cab12ee6a8/summary> (Conference Cancelled)
- Stephens, K. K., Waller, M. J., & Sohrab, S. G.** (2019, November). *Surviving a crisis with an inexperienced spokesperson: Effects of nuanced displays of emotions and chosen words on spokesperson credibility*. Paper presented at the National Communication Association (NCA), Baltimore, MD. **Top Paper, Public Relations Division.**
- Stephens, K. K.** (Panel Chair), Dailey, S. L., Gigliotti, R., Robertson, B. W., Ford, J. S., Harris, A., Powers, C. J., & Head, K. (2019, November). *Training and Development Division Top Panel: Surviving Scrutiny: Incorporating Research & Practice into T&D Programs*. Panel presented at NCA, Baltimore, MD. **Top Panel, Training & Development Division.**
- Stephens, K. K., Lever, K., Powers, C. J., Robertson, B. W., Soibelman, D., & Tich, K. P.** (2019, November). *Organizing to survive: Using a community-wide wildfire drill to link theory and practice*. Panel presented at NCA, Baltimore, MD.
- Robertson, B. W., & **Stephens, K. K.** (2019, November). *Preparedness as resilience*. Paper presented at NCA, Baltimore, MD.
- Zhu, Y., Yang, J., & **Stephens, K. K.** (2019, November). *Intercultural disaster communication and community resilience: Examining post-hurricane communication in communities with limited English speaking proficiency*. Paper presented at NCA, Baltimore, MD.
- Stephens, K. K., Robertson, B. W., & Harrison, M.** (2019, May). *Reporting crime: Bystander effects in an age of smartphones and social media*. Paper presented at the International Communication Association Conference (ICA), Washington, D.C.
- Li, J., **Stephens, K. K., Zhu, Y., & Murthy, D.** (2019, May). *Using social media to call for help in Hurricane Harvey: Bonding emotion, culture, and community relationships*. Paper presented at ICA, Washington, D.C.
- Zhu, Y., & **Stephens, K. K.** (2019, May). *Online support group participation and social support: Incorporating identification and interpersonal bonds*. Paper presented at ICA, Washington, D.C.
- Smith, W. R., **Stephens, K. K., Robertson, B. W., & Murthy, D.** (2019, May). *Communicating and organizing for citizen disaster rescue: Disaster knowledge worker archetypes and technologies in practice*. Paper presented at ICA, Washington, D.C.
- Stephens, K. K., & Robertson, B. W.** (2019, March). *The crisis hit and communication was a problem: Understanding the gaps between citizens and emergency responders during Hurricane Harvey*. Paper presented at the International Crisis and Risk Communication Conference, Orlando, FL
- Stephens, K. K., Robertson, B. W., & Murthy, D.** (2018, November). *Throw me a lifeline: The affordances of social media and mobile phones during rescues in Hurricane Harvey*. Paper presented at NCA,

Salt Lake City, UT. **Top Paper Panel, Human Communication & Technology Division.**

- Harrison, M., & **Stephens, K. K.** (2018, November). *Wellness-in-practice: Connecting workplace wellness programs to the people they serve and the problems they intend to solve.* Paper presented at NCA, Salt Lake City, UT.
- Stephens, K. K.,** Li, J., Robertson, B. W., Smith, W. R., & Murthy, D. (2018, November). *Communicating health information during Hurricane Harvey: Relying on social identity as communities used social media to help one another.* Paper presented at NCA, Salt Lake City, UT.
- Stephens, K. K.** (2018, November). *Meaningful conversations with students about #MeToo.* Panel presented at NCA, Salt Lake City, UT.
- Stephens, K. K.** (2018, November). *Building our future: An interactive debate about the future of the Training & Development Division.* Panel presented at NCA, Salt Lake City, UT.
- Smith, W. R., **Stephens, K. K.,** Robertson, B. W., Li, J., & Murthy, D. (2018, November). *Elaborating the citizen disaster-organizing roles in emergent volunteer communication.* Paper presented at NCA, Salt Lake City, UT.
- Stephens, K. K.,** Li, J., Robertson, B. W., Smith, W. R., & Murthy, D. (2018, February). *Communicating health information on private social media: Citizens protecting their community during a flood.* Presented at Health Communication: Barriers, Breakthroughs and Best Practices Online Conference, University of Illinois Urbana-Champaign.
- Stephens, K. K.,** & Hollander, A. A. (2018, February). *Communicating mental health information to college students: What we need to know.* Presented at Health Communication: Barriers, Breakthroughs and Best Practices Online Conference, University of Illinois Urbana-Champaign.
- Stephens, K. K.,** Robertson, B. W., & Harrison, M. (2017, November). *Call 911, Post on social media, or text a friend?: Extending the bystander effect to specific ICTs used to report an emergency.* Paper presented at NCA, Dallas, TX.
- Cruz, I., & **Stephens, K. K.** (2017, November). *Getting the most out of your network: Developing social capital through involvement and leadership in meetings.* Paper presented at NCA, Dallas, TX.
- Zhu, Y., **Stephens, K. K.,** Dalton, M. L., Zhong, L., Mandhana, D. M., & Sabella, T. (2017, May). *Multicommunicating as a normalized practice in patient-facing work.* Paper presented at ICA, San Diego, CA.
- Stephens, K. K.,** & Harrison, M. (2017, May). *Micoordinating patient care with mobile apps: The disparity of norms, networks, and names.* Paper presented at ICA, San Diego, CA.
- Stephens, K. K.,** Glowacki, E., Hollander, A. A. Sheehy, R. (2017, April). *Stop! No more health information needed: Conceptualizing health information overload.* Extended abstract presented at the McCombs Innovation in Health Care Delivery Systems Symposium, Austin, TX.
- Harrison, M., Murry, N., Herrera, A. L., **Stephens, K. K.,** & Sabella, T. (2017, April). *Technology innovation in the health clinic: On-site self-service technology and the patient experience.* Extended abstract presented at the McCombs Innovation in Health Care Delivery Systems Symposium, Austin, TX.
- Zhu, Y., **Stephens, K. K.,** Dalton, M. L., Zhong, L., Mandhana, D. M., & Sabella, T. (2017, April). *Multicommunicating as a normalized practice in patient-facing work.* Extended abstract presented at the McCombs Innovation in Health Care Delivery Systems Symposium, Austin, TX.
- Harrison, M., Smith, W. R., Greenwell, M. R., **Stephens, K. K.,** & Sabella, T. (2017, April). *Impression management in a health clinic: The case of frontline employees.* Extended abstract presented at the McCombs Innovation in Health Care Delivery Systems Symposium, Austin, TX.

- Barrett, A. K., & **Stephens, K. K.** (2016, November). *Making electronic healthcare records (EHRs) work: Informal talk and workarounds in healthcare organizations*. Paper presented at NCA, Philadelphia, PA.
- Barrett, A. K., & **Stephens, K. K.** (2016, November). *The pivotal role of change appropriation in the implementation of healthcare technology*. Paper presented at NCA, Philadelphia, PA. **Top Paper Panel, Organizational Communication Division.**
- Stephens, K. K.** (2016, November). *Pedagogical considerations as we expand our methods in organizational communication*. Paper presented at NCA, Philadelphia, PA.
- Kalman, Y., **Stephens, K. K.**, & Mandhana, D. (2016, November). *A goal-based framework for media choice: Unifying theories to advance research in human communication and technology*. Paper presented at NCA, Philadelphia, PA.
- Stephens, K. K.**, Zhu, Y., Harrison, M., Iyer, M., Hairston, T., & Luk, J. (2016, June). *Implementing a BYOD mobile device use policy in a hospital: Boundary barriers at the individual, unit, and organizational level*. Paper presented at ICA, Fukuoka, Japan. **Top Paper, Mobile Communication Division.**
- Stephens, K. K.**, Harrison, M., Zhu, Y., Barbour, J., Iyer, M., Hairston, T., & Luk, J. (2016, June). *So many communication technology options: Communication media repertoires as reifying hospital interprofessional roles*. Paper presented at ICA, Fukuoka, Japan.
- Stephens, K. K.**, Mandhana, D., Kim, J., Li, X., Glowacki, E., & Cruz, I. (2016, June). *ICTs, messages, and pressures from others matter in everyday life: Using a Q-Methodology to conceptualize communication overload*. Paper presented at ICA, Fukuoka, Japan.
- Kalman, Y., **Stephens, K. K.**, & Mandhana, D. (2016, June). *A goal-based framework for media choice*. Paper presented at ICA, Fukuoka, Japan.
- Stephens, K. K.** (2016, June). *Using our organizational members' mobiles: Communicating about safety and building resiliency is not that easy*. Presentation given at the preconference: Regulating, and Resilience: Investigating the Communicative Accomplishment of Safety and Reliability Organizing. ICA, Fukuoka, Japan.
- McGlone, M. S., **Stephens, K. K.**, Rodriguez, S., Savas, L., Vernon, S., & Fernandez, M. E. (2016, September). *Texts for taking action: Agency assignment in SMS vaccination reminders*. Paper presented at the National Immunization Conference.
- Stephens, K. K.**, Iyer, M., Hairston, T., & Luk, J., Harrison, M., Zhu, Y., Barbour, J., (2016, April). *Reimagining interprofessional communication in a pediatric hospital: Understanding the impact of having many communication technologies*. Extended abstract presented at the McCombs Innovation in Health Care Delivery Systems Symposium, Austin, TX.
- Barrett, A. K., & **Stephens, K. K.** (2016, April). *Getting adjusted: The influential mediating role of workarounds in electronic health record (EHR) implementation*. Extended abstract presented at the McCombs Innovation in Health Care Delivery Systems Symposium, Austin, TX.
- McGlone, M. S., **Stephens, K. K.**, Rodriguez, S., Savas, L., Vernon, S., & Fernandez, M. E. (2016, April). *SMS vaccine reminders: Using agency assignment to invoke action*. Extended abstract presented at the McCombs Innovation in Health Care Delivery Systems Symposium, Austin, TX.
- Harrison, M. A., Gambill, L. K., Harris, H. M., Stephens, K. K., Zhu, Y., & Treem, J.** (2016, April). *Reimagining residency: Understanding stress, coping, and resilience during medical residency in a pediatric hospital*. Extended abstract presented at the McCombs Innovation in Health Care Delivery Systems Symposium 2016.
- Stephens, K. K.**, Iyer, M., Hairston, T., & Luk, J., Harrison, M., Zhu, Y., Barbour, J. (2016, April). *Pulling together disparate interprofessional media use to create a culture of healthy communication in a*

- pediatric hospital*. Paper presented at the Kentucky Conference on Health Communication, Lexington, KY.
- McGlone, M. S., **Stephens, K. K.**, *Rodriguez, S., Savas, L., Vernon, S., & Fernandez, M. E.* (2016, April). *Texts for taking action: Agency assignment in SMS vaccination reminders*. Paper presented at the Kentucky Conference on Health Communication, Lexington, KY.
- Barrett, A. K., & Stephens, K. K.* (2016, April). *Electronic health record implementation: The mediating role of workarounds on resistance, communication, and perceived implementation success*. Paper presented at the Kentucky Conference on Health Communication, Lexington, KY.
- Stephens, K. K., Cruz, I., & Waters, E. D.** (2015, November). *What happens between meetings? Using ICTs and face-to-face communication to continue the meeting conversation and build social capital*. Paper presented at NCA, Las Vegas, NV.
- Stephens, K. K., & Pantoja, G.** (2015, November). *Students and their mobile devices: Using learning motivations to predict specific types of multicommuting in class*. Paper presented at NCA, Las Vegas, NV.
- Stephens, K. K., Jafari, E., Boyles, S., Ford, J. L., Zhu, Y.** (2015, May). *Increasing evacuation communication through ICTs: An agent-based model demonstrating evacuation practices and the resulting traffic congestion in the rush to the road*. Paper presented at ICA, San Juan, Puerto Rico.
- Stephens, K. K., & Ford, J. L.** (2015, May). *Unintended consequences of an organization-imposed digital divide: Mobile device use policies at work*. Paper presented at ICA, San Juan, Puerto Rico.
- Stephens, K. K., & Zhu, Y.** (2015, April). *What organizations need to know about sending health messages to employees: organizational identification and technology use*. Paper presented at the Innovation in Health Care Delivery Systems Symposium 2015, Austin, TX.
- Lazard, A., Watkins, I., Mackert, M., Xie, B., Stephen, K. K., & Shalev, H.* (2015, April) *Factors Influencing Patient Portal Use: Effects of Aesthetic Evaluations for Technology Adoption* presented at the Innovation in Health Care Delivery Systems Symposium 2015, Austin, TX.
- Stephens, K. K., & Cruz, I.** (2014, November). *Using ICTs to continue the conversation beyond an organizational meeting: Impacts on bonding and bridging social capital*. Paper presented at NCA, Chicago, IL.
- Cruz, I., & Stephens, K. K.* (2014, November). *Don't just sit in the back: Developing social capital through involvement and leadership in voluntary organizational meetings*. Paper presented at NCA, Chicago, IL.
- Stephens, K. K.** (2014, November). *Theory meets practice: Interorganizational collaboration in disaster management*. Panel presentation presented at NCA, Chicago, IL.
- Stephens, K. K., Waters, E., & Sinclair, C.** (2014, November). *Media management: The integration of HRM, technology, and people*. Panel presented at NCA, Chicago, IL.
- Stephens, K. K.** (2014, November). *Transporting communication practices beyond everyone's expectations: Achieving results and high NPS scores for the client*. Paper presented at NCA, Chicago, IL.
- Frei, S. S., Stephens, K. K., & Beebe, S. A.* (2014, November). *Doing what we do best: Advancing instructional communication into the future with an agenda for communication skills research*. Paper presented at NCA, Chicago, IL.
- Stephens, K. K., & Ford, J. L.** (2014, May). *Intra-organizational digital inequality: Unintended consequences of policies banning mobile devices at work*. Paper presented at the Mobile Communication Pre-Conference, ICA, Seattle, WA.
- Stephens, K. K., & Ford, J. L.** (2014, May). *Stakeholders and information communication technologies as*

integral to an active shooter emergency notification process. Paper presented at ICA, Seattle, WA.
Top Four Paper Panel, Communication & Technology Division (out of 398 submissions).

Stephens, K. K., & Barrett, A. K. (2013, November). *Communicating briefly: Technically.* Paper presented at NCA, Washington, D.C. **Top Four Paper Panel, Human Communication & Technology.**

Stephens, K. K., & Sinclair, C. (2013, November). *Understanding emergent organizational policy through a legitimizing process: Multicommunicating in meetings.* Paper presented at NCA, Washington, D.C.

Stephens, K. K. (2013, November). *Applying the multicommunicating scale to training situations.* Paper presented at NCA, Washington, D.C.

Donovan, E., Crook, B., Pastoric, A., Mackert, M., Brown, L., Hall, C., & **Stephens, K. K.** (2013, November). *An experimental test of medical disclosure and consent documentation: Assessing patient comprehension, self-efficacy, and uncertainty.* Paper presented at NCA, Washington, D.C.
Top Four Paper Panel, Health Communication.

Crook, B., **Stephens, K. K.,** Pastoric, A., Mackert, M., & Donovan, E. (2013, November). *The role of Health literacy in the diffusion of healthy heart information: Connecting behavioral and Information sharing intentions along with information overload.* Paper presented at NCA, Washington, D.C.

Stephens, K. K., Crook, B., Pastoric, A., Mackert, M., Donovan, E., Shalev, H. (2013, April). *Using organizations to disseminate healthy heart information to employees: Identification and information sharing intentions.* Paper presented at the Innovation in Health Care Delivery Systems Symposium in Austin, TX.

Stephens, K. K. (2013, June). *Pressure from other people: Using sociomateriality to understand communication load.* Paper presented at ICA, London, England.

Barrett, A. K., **Stephens, K. K.,** Posey, C. (2013, June). *This is urgent! This is important! Organizations using productive redundancy to reach audiences during emergencies.* Paper presented at ICA, London, England.

Stephens, K. K., Pastoric, A., Crook, B., Mackert, M., Donovan, E., Shalev, H. (2013, June). *Boosting employer-sponsored health dissemination efforts: Identification and information sharing intentions.* Paper presented at ICA, London, England.

Reports (recent)

- “Understanding Human Behavior During a Community-Wide Wildfire Drill.” Data report prepared for the Comanche Trail Community Association and the Travis County Commissioner. March 2019.
- “Communication Practices in University Operations.” Data report prepared for the University of Texas Operations Division. September 2013 & January 2014.

ADVISING, STUDENT SERVICE, & TEACHING

As of 2019, I have published with 43 different graduate students (not including conference papers)

Theses/Dissertations or Exit Committees

Dissertation Committee Chair, University of Texas

- Cassidy S. Doucet, Ph.D. student, anticipated graduation 2023
- Anastazja H. Harris, Ph.D. student, anticipated graduation 2022
- Kendall Tich, Ph.D. student, anticipated graduation 2022
- Courtney J. Powers, Ph.D. doctoral candidate, anticipated graduation 2021

- Brett W. Robertson, Ph.D., 2020. *Developing Resilience Through Communication and Community: Natural Disaster Preparedness Among Older Adults*
- Millie Harrison, Ph.D., December 2019. *Bounded by Repertoires and Roles: Communication through Multiple ICTs in a Health Care Organization*
- 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*

Dissertation Committee Member

Current: Amal Bakchan, Ph.D. candidate, civil engineering; Felipe Andres Araya, Ph.D. candidate, civil engineering

Graduated: Sujin Kim, (Ph.D., 2020, Advertising), Greg Griffin (Ph.D., 2019, Urban Planning); 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, Courtney Powers, Naddy Ramcharitar, Brett Robertson, Kimberly Schaefer, Caroline Sinclair, Lacy Urbantke, Eric Waters, Yaguang Zhu, Heba Zeid

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

International Dissertation Committees

- John Robert Razote Bautista at WKWSCI, Nanyang Technological University (NTU), 2018
- Keith Munkejord, NTNU, Trondheim, Norway – Theory Dissertation Opponent 1, 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 & Exit 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
- Jeremy Fyke, MA, Organizational Communication, Texas State University, May 2007

As of July 2019, I have had 38 undergraduate students on my research teams

Undergraduate Theses Directed & On Committee

- Shreya Mallena, (Advisor, BS Biochemistry & Public Health, 2020). *Improving HPV Vaccination Uptake Through Doctor-Patient Communication in the United States.*
- Zia Lyle, (Advisor, BS Civil Engineer & Plan II Honors, 2019): *Bridging the Divide: Understanding Risk Communication Within Public Infrastructure Projects.*
- Ryan Steppe, (Advisor, BA Plan II Honors, 2019): *Using Social Identity Theory and Technical Translation to Communicate Health Messages*
- Ana Alyssa Hollander, (Advisor, BA, 2018): *Communicating Mental Health Information to College Students: Understanding Current Perceptions of Mental Health Information Overload*
- Pratyusha Malireddy, (Advisor, BS 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 (College of Liberal Arts 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 Communication Studies, 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 Communication Studies, 2007): *Mitte Undergraduate Honors Thesis: Coming Up with New Ideas by Talking with Others: Linking Work Relationships to Caring Communication. **Top Scholar-to-Scholar Award** at NCA, Nov. 2006*

Undergraduate Independent Studies and Research Opportunities Directed

- Directed twenty-four Independent Study Undergraduate Student Projects since Fall 2007. Six

students received an Undergraduate Research Fellowship (\$1,000), 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.

- Supervised 11 Undergraduate Research Teams in my time on faculty. Directed 15 undergraduate students as part of the Undergraduate Mentorship Program, directed four as part of my funded U.S. Census Bureau Project, and the remaining have worked on independent projects.
- Directed eight students 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).
- Faculty Mentor to McNair Scholar, Ignacio Cruz. He received an Undergraduate Research Grant 2013-2014, an Intellectual Entrepreneurship (IE) Grant 2013, a Moody College of Communication Grant 2014, placed 3rd in The IE Research Fair, participated in Undergraduate Research Week 2014, and received the Texas Exes President's Leadership Award. He attended USC for doctoral study.

Undergraduate Learning Assistants (ULA, Selected into this Moody College Pilot Program)

- Devyn Murphy, BS 2019, Corporate Communication, 2019 ULA
- Courtney Dzerisk, BS 2019, Corporate Communication, 2018 ULA
- Natalie Hinson, BS 2018, Journalism & Corporate Communication, 2017 ULA

Awards Students Have Won (during my advising period)

- Cassidy Douchet, Outstanding First-Year Student, 2020.
- Anastazja Harris, Outstanding Graduate Student Community Member, 2020.
- 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; Dissertation Completion Award, 2019
- Jessica Ford, Outstanding Dissertation Award, UT Austin, April, 2016; Jessie H. Jones Award, Moody College of Communication; Top Ph.D. Student Award CMS, 2016
- 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, Laura Crowell Dissertation Award from the Group Communication Div. of NCA, 2019
- 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.** Re-designing team-component of the class. **Received a Faculty Innovation Award, 2019**
- **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 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. 2014-2018

Graduate Courses:

- **CMS 392P:** Communication Technology Use in Organizations
- **CMS 392:** Grant Writing for Graduate Students
- **CMS 390S:** Survey of Organizational Communication

ADMINISTRATIVE & COMMITTEE SERVICE ACTIVITIES

Professional Service: Journals, Book Reviews, Promotion Cases

- **Associate Editor**, *Management Communication Quarterly*, 2014-present
 - Selection Committee for Article of the Year, 2015, 2016, 2017, 2018, 2019
- **Editorial Board Member** (49 separate manuscripts reviewed to date)
 - *Health Communication*, 2014-present
 - *Human Communication Research*, 2010-present
 - *Human Communication & Technology*, 2019-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 (F) 2010- Spring (Sp) 2011
- **Ad Hoc Reviewer** (78 separate manuscripts reviewed to date)
 - *Basic and Applied Social Psychology*, F 2015
 - *Communication Education*, Summer (Su) 2016
 - *Communication Monographs*, Su 2010, F 2010, Su 2014, Su 2015, Su 2018
 - *Communication Quarterly*, Sp 2017
 - *Communication Research*, Su 2011, Sp 2014, F 2015, Sp 2016, F 2016, F 2017
 - *Communication Theory*, Su 2011, F 2011, Sp 2012, F 2015, Sp 2016
 - *Communication Yearbook*, F 2005-Sp 2006, Sp 2015,
 - *Computers in Human Behavior*, F 2019
 - *Computer Human Interaction (CHI) Conference*, F 2011, Sp 2012
 - *Computers & Education*, Su 2016
 - *Encyclopaideia. The Journal of Phenomenology and Education*, Sp 2010
 - *Encyclopedia of Information Science and Technology*, F 2013, Sp 2014
 - *European Journal of Information Systems*, Sp 2016
 - *Group Decision and Negotiation*, Sp 2011
 - *Health Communication*, Sp 2002
 - *Human Communication Research*, Sp, 2008
 - *IEEE Transactions on Professional Communications*, Sp 2006, F 2010
 - *Information, Technology, & People*, Su 2018, Su 2019
 - *International Journal of Sustainable Transportation*, F 2016
 - *ISCRAM*, long and short-format research papers, Sp 2014, F 2014, F 2015, F 2016, F 2018
 - *Journal of the American Society for Information Science and Technology*, F 2011, Sp 2012
 - *Journal of Applied Communication Research*, Sp 2011, F 2011, F 2016
 - *Journal of Communication*, Sp 2013, Su 2014, F 2019
 - *Journal of Computer Mediated Communication*, F 2002, F 2008, Sp 2010, F 2010, F 2011, Sp 2012, Su 2012, Su 2014, Sp 2018, F 2018, Su 2019, F 2019
 - *Journal of Consumer Affairs*, Su 2016
 - *Journal of Contingencies and Crisis Management*, F 2014 Su 2015, F 2015, F 2019
 - *Journal of Health Communication*, Sp 2014
 - *Journal of Homeland Security and Emergency Management*, F 2014, Sp 2015
 - *Journal of Medical Internet Research (JMIR)*, Sp 2018, F 2018, Sp 2019
 - *Journalism and Mass Communication Quarterly*, Sp 2015
 - *Management Communication Quarterly*, F 2006, Sp 2007, Sp 2008, Sp 2009, editorial board

- after that point
- *Media Psychology*, Su 2009, Su 2010
- *Mobile Media & Communication*, Su 2016, F 2018, Sp 2019, F 2019, Sp 2020, Su 2020
- *New Media and Society*, Sp 2011, Su 2011, F 2018
- *Organization Science*, Su 2006, Su 2009, F 2016
- *Organization Studies*, Su 2013, F 2013
- *Proceedings of the National Academy of Sciences (PNAS)*, Su 2017
- *Small Group Research*, F 2013
- *Southern Journal of Communication*, Sp 2009
- *Teaching & Learning for the Net Generation*, Sp 2011
- *Western Journal of Communication*, F 2004, Sp 2011
- **Tenure Review** for nine different candidates, 2017-2020
- **Book Proposal Reviewer**
 - Georgetown University Press, Sp 2020
 - Oxford University Press, Sp 2018
 - Wiley Publishing, F 2016
- **Chair**, Organizational Communication Research Methods Panel, *Organizational Communication Traditions, Transitions, and Transformations*, Sp 2016
- **Session Facilitator**, Conflict Resolution Conference, Austin, Texas, Sp 2014

Professional Organizations, Service and Leadership

- **Department of Homeland Security Science & Technology First Responders Group** invited member of the Social Media Working Group for Emergency Services, 2018-2019.
- **National Science Foundation**, Panel Reviewer, F 2018, 2020, Ad Hoc Reviewer, 2019, 2020
- **International Communication Association, since 2001**
 - **Organization Communication Division:** External Funding Coach, Post-Conference on External Funding, 2019; Chair, Officer Nominating Committee, 2018; Elected Secretary 2013-2015; Top Paper Selection Committee, 2016; BEST Paper Development Session Facilitator May, 2015, June, 2016; Research Escalator Facilitator, May 2012, June 2013, May, 2019; Redding Dissertation Award Committee Chair, 2014; Jablin Award Selection Committee, 2014-2017; Redding Funds Committee, 2014-2016; Pre-conference Faculty for Doctoral Consortium, May 2011, June 2013, May 2015; Interactive Paper Session Awards Committee Chair, June 2013;
 - Conference Session Chair and Respondent 2002, 2008, 2012
 - **Mobile Communication Interest Group:** Elected Vice-Chair, 2019
 - Paper reviewer 2015, 2016, 2018; Top Paper Award Selection Committee, F 2016 - Sp. 2017
 - **Communication and Technology Division** Paper Reviewer, 2010, 2011, 2015
- **National Communication Association, since 2000.**
 - **Training & Development 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; Elected to Outstanding Member Selection Committee 2014-2015; Chair Awards Committee, 2019
 - Conference Paper Reviewer, 2004, 2005, 2009, 2010, 2011, 2012, 2013, 2014, 2015, 2016, 2017, 2018. **Top Reviewer Award** 2018.
 - **Organizational Communication Division:** Research Escalator Co-Chair, 2020; Preconference Co-Chair, 2018; Research in Progress Reviewer, 2017; Scholars Office Hours, Fall 2014; Service Engagement Award Selection Sub-Committee, 2014, 2015
 - Conference Session Chair 2004, 2005, 2006, 2018
 - Paper Reviewer 2006, 2007, 2013, 2014
 - Conference Session Respondent 2006, 2008, 2014
 - **Human Communication & Technology Division** Paper Reviewer 2003, 2009, 2010, 2016

- *ISCRAM* Conference Session Chair May, 2018
- *Organizational Communication Mini Conference*, Wandering Scholar, Ohio University, Fall 2017

University Service and Administrative Leadership

Major

- Secretary (elected) of the Academy of Distinguished Teachers, 2019-present
- Co-chair, McCombs/Moody Sales Minor Curriculum Development Committee, 2018-present
- Chair of the Sub-committee on Service Programs for the Undergraduate College Review Committee, 2019-present
- Chair (elected) of the UT-Wide-General-Teaching-Awards Committee, 2017-2018 & 2019-2020 Member, 2016-2017
- Faculty Judge, Undergraduate Research Showdown, 2018, 2019, 2020
- Member, Undergraduate Teaching Awards Committee, 2020
- Sub-committee Coauthor for “Concept Paper Produced in the Health and Humanities Pop-Up Institute,” 2018
- Designed and delivered ½-day Workshop: *Handling Difficult Questions During Recruitment*. Presented to the UT Austin Panhellenic Council during Recruitment Counselor Training, F 2017, F 2018, F 2019
- Member 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, F 2015, F 2016
- Reviewed graduate student papers for the Science & Technology Policy Award, Sp 2015
- Reviewed grant proposals for the Vice President for Research at UT Austin, University-wide Research Grant, F 2009, F 2014
- Search-Committee Member, Assistant Director of the Office for Emergency Preparedness UT Austin, F 2013
- Consulted with the Employee and Campus Services Division at the University of Texas at Austin on a university-wide communication assessment. 2008-2012
- Consulted with the Human Resources Department at the University of Texas at Austin on a new employee orientation data collection project. 2008-2010

Single Event

- Moderator: Plan II Honors Research Symposium, Sp 2019
- Proposal Reviewer: VP of Research Special Grants, Sp 2019
- Proposal Reviewer: Undergraduate Research Fellowships, F 2018
- Keynote: *Building Your Professional Image when Interviewing in the Medical Field*. Presented to the Multicultural Association of Pre-Health Students, F 2016
- Senate of College Councils, Pizza with Professor, F 2016
- Keynote: *Building Your Professionalism by Using Technology to Communicate*. Presented to Advise TX, Summer 2015; Su 2016
- Keynote: *Using LinkedIn to Develop Your Professional Reputation*. Presented to Sigma Lambda Beta International Fraternity, F 2015
- Invited Professor: *Multicommunicating in Class & Beyond*. 34th Honors Colloquium, Sp 2015
- Keynote: *Selling Yourself: Interviewing and Resume Success*. Presented to Sigma Lambda Beta International Fraternity, Sp 2015
- Keynote: *Social Media in Organizations & Student Life*, Conflict Course Facilitated Session, Sp 2014
- Keynote: *So You Want to Get a Job in Sales? Communication Studies Workshop*, Sp 2014, F 2015, Sp 2015

- Internal Communication Presentation: *Safety, Training Motivation, & Computer Access*, F 2013
- Freshman Interest Group (FIG) Presenter: Three different Moody College FIGs, F 2013
- Reading Round-Up Freshman Book Club Leader, F 2012 - F 2018

Moody College and Department Service

Moody College Service

- Co-Chair: Professional Sales & Business Development Center Exploration Committee, 2018-present
- Member: Moody College Teaching Excellence Committee, 2020
- Member: Global Engagement Committee, 2019-present
- Member: Principal Investigator Committee, 2016-present
- Member, Science Communication Minor Committee, 2017-present
- Panel Presenter: *Ethics and Communication*, Presentation given to Communication Council, 2019
- Graduation Marshal: 2009, 2012, 2014, 2016Sp., 2016F, 2017, 2018
- Member: Moody College-wide Technology in Classrooms Committee, 2018
- Keynote: *Corporate Communication & Communication & Leadership Degrees*, Presentation given to Communication Council, 2016
- Member: Communication & Leadership Degree Committee, 2015-present
- Review Panel Member: Health Communication Scholars Program, 2014, 2015, 2016
- Presenter: Donor and Potential Donor Presentations 2013, 2014, 2015, 2016, 2018

Center for Health Communication-Focused Service

- Associate Director May 2015-2018
 - Interprofessional Communication Planning Committee, Dell Children's Medical Center, 2015-2017
- Chair: Partner Workgroup, Center for Health Communication, 2015
- Member: Health Communication Leadership Institute Planning Committee, 2015
- Member: Health Communication Center Director Search Committee, 2013-2014
- Member: Health Communication Center Program Coordinator Search Committee, Fall 2014

Major Departmental Service

- Member: Graduate Office Committee (Fellowship and Award Selections) 2014-2015, 2016-2017, 2019-present
- Admission Chief: Graduate Student Admissions for Organizational Communication & Technology, 2014, 2019
- Co-Chair: Self-Study Revision Committee Innovations of Technology in Pedagogy, 2013
- Member: Graduate Recruitment Committee, 2017-2018
- Member: Organizational Communication Faculty Search Committee, 2009-2010, 2010-2011, 2011-2012, 2013-2014, 2014-2015, 2017-2018

Single Departmental Event

- Member: Grade Grievance Committee, 2019
- Departmental Representative: Town Hall Meeting on Undergraduate Majors, 2014, 2015, 2016
- Member: McNair Fellowship Selection Committee, 2015
- Member: Graduate Student Diversity Committee, 2014
- Member: Graduate Teaching Awards Review Committee, 2010, 2011, 2013
- Member: Graduate Fellowships Awards Review Committee, 2013

Graduate Student-Focused Service

- Invited Speaker: 081 Communication Studies Introduction to Graduate Studies Course, *Tips for Graduate Students Attending Conferences*, 2017, 2018, 2019

- Invited Speaker: Communication Student Graduate Council (CommSGC), Pedagogy Pros: *Tips and Tricks of the Trade with Award-Winning Faculty*, 2018
- Invited Speaker: CommSGC, Publisher's Parish, *Publishing Your Research: Tips from an Editor's Perspective*, 2017
- Faculty Recruiter: Communication Studies Department Graduate Student Recruitment Party, 2008, 2009, 2010, 2011, 2012, 2013, 2014, 2016, 2017, 2018
- Invited Speaker: Comm398T Graduate Student Teaching Course, Best Teaching Practices Panel, 2016
- Invited Speaker: CommSGC, *Bingeing and Enjoying it: How I Developed my Love of Writing*, 2016
- Invited Speaker: 081 Communication Studies Introduction to Graduate Studies Course, *Balancing Methodological Understanding and Depth while Developing Methodological Curiosity*, 2016
- Invited Speaker: 306M Professional Communication Instructors, *Talking about Teaching*, 2013
- Invited Speaker: CommSGC, Publisher's Parish, *Crafting Your Research Production Process*, 2013
- Wrote over 1054 letters of recommendation for students, including those for graduate school, law school, fellowships, jobs, and admission into the major. 2001-2019

Major Community Service (recent)

- Keynote: Young Men Leaders Association, *Establishing On-Line Presence: Social Media and Linked In for High School Students and Parents*, 2018, 2020
- Volunteer Team Photographer, Team Texas Climbing, 2014-present
- Fusion Academy Speech and Debate Coach & Debate Judge 2019-present
- Anderson High School Speech and Debate Judge, 2017-2019
- MacTheatre, McCallum High School Scholarship Committee Chair, 2014-2017
- Keynote: Girls Giving Grants, *Being a Leader Today*, 2017
- Keynote: Wayne Fueling Systems Women's Network, *Presenting Powerfully*, 2015
- Member: Focus Area Review Committee Impact Austin, 2013-2016
- Store Volunteer: University of Texas Orange Santa, 2011, 2012, 2013, 2014
- Keynote: Kealing Middle School Robotics Program, *Emergency Communication*, 2013
- Neighborhood Watch Area Captain: 2013-2017
- Keynote: Paragon Prep Middle School, *Using PowerPoint in Middle School*, 2013, 2014, 2016