Ashley K. Barrett

*Curriculum Vitae*

Doctor of Philosophy Phone: (254) 717-2809

Department of Communication Email: abarrett.35@gmail.com

(Health Communication & Technology) One Bear Place # 97368

Assistant Professor, Baylor University Waco, TX 76798-7368

*General Areas of Expertise*: *Specific Topics of Interest:*

* Communication Technologies • The use of ICTs in the workplace
* Health Communication • Information technologies in healthcare orgs
* Organizational Communication/Behavior • Impact of ICTs on work-home boundaries
* Crisis Communication • New media and knowledge

•\_Work-Home Boundary Management\_\_\_\_\_\_\_\_\_creation/management during crises

Education

**The University of Texas, Austin (2009-2015)**

Ph.D in Communication Studies (Concentration in Organizational Communication and Technology)

Committee: Dr. Keri Stephens (Advisor), Dr. Larry Browning, Dr. Dawna Ballard, Dr. Jeffrey Treem, Dr. Terry Jones (School of Nursing).

*Dissertation*: Change is Inevitable but Compliance is Optional: Social Influence and Behavioral Workarounds in the EHR Implementation of Healthcare Organizations.

**Baylor University (2007-2009)**

M.A. in Communication (Concentration in Organizational Communication)

*Advisor*: Dr. David W. Schlueter

*Thesis*: Computer-Mediated Leadership and Disciplinary Action: Using New Technology to Dismantle the Social Stereotypes and Gender Performances that Invade Face-to-Face Communication

**Baylor University (2003-2007)**

B.A., Political Science (Major) and Corporate Communication (Minor)

Accumulative GPA: 3.97

*Honors*: **Phi Beta Kappa**

**Lambda Pi Eta**

**Pi Sigma Alpha**

Research

**AWARDS:**

**Fall 2019 Semester Research Leave.** Competitivelygranted by Baylor University College of Arts & Sciences.

**2017-2018. Baylor University Rising Star Fellowship.** Granted by Baylor University Office of the Vice Provost for Research.

**2017 Top 4 Article Published in *Management Communication Quarterly***. 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. Also lead article. (Awarded in June 2018).

**2016 NCA Organizational Communication Division Top 4 Papers**. Barrett, A. K. & Stephens, K. K. Fighting standardization with a “local stamp of approval”: The influential mediating role of workarounds in electronic health record change.

**2016 SSCA International Division Top Paper Award.** Barrett, A. K., & Dailey, S. “Real meaning doesn’t have to be broadcasted to the world”: Using cultural discourse to examine Norwegian workers’ constructions of identity and meaningful work.

**2015 Nominated for the UT Graduate School Outstanding Dissertation Award** as the representative from the Department of Communication Studies at the University of Texas.

**2nd Place in NCA Human Communication & Technology Division Dissertation Award,** 2015

**2014 Best Research Paper in Conference Award** (**1st out of 191 submissions).** Stephens, K. K., Ford, J. L., **Barrett, A. K.,** & 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

**2014 NCA Outstanding Article Award.**  Stephens, K. K., Barrett, A. K., & Mahometa, M. J. (2013). Organizational communication in emergencies: Using multiple channels and sources to combat noise and capture attention. **Human Communication and Technology Division**.

**2013 NCA Human Communication & Technology Division Top Paper Award.**Stephens, K. K., & Barrett, A. K. Communicating briefly: Technically.

**2012 SSCA Mass Communication Division Top Paper Panel.** Barrett, A. K. Too many mediated voices: The impact of socialization practices on perceptions of email overload in theworkplace.

**2012 SSCA Gender Studies Division Top Paper Award**. Barrett, A. K. & Schlueter, D. W. Computer-mediated leadership and disciplinary action: Using new technology to dismantle the social stereotypes and gender performances that invade face-to-face communication.

**REFERRED JOURNAL ARTICLES:**

Ford, J., Douglas, M., & **Barrett, A. K**. (accepted). The role of pandemic fatigue in seeking and avoiding information on COVID-19: An application of the risk information seeking and processing model. *Health Communication.*

Thompson, C., Rhindenhour, K., Blackburn, K. & **Barrett, A. K**. (2022). Using crowdsourced medicine to manage uncertainty on Reddit: The case of COVID-19 long-haulers. *Patient Education and Counseling*, *105*(2), 322-330. <https://doi.org/10.1016/j.pec.2021.07.011>

Ford, J., Zhu, Y., & **Barrett, A. K**. (2022). ‘Structural divergence, safety climate, and intentions to leave: An examination of health care workers’ experiences of abuse. *Communication Monographs, 89*(1), 1-24.Lead Article. <https://doi.org/10.1080/03637751.2021.1900886>

Barrett, A. K. (2022). The communicative constitution of health information technology (HIT) resilience in healthcare organizations*. Information Technology & People, 35*(2), 781-801. <https://doi.org/10.1108/ITP-07-2019-0329>

Rhidenour, K., Blackburn, K., **Barrett, A. K.,** & Taylor, S. (2021). Mediating Medical Marijuana: Veterans’ Reddit Threats as a Source of Mental Health Social Support. *Health Communication.* Advance online publication*.* <https://doi.org/10.1080/10410236.2021.1886411>

Barrett A. K., & Murphy, M. M. (2021). Social support in self-help groups: Comparing perceived support, effectiveness, satisfaction, and network quality in face-to-face and videoconferencing meetings*.* *Western Journal of Communication, 85*(1), 123-146. <https://doi.org/10.1080/10570314.2020.1786598>

Barrett, A. K., Ford, J., & Zhu, Y. (2021). Sending and receiving safety and risk messages in hospitals: An exploration into providers’ perceived communication overload. *Health Communication, 36*(13), 1697-1708*.* <https://doi.org/10.1080/10410236.2020.1788498>

Barrett, A. K. (2020). “I can tell you right now, EHR does not improve communication. It does not improve healthcare”: Understanding how providers make sense of their advanced information technology (AIT) workarounds. *Journal of Applied Communication Research, 48*(5), 537-557*.* <https://doi.org/10.1080/00909882.2020.1820551>

Barrett, A. K., & Murphy, M. (2019). Was that logical?: Demonstrating decision-making constraints in the contemporary workplace environment. *Communication Teacher, 33*(4),309-314*.* <https://doi.org/10.1080/17404622.2019.1575426>

Barrett, A. K. (2019). Digital storytelling: Using new technology affordances to organize during high uncertainty. *Narrative Inquiry*, *29*(1), 213-243. <https://doi.org/10.1075/ni.18017.bar>

Rhidenour, K., **Barrett, A. K**., & Blackburn, K. (2019). Heroes or health victims?: Exploring how the elite media frames veterans on Veterans Day. *Health Communication, 34*(4), 371-382. <https://doi.org/10.1080/10410236.2017.1405481>

Barrett, A. K. (2018a). Technological appropriations as workarounds: Integrating electronic health records and adaptive structuration theory research. *Information Technology & People, 31*(2),368-387. <https://doi.org/10.1108/ITP-01-2016-0023>

Barrett, A. K. (2018b). Electronic health record (EHR) organizational change: Explaining resistance through profession, organizational experience, and EHR communication quality. *Health Communication, 33*(4), 496-506*.* <https://doi.org/10.1080/10410236.2016.1278506>

Barrett, A. K., & Dailey, S. (2018). A new normal? Competing national discourses and workers’ constructions of identity and meaningful work in Norway. *Communication Monographs, 85*(2), 284-307*.* <https://doi.org/10.1080/03637751.2017.1372587>

Barrett, A. K. (2018c). Information seeking from organizational communication sources during healthcare technology change. *Communication Quarterly, 66*(1),58-78. <http://dx.doi.org/10.1080/01463373.2017.1329219>

Barrett, A. K., Murphy, M., & Blackburn, K. (2018). "Playing hooky" health messages: Apprehension, impression management, and deception. *Health Communication, 33*(3),326-337.<https://doi.org/10.1080/10410236.2016.1266578>

Barrett, A. K., & Stephens, K. K. (2017a). Making electronic healthcare records (EHRs) work: Informal talk and workarounds in healthcare organizations. *Health Communication, 32*(8),1004-1013*.* <https://doi.org/10.1080/10410236.2016.1196422>

Barrett, A. K., & Stephens, K. K. (2017b). The pivotal role of change appropriation in the implementation of healthcare technology. *Management Communication Quarterly, 31*(2),163-193*.* [https://doi.org/10.1177/0893318916682872](https://doi.org/10.1177%2F0893318916682872). Lead article.

Stephens, K. K., & **Barrett, A. K.** (2016). Communicating briefly: Technically. *International Journal of Business Communication, 53*(4), 398-418. [https://doi.org/10.1177/2329488414525463](https://doi.org/10.1177%2F2329488414525463)

Barrett, A. K. (2014). Breaking boundaries: Time and work-life practices in hospital organizations. *Western Journal of Communication, 78*(4), 1-21.<https://doi.org/10.1080/10570314.2014.926390>

Stephens, K. K., **Barrett, A. K.,** & Mahometa, M. L. (2013). Organizational communication in

emergencies: Using multiple channels and sources to combat noise and capture attention.

*Human Communication Research, 39*(2), 230-251. <https://doi.org/10.1111/hcre.12002>

Barrett, A. K. (2009). Lyndon B. Johnson, “Let Us Continue” (27 November 1963). *Voices of Democracy, 4,* 97-119. Available at http://www.voicesofdemocracy.umd.edu/

**JOURNAL MANUSCRIPTS IN PROGRESS**

Barrett, A. K., Ford, J. S., & Zhu, Y. (revise & resubmit). Communication Overload in Hospitals: Exploring Organizational Safety Communication, Worker Job Attitudes, and Communication Efficacy. *Health Communication.*

Ford, J. L., Douglas, M., & **Barrett, A. K**. (under review). Analyzing color-coded COVID-19 alerts, pandemic fatigue, and COVID-19 preventative behaviors to extend the theory of planned behavior. *Communication Monographs.*

Barrett, A. K., & Ford, J. (under review). Mandating the Primary Threat to Hospital Nurses’ Effective Safety and Risk Communication and Overload. *Qualitative Research Reports in Communication*.

Barrett, A. K., Thompson, C., Rhidenour, K., Weissman, L., & Seyid, Y. (data analysis). What do we know about provider interactions with patients who identify as COVID-19 “long haulers”?: A thematic analysis of patient perceptions and conversations on Reddit. Targeted for *Patient Education & Counseling*.

Rhidenour, K., Thompson, C., **Barrett, A. K**., & Blackburn, K. (data analysis). Rhetorically constituting COVID-19 long hauler identity through provider conceptualizations about health “normalcy”. Targeted for *Rhetoric of Health & Medicine*.

**ENCYCLOPEDIA ENTRIES:**

Barrett, A. K. (accepted). Professional identity in healthcare organizations. *The International Encyclopedia of Health Communication.*

**BOOK CHAPTERS:**

Barrett, A. K., & Posey, C. (2019). Organizational Crisis Communication in the Age of Social Media:Weaving a Practitioner Perspective into an Extended Case Study. In K. K. Stephens (Ed.), *New media in times of crisis (*pp. 15-41). New York, NY: Routledge. ***Book received Top Edited Book Award from NCA’s Division of Human Communication & Technology.***

Barrett, A. K. (2016). “The Serial-Killer Application”: Email Overload and The Dark Side of Technology in the Workplace.” In E. Gilchrist-Petty & S. D. Long (Eds.), *Contexts of the Dark Side of Communication* (pp. 293-304).New York, NY: Peter Lang Publishing.

Barrett, A. K., & Schlueter, D. W. (2015). Computer-Mediated Leadership and Disciplinary Action: Using New Technology to Dismantle the Social Stereotypes and Gender Performances that Invade Face-to-Face Communication. In A. Martinez & L. Miller (Eds.), *Gender in a Transitional Era: Changes and Challenges.* Lexington, MA: Lexington Books.

Barrett, A. K. & Ballard, D. (2014). The Norwegian Workplace Hustle: A Crisis of National Identity. In L. Browning & J. O. Sornes (Eds.), *Stories of the High North: A Reader.* New York, NY: Routledge.

Barrett, A. K. & Heemstra, H. (2014). LO-VE is complicated: Locating the Voice of Tourism Organizations in the Great Oil Debate in Northern Norway. In L. Browning & J. O. Sornes (Eds.) *Stories of the High North: A Reader.* New York, NY: Routledge.

**PEER-REVIEWED PUBLISHED CONFERENCE PAPERS:**

Stephens, K. K., Ford, J. L., Barrett, A. K., & 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.

**MAJOR RESEARCH GRANT SUBMISSIONS:**

National Science Foundation. *CAREER: Using Advanced Organizational Technology to Communicate Compassionately*, 5/1/22- 5/1/26. Barrett is PI. Value: $377,470. Under Review.

National Science Foundation. SCH: Data-Enabled Automatic Facilitator, and Crowdsourced Healthcare ASL Representation and Marking (DEAF CHARM), 5/1/22-5/1/25. Pablo Rivas is PI. Value: $1,198,473. Not funded.

National Science Foundation. *CAREER: Using Advanced Organizational Technology to Communicate Compassionately*, 5/1/21- 5/1/25. Barrett is PI. Value: $466,255. Not funded.

**CONFERENCE PAPERS/PRESENTATIONS:**

Barrett, A., Ford, J., & Zhu, Z. (2021). *Modeling communication overload: The role of safety messaging, decision-making, and organizational safety climate*. Paper submitted for presentation at the National Communication Association, Seattle Washington. Organizational Communication Division.

Thompson, C., Rhidenour, K., Blackburn, K., & **Barrett, A. K**. (2021). Crowdsourced medicine in the case of COVID-19 long-haulers: An investigation of language features and functions over time. Paper presented at the D.C. Health Communication Conference.

Ford, J., Zhu, Y., & **Barrett, A. K**. (2020). “I signed up for this”: Examining health care workers’ experiences of abuse as evidence of structural divergence. Paper presented at the National Communication Association. Organizational Communication Division.

Rhidenour, K., Blackburn, K., & **Barrett, A. K**. (2020). Mediating medical marijuana: Exploring how veterans discuss their stigmatized substance use on Reddit. Paper presented at the National Communication Association. Interpersonal Communication Division

Barrett, A. K., Ford, J., & Zhu, Y. (2019). *Sending and receiving safety and risk messages in hospitals: An exploration into providers’ perceived communication overload*. Paper presented at the International Communication Association Conference, Gold Coast, Australia. Organizational Communication Division.

Barrett, A. K. (2019). *Surviving Failure Using Communication: The Communicative Constitution of Health Information Technology (HIT) Resilience in Healthcare Organizations*. Paper presented at the National Communication Association Conference, Baltimore, Maryland. Health Communication Division.

Barrett, A. K. (2019*).* [*I can tell you right now, EHR does not improve communication. It does not improve healthcare”: Understanding How Providers Make Sense of their Electronic Health Record Workarounds*](javascript:previewEvents(9795);)*.* Paper Accepted for Presentation at the National Communication Association Conference, Baltimore, Maryland. Human Communication & Technology Division.

Rhidenour, K., & Barrett, A. K. (2018). *Developing Research and Curriculum in Health Communication: Exploring the Intersections of Health, Rhetoric and Identity*. Workshop Presented at the International Communication Conference, Prague, Czech Republic.

Barrett, A. K. (2018). *Integrating communication factors into an electronic health record workaround and antecedent model.* Paper Presented at the National Communication Association Conference, Salt Lake City, Utah. Health Communication Division.

Barrett, A. K., & Murphy, M. M. (2018). *Social support in self-help groups: Comparing perceived support, effectiveness, satisfaction, and network quality in face-to-face and video-conferencing meetings.* Paper Presented at the National Communication Association Conference, Salt Lake City, Utah. Human Communication & Technology Division.

Barrett, A. K. (2018). *Unapproachable Conversations and Gendered Expectations: Why Women Healthcare Providers Struggle to Build the Better EHR Systems of Tomorrow.* Paper Presented at the National Communication Association Conference, Salt Lake City, Utah. Feminist and Women Studies Division.

Rhidenour, K., **Barrett, A. K**., & Blackburn, K. (2017). *Heroes or health victims?: Exploring how the elite news media narrativizes veterans on Veterans Day*. Paper Presented at the National Communication Conference, Dallas, TX. Health Communication Division.

Barrett, A. K. (2017). *Opting out of plugging in: Explaining EHR resistance through profession, age, organizational experience, and EHR communication quality*. Paper presented at the Eastern Communication Association Conference, Boston, MA. Health Communication Division.

Barrett, A. K., & Stephens, K. K. (2016). *Fighting standardization with a “local stamp of approval”: The influential mediating role of workarounds in electronic health record change*. Paper Presented at the National Communication Association Conference. Philadelphia, PA. Organizational Communication Division. **Top Paper Panel.**

Barrett, A. K., Murphy, M., & Blackburn, K. (2016). “*Playing hooky” health messages: Apprehension, impression management, and deception.* Paper Presented at the National Communication Conference, Philadelphia, PA. Instructional Communication Division.

Barrett, A. K., & Stephens, K. K. (2016). *Making electronic healthcare records (EHRs) work: Informal talk and workarounds in healthcare organizations*. Paper Presented at the Kentucky Conference on Health Communication, Lexington, KY.

Barrett, A. K. (2016). *Real meaning doesn’t have to be broadcasted to the world”: Using cultural discourse to examine Norwegian workers’ constructions of identity and meaningful work.* Paper presented at the Southern States Communication Association Conference, Austin, TX. Intercultural Division. **Top Paper Award.**

Barrett, A. K., & Murphy, M. (2015). *Playing hooky: An investigation of student absenteeism, teacher apprehensions and credibility, and willingness to communicate within a multiple goals framework.* Paper presented at the National Communication Association Conference, Las Vegas, NV. Instructional Development Division.

Barrett, A. K. (2014). *Reinventing Change: The social and behavioral influences on perceptions of EHR implementation in healthcare organizations*. Paper presented at the National Communication Association Conference, Chicago, IL. Health Communication Division.

Barrett, A. K. (2014). *Swift Trust in temporary systems: A review of research and call for future directions.* Paper presented at the National Communication Association Conference. Chicago, IL. Group Communication Division.

Barrett, A. K. (2014). *Electronic health records and organizational change.* Paper presented at the National Communication AssociationConference,Chicago, IL. Student Section Division.

Stephens, K. K. & **Barrett, A. K**. (2013). *Communicating briefly: Technically*. Paper presented at the National Communication Association Conference, Washington, D.C. Human Communication & Technology Division. **Top Paper Award**.

Barrett, A. K. (2013). *Reinventing change: The social, organizational, and temporal influences on EHR implementation and its use in healthcare organizations*. Paper presented at the National Communication Association, Washington, D.C.Roundtable on Research in Progress 02: Communication in Organizations.

Barrett, A. K. (2013). *Reinventing Change: The social and organizational influences on EHR implementation in hospitals*. Paper Presented at the Organizational Communication Mini Conference (OCMC), Champaign, Illinois.

Barrett, A. K. (2013). *The Impact of national culture on conceptions of meaningful work and identity negotiation: An investigation into a variety of Norwegian organizations.* Paper presented at the International Communication Association, London, U.K.

Barrett, A. K. (2012). *Pushing Boundaries: Time, media use, and work-life practices in hospital organizations.* Paper presented at the Organizational Communication Mini Conference (OCMC), Normand, OK.

Barrett, A. K. & Rogers, S. (2012). *Living in the moment when every second counts: Time, technology, and work-life in hospital organizations*. Paper presented at the International Communication Association Conference. Phoenix, AZ. Communication & Technology Division.

Barrett, A. K. (2012). *“We will work in the working hours”: Work/home boundary management and the culture of the Norwegian organization*. Paper presented at the International Communication Association, Phoenix, AZ. Intercultural Communication Division.

Barrett, A. K. & Schlueter, D. W. (2012). *Computer-mediated leadership and disciplinary action: Using new technology to dismantle the social stereotypes and gender performances that invade face-to-face communication.* Paper presented at the Southern States Communication Conference. Division. San Antonio, TX. Gender Studies Division. **Top Paper in the Division Award.**

Barrett, A. K. (2012). *Too many mediated voices: The impact of socialization practices on perceptions of email overload in the workplace*. Paper presented at the Southern States Communication Association Conference, San Antonio, TX. Mass Communication Division. **Top Paper Panel**.

Barrett, A. K. & Ballard, D. (2012). *Chronemics in health communication: Considering the intersection of fungible and epochal times in health care*. Paper presented at the National Communication Association Conference, Orlando, FL. Nonverbal Communication Division.

Barrett, A. K. (2012). *Computer-mediated message production in an emergency setting: Expanding the “narrative network” method of research*. Paper presented at the National Communication Association Conference, Orlando, FL. Social Cognition Division.

Stephens, K. K. & **Barrett, A. K**. (2012). *Redundant communication through multiple ICTs: Identifying source and ICT combinations that escalate a sense of urgency*. Paper presented at the National Communication Association Conference, Orlando, FL. Human Communication and Technology.

Stephens, K. K., **Barrett, A. K.,** & Mahometa, M. J. (2011). *This is not a test: Using multiple communication technologies to capture attention during an emergency.* Paper presented at the National Communication Association Conference, New Orleans, LA. Communication and Technology Division.

Stephens, K. K. **Barrett, A. K**., Quejada, M. & Ragan, W. (2011). *Microblogging to provide informative, explanatory, and persuasive voice in crisis communication: Technical explanations in the BP oil spill.* Paper presented at the National Communication Association Conference, New Orleans, LA. Applied Communication Division.

Barrett, A. K. (2011). *The power of choice and a rational voice: Expanding the implications of the institutional theory of organizational communication*. Paper presented at the National Communication Association Conference, New Orleans, LA. Organizational Communication Division.

Barrett, A. K. & Heemstra, H. (2011). *LO-VE is a battlefield: Locating the voice of tourism organizations in the Norwegian great oil debate*. Paper presented at the 8th annual *International Qualitative Camp Conference*. Bodø Graduate School of Business, University of Nordland. Bodø, NO.

Barrett, A. K. & Wilson, A. L. (2010). *Virtual competition in asynchronous learning environments.* Paper presented at the National Communication Association Conference, Chicago, IL. Applied Communication Division.

Barrett, A. K. (2010). *Email overload and email-related stress in the workplace: A qualitative analysis investigating the advantages of organization-specific socialization practices*. Paper presented at the 9th annual International Qualitative Camp Conference. Bodø Graduate School of Business, University of Nordland, Bodø, NO.

Teaching, Academic Appointments, & Awards

Academic Appointments:

**Assistant Professor in Health Communication (August 2016- present)**

Baylor University

* Instruct classes in *Communication Theory, Organizational Communication, and Health Communication.*

**Lecturer (August 2013- Spring 2016)**

Baylor University

* Instruct classes in *Public Speaking, Teams/Small Group Communication,* and *Communication Theory.*

**Adjunct Instructor (Fall 2010- May 2013)**

University of Texas, Austin

* Instructed classes in *Professional Public Speaking*, *Organizational Communication* and *Small Group (Teams) Communication.*

**Student-Athlete Tutor (May 2013- September 2013)**

Athletics Department, University of Texas, Austin.

* Instructed and mentored student athletes, working with them one-on-one to help them excel in the classroom, further develop their study skills, and organize their semester workload.
* Assisted international students in adjusting to a new educational system and adapting to new learning styles.

**Teaching Assistant (Fall 2009- Spring 2010)**

University of Texas, Austin

* Assisted Keri Stephens in undergraduate communication studies courses entitled “Communication Technologies in the Workplace” and “Building Sales Relationships”.
* Graded and critiqued student papers, tests, and projects.
* Mentored students during class time and worked one-on-one with undergraduate students to improve their writing and analytic skills during office hours.
* Guest lectured covering topics such as proper email etiquette in the workplace as well as generational differences in workplace technology use and expectations.

**Research Assistantship with Dr. Sirkka Jarvenpaa (Spring 2012)**

* Assisted with research that explored the meaning of swift trust (Meyerson, Weick, & Kramer, 1996) across multiple academic disciplines and contexts.
* Worked to reconceptualize the meaning of a “temporary organization” according to the MIS and Communication Studies disciplines.
* Produced a review paper on swift trust in new organizational forms that is to be submitted to the *Journal of Management.*

**Research Assistantship with Dr. Dawna Ballard (Summer 2012)**

* Assisted with organizing and collecting research (via the application Evernote) that focused on the issue of email and information overload in the contemporary workplace.
* Debated how old and new technologies have facilitated overload in what is now termed the “networked” society/organization.

**Research Assistantship with Dr. Dawna Ballard (Fall 2011)**

* Collaborated on NIH grant application research and writing.
* Created/ maintained a Blackboard research site that organized research tools including interview transcripts, IRB consent forms, utilized research scales, and audio files.
* Assisted with research focusing on the physical and mental health of football players, and issues of communication and identity in athletes grounded in symbolic convergence theory.

**Research Assistantship with Dr. Keri Stephens (Spring 2011)**

* Assisted with a content analysis of BP’s crisis messages strategies distributed via Twitter.
* Mentored and instructed undergraduate students in research coding techniques
* Collaborated on NSF grant application research and writing.

**Editorial Assistant, *Rhetoric & Public Affairs* (Summer 2007- Summer-2009).**

* Distributed incoming manuscripts to journal reviewers, organized and kept track of manuscripts on file as well as reviewer due dates.
* Vetted mock-ups of journal issues in preparation for publication.
* Daily studied the caliber of scholarship that earns acceptance in a top tier communication journal**.**

**Research Assistantship with Martin J. Medhurst (Summer 2007-Summer 2009)**

* Assisted Dr. Medhurst, a distinguished scholar of communication and political science, with research in several different domains of political communication (several of them leading to book and journal publications).
* Conducted research on the strategies and policies of ongoing presidential candidates and their corresponding campaigns in the 2008 national elections.

Teaching Awards:

**Baylor University, Summer Sabbatical, (2019).** Granted by Baylor University Office of the Provost.

**Baylor University, Summer Sabbatical, (2016).** Granted by Baylor University Office of the Provost.

**Baylor University “Outstanding Professor” Award (2014-2015).** Granted by Baylor University Athletics and Student Athletes.

**Baylor University “Outstanding Professor” Award (2013-2014).** Granted by Baylor University Athletics and Student Athletes.

**University of Texas Tower Award (2013).** *Best Academic Service Learning Course*: *CMS 310K, Teams Communication.*

* During my 3rd year in my doctoral program, I along with two other instructors were given the opportunity to completely re-work our Teams Communication class, which had been experiencing a decline in student enrollment. The instructors and I decided to partner with the UT Academic Service Learning Department and the UT Center for Civic Engagement to implement a method of pedagogy in which student service to the community and academic, in-classroom learning were equally important components in the course as well as dual learning objectives.
* We were asked to apply for a university-wide award for the work we had done re-organizing the course around rigorous reflection and the construction of reciprocal, mutually responsible relationships amongst students and the non-profit organizations they served.
* Up against other more established courses instructed by tenured professors, our course ended up winning the Best Academic Service Award, which was voted on by the staff of the UT Longhorn Center for Civic Engagement.

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Internal and External Research Funding and Assistance

**NSF CAREER Grant Submission (2020, 2021).** Proposal’s research goal is to examine how organizational members in emotional work occupations innovate their communication practices following AIT implementation to uphold compassionate communication. This process is especially important in healthcare organizations serving vulnerable populations that have lower literacy levels.

**Recruitment Merit Fellowship,** University of Texas, Austin

Inducement to accept UT’s offer for admission to Ph.D. program.

Total Amount: $10,000

**Four-year Teaching Assistant/ Adjunct Instructor Appointment,** University of Texas, Austin.

Total Amount: Approximately 61,000 ($1520 per 9 nine month salary)

**University Tuition and Fees Grant**, University of Texas, Austin.

Total Amount: Approximately $4,000/ year.

**Research in the High North Fellowship**, Bodø Graduate School of Business, University of Nordland. Bodø, Norway.

Total Amount: Approximately $12,000 (Summer 2010, Summer 2011, and Summer 2013).

**Graduate School Professional Development/Travel Awards**, University of Texas, Austin Total Amount: $1000 (Fall 2010 -Summer 2013)

**Academic Merit Award (2009)**, University of Texas, Austin

Total Amount: $400

**Research Assistantships (4 awarded as of Spring 2012),** University of Texas, Austin.

Total Amount (as of May 2013): $ 1600

**Voices of Democracy Reward for Judging High School Student Speech Competition**

Total Amount: $450 (2010-2013)

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Service

**INVITED PRESENTATIONS:**

(2014 to present). *What is Organizational Communication? Evolving Challenges in the Field*. Guest Lecture in Dr. Rich Edward’s undergraduate Introduction to Communication Research course. Baylor University.

(2012, September). *Human Communication as Narration: Lingering Thoughts on Fisher.* Guest Lecture in Larry Browning’s graduate Organizations and Narratives Seminar. The University of Texas, Austin.

(2012, February). *Getting Narratological: Transitioning from Traditional Qualitative Research Methods to Narratology.* Guest Lecture in Larry Browning’s undergraduate Qualitative Research Methods Course. The University of Texas, Austin.

(2011, October). *Marketing the Professional Self: Tips for Getting and Keeping a Job via Social Media.* Presentation given to the Communication Council in preparation for their involvement in the College of Communication Job and Internship Fair. University of Texas, Austin.

(2011, October). *Stories of Doing Research in the High North*: *Norway Fellows Presentation*. Presentation given to Dr. Dawna Ballard’s Introduction to Graduate Studies in Human Communication graduate class. University of Texas, Austin.

(2011, March). *Technological Processes and Theory in Organizational Communication*. Guest lecture in Jane Damron’s Small Group undergraduate classes(s). Baylor University, Waco, Texas.

(2010, February). *Workplace technologies and expected norms: Exploring the argument of generational differences/inconsistencies*. Guest lecture in Dr. Keri Stephen’s undergraduate Communication Technologies in the Workplace class. University of Texas, Austin.

(2010, October). *A Repertory Grid Analysis of Qualitative Research*. Presentation given to Dr. Dawna Ballard’s Introduction to Graduate Studies in Human Communication graduate class. University of Texas, Austin.

**DEPARTMENTAL/UNIVERSITY SERVICE:**

Mission Faculty Leader for Pre-vet May Mission Trip to Guatemala (Summer 2018 to present), Baylor University.

Search Committee Chair for Assistant Professor in Health Communication position, (Fall 2017 Spring 2018), Baylor University

Faculty Partner to the Collins Residence Hall (2013-2019), Baylor University.

Co-designer of Baylor University Department of Communication Website (Summer 2015-Summer 2017), Baylor University.

Faculty Advisor (2016 to 2019) for the Country Music Association Student Organization, Baylor University.

Mentor (2011). Intellectual Entrepreneurship: Pre-Graduate School Internship. (Univ. of Texas)

* Worked one-on-one with a Communication Studies undergraduate student to help her understand if graduate school was a good choice for her and guide her in the application process.
* Coached and educated the student in the unique aspects of graduate study that make it distinct from the undergraduate experience (e.g., conducting research, writing for scholarly audiences, participating in seminars, serving as a teaching and/or research assistant, publishing articles in professional journals, becoming a member of scholarly organizations and learned societies, preparing for an academic or professional career, etc.).

**PROFESSIONAL SERVICE & AFFILIATIONS:**

Guest Editor (Summer 2017). *Sage Open Journal*

Reviewer, (2019-present). *Health Communication*

Reviewer, (2019). *Qualitative Health Research*

Reviewer, (2018- present). *Communication Monographs*

Reviewer, (2016- present). *Information Technology & People*

Reviewer (2016- present). *Management Communication Quarterly*

Reviewer (2016-present). *International Journal of Business Communication*

Reviewer (2016 to present). *Communication Quarterly*

Reviewer (2016 to present). *Journal of Contingencies and Crisis Management*

Reviewer (2011-present). *National Communication Conference*, Human Communication and Technology Division.

Reviewer (2016-present). *National Communication Conference*, Organizational Communication Division.

Secretary (2016- present). *National Communication Association,* Human Communication and Technology Division.

Chair (2015). *Southern States Communication Conference*. Gender Studies Division.

Reviewer (2013). *Hawaii International Conference on System Sciences (HICSS).*

Member (2011- present). Southern States Communication Association.

Member (2012- present). International Communication Association.

Member (2009- present). National Communication Association

Member (2011- 2015). Women in Communication Leadership Network, a graduate student association for leadership development, service, networking, and mentoring.

Pro-Bono Consultant(2013-2017).Waco YMCA, Texas Sports Hall of Fame, Dr. Pepper Museum, CASA (Court Appointed Special Advocates for children), Caritas, Texas Hunger Initiative, World Hunger Relief, Meals on Wheels, Talitha Koum, Cesar Chavez Middle School, Prosper Waco (All in the Waco Area)

Judge (2010-2013). Voices of Democracy Audio-Essay Competition. (This organization provides over 3 million dollars in college scholarships and savings bonds to high school students each year while ensuring veterans are respected for their service and recognized for their sacrifices).

**PROFESSIONAL DEVELOPMENT:**

*Participant* (July, 2011). National Science Foundation Regional Grant-Writing Conference, Austin, Texas.

*Participant* (May, 2012). “Mobile communication, community, and locative media: From the everyday to the revolutionary”. *International Communication Association Pre-conference Workshop.*

*Participant* (May 2013). *“*Organizational Communication Doctoral Consortium*.” International Communication Association Pre-conference Workshop.*

Technical Skills and Expertise

* *Learning Technologies*: BlackBoard (advanced), PBworks (intermediate), Box.net (intermediate), Mediafire (advanced), Adobe Connect (intermediate), Canvas (intermediate).
* *Data Collection & Analysis*: SPSS (advanced), SurveyMonkey (advanced), Qualtrics (advanced), NVivo (intermediate), Evernote (intermediate) AMOS (advanced), LISREL (beginner).
* *Print & Web Design*: WordPress (advanced), WiX (intermediate) Blogger (intermediate), Adobe Photoshop (intermediate), Adobe InDesign (beginner)

References

Dr. Keri Stephens

Associate Professor

Department of Communication Studies

The University of Texas, Austin

Dr. Larry Browning

Professor

Department of Communication Studies

The University of Texas, Austin

Dr. Dawna Ballard

Associate Professor

Department of Communication Studies

The University of Texas, Austin