

## Keri K. Stephens, Ph.D.

Professor | Moody College of Communication | Department of Communication Studies  
Co-Director [Technology & Information Policy Institute \(TIPI\)](#)  
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**Research Interests & Expertise:** Organizing & Using Technology to Communicate, Disaster, Risk, & Crisis Communication; Mobile Communication, Infrastructure Communication

## ACADEMIC/PROFESSIONAL BACKGROUND

### Educational Background

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- 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

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| 2020-present   | Full Professor, The University of Texas, Austin, TX (UT Austin)   |
| • 2021-2022    | NSF-trained in user research, low-fidelity prototyping, and team science  |
| 2020-present   | Co-Director, Technology & Information Policy Institute, UT Austin   |
| 2013-2020      | Associate Professor (with tenure), UT Austin  |
| • 2018-present | Distinguished Teaching Professor (UT Academy of Distinguished Teachers)<br>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  |
| • June 2017    | Summer Scholar, North Dakota State University   |
| • 2014-2015    | Big XII Faculty Fellow at Texas Christian University  |
| 2007-2013      | Assistant Professor, UT Austin, 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   |
| 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

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- Top 4 Article of the Year for *Management Communication Quarterly*, 2021
- Edited Book of the Year for the Organizational Communication Division of NCA. Awarded to *New Media in Times of Crisis*, Routledge, 2020
- Risk & Emergency Management Achievement Award from the National Association of Counties for the Neighborhood Wildfire Drill, 2020
- Texas Counties Best Practices Award from the Texas Association of Counties for the Neighborhood Wildfire Drill, 2020
- Book of the Year for the Human Communication & Technology Division of the National Communication Association (NCA). Awarded to *Negotiating Control: Organizations & Mobile Communication*, 2019
- Outstanding Book Award in the Organizational Communication Division of NCA. Awarded to *Negotiating Control: Organizations & Mobile Communication*, 2019
- 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
- 14 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, 2020
- 5 Top Paper Panels, International Communication Association (ICA)
  - Environmental Communication Div., 2022
  - Mobile Communication Div., 2016 (Top Paper)
  - Communication and Technology Div. (CAT), 2014
  - Instructional Communication Div., 2007
  - Organizational Communication Div., 2005
- 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

### *Fellowships, Dissertation, and Career Awards to Graduate Student Advisees*

- Anastazja G. Harris, National Science Foundation Dissertation Research Award, Value: \$27,963, 2021; Work in the Age of Intelligent Machines Doctoral Research Fellowship (NSF-supported), Value: \$50,000, 2021, & PEO Scholars Nominee for the Greater Austin Chapter, 2021.
- Brett W. Robertson, Redding Dissertation Award, ICA Organizational Communication, May 2021;

- Communication & Aging Dissertation Award, NCA, November, 2021
- Stephanie L. Dailey, Linda L. Putnam Early Career Scholar Award, ICA Organizational Communication, May 2020
- Yaguang Zhu, Laura Crowell Dissertation Award, NCA Group Communication Div., Nov. 2019
- Jessica L. Ford, Outstanding Dissertation Award, UT Austin, April, 2016
- Ashley K. Barrett, NSF CAREER Award, Sept. 2022-2025. Runner-up NCA Human Comm. & Technology Dissertation Award, Nov. 2015

### **Teaching & Mentoring Awards and Honors (selected)**

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#### ***National- & International-level recognition***

- Outstanding Mentor Award, Organizational Communication Division of the National Communication Association (NCA), 2021
- 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***

- Tower Award for Outstanding Service Learning Project, 2022
- President's Award for Global Learning (4 teams selected campus wide), 2021
- 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, 2020, 2021
- 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***

- Graduate Faculty Member of the Year, Communication Studies Graduate Student Community, 2021
- Departmental nominee, UTexas Outstanding Graduate Student Instructor, 2021, 2022
- 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

## **SCHOLARLY PUBLICATIONS**

### ***Books, Peer Reviewed***

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**Stephens, K. K.** (Ed.). (2019). *New media in times of crisis*. New York, NY: Routledge. (286pgs). **Edited Book of the Year, Organizational Communication Div., NCA, 2020.**

**Stephens, K. K.** (2018). *Negotiating control: Organizations & mobile communication*. New York, NY: Oxford University Press. (312pgs). **Book of the Year, Human Communication & Technology Div., NCA, 2019 & Outstanding Book, Organizational Communication Div., NCA, 2019.**

Browning, L. D., Sætre, A. S., **Stephens, K. K.**, & Sørnes, J. O. (2008). *Information & communication technologies in action: Linking theory and narratives of practice*. New York, NY: Routledge. (304pgs)

### ***Journal Articles, Book Chapters, & Proceedings Peer Reviewed unless starred (graduate student coauthors in italics)***

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

- Johnson, M., Murthy, D., Robertson, B. W., Smith, W. R., & Stephens, K. K. (in press). Moving emergency response forward: Using machine-learning classification of disaster-related images posted on social media to identify people who need help. *Journal of Management Information Systems*.
- Stephens, K. K., & Robertson, B. W. (in press). Social media, organizations, and organizing. In V. D. Miller & M. S. Poole (Eds.). *DeGruyter's Handbook of Organizational Communication Theory and Research*, DeGruyter Press.
- Stephens, K. K., Scott, C. R., & Carlson, N. H. (in press). Challenges faced by qualitative researchers in negotiating access to organizational communication settings. In B. Taylor, A. Sivunen, & B. Brummans (Eds.). *SAGE Handbook of Qualitative Research in Organizational Communication*.
- \*Robertson, B. W., & Stephens, K. K. (in press). Communicating disaster preparedness: Combining individual- and community-level perspectives to achieve more lasting resilience. In T. Coombs and S. Holladay (Eds.). *Handbook of Crisis Communication (2<sup>nd</sup> Ed.)*. Wiley.
- \*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 (2<sup>nd</sup> Ed.)*. Wiley.
- \*Stephens, K. K., Houser, M. L., & Cowan, R. L. (in press). 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*. Kendall Hunt.
- Stephens, K. K. (2023). Mobile work, mobility, and mobile devices: Responding to a societal shift. *Mobile Media & Communication*, 11(1), 118-124. <https://doi.org/10.1177/20501579221126956>
- Castellanos, S., Potts, J., Tiedmann, H., Alverson, S., Glazer, Y. R., Robison, A., Russo, S., Harmon, D., Ken-Opurum, B., Weisz, M., Acuna, F., Stephens, K. K., Faust, K., Webber, M. E. (2023). A synthesis and review of exacerbated inequities from the February 2021 winter storm (Uri) in Texas and the risks moving forward. *Progress in Energy*, 5(1). 012003. <https://doi.org/10.1088/2516-1083/aca9b4>
- Stephens, K. K., Powers, C. J., Robertson, B. W., Spearing, L. A., Collier, J. C., Tich, K. P., & W. R. Smith (2022). Building more resilient communities with a wildfire preparedness drill in the U.S.: Individual and community influences and communication practices. *Journal of Contingencies and Crisis Management*. <https://doi.org/10.1111/1468-5973.12402>
- Spearing, L. A., Bakchan, A., Hamlet, L. C., Stephens, K. K., Kaminsky, J. A., Faust, K. M. (2022). Comparing qualitative analysis techniques for construction engineering and management research: The case of Arctic water infrastructure, *Journal of Construction Engineering and Management*, 148(7): 04022058. [https://doi.org/10.1061/\(ASCE\)CO.1943-7862.0002313](https://doi.org/10.1061/(ASCE)CO.1943-7862.0002313)
- Peters, E., Boyd, P. E., Cameron, L. D., Contractor, N., Diefenbach, M. A., Fleszar-Pavlovic, S., Markowitz, E. Salas, R. N., & Stephens, K. K. (2022). Evidence-based recommendations for communicating the impacts of climate change on health. *Translational Behavioral Medicine*, 12, 543-553. <https://doi.org/10.1093/tbm/ibac029>
- Hughes, A., Stephens, K. K., Peterson, S., Purohit, H., Harris, A. G., Senarath, Y., Jarvis, S. A., Montagnolo, C. E., Nader, K. (2022). Human-AI teaming for COVID-19 response: A practice & research collaboration case study. *Proceedings of the 19th International ISCRAM Conference*, Tarbes, France.
- Stephens, K. K., Carlson, N. H., & Xu, Y. (2022). Disaster rescue communication using mobile devices, social media, and artificial intelligence. In Singh, A. (Ed.). *International Handbook of Disaster Research*. Springer. [https://doi.org/10.1007/978-981-16-8800-3\\_175-1](https://doi.org/10.1007/978-981-16-8800-3_175-1)
- Stephens, K. K., & Doucet, C. S. (2022). Organizations helping their members manage risk (pp. 1-18). In K. N. Engemann, K. J. Engemann, & C. W. Scott (Eds.). *Organizational risk management: Managing for uncertainty and ambiguity*, DeGruyter Press. [https://doi.org/10.1515\\_9783110670202-001](https://doi.org/10.1515_9783110670202-001)

- \***Stephens, K. K.**, & Robertson, B. W. (2022). Social media platforms and broader participation in crisis Communication (pp. 156-167). In L. L. Austin & J. Lin (Eds.). *Social Media and Crisis Communication* (2<sup>nd</sup> edition). Routledge.
- \***Stephens, K. K.** (2022). The COVID-19 Pandemic: Self-organizing at the edges of chaos and stability. In L. D. Browning, J-O. Sørnes, & P. J. Svenkerud (Eds.). *Organizational communication in the time of Coronavirus: Ethnographies and the future of work*. Palmgrave.
- Stephens, K. K.**, Harris, A. H., & Zhu, Y. (2022). Teams and multicommuting. In S. J. Beck, M. S. Poole, and J. Keyton (Eds.). *The Emerald Handbook of Group and Team Communication*, (pp. 407-428). Emerald Publishing.
- Smith, W. R., Robertson, B. W., **Stephens, K. K.**, & Murthy, D. (2021). A different type of disaster response digital volunteer: Looking behind the scenes to reveal coordinating actions of disaster knowledge workers. *Journal of Contingencies and Crisis Management*, 29(2), 116-130. <https://doi.org/10.1111/1468-5973.12352>
- Bean, H., Cruz-Naranjo, A. M., Shimizu, M., **Stephens, K. K.**, McGlone, M., & Strover, S. (2021). Mobile alert and warning in the United States and Japan: Confronting the challenges of international harmonization. *International Journal of Disaster Risk Science*, <https://doi.org/10.1007/s13753-021-00380-4>
- Spearing, L., **Stephens, K. K.**, & Faust, K. (2021). Informal versus formal shelters? Understanding the sheltering system after the 2018 California Camp Fire. *International Journal of Disaster Risk Reduction*, 58, 10261. <https://doi.org/10.1016/j.ijdr.2021.102161>
- 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. (2021). Computational medicine, present and the future: Obstetrics and gynecology perspective. *American Journal of Obstetrics and Gynecology*, 224(1), 16-34. <https://doi.org/10.1016/j.ajog.2020.08.057>.
- Senarath, Y., Peterson, S., Purohit, H., Hughes, A. L., & **Stephens, K. K.** (2021). Mining risk behaviors from social media for pandemic crisis preparedness and response. In *Proceedings of the 2021 International Conference on Social Computing, Behavioral-Cultural Modeling & Prediction and Behavior Representation in Modeling and Simulation*.
- Stephens, K. K.**, Nader, K., Harris, A. G., Montagnolo, C., Hughes, A. L., Jarvis, S. A., Senarath, Y., Purohit, H., (2021). Online-computer-mediated interviews and observations: Overcoming challenges and establishing best practices in a human-AI teaming context (pp. 2896-2905). In T. Bui's (Ed.). *Proceedings of the 54rd Annual Hawaii International Conference on Social Systems*, Computer Society Press. <http://hdl.handle.net/10125/70967>.
- \***Stephens, K. K.**, Tich, K. P., & Quist, L-M. (2021). The official emergency responders had infrastructure, we had iPhones (pp. 1-14). In C. Liberman and K. Wright (Eds.). *Casing Mediated Communication*, Kendall Hunt.
- \***Stephens, K. K.**, Jahn, J., Fox, S., Charoensap-Kelly, P., Mitra, R., Sutton, J., Waters, E. D., Xie, B., & Meisenbach, R. J. (2020). Collective sensemaking around COVID-19: Experiences, concerns, and agendas for our rapidly changing organizational lives. *Management Communication Quarterly*, 34(3), 426-457. <https://doi.org/10.1177/0893318920934890>
- 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://doi.org/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.
- 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.
- \***Stephens, K. K., & Powers, C. J.** (2020). Communication technology and organizational life. In H. D. O'Hair & M. J. O'Hair (Eds.). *Handbook of Applied Communication Research* (pp. 251-265). Wiley.
- 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>
- 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-emoing 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.
- Xin, E., Murthy, D., Lakudiva, 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.
- 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.

- 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.
- 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.** (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.**, & 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.** (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.**, 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.**, & Harrison, M. (2017). Work as opportunity and problem when trying to impact health and risk perceptions. In R. Parrott (Ed.). *Encyclopedia of Health and Risk Message Design*

- and Processing* (pp. 473-491). New York: Oxford University Press.
- Stephens, K. K., & Mandhana, D. M.** (2017). Media richness and choice theories in organizations. In C. R. Scott & L. K. Lewis (Eds.). *The International Encyclopedia of Organizational Communication* (pp. 1506-1519), Chichester, NY: Wiley Blackwell.
- Stephens, K. K.** (2017). Multicommunicating in organizations. In C. R. Scott & L. K. Lewis (Eds.). *The International Encyclopedia of Organizational Communication* (pp. 1654-1658), Chichester, NY: Wiley Blackwell.
- 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.
- Stephens, K. K., & Pantoja, G.** (2016). Mobile devices in the classroom: Learning motivations predict specific types of multicommunicating behaviors. *Communication Education, 65*, 463-479.
- \*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.
- 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.
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### **Invited Practitioner Articles and Blog Posts**

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Stephens, K. K., Xu, Y. (2022, September). Harvey reminded us of the power of the Colorado River. Institute for a Disaster Resilient Texas. <https://idrt.tamug.edu/harvey-reminded-us-of-the-power-of-the-colorado-river/>

Stephens, K. K. (2022, September). Small but mighty. Institute for a Disaster Resilient Texas. <https://idrt.tamug.edu/small-but-mighty/>

Stephens, K. K. (2022, September). Growing rural counties in Texas and emergency management. Institute for a Disaster Resilient Texas. <https://idrt.tamug.edu/growing-rural-counties-in-texas-and-emergency-management/>

Stephens, K. K. (2022, August). Bridging the data gaps for rural Texas. <https://idrt.tamug.edu/bridging-the-data-gaps-for-rural-texas/>

Peterson, S., Purohit, H., Hughes, A., & **Stephens, K. K.** (2021, October). Implementation of a

multidisciplinary COVID-19 social media capability in uncertain times. International Association of Emergency Managers, 38(10). [https://www.iaem.org/Portals/25/documents/2021/IAEM\\_October-Bulletin.pdf](https://www.iaem.org/Portals/25/documents/2021/IAEM_October-Bulletin.pdf)

**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>

## **Articles & Chapters Under Review**

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*Omitted for Peer Review*

## **RESEARCH GRANTS**

### **Major External Grants**

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- National Science Foundation. *CALM Before the Storm: Culturally Appropriate Language and Messaging for Influencing End User Behavior During Impending Infrastructure Failures* 09/01/22-08/31/25. Award #2228706, BCS-SAI. Stephens is PI. Value: \$750,000.
- National Science Foundation. *GCR: Community-Embedded Robotics: Understanding Sociotechnical Interactions with Long-term Autonomous Deployments*. 10/01/22-09/30/27. Award #2219236, OIA. Stephens is CoPI. Value: \$3,600,000 (first two years 1,200,000).
- Texas Water Development Board. *Effective Flood Awareness and Communication in Texas*, 09/01/22–08/31/23. Stephens is PI. Value: \$240,000.
- The Texas Department of Transportation. *Online Planning for Public Involvement During the Construction Phase*, 09/15/22-08/31/23, Stephens is PI. Value: \$54,000.
- Institute for a Disaster Resilient Texas, *Disaster Risk Infrastructure Project for Underserved Communities in Texas*. 06/22-11/30/23. Stephens is PI. Value: \$290,000.
- Institute for a Disaster Resilient Texas, *Improving Communication Around Flood Risk in Texas*. 01/15/22-04/30/22. Stephens is PI. Value: \$60,000.
- Japan Science & Technology/National Science Foundation, *Resilience-based governance framework and practical models to build back better even before: Systems approach with the focus on cascading disasters*. 03/15/2021-03/15/2023. Stephens is the US PI. Value \$150,000 (funds from Kyoto U).
- Merck Pharmaceuticals. *Targeting Communication to Improve Vaccine Confidence: Comparing Theoretically Designed Messages Across Different Vaccines, Ages, and Self/Other Focus*. 02/2022-12/2023. Stephens is PI. Value: \$143,000.
- Merck Pharmaceuticals. *A Mixed-Method (Survey, Interviews, Focus Groups) Investigation of Stigma-Related Barriers and Facilitators to HPV Vaccination among Gender and Sexual Minority Populations*. 01/2022-12/2023. Stephens is CoPI (M. McGlone is PI). Value: \$233,000.
- National Science Foundation. *SCC-PG: Human-AI Teaming for Flood Evacuation Decision Making*. 10/01/21-09/30/22. Award # 2125283, CMMI. Stephens is CoPI, Clemson lead. Value: \$150,000.
- National Science Foundation. *NSF Convergence Accelerator Track E: Combining high-resolution climate simulations with ocean biogeochemistry, fisheries and decision-making models to improve sustainable fisheries* 10/01/21-09/30/22. Award # 2137684, CBET. Stephens is CoPI, Texas A&M University is lead. Value: \$750,000.

- National Science Foundation. *Doctoral Dissertation Research in DRMS: Connecting Artificial Intelligence Literacy and Human-AI Decision Making Outcomes in Organizational Hiring*. 07/01/21-06/30/23. Award # 2117860, SES. Stephens is PI with Anastazja G. Harris as CoPI. Value: \$27,963.
- National Science Foundation. *RAPID: Implications of Utilities Preparedness and Communication Strategies in Urban Populations' Response under Extreme Weather Events*. 09/01/21-08/30/22. Award #2129801, HDBE. Stephens is CoPI. Value: \$50,000.
- National Science Foundation. *SCC-CIVIC-PG Track B: Assessing the Feasibility of Systematizing Human-AI Teaming to Improve Community Resilience*, 01/08/21 - 12/31/22. Award# 2043522, CNS Stephens is PI. Value: \$49,855.
- 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.
- National Science Foundation. *SCC-IRG Track2: Integrating information Flows and Supporting Communities as Decision-Makers in Response to Acute and Chronic Stressors*. 09/01/2020 - 08/31/23. Award# 1952196, Engineering/CMMI. 09/01/20-08/31/23. Stephens is Co-PI. Value: \$1,200,000.
- Merck Pharmaceuticals. *An environmental scan and randomized factorial experiment to investigate the efficacy of multiple messaging strategies for improving HPV vaccine confidence among English- and Spanish-speaking parents*. 08/2021-06/2023. Stephens is CoPI (M. McGlone is PI). Value: \$127,331.
- Texas Water Development Board. *Understanding Flood Resources, Education, and Communication in Texas*, 08/01/20 – 08/31/21. Stephens was PI. Value: \$94,967.
- The Texas Department of Transportation. *Online Planning for Public Involvement*, 09/0120 - 08/31/21, Stephens was PI. Value: \$81,576.
- Cancer Prevention and Research Institute of Texas (CPRIT), *Tiempo de Vacunarte 2 (TdV2)*. 09/19-09-2021. Stephens was a CoPI responsible along with PI M. 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: \$174,000.
- 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 was 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.

### **Grant Review Panels**

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- National Science Foundation Standing Review Panel (two, multi-day meetings per year with 40-60 hours of reviewing and discussing during each panel), 2020-2022
- National Science Foundation Ad Hoc Reviewer, 2019, 2020, 2021
- 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)**

### **2023**

- Invited Panel Speaker, *Risky Business: Communicating Flood and Drought Risk*. Water for Texas 2023 Conference, Austin, Texas.

### **2022**

- Invited Talk, *Impacts of Cascading Disasters: Comparing Japan and the US*. International Workshop for Building Collaborative Knowledge, Online, October.
- Invited Talk, *Peer Reviewing and Being Peer Reviewed*. UT Austin Vice President for Research, Scholarship, and Creative Endeavors, Responsible Conduct of Research Training, October.
- Invited Talk with M. Shimizu, *Collaborating on Human-Centered Data for Resilience Research*. Natural Hazards Research Workshop, July.
- Invited Conference Keynote Speaker: 19th International Conference on Information Systems for Crisis Response and Management. *Great Science is Not Enough: Communication, Technology, & Trust in the Future of Crisis Management*, Tarbes, France, May.
- Invited Keynote Speaker: Florida State University's School of Information Research and Creative Activities Day. *The COVID-19 Pandemic: Research at the Edges of Chaos and Stability*, Online, April.
- Invited Guest Lecturer: Rebecca Rice's Qualitative Methods Course, UNLV, *Photo-elicitation and Flooding Calls for Help*, Online, April.
- Featured Keynote Panel: Disaster PRIMR, *Moving Beyond Simply Translating Emergency Preparedness Messages for Growing and Diverse Texas Audiences*, Denton, TX, March.

- Invited Panel Member: Texas Flood Plain Managers Association, *Building Flood Awareness Through Communication*, Houston, TX March.
- Invited Keynote: Center for Health and the Environment: Education & Research (CHEER), *Jumping Into the Dirty Water: Communication Around Floods, Risk, and Health*, Online, January.

## 2021

- Invited Keynote: Texas Water Development Board, *Moving Flood Education Forward in Texas*, Austin, TX September.
- Invited Panel Member: The Conference Board. *How Communication will Change in the New World of Work*. Online, July.
- Invited Panel Member: National Science Foundation's 2021 Cyber-Physical Systems PI Meeting. *Social Media and Mobile Communication During Crisis*. Online, June.
- Invited Panel Member: European Communication Research and Education Association (ECREA) Crisis Communication Virtual Seminar Series, *Putting the Right Humans in the Loop: Enhancing Computational Methods for Disasters*, Online, June.
- Invited Panel Member: Columbia University, New York. *E-Living: Social Interactions in an Online World*. Online, April.
- Invited Talk: ISCRAM Webinar Series. *Social Media, COVID-19, & Machine Learning*. With collaborators Steve Peterson, Hemant Purohit, Amanda Hughes, & Christopher Zobel. Online, January.

## 2020

- Invited Talk: National Institute of Health (NIH) Disaster Group. *Social Media & COVID-19*. With collaborators Steve Peterson, Hemant Purohit, and Amanda Hughes. Online, December.
- Invited Talk: Dell Medical School, Administrative Group, Austin, TX. *Coping with COVID-19: Making Life Online Work*. Online, September.
- Invited Talk: TREC Incident Stream (TREC-IS) Track Workshop, Online. *Lessons from NSF RAPID Project on Human-AI Teaming to Filter Social Data during COVID-19*, Online, August.
- Invited Talk: Texas Exes: Lunchtime Lecture Series, Austin, TX. *Coping with COVID-19: Making Life Online Work*. Online, July.
- Invited Talk: Founder Lions Club, Austin, TX. *COVID-19 and the Future of Work*, June.
- Invited Talk: Austin Business Group on Health, Austin, TX. *Communication and Crisis: Changing Work as We Know It*, Austin, TX, May.
- Invited Talk: Moody College of Communication: Moody Mini-series, Austin, TX. *Disasters and Employee Communication*, May.
- Invited Talk: Hurricon: Science at the Intersection of Hurricanes and the Populated Coast, an NSF-Sponsored Conference, *A Running Club to the Rescue: Unexpected ways that Community Groups Used their Expertise to Save Lives During Hurricane Harvey*, Greenville, NC, 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, *Rescue Communication During Hurricane Harvey: Using Private Social Media & Machine Learning Studies to Elaborate Risk and Visibility Affordances*. Evanston, IL, January.

## 2019

- Invited Subject Matter Expert: *NSF Convergence Accelerator: Symposium on Big Data and AI-Driven*

*Disaster Management for Planning, Response, Recovery, and Resiliency*. South Carolina, November.

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

## **2018**

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

## **ADDITIONAL SCHOLARLY WORK**

### **Conference Presentations, Peer Reviewed (unless \*), recent**

*On full CV: 167 conference papers (primarily NCA and ICA). This includes papers with 62 different graduate student co-authors, 15 distinct undergraduate co-authors, and 10 industry co-authors. Received 23 Top Paper & Panel Awards.*

**Stephens, K. K.**, Blessing, R., Tasuji, T., McGlone, M., Stearns, L. N., Lee, Y., & Brody, S. D. (2023, May). *Investigating ways to better communicate flood risk: The tight coupling of perceived flood map usability and accuracy*. Paper to be presented at the International Communication Association (ICA) Conference, Toronto, Canada.

*Sun, J.*, Tasuji, T., & **Stephens, K. K.** (2023, May). *Community resilience in a cascading disaster: Adapting a web of communication resources to a hyperlocal context*. Paper to be presented at the International Communication Association (ICA) Conference, Toronto, Canada.

**Stephens, K. K.**, Harris, A. G., Hughes, A., Montagnolo, C., Nader, K., Stevens, S. A., Tasuji, T., Xu, Y., Purohit, H., & Zobel, C. (2022, November). *Human AI-Teaming in disasters: Understanding how volunteers work with AI systems*. Paper presented at the National Communication Association (NCA), New Orleans, LA.

**Stephens, K. K.**, & Robertson, B. W. (2022, November). *Social media, organizations, and organizing*. Paper presented at NCA, New Orleans, LA.

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

**Stephens, K. K.**, & Shimizu, M. (2022, July). *Collaborating on human-centered data for resilience research*. Abstract presented at the JST-NSF Natural Hazards Workshop.



- Stephens, K. K., Tich, K. P., Carlson, N., & Doucet, C. S.** (2022, May). *Exposure or experience: Using PRISM to understand flood risk and how people seek information*. Paper presented at the International Communication Association (ICA), Paris, France, May 2022. **Top Paper in Environmental Communication**
- Doucet, C. S., Stephens, K. K., Carter, K.* (2022, May). Motivating healthcare providers to share cytomegalovirus information with patients: Expanding protective motivation theory to include other-protective behavior. Paper presented at ICA, Paris, France, May 2022.
- Stephens, K. K., Harris, A. G., Senarath, Y., Xu, Y., Hughes, A., Zobel, C., & Purohit, H.** (2022, May). Human-AI teaming in disasters: Understanding how volunteers work with AI systems. Extended abstract presented at ICA, Paris, France, May 2022.
- Frith, J., Karnowski, V., Ling, R. Jones, S. Mizukoshi, S., Sey, A., **Stephens, K. K.**, Vanden Abelle, M., von Paper, T. (2022, May). Mobile communication: Expanding the boundaries for the next decades. Blue Sky session presented at ICA, Paris, France, May 2022.
- Stephens, K. K., & Doucet, C. S.** (2021, Nov.). *Renewing and transforming organizations post-COVID-19: A theoretical model of organizations helping members manage risk*. Paper presented at the NCA, Seattle, WA.
- Stephens, K. K.** (2021, Nov.). *Self-organizing at the edges of chaos and stability during the COVID-19 pandemic*. Paper presented at NCA, Seattle, WA.
- Peterson, S., Hughes, A., **Stephens, K. K.**, Purohit, H. (2021, Oct.). *Implementation of a regional social media monitoring capability during COVID-19*. Paper to be presented at the International Association of Emergency Managers. Grand Rapids, WI.
- \***Stephens, K. K., Tich, K. P., & Carlson, N.** (2021, Sept.). *Moving flood education forward in Texas*. Presentation presented to the Texas Water Development Board.
- \***Stephens, K. K., & Bean, H.** (2021, Sept.). *Measuring and predicting community response: Tools, technologies, & approaches*. Presentation presented at the 11th Conference of the International Society for Integrated Disaster Risk Management, Kyoto, Japan.
- Stephens, K. K., Chan, Y., & Gray, N.** (2021, Aug.). *Resources & best-practices guide for local flood officials in Texas*. Presentation to the Texas Floodplain Managers Association Conference, Lost Pines, TX.
- Stephens, K. K., Peterson, S., Hughes, A. L., Zobel, C., Purohit, H., & Harris, A. G.** (2021, July). *Using Human-AI Teaming for Disaster Situational Awareness: Successes in Cross-Sector Collaborations*. Paper presented at the Natural Hazards Research Workshop. (Virtual Conference).
- Stephens, K. K., Tich, K. P., Harris, A. G., & Doucet, C.** (2021, May) *Helping employees when a crisis hits: Using lists and stories in employer emails to motivate protective action taking & sensemaking*. Paper presented at ICA, Denver, CO. (Virtual Conference).
- Stephens, K. K., Robertson, B. W., Carlson, N., & Tich, K. P.** (2021, May). *Caring for communities by tailoring hazard approaches: Synthesizing interdisciplinary research to set a research agenda for flood preparedness*. Paper presented at ICA, Denver, CO. (Virtual Conference).
- Johnson, M., Murthy, D., Robertson, B. W., Smith, W. R., & Stephens, K. K.* (2021, May). *Moving Emergency communication forward: Machine-learning classification of disaster-related images posted on social media to communicate rescue*. Paper presented at ICA, Denver, CO. (Virtual).
- \***Lieberknecht, K., Leite, F., Pierce, S., & Stephens, K. K.** (2021, April). *Integrating information flows and supporting communities as decision-makers in response to acute and chronic stressors*. Lightning Talk and Poster presented at the Principal Investigators' Meeting for the NSF Smart & Connected Communities Program, Washington, DC (Virtual Conference)

- Tich, K., **Stephens, K. K.**, Harris, A. G., & Doucet, C. (2021, March). *Helping employees during a global crisis: Using crisis narratives in employer emails to motivate sensemaking and protective action taking*. Poster accepted for presentation at the International Crisis and Risk Communication Conference (ICRCC), March 8-10, 2021 (Virtual Conference).
- Stephens, K. K.**, Carlson, N., & Tich, K. P., Sibi, T. (2021, Feb.). *Moving flood preparedness and education forward for Texas*. Abstract presented at Disaster PRIMR 2021, College Station, TX. (Virtual Conference).
- Stephens, K. K.**, Martinez, P., Boettner, W., & Shea, B. (2021, Feb.) *Innovations in preparedness: A successful wildfire drill in Texas with community participation*. Panel presented at Disaster PRIMR 2021, College Station, TX. (Virtual Conference).
- Stephens, K. K.**, Robertson, B. W., Smith, W. R., & Murthy, D. (2021, Feb.). *Communities using social media to partner in disaster response*. Abstract presented at Disaster PRIMR 2021, College Station, TX. (Virtual Conference).
- Stephens, K. K.**, Doucet, C., Bukowski, R. K., Gaither, K., Schultz, K. W., Semararo, D., & Zariphopoulou, T. (2020, December). *Comprehending pregnancy risk with the assistance of a computational decision-making model*. Abstract presented at Society for Risk Analysis 2020 Annual Meeting. (Virtual Conference)
- Robertson, B. W., & **Stephens, K. K.** (2020, December). *Moving Toward Sustainable Disaster Preparedness: Understanding What Motivates Older Adults to Prepare*. Abstract presented at Society for Risk Analysis 2020 Annual Meeting. (Virtual Conference)
- Stephens, K. K.**, Robertson, B. W., & Murthy, D. (2020, December). *Making Risk Visible During Disasters: Posting Images on Social Media*. Abstract presented at Society for Risk Analysis 2020 Annual Meeting. (Virtual Conference)
- Stephens, K. K.**, James, S. H., Harris, A., & Robertson, B. W. (2020, November). *Small Groups in a Big Basic Communication Course: Teaching and Measuring Collaborative Competencies and Pedagogical Strategies*. Paper presented at the National Communication Association (NCA) Conference, Indianapolis, Indiana. (Virtual Conference)
- Harris, A., **Stephens, K. K.**, & Powers, C. J. (2020, November). *Trainers at the Crossroads: Recovering from Inadvertent Equivocation During a Client Needs Assessment and Development Project*. Paper presented at the NCA Conference, Indianapolis, Indiana. (Virtual Conference) **Top Paper Panel for Training & Development**
- Stephens, K. K.**, Harris, A., & Zhu, Y. (2020, November) *Zooming On Laptops and Texting on Phones at the Same Time: Understanding Multicommunicating, Differentiating It from Related Terms, and Determining Future Research*. Paper presented at the NCA Conference, Indianapolis, Indiana. (Virtual Conference)
- Stephens, K. K.** (session organizer and Chair, 2020, November). *Organizational Communication Division: Panel Discussion Review Form for Organizing and Work at the Crossroads: Scholars Contributing to Our Future by Collectively Sensemaking Around COVID-19, a Cosmology Episode*. Panel presented at the NCA Conference, Indianapolis, Indiana. (Virtual Conference)
- Stephens, K. K.**, Tich, K. P., & Quist, L-M. (2020, November). *Mediated Communication at the Crossroads: Case Studies to Examine the Current State of CMC across Contexts and Content*. Panel presented at the NCA Conference, Indianapolis, Indiana. (Virtual Conference)
- Stephens, K. K.**, Harris, A., & Waters, E. D. (2020, August). *Multicommunicating and the Future of Work*. Presented at the New Future of Work Conference, Online.
- Stephens, K. K.**, Robertson, B. W., & Murthy, D. (2020, July). *Looking Behind the Scenes of Rescues During Hurricane Harvey: Using Photo-elicitation Interviewing to Capture Private Social Media Data*.

Paper presented at the Natural Hazards Research Workshop. Online.

- 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> (Conf. 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 ICA Conference, Gold Coast, Australia. (Virtual Conf.).
- 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: Under-standing 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.

### **Reports (recent)**

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- “Proposal to Continue Moving Flood Education Forward in Texas.” Data report prepared for the Texas Water Development Board, August, 2021.
- “Resource Guide for Flood Officials in Texas.” Data report prepared for the Texas Water Development Board, August, 2021.
- “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 01/2023, I have published with 54 different graduate students (63 including conference papers)*

### **Theses/Dissertations or Exit Committees**

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### ***Dissertation Committee Chair, University of Texas***

- Jovana Anđelković, Ph.D. student, anticipated graduation 2026
- Jiayu Sun, Ph.D. student, anticipated graduation 2025
- Nancy Carlson, Ph.D. student, anticipated graduation 2025
- Yifan Xu, Ph.D. doctoral candidate, anticipated graduation 2024
- Cassidy S. Doucet, Ph.D. doctoral candidate, anticipated graduation 2023
- Anastazja G. Harris, Ph.D. doctoral candidate, anticipated graduation 2023
- Kendall Tich, Ph.D. doctoral candidate, anticipated graduation 2023
- Courtney J. Powers, Ph.D. doctoral candidate, anticipated graduation 2023
- Brett W. Robertson, Ph.D., 2020. *Developing Resilience Through Communication and Community: Natural Disaster Preparedness Among Older Adults*. **ICA Organizational Communication Division Redding Dissertation Award, 2021, NCA Communication & Aging Dissertation Award, 2021**
- 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*. **NCA Group Communication Division Laura Crowell Dissertation Award, 2019.**
- 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*. **The University of Texas Outstanding Dissertation in Social Sciences, 2016.**
- 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*. **Runner-up NCA Human Communication & Technology Division Dissertation Award, 2015.**
- 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*. **Honorable Mention, ICA Organizational Communication Redding Dissertation Award, 2009.**

### ***Dissertation Committee Member***

*Current and Graduated:* Helena Tiedmann (Ph.D., anticipated 2024; Dept. of Civil Engineering); Lauryn Spearing (Ph.D., 2021; Dept. of Civil Engineering); Amal Bakchan, (Ph.D, 2021; Dept. of Civil Engineering); Felipe Andres Araya (Ph.D., 2020; Dept. of Civil Engineering); 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, Cassidy Doucet, Gamze Erturk, Seth Frei, Jacob Ford, Jessica Ford, Greg Griffin, Anastazja Harris, 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, Kendall Tich, Lacy Urbantke, Eric Waters, Yifan Xu, Yaguang Zhu, Heba Zeid

*First Year Advisor:* Jovana Andelkovic 2022-2023; Ashley Barrett 2010-2011; Nancy Carlson 2020-2021; Stephanie Dailey 2009-2010; Jessica Ford 2012-2013; Seth Frei 2012-2013; Brad Haggadone 2013-2014; Dron Mandhana 2014-2015; Melissa Murphy 2012-2013; Gabriel Pantoja 2013-2014; Caroline Sinclair 2010-2011; Sha Sun 2021-2022; 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 January 2023, I have had 54 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. Model Thesis Prize Plan II Honors Class of 2020*
- 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 30 Independent Study Undergraduate Student Projects since Fall 2007. Six students received an Undergraduate Research Fellowship (\$1,000), Five 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 13 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, co-managed four as part of a President's Award for Global Learning, co-managed 6 as part of my IC2 Disasters and Community project, and the remaining have worked on independent projects.
- Co-managed, along with two other faculty colleagues, four undergraduate students and one doctoral student as part of our President's Award for Global Learning. We collected quantitative and qualitative data at UT Austin and in Mexico City around Stress, Communication, and COVID-19. The project lasted over two years. The faculty assisted the students as they presented research in Bath, England, and prepared a video competing for undergraduate research competitions.
  - Advised the undergraduate student team who won 1<sup>st</sup> place (\$2,000) in the Office of Undergraduate Research's 2022 Research Showdown.
- Directed eleven 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 (6<sup>th</sup> 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 3<sup>rd</sup> 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)***

- Chloe Weinman, BS 2023 (anticipated), Corporate Communication, 2022 ULA
- Landon Wilson, BS 2022, Corporate Communication, 2021 ULA
- Christopher Schumacher, BS 2021, Corporate Communication, 2020 ULA
- 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 Graduate Students Have Won*

- Anastazja G. Harris, National Science Foundation Dissertation Research Award, Value: \$27,963, 2021; Work in the Age of Intelligent Machines Doctoral Research Fellowship (NSF-supported), Value: \$50,000, 2021; PEO Scholars Nominee for the Greater Austin Chapter, 2021; Outstanding Graduate Student Community Member, CMS, 2020.
- Brett Robertson, Redding Dissertation Award, ICA Organizational Communication, 2021; Communication & Aging, NCA Dissertation Award; Outstanding First-Year Student Award CMS, 2017; Dissertation Completion Award, Moody, 2019
- Courtney Powers, Outstanding Assistant Instructor, CMS, 2021
- Nancy Carlson, Outstanding First-Year Student, CMS, 2021; Outstanding Assistant Instructor, CMS, 2022
- Stephanie L. Dailey, Linda L. Putnam Early Career Scholar Award, ICA Organizational Communication, 2020; Jessie Jones Award, Moody College; Top Ph.D. Student Award CMS, 2012
- Cassidy Doucet, Outstanding First-Year Student, CMS, 2020; Outstanding Graduate Student Community Member, CMS, 2022
- 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.
- Yaguang Zhu, Laura Crowell Dissertation Award from the Group Communication Div. of NCA, 2019; Outstanding First-Year Student Award CMS, 2015; Health Scholars Grant Recipient 2016-2017; Jessie H. Jones Award, Moody College 2017-2018
- 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
- Inho Cho, ICA Organizational Communication Div. Redding Dissertation Honorable Mention, 2009

### **Teaching and Innovations**

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#### ***Efforts to Improve my own Teaching:***

- Co-Planned a Cultural Awareness 2-day Workshop with the Museum of South Texas, for undergraduate students, faculty, and members of multiple research teams, June 2022.
- Attended **Moody College of Communication, Culturally Responsive Pedagogy 101**, August 19, 2021 to learn how to integrate students' cultural backgrounds into teaching practices. (2hrs).
- Attended **UT Center for Teaching & Learning Center Faculty Meet-Ups** to learn more about being successful when transitioning to fully online courses.
- Attended **UT Austin Faculty Mentorship Workshop Focusing on Graduate Student Mentorship**, March 5, 2021. Result: Re-worked my graduate student teaching and advising philosophy and how I frame my graduate student 4-year graduation plan document. Shared documents with my colleagues in my department.
- Attended **UT System Academy of Distinguished Teachers Association Conference**, Where Do We Go from Here? April 7-9, 2021. Result: Learned new ways to be more inclusive using technology in the classroom. Shared materials with my colleagues in my department.
- Attended **UT Austin Academy of Distinguished Teachers Weekly Lunch Sessions: Diversity and Inclusion; Integrating Leadership & Ethics Into Courses; Radical Inclusion; Creating More Humane Learning Environments, Using Educational Technology**. Result: Made changes to two different course syllabi, found scholarly articles to include in readings that represented the diversity in our field.

#### ***Undergraduate Courses:***

- **CMS 337: Communicating to Build Sales Relationships (ethics flag). 2022-2023:** Trained a new instructor to teach CMS 337, Communicating to Build Sales Relationships. This included teaching him to write a syllabus, use an elaborate Canvas website, work with teaching assistants, handling accommodations, writing exams, and managing an undergraduate classroom. **F 2022:** Re-designed



course to accommodate 120 students and 28 student teams. **Received a Faculty Innovation Award, 2019-2020** to convert course (90 students with 20 teams) to synchronous online. **F 2017:** Re-designed into a hybrid course, doubled the size from 45 to 90 students, and implemented an undergraduate TA. **Received a Faculty Innovation Award 2017** to re-design the team-component of the class.

- **CMS 346:** Communication Technology at Work (independent inquiry flag). Shared all the designed course content with colleagues to expand the number of people who can teach this course.
- **CMS 360:** Work 360 (new course preparation Spring 2017)
- **CMS 370K:** Internships in Communication Studies. Re-designed to a web-based course 2017, and created more interaction opportunities in the course F 2020.
- **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 (Sp 2020 converted to fully online due to COVID-19)
- **CMS 390S:** Survey of Organizational Communication

## **ADMINISTRATIVE & COMMITTEE SERVICE ACTIVITIES**

**Professional Service: Journals, Book Reviews, Promotion Cases**

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- **Associate Editor, *Management Communication Quarterly*, 2014-2021**
  - Selection Committee for Article of the Year, 2015, 2016, 2017, 2018, 2019, 2021
- **Editorial Board Member** (66 separate manuscripts reviewed to date)
  - *Health Communication*, 2014-2019
  - *Human Communication Research*, 2010-present
  - *Human Communication & Technology*, 2019-present
  - *Journal of Applied Communication Research*, 2012-present
  - *Journal of Computer-Mediated Communication* 2022-present
  - *Management Communication Quarterly*, 2009-present
    - One of three scholars chosen to select Article of the Year, 2012
  - *Mobile Media & Communication*, 2020-present
  - *Small Group Research* – Special Issue on Work Meetings Fall (F) 2010- Spring (Sp) 2011
- **Ad Hoc Reviewer** (112 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, Su 2020
  - *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, Sp 2020, F2020
  - *Computer Human Interaction (CHI) Conference*, F 2011, Sp 2012
  - *Computer Supported Cooperative Work (CSCW)*, Sp 2022
  - *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, Su 2022
- *Group Decision and Negotiation*, Sp 2011
- *Health Communication*, Sp 2002, Su 2020, Sp 2021, Su 2021, F 2021, Sp 2022
- *Human Communication Research*, Sp, 2008 (see editorial review board)
- *IEEE Transactions on Professional Communications*, Sp 2006, F 2010
- *Information, Technology, & People*, Su 2018, Su 2019, F 2021
- *International Journal of Communication*, F 2020
- *International Journal of Business Communication*, Sp 2021, Su 2021
- *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, Sp 2021
- *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, Sp 2022, F 2022
- *Journal of Consumer Affairs*, Su 2016
- *Journal of Contingencies and Crisis Management*, F 2014 Su 2015, F 2015, F 2019, F 2020, Su 2021, F 2022
- *Journal of Health Communication*, Sp 2014
- *Journal of Homeland Security and Emergency Management*, F 2014, Sp 2015
- *Journal of International Crisis and Risk Communication Research*, Sp, 2020
- *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 and Communication*, F 2021
- *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
- *PLOS ONE*, F 2021
- *Proceedings of the National Academy of Sciences (PNAS)*, Su 2017
- *Scios: Sociological Research for a Dynamic World*, Su 2020
- *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, Sp 2021, Su 2021
- **Tenure Review** for 16 different candidates, 2017-2022
- **Full Professor Review** for 1 candidate, 2021
- **Professor of Practice Review** for 2 candidates, 2021, 2022
- **Distinguished Professor Honorific Title Review**, 2021
- **Book Proposal Reviewer**
  - Georgetown University Press, Sp 2020, F 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

- **National Communication Association (NCA) Mentorship and Leadership Council**, nominated and selected member, 2023-2024
- **Society of Behavioral Medicine Presidential Working Group (PWG) on Climate Change, Behavior Change, and Health**, Invited Member, 2021-present.
- **City of Austin, Austin Water Audit Committee**, Invited Member focusing on Internal Communication and Public Communication, F 2022-Sp 2023.
- **Texas Integrated Flooding Framework Steering Committee**, Invited Member 2021-present
- **National Science Foundation**, Panel Member, 2020-2022; Ad Hoc Reviewer, 2018, 2019, 2020 (3 times)
- **Department of Homeland Security Science & Technology First Responders Group** invited member of the Social Media Working Group for Emergency Services, 2018-2019.
- **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, 2022
  - **Mobile Communication Interest Group**: Elected Chair 2021-2023, Vice-Chair, 2019-2021
    - Paper reviewer: 2015, 2016, 2018; Top Paper Award Selection Committee, F 2016 - Sp. 2017
    - Presented the case to the ICA Board of Directors to make the Mobile Communication a full division, May 2022.
    - Developed the first Mobile Communication Division Welcome Session & expanded the use of the Research Escalator to include more junior scholars. 2023.
  - **Communication and Technology Division** Paper Reviewer: 2010, 2011, 2015
  - **Environmental Communication Division** Session Chair: 2022, Paper Reviewer: 2023
- **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, 2018-2020.
    - 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, 2022
    - Paper Reviewer: 2006, 2007, 2013, 2014
    - Conference Session Respondent: 2006, 2008, 2014
  - **Human Communication & Technology Division** Paper Reviewer 2003, 2009, 2010, 2016
- **Co-organizer**, U.S.-Japan Experts Workshop on Mobile Alerts and Warnings, Sept. 2021
- **New Future of Work** Session Moderator, Aug. 2020
- **ISCRAM** Conference Session Chair May 2018
- **Organizational Communication Mini Conference**, Wandering Scholar, Ohio University, Fall 2017

## University Service and Administrative Leadership

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### *Major*

- Secretary (elected) of the Academy of Distinguished Teachers, 2019-2023
- Co-chair, McCombs/Moody Sales Minor Curriculum Development Committee, 2018-present
- Moody Representative on McCombs Sales Laboratory Facilities Project, 2021-present.
- Provost's Mentored Faculty Scholars, Selected Mentor, The University of Texas at Austin, 2022
- Good Systems, Living and Working with Robots, CoPI 2021-present
- Chair of the Sub-committee on Service Programs for the Provost's Undergraduate College Review Committee, 2019-2020.
- Faculty Affiliate with UTexas Bridging Barriers Planet 2050, 2019-present
- Faculty Affiliate with UTexas Bridging Barriers Good Systems, 2020-present
- Content creator for the UT-Wide Online Education Taskforce, Summer 2020.
- 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
- 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
- Faculty Exemplars Videos, provided seven online videos for the Faculty Innovation Center to support Developing Oral Competencies Deeper Dive Instructional Guide (DDIG). 2019
- Member UT-Austin Internal Communication Workgroup, 2018-2019
- Sub-committee Coauthor for "Concept Paper Produced in the Health and Humanities Pop-Up Institute," 2018
- 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*

- Developed and Presented, *Team Science & Conflict Styles*, for Dr. Kasey Faust's Masters in Engineering Project Management Course, Sp 2023.
- Developed and Presented, *Peer Reviewing & Being Peer Reviewed*, for UT Austin Office of Research Support and Compliance. 1hr of Ethics Continuing Education, F 2022
- Grant Reviewer, Associate Professor's Accelerator (APX), VP Research, F 2021
- Proposal Reviewer, UT System's Curricular Innovation in the Post-Pandemic Digital Age Grant, F 2020
- Instructional Video Creator, "Using Online Breakout Rooms for Collaboration", prepared for the Faculty Innovation Center to support faculty teaching online during COVID-19, Sp 2020
- Keynote: *Coping with COVID-19: Making Life Online Work*, Presented to Dell Medical Administrative Resources Network Meeting F 2020

- 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*. 34<sup>th</sup> 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**

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### ***Moody College Service***

- Co-Chair: Development and execution of the UT-wide Professional Sales & Business Development Minor, 2019-present
- Invited Speaker: Texas Undergraduate Sales Association, Sp 2023
- Committee Member: Moody Laptop Review Committee, Sp 2022
- Committee Member: Moody Employer Relations Search and Hiring Committee, F 2021
- Guest Lecture: COM 301E, *Transferring What You Learn in Moody to Your Career*, F 2021, F 2022
- Video Lecture for Interdisciplinary Communication Foundations (COM 302E), Su 2021
- Hosted a Moody Open Door Discussion (MODD) session: *Disasters & The Importance of Communication*, F 2020
- Moody Mini-Seminar Speaker: *Disasters and Employee Communication*, Sp 2020
- Moody Career Services Guest Speaker: *Webconferencing Research & Trends in Sales Jobs*, F 2020
- Video Creator: Moody Undergraduate Virtual Graduation Sp 2020
- Video Lecture for Introduction to Communication Foundations (COM 301E), Su 2020
- Member: Moody College Centers, Institutes, and Programs Leadership Committee F 2020-present
- Member: Moody College Teaching Excellence Selection Committee, 2020-2021
- Member: Leadership Executive Education Exploration Committee, 2020-2021
- Member: Global Engagement Committee, 2019-present
- Member: Faculty Advisory Council for Moody's Innovation & Entrepreneurship Initiative, 2019-present
- Member: Principal Investigator Committee, 2016-present
- Member: Science Communication Minor Committee, 2017-present
- Member: Faculty Advisory Council for Innovation & Entrepreneurship Initiative, 2019-present
- Co-Chair: Professional Sales & Business Development Center Exploration Committee, 2018-2019
- 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

### ***Technology & Information Policy Institute (TIPI) Service***

- Co-Director, September 2020-present
  - Co-Developed and Presented *Grant Writing Workshop for Graduate Students*, Jan. 2021.
  - PI or CoPI on grants totaling \$6 million as of Fall 2022

### ***Center for Health Communication 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***

- Moody Mentor for Joe Cutbirth 2021-present
- Member: Curriculum Committee (including current curriculum review) 2022-present
- Member: Graduate Fellowship Committee 2021-2022
- Member: Faculty Awards Committee 2020-2021
- Created professional development opportunities for graduate students through my Organizing Practices Through Information & Communication (OPTIC Lab) meetings. 2020-present
- Member: Graduate Office Committee (Fellowship and Award Selections) 2014-2015, 2016-2017, 2019-2020
- 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***

- Facilitator: Research in Communication Studies, Comm. Studies Research Week, 2022
- Video Creator: 306M Videos Teaching Students How to Give Virtual Presentations, 2020
- 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***

- Member: Publishing Panel for Graduate Students, 2022
- Invited Speaker: Groups & Teams Graduate Course, Multicommunicating in Teams, Sp 2022
- Invited Speaker: 081 Communication Studies Introduction to Graduate Studies Course, *Tips for Graduate Students Attending Conferences*, 2017, 2018, 2019, 2020
- 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 Grad. 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