Keri K. Stephens, Ph.D.

Associate Professor | Department of Communication Studies

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ACADEMIC/PROFESSIONAL BACKGROUND

Educational Background

Ph.D.   Organizational Communication, Aug. 2005, The University of Texas, Austin, TX
Dissertation: Combinatorial media use in organizations: Understanding why people use more than one medium to communicate. *Committee:* Craig R. Scott, Laurie K. Lewis, Dawna Ballard, & Don Heider. *Chairs:* Larry D. Browning & Ronald E. Rice (UCSB).

M.A.   Organizational Communication, Dec. 2000, The University of Texas, Austin, TX
Thesis: Opening the data collection black box: An ethnostatistical analysis of survey researchers. *Advisor:* Larry D. Browning. *Outside Reader:* Norval Glenn.

B.S.   Biochemistry *(Cum Laude)*, May 1990, Texas A&M University, College Station, TX Univ. Honors, Top biochemistry student, Earl Rudder top university-wide student (2 given of 6,000 students).

University and Professional Experience

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

- 2018-present   Distinguished Teaching Professor (UT Academy of Distinguished Teachers)
Faculty Fellow, Center for Health & Social Policy, LBJ School of Public Policy

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

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

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

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

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

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

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

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

AWARDS & HONORS

<u>Scholarly Awards and Honors</u>

- Top 3 Article of the Year for *Management Communication Quarterly*, 2018

- Professional Achievement Award, NCA Training & Development Division, 2017

- UT Austin's nomination for the National Endowment for the Arts Summer Stipend, 2016

- Bill Eadie Distinguished Scholarly Article Award, Applied Comm. Div. of NCA 2015

- Transdisciplinary Collaborative Research in Self-Management Science Success Story Award Winner for our UT Center for Health Communication Team and Dell Children's Medical Center, 2015

- Outstanding Article of the Year in Human Communication and Technology, NCA, 2014

- Best Research Paper Award (1st out of 191 submissions), International Information Systems for Crisis Response and Management (ISCRAM) Conference Proceedings, 2014

- Waveland Press Award for Top Interactive Display Paper in Organizational Comm., 2012

- Summer Research Assignment, UT Austin, Summer 2012

- Deans Fellowship, UT College of Communication, 2011

- Top Scholar to Scholar Session Award, NCA, 2006

- 12 Top Paper Panels, National Communication Association (NCA)
    - Human Communication & Technology Division, 2009, 2013, & 2018
        - Top Student Paper Panel, 2002
    - Organizational Communication Division, 2016
        - Top Student Paper, 2000
    - Health Communication Division, 2013
    - Applied Communication Division, 2008, 2002 (Top paper)
    - Training & Development Division, 2006, 2009, 2012

- 4 Top Paper Panels, International Communication Association (ICA)
    - Mobile Communication Division, 2016 (Top Paper)
    - Communication and Technology Division (CAT), 2014
    - Instructional Communication Division, 2007
    - Organizational Communication Division, 2005

- 4 Top Panel Awards, National Communication Association
    - Training & Development Division, 2006, 2009, & 2012
    - Applied Communication Division, 2008

- Departmental-Level Nominee, College-Level Nominee, and University-Wide Runner-Up for the Presidential Award for Excellence in Research, Texas State Univ., Dept. Comm. Studies, 2007

- Org. Comm. & Info. Sys.(OCIS) Doctoral Preconference selected participant at the AOM, 2004

- Workshop Fellowship, Science, Technology and Society Program, University of Texas, 2004

- Outstanding Ph.D. Student Award, UT Communication Studies, 2004

- Best Paper, Informing Science + IT Education Conference, 2003

<u>Teaching Awards and Honors</u>

National- & International-level recognition

- Selected to give a TEDx Talk, Palo Alto College, San Antonio, TX, September 2018

- Pearson Education, Selected for an Inspiring Teacher Story, 2017

- Graduate Student Teaching Award, International Communication Association, 2004

University-level recognition

- Academy of Distinguished Teachers, UT Austin (4 selected campus wide), September 2018

- President's Associates Teaching Excellence Award (7 given campus wide), 2016

- Guest Professor, Camp Texas, Texas Exes, Fall 2015, 2016, 2017, 2018

- The Eyes of Texas Excellence Award, Spring 2013 (student selected; 10 given campus wide)

- Departmental-Level Nominee, College-Level Nominee, and University-Wide Runner-Up for the Presidential Award for Excellence in Teaching, Department of Communication Studies, Texas State University, 2007

College- & Department-level recognition

- Professor of the Year, Communication Studies Graduate Student Community, 2017

- Teaching Excellence Award Finalist, Moody College of Communication, 2015

- Outstanding Assistant Instructor, University of Texas, Dept. Communication Studies, 2004

Student-organization-level recognition

- Invited Faculty, Zeta Tau Alpha, Fall Faculty Appreciation Dinner, 2017

- Invited Faculty, Tri Delta, Spring Faculty Appreciation Dinner, 2017

- Invited Faculty, Alpha Chi Omega, Spring Faculty Appreciation Dinner, 2017

- Faculty Honoree, Texas Spirits, Fall 2013, Fall 2012

- Guest Leader, LeaderShape Texas, College of Engineering, Spring 2012

- Invited Faculty, Tejas Club, Evening Coffee Speaker, Fall 2011

- Invited Faculty, Tejas Club, Life Boat Exercise, Spring 2011

- Faculty Honoree, Alpha Delta Pi, Spring Appreciation Pie, 2011

- Invited Faculty, Tejas Club , Texas Independence Day Breakfast, Spring 2010, Spring 2011

- Guest Coach, UT Women's Soccer, Fall 2009

- Faculty Honoree, Chi Omega, Fall Appreciation Dinner, 2008

- Faculty Honoree, Alpha Chi Omega, Fall Appreciation Dinner, 2007

- Scholarship Banquet, Alpha Delta Pi, Texas State University, 2006

- Outstanding Faculty Member Nominee, 1st Order of Omega, University of Texas, 2003

- Honored Instructor, Pi Beta Phi's Annual Scholarship Recognition Program, UT, 2003

- Honored Instructor, Tri Delta's Annual Scholarship Recognition Program, UT, 2001

- Honored Instructor, Kappa Alpha Theta's Annual Scholarship Recognition, UT, 2001

SCHOLARLY PUBLICATIONS

Books (Peer Reviewed)

Stephens, K. K. (Ed.) (in press). *New media in times of crisis.* New York, NY: Routledge. Anticipated publication 2019.

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

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

Peer-Reviewed Articles, Book Chapters, & Proceedings (graduate and undergraduate student coauthors in bold)

Stephens, K. K. (in press). 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.

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.

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.

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, Florida.

Stephens, K. K., **Li, J., Robertson, B. W., Smith, W. R.** & Murthy, D. (2018). Citizens communicating health information: Urging others in their community to seek help during a flood. In K. Boersma & B. Tomaszewski (Eds.), *Proceedings of the 15th International ISCRAM Conference .* Rochester, NY, May 2018.

Smith, W. R., Stephens, K. K., **Robertson, B. W., Li. J.,** & Murthy, D. (2018). Social media in citizen-led disaster response: Rescuer roles, coordination challenges, and untapped potential. In K. Boersma & B. Tomaszewski (Eds.), *Proceedings of the 15th International ISCRAM Conference.* Rochester, NY, May 2018.

Stephens, K. K., & **Robertson, B. W**. (2018). Mobile devices in training: What are our trainees doing and what can trainers do? In J. D. Wallace & D. Becker (Eds.). *Handbook of Communication Training.* New York, NY: Routledge

Stephens, K. K., **Mandhana, D., Kim, J., Li, X., Glowacki, E., & Cruz, I.** (2017). Reconceptualizing communication overload and building a theoretical foundation. *Communication Theory*, 27, 269-289.

McGlone, M. S., Stephens, K. K., **Rodriguez, S.,** Vernon, S., & Fernandez, M. E., (2017). Persuasive texts for prompting action: Agency assignment in HPV vaccination reminders. *Vaccine, 35*, 4295-4297.

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., & **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). Multicommuncating 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., **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.

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.

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., & **Barrett, A. K.** (2016). Communicating briefly: Technically. *Journal of Business Communication, 53, 398-418.*

Stephens, K. K., & **Ford, J. L**. (2016). Unintended consequences of a strategically ambiguous organizational policy selectively restricting mobile device use at work. *Mobile Media &Communication, 4,* 186-204.

Lazard, A., Watkins, I., Mackert, M., Xie, B., Stephens, K. K., & Shalev, H. (2016). Design simplicity influences patient portal use: Role of aesthetic evaluations for technology acceptance. *Journal of the American Medical Informatics Association, 23(e1),* e157-161.

Crook, B., Stephens, K. K., **Pastorek, A.,** Mackert, M., & Donovan, E. (2016). Sharing health information and influencing behavioral intentions: The role of health literacy, information overload, and the internet in the diffusion of healthy heart information. *Health Communication, 31,* 60-71.

Ford, J. L., Stephens, K. K., & **Ford, J.** (2015). Digital restrictions at work: Exploring how selectively exclusive policies affect crisis communication. *International Journal of Information Systems for Crisis Response and Management, 7,* 19-28.

Stephens, K. K., **Jafari, E.,** Boyles, S., **Ford, J. L., Zhu, Y.** (2015). Increasing evacuation communication through ICTs: An agent-based model demonstrating evacuation practices and the resulting traffic congestion in the rush to the road. *Journal of Homeland Security and Emergency Management, 12*, 497-528.

Stephens, K. K., **Pastorek, A., Crook, B.,** Mackert, M., Donovan-Kicken, E., Shalev, H. (2015). Boosting employer-sponsored health dissemination efforts: Identification and information sharing intentions. *Health Communication, 30,* 209-220.

Donovan, E., **Crook, B., Brown, L. E., Pastorek, A. E., Hall, C. A.,** Mackert, M. S., & Stephens, K. K. (2014). An experimental test of medical disclosure and consent documentation: Assessing patient comprehension, self-efficacy, and uncertainty. *Communication Monographs, 81,* 239-260. ***Bill Eadie Distinguished Scholarly Article Award, Applied Communication Division NCA 2015.***

Stephens, K. K., **Heller, A.,** & Chan, A. (2014). Understanding situated survey refusal: Applying sensemaking and sensegiving to ethnostatistics. *Qualitative Research, 14,* 745-762.

Stephens, K. K., **Goins, E., & Dailey, S.** (2014). Organizations disseminating health messages: The roles of organizational identification and HITs. *Health Communication, 29,* 398-409.

Stephens, K. K**., Ford, J. L., Barrett, A.,** & Mahometta, M. (2014). Alert networks of ICTs and sources in campus emergencies. In S. R. Hiltz, M. S. Pfaff, L. Plotnick, & A. C. Robinson (Eds.). *Proceedings of the 11th International ISCRAM Conference* (pp. 650-659): University Park, Pennsylvania, USA, May 2014. ***Best Research Paper Award (1st out of 191 submissions).***

Stephens, K. K., & **Ford, J. L.** (2014). Banning mobile devices: Workplace policies that selectively exclude can shape crisis communication (short paper format). In S. R. Hiltz, M. S. Pfaff, L. Plotnick, & A. C. Robinson (Eds.). *Proceedings of the 11th International ISCRAM Conference* (pp. 277-281): University Park, Pennsylvania, USA, May 2014

Stephens, K. K., & **Ford, J. L.** (2014). Crisis communications and sharing message control. In M. Khosrow-Pour (Ed.) *Encyclopedia of Information Science and Tech.*(pp. 462-470). IGI Global.

Stephens, K. K., & **Dailey, S. L.** (2014). Human resources development in a technology-infused workplace. In M. Khosrow-Pour (Ed.) *Encyclopedia of Information Science and Tech.* (pp. 581-589). IGI Global.

Stephens, K. K. (2014). Piccadilly riots, London. In K. Harvey (Ed.), *Encyclopedia of social media and politics.* (Vol. 17, pp. 965-968). Thousand Oaks, CA: SAGE Publications.

Stephens, K. K**., Barrett, A.,** & Mahometa, M. L. (2013). Organizational communication in emergencies: Using multiple channels and sources to combat noise and capture attention. *Human Communication Research, 39,* 230-251. ***Article of the Year Human Communication & Technology Division of NCA, 2014.***

Browning, L. D., Brentlinger, J., Sørnes, J-O., Stephens, K. K. & Sætre, A. S. (2013). The rhetoric of organizational stability and change: An analysis of the term 'platform'. *The Nordic Journal of Social Research, 4,* 101-114.

Stephens, K. K. (2012). Multiple conversations during organizational meetings: Development of the multicommunicating scale. *Management Communication Quarterly, 26,* 195-223.

Stephens, K. K., **Cho, J.,** & Ballard, D. I. (2012). Simultaneity, sequentiality, and speed: Organizational messages about multiple-task completion. *Human Communication Research, 38,* 23-47.

Stephens, K. K., & **Dailey, S.** (2012). Situated organizational identification in newcomers: Impacts of preentry organizational exposure. *Management Communication Quarterly, 26,* 402-422.

Ballard, D. I., McGlone, M., & Stephens, K. K. (2012, May). *Understanding of time in the lives of digital natives.* Paper presented in the Simple, Sustainable Living Workshop at CHI 2012, Austin, TX.

Stephens, K. K., & Rains, S. A. (2011). Information and communication technology sequences and message repetition in interpersonal interaction. *Communication Research, 38,* 101-122.

Stephens, K. K., **Cowan, R. L.,** & Houser, M. L. (2011). Organizational norm congruency and interpersonal familiarity in email: Examining messages from two different status perspectives. *Journal of Computer Mediated Communication, 16*, 228-249.

Stephens, K. K., **Murphy, M., & Kee, K.** (2011). Leveraging multicommunication in the classroom: Implications for participation and engagement. In S. P. Ferris (Ed.) *Teaching and learning with the net generation: Concepts and tools for reaching digital learners (pp. 269-288).* Hershey, PA: IGI Global.

Malone, P. C., & Stephens, K. K. (2010). Give me information or I'll blog. In J. Keeton & P. Shockley-Zalabak (Eds.). *Case studies for organizational communication: Understanding communication processes* (3rd ed., pp.324-331). NY: Oxford University Press.

Stephens, K. K., & **Davis, J. D.** (2009). The social influences on electronic multitasking in organizational meetings. *Management Communication Quarterly*, *23,* 63-83.

Stephens, K. K., & Malone, P. (2009). If the organizations won't give us information…: The use of multiple new media for crisis technical translation and dialogue. *Journal of Public Relations Research, 21,* 229-239.

Stephens, K. K., Houser, M. L., & **Cowan, R. L.** (2009). R U able to meat me: The impact of students' overly casual email messages to instructors. *Communication Education, 58,* 303-326.

Scott, C. R., & Stephens, K. K. (2009). It depends on who you're talking to… : Predictors and outcomes of situated measures of organizational identification. *Western Journal of Communication, 73, 370-394.*

Stephens, K. K. (2008). Optimizing costs in workplace instant messaging use. *IEEE Transactions on Professional Communication, 51,* 369-380.

Stephens, K. K., Sørnes, J. O, Rice, R. E., Browning, L. D., & Sætre, A. S. (2008). Discrete, sequential, and follow-up use of information and communication technology by managerial knowledge workers. *Management Communication Quarterly, 22,* 197-231.

Stephens, K. K., & Mottet, T. M. (2008). Interactivity in a Web conferencing training context: Effects on trainers & trainees. *Communication Education*, *57*, 88-104.

Stephens, K. K. (2007). The successive use of information and communication technologies at work. *Communication Theory, 17,* 486-509.

Sætre, A. S., Sørnes, J. O., Browning, L. D., & Stephens, K. K. (2007). Enacting media use in organizations. *Journal of Information, Information Technologies and Organization, 2,* 133-158.

Lewis, L. K., Schmisseur, A., Stephens, K. K., & Weir, K. E. (2006) Advice on communicating during organizational change: The content of popular press books. *Journal of Business Communication, 43,* 113-137.

Sætre, A. S., & Stephens, K. K. (2006). Tricking your customer without cheating them. In S. May (Ed.). *Case studies in organizational communication: Ethical perspectives and practices* (pp. 225-237). *Thousand Oaks,* CA: Sage.

Stephens, K. K., D'Urso, S. C., & Holmes, P. (2006). The Sulzer hip replacement recall crisis: A patient's perspective. In S. May (Ed.). *Case studies in organizational communication: Ethical perspectives and practices* (pp. 125-138). Thousand Oaks, CA: Sage.

Browning, L. D., Sørnes, J. O., Stephens, K. K., & Sætre, A. S. (2006). A garbage can model of information/communication/technology choice. In A. Schorr & S. Seltmann (Eds.), *Changing media markets in Europe and abroad: New ways of handling information and entertainment content.* Lengerich: Pabst Science Publishers.

Stephens, K. K., Malone, P. C., & Bailey, C. (2005). Communicating with stakeholders during a crisis: Evaluating message strategies. *Journal of Business Communication, 42,* 390-419.

Sørnes, J. O., Stephens, K. K., Browning, L. D., & Sætre, A. S. (2005). A reflexive model of ICT practices in organizations, *Informing Science, 8,* 123-142.

Stephens, K. K., Rimal, R. N., & Flora, J. (2004) Expanding the reach of health campaigns: Community organizations as metachannels for the dissemination of health information. *Journal of Health Communication, 9,* 97-111.

Sørnes, J. O., Stephens, K. K., Sætre, A. S., & Browning, L. D. (2004). The reflexivity between ICTs and business culture: Using Hofstede's theory to compare Norway and the United States. *Informing Science, 7,* 1-30.

Stephens, K. K. (2003). Teaching with game shows: Using game shows to teach communication concepts. In B. S. Hugenberg & L. W. Hugenberg (Eds.). *Teaching ideas for the basic communication course* (Vol. 7., pp. 117-123). Iowa: Kendall Hunt.

Invited Articles, Encyclopedia Entries, and Book Chapters

Stephens, K. K., & **Powers, C. J.** (in press). Communication technology and organizational life. In H. D. O'Hair & M. J. O'Hair (Eds). *Handbook of Applied Communication Research.* Wiley.

Stephens, K. K., & Kee, K. F. (in press). Technology and organizational communication. In A. Nicotera (Ed.). *Organizational Communication: A Comprehensive Introduction.* New York: Taylor and Francis.

Stephens, K. K. (in press). Jumping in—or get me out of—the dirty water…But I'm a social scientist. *Health Communication.*

Stephens, K. K. (2018). Adapting and advancing organizational communication research methods: Balancing methodological diversity and depth, while creating methodological curiosity. In P. Salem & E. Timmerman (Eds.). *Transformative Practices and Research in Organizational Communication (pp. 151-167).* Hershey, PA: IGI Global.

Barbour, J. B., Buzzanell, P. M., Kinsella, W. J., & Stephens, K. K. (2018). Communicating/organizing for reliability, resilience, and safety: Special issue introduction. *Corporate Communications: An International Journal, 23*, 154-161.

Stephens, K. K. (2017). Organizational communication methods published in *MCQ* 2001-2015: Trends and pedagogical implications. *Management Communication Quarterly, 31,* 130-138.

Stephens, K. K. (2016). Understanding overload in a contemporary world. In D. I. Ballard & M. S. McGlone (Eds.), *Work pressures: New agendas in communication* (pp. 3-19). New York, NY: Routledge.

Stephens, K. K., & **Zhu, Y.** (2016). Do I feel like I'm a part of this organization? Organizational identification and using technology to communicate about health. In T. R. Harrison & E. A. Williams (Eds.), *Organizations, health, and communication* (pp. 204-222). New York, NY: Routledge.

Stephens, K. K., & **Waters, E.** (2016). How and why technology matters in consulting interventions. In J. H. Waldeck and D. R. Seibold (Eds.) *Consulting that matters: A reader for scholars and practitioners* (pp. 239-258). New York: Peter Lang Publishing.

Stephens, K. K., & **Dailey, S. L.** (2014). One Ocean: Sharing the sea in Newfoundland and Labrador In Sørnes, J. O., & Browning, L. D. (Eds.). *Stories of the High North – Stakeholder Perspectives.* New York, NY: Routledge.

Stephens, K. K., **Waters, E. D., & Sinclair, C.** (2014). Media management: The integration of HR, technology, and people. In M. E. Gordon, & V. D. Miller (Eds.), *Meeting the challenge of human resource management: A communication perspective* (pp. 215-226). New York: Routledge.

Stephens, K. K., **Ford, J. S., & Sinclair, C.** (2014). Creating and using visual aids. In J. L. Ford, K. Stimpson, & J. A. Daly (Eds*.). Professional communication skills.* Boston, MA: Pearson.

Stephens, K. K., & **Ford, J.** (2013). 6 ways to get your emergency alerts noticed. *Campus Safety Magazine, 21(7)*, 34-35.

Stephens, K. K., Houser, M. L., & **Cowan, R. L.** (2012). Did I really send that? Crafting effective emails to professors. In A. K. Goodboy & K. Shultz (Eds.) *Introduction to Communication Studies: Translating Scholarship into Meaningful Practice* (pp. 227-234). Dubuque, IA: Kendall Hunt.

Stephens, K. K., & Malone, P. C. (2010). New media for crisis communication: Opportunities for technical translation, dialogue, and stakeholder responses. In T. C. Coombs & S. J. Holladay (Eds.). *Handbook of Crisis Communication* (pp. 381-395). Malden, MA: John Wiley & Sons.

Browning, L. D., Deetz, S., Morris, G. H., Stephens, K. K., & Taylor, J. (2010). Twenty-one tips on data interpretation. In G. Cheney, L. T. Christensen, T. E. Zorn, & S. Ganesh (Eds.). *Organizational communication in an age of globalization: Issues, reflections, practices.* Prospect Heights, IL: Waveland Press.

Stephens, K., **Stimpson, K. & Ciceraro, L.** (2010). Creating and using visual aids. In A. Battaglia, J. A. Daly, & A. M. Young (Eds.), *Professional Communication Skills*, (5th ed., pp. 357-373). New York, NY: Pearson.

Stephens, K. K., Houser, M. L., & **Cowan, R. L.** (2009). Students' email missteps. *Communication Currents, 4, 4,* http://www.communicationcurrents.com/

Stephens, K. K. (2007). Incorporating visual aids. In A. M. Young, & J. A. Daly (Eds.). *Professional communication skills.* Indianapolis, IN: Pearson.

Stephens, K. K. (2007). Making your point with PowerPoint.® In A. M. Young, & J. A. Daly (Eds.). *Professional communication skills.* Indianapolis, IN: Pearson.

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

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

Articles and Book Chapters Under Review (Refereed)

Stephens, K. K., **Robertson, B. W.,** & Murthy, D. (under revise and resubmit). *Throw me a lifeline: Articulating mobile social network dispersion in disaster rescues.*

Zhu, Y., & Stephens, K. K. (under revise and resubmit). *Online support group participation and social support: Incorporating identification and interpersonal bonds.*

Harrison, M., & Stephens, K. K. (under revise and resubmit). *Wellness-in-practice: Connecting workplace wellness programs to the people they serve and the problems they intend to solve.* Under revise and resubmit at *Management Communication Quarterly.*

Stephens, K. K., **Robertson, B. W., & Harrison, M.** (under review). *Reporting crime: Exploring bystander effects when people have a smartphone in their pocket.*

Smith, W. R., Stephens, K. K., **Robertson, B. W., Li. J.,** & Murthy, D. (under review). *Communicating and organizing for citizen disaster rescue: Disaster knowledge worker archetypes and technologies in practice.*

RESEARCH GRANTS

- The Texas Department of Transportation, Planning for Public Involvement Grant. Stephens is the PI. Value: $223,000. 01/30/19-10/31/19.

- National Science Foundation. RAPID: The Changing Nature of "Calls" for Help with Hurricane Harvey: 9-1-1 and Social Media. Stephens is PI. Value: $168, 508. 10/01/17 – 03/30/19.

- Facebook Incorporated. Disaster-Related Citizen Organizing Facilitated by Social Media: Converting Lessons from Hurricane Harvey Into Product Design Ideas. Stephens is CoPI. Value: $50,000. 08/15/18 – 08/15/19.

- Oakridge Associated Research Universities (OARU) event grant: Crisis Communication & New Media Conference and Book. Stephens was PI. Value: $3800. 2016-2017

- Oakridge Associated Research Universities (OARU) travel grant: Emergency Preparedness and Health Communication Opportunities for Collaboration. Stephens was PI. Value: $600. 08/30/16.

- The UT Austin Portugal Collaboration. Delivering Repeated Health Messages Through Digital Media to Increase Physical Activity in Dialysis Patients. Stephens was PI. Value $44,444. January 2015 to December 2017.

- National Science Foundation Innovation Corps (I-Corps) Regional Node Selected Participant. Family Share/Family Care Digital Health Hospital Communication Systems. Stephens was PI. Value: Training at the regional level to prepare a national-level submission. February-March 2016.

- Office of Research, The University of Texas at Texas, Faculty Research Assignment, 2015.

- The National Communication Association. Communication Contributions to the National Center for Campus Public Safety. Stephens was CoPI with Marya Doerfel. Value: $6,985. Jan. 2014.

- Cancer Prevention and Research Institute of Texas (CPRIT), Principal Investigators: M. Fernandez and S. Vernon, UT School of Public Health, Houston, TX. Value: $1,496,034.00. Stephens was a consultant and the amount under Stephens' supervision: $40,000.00. 2014-2016.

- Grant Preparation Award, UT College of Communication Expanding Emergency Response Communication Research to a Multi-Institution NSF Grant Proposal. Spring 2014. Value: $6,000.

- The Texas Department of Transportation, Texas Department of Transportation Marketing Grant: Stephens conducted research as part of a $689,220 grant with the Center for Transportation Studies and Department of Advertising. Her investigator portion of the grant was $43,825 and she was responsible for conducting the organizational needs assessment interviews and data analysis. Fall 2011-Spring 2012.

- Grant Preparation Award, UT College of Communication. The Constitution of Emergency Response Communication: Including Multiple Community Stakeholders. Spring 2013. Value: $6,000.

- Summer Research Assignment, University of Texas at Austin, Applying Patterns of Information and Communication Technology Use to Understand How to Capture Attention. 2012. Value: $9,000.

- Special Research Grant, UT Office of VP for Research, Using a Mix of Information and Communication Technologies to Send and Receive Messages as a Crisis Unfold. 2011-2012. Value: $747.50.

- Grant Preparation Award, UT College of Communication. With Erin Donovan Kicken. Value: $12,000. Partnering with the Austin Regional Clinic and the UT Department of Advertising Faculty to determine how organizations can use communication technology to be effective communication channels for Healthy Heart messages. 2011-2012.

- US Census Grant, Using Communication Technologies to Reach Millennial Generation Students. Stephens was PI. Value: $13,217. December 2010-June 2011.

- Grant Preparation Award, UT College of Communication. Combining Health Information Technologies to Communicate Health Messages. Value: $12,000 for RA support. 2010-2011.

- Undergraduate Research Mentorship Award, UT College of Communication. The Evolution of British Petroleum's use of Crisis and Technical Translation Strategies in the 2010 Gulf Oil Spill: A Multiple Media Comparison. Value: Grad. RA support, 3 undergraduate RAs. 2010-2011.

- US Census Grant, Using Communication Technologies to Reach Millennial Generation Students. Stephens was PI. Value: $30,000. December 2009-December 2010.

- Special Research Grant, UT Office of VP for Research, Using Combinations of Health Information Technology to Communicate Skin Cancer Prevention Messages. Value: $750.00. 2009-2010.

- Summer Research Assignment, UT Graduate School, Using Communication Technology Before, During, and After Organizational Meetings: A Communication Process Perspective, Value: Summer Salary. Summer 2009.

- Junior Faculty Fellowship, UT College of Communication. Including All Organizational Members in a Communication Survey: A Multiple Information and Communication Technology Perspective, Value: $6,000.00. 2008-2009.

- Knapp Fellowship, College of Communication, University of Texas, Exploring organizational ICT use, Value: 1 course reduction. Spring 2009.

- UT Office of the Vice President for Research, Research Grant Award, Combinatorial ICT Use at Work, University of Texas, Value: $6,000.00. Fall 2007-Spring 2008.

- Reddick Fellowship, Information and Communication Technology (ICT) Use at Work, College of Communication, University of Texas, Value: $6,777. Fall 2007-Spring 2008.

- Undergraduate Research Mentorship Award, for Communicative Multitasking in the Modern Organizational Meeting, College of Communication, University of Texas, Value: full time RA, 3 undergraduate research assistants. 2007-2008.

- Texas Department of Health Tobacco Message Evaluation Project. Worked with Dr. Rajiv Rimal to design and execute focus groups and research reports based on the results Summer 2002.

- Hewlett-Packard Communication Technology Grant. Worked under the direction of Dr. Larry Browning (PI) to study how professionals use the Internet to communicate. I provided input on the grant proposal, designed interview schedules, conducted interviews, analyzed interviews (US and Norwegian), coded and categorized the raw data, wrote research reports, and wrote papers for publication. Value $125,000. 2000-2002.

Selected Grants Not Funded (2017-2018)

- National Science Foundation. Sheltering Response Ecosystem: Robustness and Resilience of Centralized Versus Decentralized Systems. Value $550,000. Stephens was CoPI. (not funded 2018).

- National Science Foundation. RAPID: Examining Intercultural Disaster Communication with Non-English-Speaking Residents in Hurricane Florence. Stephens was CoPI. Value: $195,000. (not funded 2018).

- WhatsApp Corporation. Social Relationships, Mobilization, and Acting on Information: WhatsApp use in Disasters. Stephens was the PI. Value: $50,000. (not funded 2018).

- CPRIT Grant with the CommunityCare Collaborative. Value 1.4 million. Stephens was a consultant. (not funded 2018)

- National Institute for Health. A Pilot Study of Long-Term Home-Based Telerehabilitation. Stephens was a consultant. Value: $900,000 (not funded 2018).

- National Science Foundation CRISP. Proactive Resilience for Urban Infrastructure Networks. Stephens was CoPI. Value: 2.49 million (not funded 2017).

Funded Internal Teaching Grants and Contracts

- DIY Micro Grant, UT Austin, Faculty Innovation Center, Value: $500, 2018.

- Faculty Innovation Grant, UT Austin, The Friday Experience: A Hybrid-Learning Extension, Value: $6,459. 2017-2018.

- Library Enhancement Grant, Texas State University, Value: $790.61. 2006.

- Excellence for Teaching & Learning program, Texas State University, Value $800. 2005-2006.

- Partnered with the University of Texas Center for Instructional Technology who provided Web-conferencing software to facilitate data collection, Value: $2,000. Spring 2003.

Grants Review Panels

- National Science Foundation Review Panel, 2018.

- Canada Excellence Research Chairs Competition Review Panel, 2017, 2018, 2019.

- Tenure Review for four different candidates, 2017-2018.

- University of Iowa Department of Nursing Grant Review Panel, Fall 2014.

- Health Communication Scholars Program Review Panel, The University of Texas at Austin, Spring 2014, Spring 2015, Spring 2016.

- Impact Austin, Education Subcommittee Review Panel, Spring 2014.

Invited Talks, Lectures, & Presentations (recent)

2018

- Invited Panel Speaker, *Using technology to invite diverse perspectives in hybrid communication courses*. Presented as part of the National Communication Association Teaching & Learning Council, Nov. 2018.

- Invited Lecture: *Disaster Communication in Teams*. Presented to Team-Based Communication course, UT Austin, October 2018.

- Invited Talk, *Success & Sundaes: A Professional Insights Panel*. Texas A&M University, September 2018.

- Invited Research Talk *Social Media Use Around Hurricane Harvey: Citizens, Volunteers, & Officials*. Presented to the Department of Homeland Security's Social Media Working Group Subcommittee, Aug. 2018.

- Invited Presentation *Productive and Problematic Volunteer and Official Rescue Communication*. Presented at the Hurricane Harvey Research Symposium, Port Aransas, TX, August 2018.

- Invited Research Talk, *Negotiating Control.* Presented at the Oxford Internet Institute, Oxford, UK, June 2018.

- Invited Research Talk, *Negotiating Control of ICTs in the Hospital.* Presented at Vrije Universiteit (VU), Amsterdam, The Netherlands, June 2018.

- Invited Lecture: *Emergent Teams during Hurricane Harvey.* Presented to Team-Based Communication course, UT Austin, March 2018.

- Invited Research Talk, *Data of a Disaster.* Presented at the City Summit 2018, Capital Factory, Austin, TX, February 2018.

2017

- Invited Research Talk, *Bringing Mobile Communication to Work: Organizational and Personal Control.* Presented at the University of Utah Dept. of Communication Colloquium, February 2017.

- Invited Lecture: *Interprofessional Communication in the Digital Age.* Presented in the Inaugural Class of Health Communication Minors at UT Austin, February 2017.

2016

- Invited Research Talk, *Risk and Communication on Worksite Wellness.* Presented at the Mayor's Health and Fitness Council-Austin Business Group on Health, October 2016

- Invited Research Talk, *Public Health Leaders Using Interpersonal Communication for Powerful Change.* Presented at the The Texas Association of City & County Health Officials (TACCHO) Public Health Leadership Summit, October 2016.

- Invited Research Faculty Competition Judge, Texas State University, College of Fine Arts and Communication, September 2016.

- Invited Research Talk, *Evidence-based Research on Health Informatics and Integrated Healthcare Teams.* Presented at the American Psychological Association Conference, Denver, August 2016.

- Invited Talk, Can *I? Should I? Do I Want to… Bring My Own Mobile Phone to Work at the Hospital?* Presented at Chapman University, Orange, CA., June 2016.

- Invited Talk, *Delivering Repeated Diabetes Health Messages Using MyAPDP,* Presented at International Collaboratory for Emerging Technologies, CoLab, Lisbon, Portugal.

- Invited Talk, *Adapting and Advancing Research Methods Organizational Communication: Balancing Methodological Diversity and Depth, While Creating Methodological Curiosity.* Presented at Organizational Communication Traditions, Transitions, & Transformations, Austin, TX, February 2016.

- Invited Talk, *Listening for What Matters* AT&T, Austin, TX, February 2016.

- Invited Talk, *Healthcare Communication and the Digital Age: What it Means for Health Professions.* Baylor, University, Waco, TX, March 2016.

- Invited Talk, *Noticing Things Below the Surface,* UT Austin's LAMP Program, Austin, TX, April 2016.

2015

- Invited Talk, Scotiabank Ethics in Action, *Using Technology to Communicate at Work: Norms, Desires, and Hidden Ethical Issues,* Dalhousie, University, Halifax, Nova Scotia, November 2015.

- Invited Ethics Case Study Judge, Scotiabank Ethics in Action, Dalhousie, University, Halifax, Nova Scotia, November 2015.

- Invited Talk, Rowe Business School Information Technology Course, *Using Technology to Communicate in a Hospital.* Dalhousie, University, Halifax, Nova Scotia, November 2015.

- Invited Talk, *Interprofessional Communication and Mobile Technology Use in a Hospital.* Baylor, University, Waco, TX, November 2015.

- Invited Panel Participant, *Patient Routing for Cost Effective Care,* McCombs, UT Austin, Nov. 2015.

- Invited Research Faculty Competition Judge, Texas State University, College of Fine Arts and Communication, September 2015.

- Invited Talk, *Being Brief, Clear, and Still Feeling Like a Scientist When You're Finished,* Office of Undergraduate Research, UT Austin, September 2015.

- Invited Talk, *Interprofessional Communication & Mobile Technology Use in a Hospital*, Center for Health Communication, UT Austin, September 2015.

- Invited Talk & Certified Nurse Educator, *Interprofessional Communication and Technology Use in Hospitals,* Dell Children's Medical Center, August 2015.

- Invited Talk, *Using Technology to Communicate at Work*, UT Employee Engagement Series, Austin, TX, July 2015.

- Invited Talk, *What Leaders Need to Know about Using Technology to Reach Employees and External Stakeholders,* UT Health Communication Leadership Institute, Austin, TX, June 2015.

- Featured Speaker, *Using Technology to Reach Employees with Crisis & Health Information,* International

Crisis and Risk Communication Conference, Orlando, Fl, March 2015.

- Invited Talk, *Technology: Changing How Organizations Must Communicate Today*, Presented to J. Barker's Graduate Corporate Social Responsibility Course, Dalhousie, University, Halifax, Nova Scotia, February 2015.

- Invited Talk, *Technology and Organizational Communication*, Texas State University Communication Week, San Marcos, TX, February 2015.

- Invited Talk, *Multicommunicating,* First Opponent on Doctoral Dissertation of Keith Munkejord. NTNU, Trondheim, Norway, January 2015.

2014

- Invited Talk, *Opportunities for Communication Reach to Influence the Development of the National Center for Campus Public Safety*, Burlington, VT, November 2014.

- Invited Talk, *Technology and Communication: Brief, Persuasive, and Redundant,* Rutgers Department of Communication and Information Science, March 2014

- Invited Talk*, Multitasking or Not?* Marketing Executive Network, Austin, TX, February 2014

2013
- Invited Talk, *The New Workforce: Implication for Public Relations and Corporate Communication*, the Arthur Page Society Future Leaders Conference on Social Media, Austin, TX

- Invited Talk, *A Strategic Approach to Using New Media for Internal & External Communication*, Center for Corporate Communication at The BI Norwegian Business School, Oslo, Norway.

- Invited Talk, *Organizational Change and Adaptive Structuration Theory in a Hospital Environment,* The Nordland Hospital, Bodo, Norway.

2012

- Lecture, *Multicommunicating Scale*, S. Jarvenpaa's Graduate Technology Course, UT

- Lecture*, Linking Communication Scholarship and Public Health: Implications of Health Information Technologies and Messages,* The University of Texas-Houston School of Public Health Center for Health Promotion & Prevention Research, Houston, TX

- Lecture, *How Narratives Help Us Understand Organizational Technology Use,* Communication Week at Texas State, San Marcos, TX

- Lecture, *Communicating With New Media for Internal and External Stakeholders*, Center for Corporate Communication at The BI Norwegian Business School, Oslo, Norway

- Lecture, *Marketing Communication Organizational Practices Including Long and Short Term Goals*, Texas Department of Transportation, Austin, TX

2011
- Keynote, *How to Successfully Use Communication Technologies at Work,* Presented as the Keynote Address during Communication Week at University of Texas at San Antonio, San Antonio, TX

- Lecture, *Opportunities for Freshman as Communication Studies Majors,* Presented to a Freshman Interest Group, College of Communication, UT Austin

- Lecture, *Engaging Stakeholders: The One Ocean Case Study,* Presented to J. Barker's Graduate Corporate Social Responsibility Course, Dalhousie, University, Halifax, Nova Scotia

- Lecture, *Social Networking and Privacy,* Presented as part of the Internet Privacy: Online Safety and Making the Internet Work for You Panel, University of Texas, Austin, TX

- Lecture, *Positioning Yourself to Get a Job,* Presented to Zeta Sigma Chi Multicultural Sorority, Inc. as part of their Principles of Success Program, Austin, TX

2010

- Facilitator at the Arctic Dialogue Study Tour, *Economic Impact on Local Communities from Oil and Gas Exploration*, Hammerfest, Norway

- Lecture, *Social Media and New Communication Technologies at Work*, M. Rice-Lively's Social Media, University of Texas School of Information, Austin, TX

- Webconference lecture, *Communication Technology at Work,* K. Kee's class, Chapman University

- Keynote, *Measuring Communication*, International Association for Business Communicators, Austin Texas

- Lecture, *From Data to Narrative*, L. Browning's Workshop on Arctic Communication, Austin, TX

- Roundtable Participant, *306M Teaching Tips,* Austin, TX

2009

- Visiting Scholar with the Summer at the US Census Program and Presenter, *Conceptualizing Individuals as Part of Organizations: Opportunities and Challenges to Reach Difficult Populations*, Washington, DC

- Lecture, *Conceptualizing a Major Project*, Research Methods Camp, sponsored by Bødo Graduate School of Business, Henningsvaer, Lofoten, Norway

- Panel member*, New Ventures and Leadership in Virtual Worlds*, UT Austin

- Lecture, *Turning Papers in Publications*, UT Austin, Department of Communication Studies

- Lecture, *Let's Meet! A Multimethod Project*, L. Browning's Field Research Methods Course, UT

2008

- Lecture, *Sequential Use of ICTs at Work,* S. Jarvanpaa's Graduate Technology Course, UT

- Lecture, *Quantifying Qualitative Data*, Research Methods Camp, sponsored by Bødo Graduate School of Business, Henningsvaer, Lofoten, Norway

- Presenter, *Tips from Great Teachers*, Graduate Course for Teaching in Communication Studies

- Lecture, *Always on: Implications for Constant Communication*, Association for Women in Communication, Austin, TX Chapter Annual Conference

- Lecture, *How Communication Technologies are Changing the Way We Interact, Learn, and Work*, St. Stephens High School, Austin, TX

- Program Kick-off Keynote Speaker, *Communication Style and Leadership*, LEAP Freshman Leadership Program, UT Austin

2007

- Lecture, *ICT Succession Theory*, S. Jarvanpaa's Graduate Technology Course, UT

- Lecture, *Tips from Great Teachers*, in the Graduate Course for Teaching in Communication Studies, UT

- Keynote Speaker, *Communicating Using Technology in Training and Development*, American Society for Training and Development Austin, TX Chapter

- Workshop leader, *Goal Setting & Student Organizations,* Lambda Pi Eta Communication Honor Society, Officer Retreat, Texas State University

- Lecture, *Demystifying Research Methods: Content Analysis and Beyond*, Research Methods Camp, sponsored by University of Texas and Bødo Graduate School of Business, Port Aransas, TX

- Lecture, *Academic Job Search: It's all about fit*, UT Austin

ADDITIONAL SCHOLARLY WORK

<u>Conference Presentations (Refereed)</u>

Conference papers include 46 different graduate student co-authors, 15 distinct undergraduate co-authors, and 7 industry co-authors. Received over 20 Top Paper & Panel Awards.

Stephens, K. K., **Robertson, B. W.**, & **Harrison, M**. (2019). *Reporting crime: Bystander effects in an age of smartphones and social media.* Paper to be presented at the International Communication Association Conference, Washington, DC, May 2019.

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*. Paper to be presented at the International Communication Association Conference, Washington, DC, May 2019.

Zhu, Y., & Stephens, K. K. (2019). *Online support group participation and social support: Incorporating identification and interpersonal bonds*. Paper to be presented at the International Communication Association Conference, Washington, DC, May 2019.

Smith, W. R., Stephens, K. K., **Robertson, B. W.,** & Murthy, D. (2019). *Communicating and organizing for citizen disaster rescue: Disaster knowledge worker archetypes and technologies in practice.* Paper to be presented at the International Communication Association Conference, Washington, DC, May 2019.

Stephens, K. K., & **Robertson, B. W.** (2019). *The crisis hit and communication was a problem: Understanding the gaps between citizens and emergency responders during Hurricane Harvey*. Paper to be presented at the International Crisis and Risk Communication Conference, Orlando, Fl, March 2019.

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 the National Communication Association Conference, 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 the National Communication Association Conference, 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 the National Communication Association Conference, Salt Lake City, UT.

Stephens, K. K. (2018, November). *Meaningful conversations with students about #MeToo.* Panel presented at the National Communication Association Conference, 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 the National Communication Association Conference, 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 the National Communication Association Conference, 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 the 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 the Health Communion: Barriers, Breakthroughs and Best Practices Online Conference, University of Illinois Urbana-Champaign.

Stephens, K. K., **Robertson, B. W.**, & **Harrison, M**. (2017, November). *Call 911, Post on social media, or text a friend?: Extending the bystander effect to specific ICTs used to report an emergency.* Paper presented at the National Communication Association Conference, Dallas, TX.

Cruz, I., & Stephens, K. K. (2017, November). *Getting the most out of your network: Developing social capital through involvement and leadership in meetings.* Paper presented at the National Communication Association Conference, Dallas, TX.

Zhu, Y., Stephens, K. K., **Dalton, M. L., Zhong, L., Mandhana, D. M., & Sabella, T.** (2017, May). *Multicommunicating as a normalized practice in patient-facing work.* Paper presented at the International Communication Association Conference in San Diego, CA, May.

Stephens, K. K., & **Harrison, M.** (2017, May). *Microcoordinating patient care with mobile apps: The disparity of norms, networks, and names.* Paper presented at the International Communication Association Conference in San Diego.

Stephens, K. K., **Glowacki, E., Hollander. A. A. Sheehy, R.** (2017, April). *Stop! No more health information needed: Conceptualizing health information overload.* Extended abstract presented at the McCombs Innovation in Health Care Delivery Systems Symposium, Austin, TX.

Harrison, M., Murry, N., Herrera, A. L., Stephens, K. K., & **Sabella, T.** (2017, April). *Technology innovation in the health clinic: On-site self-service technology and the patient experience.* Extended abstract presented at the McCombs Innovation in Health Care Delivery Systems Symposium, Austin, TX.

Zhu, Y., Stephens, K. K., **Dalton, M. L., Zhong, L., Mandhana, D. M., & Sabella, T.** (2017, April). *Multicommunicating as a normalized practice in patient-facing work.* Extended abstract presented at the McCombs Innovation in Health Care Delivery Systems Symposium, Austin, TX.

Harrison, M., Smith, W. R., Greenwell, M. R., Stephens, K. K., & **Sabella, T.** (2017, April). *Impression management in a health clinic: The case of frontline employees.* Extended abstract presented at the McCombs Innovation in Health Care Delivery Systems Symposium, Austin, TX.

Barrett, A. K., & Stephens, K. K. (2016, November). *Making electronic healthcare records (EHRs) work: Informal talk and workarounds in healthcare organizations.* Paper presented at the National Communication Association Conference, Philadelphia, PA.

Barrett, A. K., & Stephens, K. K. (2016, November). *The pivotal role of change appropriation in the implementation of healthcare technology.* Paper presented at the National Communication Association Conference, Philadelphia, PA. **Top Paper Panel, Organizational Communication Division.**

Stephens, K. K. (2016, November). *Pedagogical considerations as we expand our methods in organizational communication.* Paper presented at the National Communication Association Conference, Philadelphia, PA.

Kalman, Y., Stephens, K. K., & **Mandhana, D.** (2016, November). *A goal-based framework for media choice: Unifying theories to advance research in human communication and technology.* Paper presented at the National Communication Association Conference, Philadelphia, PA.

Stephens, K. K., **Zhu, Y., Harrison, M.**, Iyer, M., Hairston, T., & Luk, J. (2016, June). *Implementing a BYOD mobile device use policy in a hospital: Boundary barriers at the individual, unit, and organizational level.* Paper presented at the International Communication Association Conference in Fukuoka, Japan. **Top Paper Mobile Communication Division**.

Stephens, K. K., **Harrison, M., Zhu, Y.,** Barbour, J., Iyer, M., Hairston, T., & Luk, J. (2016, June). *So many communication technology options: Communication media repertoires as reifying hospital interprofessional roles.* Paper presented at the International Communication Association

Conference in Fukuoka, Japan.

Stephens, K. K., **Mandhana, D., Kim, J., Li, X., Glowacki, E., & Cruz, I.** (2016, June). *ICTs, messages, and pressures from other matter in everyday life: Using a Q-Methodology to conceptualize communication overload.* Paper presented at the International Communication Association Conference in Fukuoka, Japan.

Kalman, Y., Stephens, K. K., & **Mandhana, D.** (2016, June). *A goal-based framework for media choice.* Paper presented at the International Communication Association Conference in Fukuoka, Japan.

Stephens, K. K. (2016, June). *Using our organizational members' mobiles: Communicating about safety and building resiliency is not that easy.* Presentation given at the preconference: Regulating, and Resilience: Investigating the Communicative Accomplishment of Safety and Reliability Organizing. International Communication Association Conference, Fukuoka, Japan.

McGlone, M. S., Stephens, K. K., **Rodriguez, S., Savas, L.**, Vernon, S., & Fernandez, M. E. (2016, September). *Texts for taking action: Agency assignment in SMS vaccination reminders.* Paper presented at the National Immunization Conference.

Stephens, K. K., Iyer, M., Hairston, T., & Luk, J., **Harrison, M., Zhu, Y.,** Barbour, J., (2016, April). *Reimagining interprofessional communication in a pediatric hospital: Understanding the impact of having many communication technologies.* Extended abstract presented at the McCombs Innovation in Health Care Delivery Systems Symposium, Austin, TX.

Barrett, A. K., & Stephens, K. K. (2016, April). *Getting adjusted: The influential mediating role of workarounds in electronic health record (EHR) implementation.* Extended abstract presented at the McCombs Innovation in Health Care Delivery Systems Symposium, Austin, TX.

McGlone, M. S., Stephens, K. K**., Rodriguez, S., Savas, L.,** Vernon, S., & Fernandez, M. E. (2016, April). *SMS vaccine reminders: Using agency assignment to invoke action.* Extended abstract presented at the McCombs Innovation in Health Care Delivery Systems Symposium, Austin, TX.

Harrison, M. A., Gambill, L. K., Harris, H. M., Stephens, K. K., **Zhu, Y.,** & Treem, J. (2016, April). *Reimagining residency: Understanding stress, coping, and resilience during medical residency in a pediatric hospital.* Extended abstract presented at the McCombs Innovation in Health Care Delivery Systems Symposium 2016.

Stephens, K. K., Iyer, M., Hairston, T., & Luk, J., **Harrison, M., Zhu, Y.**, Barbour, J. (2016, April). *Pulling together disparate interprofessional media use to create a culture of healthy communication in a pediatric hospital.* Paper presented at the Kentucky Conference on Health Communication, Lexington, KY.

McGlone, M. S., Stephens, K. K., **Rodriguez, S., Savas, L.,** Vernon, S., & Fernandez, M. E. (2016, April). *Texts for taking action: Agency assignment in SMS vaccination reminders.* Paper presented at the Kentucky Conference on Health Communication, Lexington, KY.

Barrett, A. K., & Stephens, K. K. (2016, April). Electronic health record implementation: *The mediating role of workarounds on resistance, communication, and perceived implementation success.* Paper presented at the Kentucky Conference on Health Communication, Lexington, KY.

Stephens, K. K., **Cruz, I., & Waters, E. D.** (2015, November). *What happens between meetings? Using ICTs and face-to-face communication to continue the meeting conversation and build social capital.* Paper presented at the National Communication Association Conference in Las Vegas, NV.

Stephens, K. K., & **Pantoja, G.** (2015, November). *Students and their mobile devices: Using learning motivations to predict specific types of multicommunicating in class.* Paper presented at the National Communication Association Conference in Las Vegas, NV.

Stephens, K. K., **Jafari, E.,** Boyles, S., **Ford, J. L., Zhu, Y.** (2015, May). *Increasing evacuation communication through ICTs: An agent-based model demonstrating evacuation practices and the resulting traffic congestion in the rush to the road.* Paper presented at the International Communication Association Conference, San Juan, Puerto Rico.

Stephens, K. K., & **Ford, J. L.** (2015, May). *Unintended consequences of an organization-imposed digital divide: Mobile device use policies at work.* Paper presented at the International Communication Association Conference, San Juan, Puerto Rico.

Stephens, K. K., & **Zhu, Y**. (2015, April). *What organizations need to know about sending health messages to employees: organizational identification and technology use.* Paper presented at the Innovation in Health Care Delivery Systems Symposium 2015, Austin, TX.

Lazard, A., Watkins, I., Mackert, M., Xie, B., Stephen, K., & Shalev, H. (2015, April) *Factors Influencing Patient Portal Use: Effects of Aesthetic Evaluations for Technology Adoption* presented at the Innovation in Health Care Delivery Systems Symposium 2015, Austin, TX.

Stephens, K. K., & **Cruz, I.** (2014, November). *Using ICTs to continue the conversation beyond an organizational meeting: Impacts on bonding and bridging social capital.* Paper presented at the National Communication Association Conference, Chicago, IL.

Cruz, I., & Stephens, K. K. (2014, November). *Don't just sit in the back: Developing social capital through involvement and leadership in voluntary organizational meetings.* Paper presented at the National Communication Association Conference, Chicago, IL.

Stephens, K. K. (2014, November). *Theory meets practice: Interorganizational collaboration in disaster management.* Panel presentation presented at the National Communication Association Conference, Chicago, IL.

Stephens, K. K., **Waters, E.**, & **Sinclair, C.** (2014, November). *Media management: The integration of HRM, technology, and people.* Panel presented at the National Communication Association Conference, Chicago, IL.

Stephens, K. K. (2014, November). *Transporting communication practices beyond everyone's expectations: Achieving results and high NPS scores for the client.* Paper presented at the National Communication Association Conference, Chicago, IL.

Frei, S. S., Stephens, K. K., & Beebe, S. A. (2014, November). *Doing what we do best: Advancing instructional communication into the future with an agenda for communication skills research.* Paper presented at the National Communication Association Conference, Chicago, IL.

Stephens, K. K., & **Ford, J. L**. (2014, May). *Intra-organizational digital inequality: Unintended consequences of policies banning mobile devices at work.* Paper presented at the Mobile Communication Pre-Conference, International Communication Assoc. Conference, Seattle, WA.

Stephens, K. K., & **Ford, J. L.** (2014, May). *Stakeholders and information communication technologies as integral to an active shooter emergency notification process.* Paper presented at the International Communication Association Conference, Seattle, WA. **Top Four Paper Panel in Communication & Technology** *(out of 398 submissions).*

Stephens, K. K., & **Barrett, A. K.** (2013, November). *Communicating briefly: Technically.* Paper presented at the National Communication Association Conference, Washington, DC. **Top Four Paper Panel in Human Communication & Technology.**

Stephens, K. K., & **Sinclair, C.** (2013, November). *Understanding emergent organizational policy through a legitimizing process: Multicommunicating in meetings.* Paper presented at the National Communication Association Conference, Washington, DC.

Stephens, K. K. (2013, November). *Applying the multicommunicating scale to training situations.* Paper presented at the National Communication Association Conference, Washington, DC.

Donovan, E., Crook, B., **Pastoric, A.**, Mackert, M., **Brown, L., Hall, C.,** & Stephens, K. K.

(2013, November). *An experimental test of medical disclosure and consent documentation: Assessing patient comprehension, self-efficacy, and uncertainty.* Paper presented at the National Communication Association Conference, Washington, DC. **Top Four Paper Panel in Health Communication.**

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

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

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

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

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

Stephens, K. K., **Barrett, A.,** & Mahometa, M. L. (2012, November). *Redundant organizational communication through multiple ICTs: Identifying source and ICT combinations that can escalate a sense of urgency.* Paper presented at the National Communication Association Meeting, Orlando, Fl.

Stephens, K. K., & **Sinclair, C.** (2012, November). *Organizational communication as sociomaterial: Bridging between ontology and empirical value.* Paper presented at the National Communication Association Meeting, Orlando, Fl.

Stephens, K. K. (2012, November). *Using new media to achieve productive interactivity.* Paper presented at the National Communication Association Meeting, Orlando, Fl, November 2012. **Top Panel Training and Development Division.**

Stephens, K. K. (2012, May). *Theorizing beyond informational message characteristics: Social considerations, materiality, and a contemporary view of communication overload.* Paper presented at the International Communication Association Meeting in Phoenix, AZ. **Waveland Press Award for Top Interactive Display Paper in Organizational Communication.**

Cho, J. K., & Stephens, K. K. (2012, May). *Individual, organizational, and cultural polychronicity: Investigating effects on stressfulness, job satisfaction, and blurred work/life boundaries.* Paper presented at the International Communication Association Meeting in Phoenix, AZ.

Mackert, M., Stephens, K. K., Donovan-Kicken, E., Sheff, G., Parker, P., **Crook, B., Guadagno, M.**, & **Pastorek, A.** (2012, April). *Improving health communication and outcomes: Bringing together academic interests and practice needs to benefit patients.* Paper presented at the Innovation in Health Care Delivery Systems Symposium in Austin, TX, April.

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

Stephens, K. K., **Barrett, A., Ragan, W.,** & **Quejada, M.** (2011, November). *Microblogging to provide informative, explanations, and persuasive voice in crisis communication: Technical*

explanations in the BP Oil Spill. Paper presented at the National Communication Association Meeting, New Orleans, LA.

Stephens, K. **K. Erturk, G**. (2011, November). *Boundaryless meetings: Reconceptualizing contemporary organizational meetings*. Paper presented at the National Communication Association Meeting, New Orleans, LA.

Stephens, K. K., **Heller, A.,** & Chan, A. (2011, August). *An ethnostatistical analysis of an organizational data collection event: Didn't I just fill that out?* Paper presented at the American Sociological Association Meeting in Las Vegas, NV.

Stephens, K. K., **Goins, E.,** & **Dailey, S.** (2011, May). *The role of social media and identification in reducing overload, message perceptions, and behavioral intentions.* Paper presented at the International Communication Association Meeting in Boston, MA.

Stephens, K. K., **Guzman, D.** (2010, November). *Beyond too much and the wrong kind: Communication overload in the constantly connected world.* Paper presented at the National Communication Association Meeting, San Francisco, CA.

Sinclair, C., & Stephens, K. K. (2010, November). *Being in two, three, or four places at once: Managing impressions in virtual meetings.* Paper presented at the National Communication Association Meeting, San Francisco, CA.

Stephens, K.K., & **Davis, J.** (2010, November). *Meeting multitasking with ICTs: Effects on communication overload, participation, and meeting satisfaction.* Paper presented at the National Communication Association Meeting, San Francisco, CA.

Stephens, K. K. (2010, November). *20 Years Later: The legacy of Fulk and Steinfield's "Organizations and communication technology.* Panel presentation at the National Communication Association Meeting, San Francisco, CA.

Stephens, K. K., & **Cho, J. H.** (2010, June). *Expanding the understanding of polychronic organizational values: Application to the Millennial Generation's job seeking.* Paper presentation at the International Communication Association Meeting, Singapore.

Stephens, K. K., **Davis, J. D.**, & **Rayburn, S.** (2009, November). *Mobile multitasking: Development of the electronic whispering scale.* Paper presented at the National Communication Association Meeting, Chicago, IL. **Top Four Paper in Human Communication & Technology Div.**

Stephens, K. K., & **Dailey, S.** (2009, November). *Welcome!: Examining situated organizational identification before and after new employee orientation*. Paper presented at the National Communication Association Meeting, Chicago, IL.

Stephens, K. K., (2009, November). *From research to training: Sharing the latest on new communication technology.* Paper presented at the National Communication Association Meeting, Chicago, IL. **Top Panel in Training & Development Div.**

Stephens, K. K., & **Davis, J. D.** (2009, October). *Electronic multitasking in meetings: A challenge for organizational policy*. Paper presented at the International Conference on Mobile Communication and Social Policy, New Brunswick, NY.

Stephens, K. K., & Rains, S. A. (2009, May). *Redundancy re-visited: Information and communication technology sequences, message redundancy, and persuasive communication.* Paper presented at the International Communication Association Meeting, Chicago, IL.

Stephens, K. K., & **Davis, J. D.** (2009, May).*Using multiple technologies in meetings: A meso-level model of contemporary meeting communication.* Paper presented at the International Communication Association Meeting, Chicago, IL.

Stephens, K. K., & **Davis, J. D.** (2008, November). *Using ICTs to multitask during face-to-face organizational meetings: Predictors and electronic whispering behaviors.* Paper presented at the National Communication Association Meeting, San Diego, CA.

Stephens, K. K., & Malone, P. (2008, November). *If the organizations won't give us information...: The use of multiple new media for crisis technical translation and dialogue.* Paper presented at the National Communication Association Meeting, San Diego, CA. This paper was also presented as a Scholar-to-Scholar Session. **Top Four Paper in Applied Communication Div.**

Malone, P., & Stephens, K. K. (2008, November). *Crisis victim blogging as a self-organizing practice: A case study analysis of the pet food recall.* Case study presented the National Communication Association Meeting, San Diego, CA. **Top Panel in Applied Communication Div.**

Stephens, K. K., **Cowan, R. L.,** & Houser, M. L. (2008, May). *Organizational norm congruency and interpersonal familiarity in email: Examining messages from two different perspectives.* Paper presented at the International Communication Meeting, Montreal, Canada.

Stephens, K. K., Houser, M. L., & **Cowan, R. L.** (2008, May). *R U able to meat me: The impact of students' overly casual email messages to instructors.* Paper presented at the International Communication Meeting, Montreal, Canada.

Stephens, K. K. (2007, November). *If you think we are overloaded now...: A cost minimization perspective on managing workplace instant messaging use.* Paper presented at the National Communication Association (NCA) meeting, Chicago, IL.

Stephens, K. K., Browning, L. D., Sørnes, J. O., Sætre, A. S., & Harrison, J. R. (2007, November). *The diffusion of individual practices in the electronic Garbage Can: A communicative approach.* Paper presented at the National Communication Association (NCA) meeting, Chicago, IL.

Corrigan, R. P., & Stephens, K. K. (2007, November). *The effect of formal style and written medium type on message attitude and perceptions of sender's source credibility.* Paper presented at the National Communication Association (NCA) meeting, Chicago, IL. .

Stephens, K. K., & Mottet, T. M. (2007, May). *Interactivity in a Web Conferencing learning environment: Effects on trainers & trainees.* Paper presented at the International Communication Association (ICA) meeting, San Francisco, CA. **Top Paper in Instructional Communication.**

Browning, L. D., Sørnes, J. O, Stephens, K. K., Sætre, A. S., **Deering-Davis, J.,** & Doyle, J. A. (2007, May). *Burkean analysis of stability and change: The use of the term "platform,"* Paper presented at the ICA meeting, San Francisco, CA.

Stephens, K. K., Sørnes, J. O, Rice, R. E., Browning, L. D., & Sætre, A. S. (2006, November). *Information and communication technologies in organizations: Uncovering the reasons people use sequences of ICTs.* Paper presented at the National Communication Association (NCA) meeting, San Antonio, TX.

Dickmeyer, S. G., & Stephens, K. K. (2006, November). *Applying work-life research in the organization: Sample seminar structures and materials*. Paper presented at the NCA meeting, San Antonio, TX. **Top Panel in Training & Development.**

Stephens, K. K. (2006, November). *Being the coach: Using qualitative research principles to teach observational skills.* Paper presented at the NCA meeting, San Antonio, TX.

Reed, C., & Stephens, K. K. (2006, November). *Coming up with new ideas by talking to others: Linking work relationships to caring communication.* Paper presented at the NCA meeting, San Antonio, TX. **Top Scholar-To Scholar Award.**

Stephens, K. K. (2006, June). *Understanding media use as a process: A media sequencing model.* Paper presented at the ICA meeting, Dresden, Germany.

Browning, L. D., Sørnes, J. O., Sætre, A. S., Stephens, K. K., & Harrison, J. R. (2006, June). *Garbage Can model of information communication technology choice: From qualitative data to computer simulation.* Paper presented at the ICA meeting, Dresden, Germany.

Stephens, K. K. (2005, November). *Combinatorial media use in organizations: Understanding the influences and reasons that people use more than one medium to communicate.* Paper presented at the NCA meeting, Boston, MA.

Stephens, K. K. (2005, November). *Teachers becoming trainers: Shifting the accountability and following-up.* Panel presented at the NCA meeting, Boston, MA.

Stephens, K. K. (2005, November). *Achieving behavioral changes over more than one session: The challenges and rewards of working in industry and academia.* Panel presented at the NCA meeting, Boston, MA.

Scott, C. R., & Stephens, K. K. (2005, May). *It depends on who you're talking to… : Predictors and outcomes of situated measures of organizational identification.* Paper presented at the ICA meeting, New York, NY. **Top Four Paper in Organizational Communication Div.**

Browning, L. D., Sætre, A. S., Sørnes, J. O., Stephens, K. K. (2005, May). *Complexity and ICT practice.* Panel presented at the ICA meeting, New York.

Stephens, K. K., with S. Brewster, & C. Peterson (2005, March). *8 Easy steps to using BlackBoard in the classroom.* Panel presented at the Southwest Association of Management, Dallas, TX.

Stephens, K. K. (2004, November). *Computer-mediated interactivity: Source vs. audience-driven participation.* Paper presented at the NCA meeting, Chicago, IL.

Stephens, K. K. (2004, November). *Using new media to socialize organizational knowledge- workers: A research agenda.* Paper presented at the NCA meeting, Chicago, IL.

Stephens, K. K. (2004, November). *Immediacy and its applications to effective training.* Panel presented at the NCA meeting, Chicago, IL.

Stephens, K. K., D'Urso, S., & Holmes, P. (2003, November). *Crisis communication message strategies in distributed stakeholder relationships: A case study analysis of the Sulzer Hip Replacement Recall.* Paper presented at the NCA meeting, Miami, FL.

Stephens, K. K. (2003, November). *Sales training: Technology for those times when face-to-face is not possible.* Panel presentation at the NCA meeting, Miami, FL.

Stephens, K. K., with Browning, L. D., Sætre, A. S., & Sørnes, J. O. (2003, November). *Using organizational communication theories to understand information and communication technology use.* Panel presented at the NCA meeting, Miami, FL.

Stephens, K. K., with Browning, L. D., Sætre, A. S., & Sørnes, J. O. (2003, November). *Using stories of technology to develop organizations.* Panel presented at the NCA meeting, Miami, FL.

Sørnes, J. O., Stephens, K. K., Sætre, A. S., & Browning, L. D. (2003, June). *Leveling differences and reinforcing similarities: The interaction between information and communication technologies and national culture.* Paper presented at the Informing Science + IT Education Conference, Pori, Finland. **Best Paper Award.**

Sætre, A. S., Browning, L. D., Sørnes, J. O., & Stephens, K. K. (2003, June). *Organizational members' enactment of organizational environments and media use: A study of ICT practices in Norway and the United States.* Paper presented at the Informing Science +IT Education Conference, Pori, Finland.

Stephens, K. K., Rimal, R. N., Flora, J. (2003, May). *Expanding the reach of health campaigns: Can community organizations serve as viable channels of health information?* Paper presented at the ICA meeting, San Diego, CA.

Browning, L. D., Sætre, A. S., Stephens, K. K., & Sørnes, J. O. (2003, May). *The study of sequence: A narrative analysis of ICT practices.* Paper presented at the ICA meeting, San Diego, CA.

Kim, H., & Stephens, K. K. (2003, May). *A moderating role of channel responsiveness in the effects of online information sources.* Paper presented at the ICA meeting, San Diego, CA.

Lewis, L. K., Schmisseur, A., Stephens, K. K., & Weir, K. E. (2003, May). *Advice to practitioners: A review of the popular press literature on planned change communication.* Paper presented at the ICA meeting, San Diego, CA.

Browning, L. D., Sætre, A. S., Stephens, K. K., & Sørnes, J. O. (2003, March). *A garbage can model of information and communication technology use.* Paper presented at the European Communication Congress, Munich, Germany.

Stephens, K. K., Malone, P. C., Bailey, C. (2002, November). *From technical translation to fluff: Evaluating relationships between message strategies and stakeholders during crisis communication.* Paper presented at the NCA meeting, New Orleans, LA. **Top Paper Award in Applied Comm. Div.**

Stephens, K. K. (2002, November). *Interaction and goodwill: Communicative behaviors that create virtual immediacy in a computer-mediated environment.* Paper presented at the NCA meeting, New Orleans, LA. **Top Five Student Paper Award in Human and Communication Technology Div.**

Stephens, K. K., Malone, P. C., Hudson, D., & Young, A. (2002, November). *An organizational model of communication adequacy, perceived supervisor communication competence, and outcomes.* Paper presented at the NCA meeting, New Orleans, LA.

Stephens, K. K. (2002, November). *Training techniques that work in the classroom: Engaging students as active learners.* Paper presented at the NCA meeting, New Orleans, LA.

Stephens, K. K., Browning, L. D., Sørnes, J. O., Schmisseur, A. M., Sætre, A. S., (2002, June). *A reflexive model of ICT practices in Norway and the US: An integration of adaptive structuration theory and self-organizing systems theory.* Paper presented at the ICA meeting, Seoul, Korea.

Stephens, K. K. (2001, November). *Building successful sales relationships: "It's a trust building dance."* Paper presented at the NCA meeting, Atlanta, GA.

Stephens, K. K., with Bailey, C., Dyers, A., Gomez, F., Malone, P., & Schmisseur, A.M. (2001, November). *From the outside in: Pictures of organizational representation.* Panel accepted for presentation at the NCA meeting, Atlanta, GA.

Browning, L., Hamel, S., Sætre, A. S., Sørnes, J. O.; Stephens, K. K. (2001, May), with S. Cappleman, of Hewlett-Packard Corporation. *Corporate applications of basic research: An experiment with Hewlett-Packard.* Panel presented at the ICA meeting, Washington, DC.

Schmisseur, A. M., & Stephens, K. K. (2000, November). *Collaborative innovation: An analysis of the communication behaviors affecting the development of new ideas.* Paper presented at the NCA meeting, Seattle, WA. **Top Student Paper in Organizational Communication Div.**

Reports

- "Communication Practices in University Operations." Data report prepared for the University of Texas University Operations Organizations. September 2013 & January 2014.

- "Marketing Communication Organizational Practices Including Short and Long-Term Goals," Texas Department of Transportation, Austin, TX. December 2011.

- "Using Technology to Administer Surveys to College Students," The U.S. Census Bureau, Washington, DC. June 2011.

- "2010 U.S. Census Coverage Measurement Residence Hall Report." Also involved, Abigail Heller, The U.S. Census Bureau, Washington, DC. 2010.

- "Communication Practices in The University of Texas Police Department." Data report prepared for the University of Texas at Austin Police Department." Also involved, Cindy Posey, April 2010.

- "Communication Practices in Employee and Campus Services." Data report prepared for the University of Texas at Austin Employee and Campus Services Division. Also involved: S. Dailey, B. Peterson, J. Cho, D. Inman, P. Muldiar, A. Heller, A. Ishak, R. Christopher, K. Blackburn, N. Sandlin, K. Schaefer, L. Urbantke, G. Yimaz, & K. Kee, February 2009. http://www.utexas.edu/operations/files/UniversityOperationsReport_1109_details.pdf

- "Communication Practices in New Employee Orientation." Data report prepared for the University of Texas at Austin Department of Human Resources. Also involved, S. Dailey, December 2008.

- "Client Report Prepared for the Human Resources Department of Texas State University, San Marcos, TX." Also involved: M. Catron, B. Miller, & C. Francis, Spring 2006.

- "A Communication Study of the Teachers Fellows Program, San Marcos, TX." Also involved: S. Jurrells, T. Hall, & G. Higbie, Spring 2006.

- "A Communication Study of the University Star, San Marcos, TX." Also involved: J. Fyke, J. Saucedo, C. Shipman, & N. Trochta, Spring 2006.

- "Coming up with New Ideas by Talking to Others: A Report for McNeil High, Round Rock, TX." Also involved: C. Reed, Spring 2006.

- "Coming up with New Ideas by Talking to Others: A Report for an Elementary School, San Marcos, TX." Also involved: C. Reed, Spring 2006.

- "Information and Data Flow Audit: Society of Petroleum Engineers, Event Management Organization" Also involved: S. Nold, Summer/Fall 2004.

- "A Communication Assessment of a Performing Arts Center: Bass Performance Center, Fort Worth, TX" Also involved: C. Scott, & S. Whitton, Summer 2004.

- "Helping Delegates Make and Manage Connections: Recommendations for Software Tools for the World Congress on Information Technology being held in 2006 in Austin, Texas." Also involved: L. Kleinman & K. Markman.

- "Tobacco Cessation and Prevention Message Strategy Assessment Final Report: Texas Department of Health." Also involved: R. Rimal, September 2002.

- "Communication Assessment Final Report: SafePlace." Also involved: C. Scott, P. Malone, D. Hudson, and A. Young, February 2002.

ADVISING, STUDENT SERVICE, & TEACHING

As of January 2019, I have published with 39 different graduate students (46 including conference papers)

Theses/Dissertations or Exit Committees

Dissertation Committee Chair, University of Texas

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

- Stephanie Dailey, Ph.D. (Co-Chair with Diane Bailey), May 2014. *What Happens Before Full Time Employment: Internships as a Mechanism of Anticipatory Socialization*.
- Abigail Heller, Ph.D., May 2012. *Communicative Strategies of Organizational Survival: An Analysis of Stereotype Threat in Women Petroleum Engineers*.
- Inho Cho, Ph.D., (Co-Chair with Craig Scott) December 2008. *The Nature and Determinants of Intranet Discontinuance after Mandatory Adoption.*
- Millie Harrison, Ph.D. candidate, anticipated graduation 2019
- Brett Robertson, Ph.D. student, anticipated graduation 2020
- Courtney J. Powers, Ph.D. student, anticipated graduation 2021

International Dissertation Committees

- John Robert Razote Bautista at WKWSCI, Nanyang Technological University (NTU) F 2018

- Keith Munkejord, NTNU, Trondheim, Norway – Theory Dissertation Opponent 1, 2015

Current Dissertation Committee Member, University of Texas:

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

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

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

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

MA Theses Directed
- Gabriel Pantoja, MA, May 2015, *Students and their Mobile Devices: Using Learning Motivations to Predict Specific Types of Multicommunicating in Class*

- Chih-Hao Chen, MA, May 2015, *Organizational Identification in Sports Contexts: A Review of the Literature on Social Media, Psychological States, and Consumption*

- Hilary Schlimbach, MA, May 2013, *How Disaster Relief Organizations Solicit Funds: The Effects of Disaster Presence, Message Framing, and Source Credibility on an Individual's Intention to Donate*

- Melissa Murphy, MA, August 2012, *Identifying and Feeling Supported in a Self-Help Group: Comparing Face-to Face and Online Videoconference Meetings*

- Caroline Sinclair, MA, December 2010, *Performing in the Virtual Organization*

- Stephanie Dailey, MA, May 2009, *What are the benefits?: The Effects of Orientation on New Employee Information Seeking*

- George Higbie, MA, May, 2008: Texas State University, *The Chain of Communication: Communication and Identification in Supply Chains*

MA Thesis Committee Member

- Ryan Crace, MA, Communication Studies, UT Austin, May 2018. *Evaluating a Safety Campaign as a Form of Renewal.*

- Yaguang Zhu, MA, Radio Television & Film, UT Austin, May 2014.

- Valeria Morrow, MA, May 2008

MA Exit Committees

- Jeremy Fyke, Organizational Communication, May 2007

As of January 2019, I have had 37 undergraduate students on my research teams

Undergraduate Theses Directed & On Committee

- Ryan Steppe, (Advisor, BA Plan II Honors 2019): *Using Social Identity Theory and Technical Translation to Communicate Health Messages.*

- Ana Alyssa Hollander, (Advisor, BA, Sp. 2018): *Communicating Mental Health Information to College Students: Understanding Current Perceptions of Mental Health Information Overload.*

- Pratyusha Malireddy, (Advisor, BS in computational biology and Plan II Honors 2018): *Teething Pains: Examining the Integration of Electronic Records in Dentistry And Medicine.* **Albert Thesis Prize for Medical Science for the Class of 2018**

- Bri Hiramine (COLA Thesis Second Reader, BA, 2017): *Japan's Food Service Industry: Culture, Aesthetics, & Values.*

- Philip Berthelsen (Plan II Honors Thesis Second Reader, BS, 2015): *Organizational Responses to IT Breach Crises.*

- Ignacio Cruz (Advisor, BS, 2015): It's Time to Put Down the iPhone: *Perceptions of Social Capital through Involvement and ICT Use in Organizational Meetings*.

- Catherine Reed (Advisor, BA, 2007): Mitte Undergraduate Honors Thesis: *Coming up with new ideas by talking with others: Linking work relationships to caring communication.* Research won a Top Scholar-to-Scholar Award at the NCA meeting, Nov. 2006.

Undergraduate Independent Studies and Research Opportunities Directed

- Twenty-three Independent Study Undergraduate Student Projects Directed since Fall 2007. Six students received an Undergraduate Research Fellowship ($1000), Four have presented papers as part of UT Undergraduate Research Week. Two students have presented at NCA. Four students have presented at the McCombs Healthcare Symposium.

- Eleven Undergraduate Research Teams conducted in my time on faculty. Fifteen undergraduate students directed as part of the Undergraduate Mentorship Program, four directed as part of my funded US Census Project, and the remaining have worked on independent projects.

- Six students directed as part of the Bridging Disciplines Program at UT Austin.

- Advised Ryan Ladd on his entry for the Office of Undergraduate Research's 2015 Research Showdown (6th place finish).

- One undergraduate student participated in a NSF-funded research project.

- One graduate student took multivariate statistics as an independent study.

Undergraduate College of Natural Sciences Mentor

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

Undergraduate McNair Scholar Faculty Mentor

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

Undergraduate Learning Assistants (Selected to participate in this Moody College Pilot Program)

- Natalie Hinson, BS 2018 Journalism & Corporate Communication, 2017 ULA

- Courtney Dzerisk, BS 2019 Corporate Communication, 2018 ULA

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

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

Teaching and Innovations

    Undergraduate Courses:

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

    Course Supervised: Including instructor selection, training, supervision, and content
        CMS 317: Interviewing Principles and Practice
            Re-designed twice including creating an independent inquiry flag
    Graduate Courses:

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

ADMINISTRATIVE & COMMITTEE SERVICE ACTIVITIES

<u>Professional Service</u>

- **Associate Editor,** *Management Communication Quarterly*, Dec. 2014-present
    - Selection Committee for Article of the Year, 2015, 2016, 2017, 2018
- **Editorial Board Member** (48 separate manuscripts reviewed to date)
    - *Health Communication*, 2014-present
    - *Human Communication Research*, 2010-present
    - *Journal of Applied Communication Research,* 2012-present
    - *Management Communication Quarterly*, 2009-present
        - One of three scholars chosen to select Article of the Year, 2012
    - *Small Group Research* – Special Issue on Work Meetings Fall 2010- Spring 2011
- Ad Hoc Reviewer (75 separate manuscripts reviewed to date)
    - *Basic and Applied Social Psychology,* Fall 2015
    - *Communication Education,* Summer 2016
    - *Communication Monographs,* Summer 2010, Fall, 2010, Summer 2014, Summer 2015, Summer 2018
    - *Communication Quarterly,* Spring 2017
    - *Communication Research,* Summer 2011, Spring 2014, Fall 2015, Spring 2016, Fall 2016, Fall 2017
    - *Communication Theory,* Summer 2011, Fall 2011, Spring 2012, Fall 2015
    - *Communication Yearbook*, Fall 2005-Spring 2006, Spring 2015,
    - *Computer Human Interaction (CHI) Conference*, Fall 2011, Spring 2012
    - *Computers & Education,* Summer 2016
    - *Encyclopaideia. The Journal of Phenomenology and Education,* Spring 2010
    - *Encyclopedia of Information Science and Technology,* Fall 2013, Spring 2014
    - *European Journal of Information Systems,* Spring 2016
    - *Group Decision and Negotiation,* Spring 2011
    - *Health Communication,* Spring 2002
    - *Human Communication Research*, Spring, 2008
    - *IEEE Transactions on Professional Communications,* Spring 2006; Fall 2010
    - *Information, Technology, & People,* Summer 2018
    - *International Journal of Sustainable Transportation,* Fall 2016
    - *ISCRAM,* long and short-format research papers, Spring 2014, Fall 2014, Fall 2015, Fall 2016, 2018
    - *Journal of the American Society for Information Science and Technology,* Fall 2011, Spring 2012
    - *Journal of Applied Communication Research,* Spring 2011, Fall 2011, Fall 2016
    - *Journal of Communication*, Spring 2013, Summer 2014

- *Journal of Computer Mediated Communication,* Fall 2002, Fall 2008, Spring 2010, Fall 2010, Fall 2011, Spring 2012, Summer 2012, Summer 2014, Spring 2018, Fall 2018
- *Journal of Consumer Affairs,* Summer 2016
- *Journal of Contingencies and Crisis Management,* Fall 2014 Summer 2015, Fall 2015
- *Journal of Health Communication,* Spring 2014
- *Journal of Homeland Security and Emergency Management,* Fall 2014, Spring 2015
- *Journal of Medical Internet Research* (*JMIR*), Spring 2018, Fall 2018, Spring 2019
- *Journalism and Mass Communication Quarterly*, Spring 2015
- *Management Communication Quarterly,* Fall 2006, Spring 2007, Spring 2008, Spring 2009 editorial board after that point
- *Media Psychology,* Summer 2009, Summer 2010
- *Mobile Media & Communication,* Summer 2016, Fall 2018
- *New Media and Society,* Spring 2011, Summer 2011, Fall 2018
- *Organization Science,* Summer 2006, Summer 2009, Fall 2016
- *Organization Studies,* Summer 2013, Fall 2013
- *Proceedings of the National Academy of Sciences (PNAS),* Summer 2017
- *Small Group Research,* Fall 2013
- *Southern Journal of Communication,* Spring, 2009
- *Teaching & Learning for the Net Generation,* Spring 2011
- *Western Journal of Communication,* Fall 2004, Spring 2011

- Canada Research Chair Evaluation Review, 2018

- Tenure Review for four different candidates, 2017-2018

- Book Proposal Reviewer, Oxford University Press, Spring 2018

- Chair, Organizational Communication Research Methods Panel, Organizational Communication Traditions, Transitions, and Transformations, Spring 2016

- Edited Book Reviewer, Wiley Publishing, October 2016

- Paper reviewer (239 papers and panels reviewed to date)
  - ICA, Mobile Communication Division, Fall 2015, Fall 2016, Fall 2018
    - Top Paper Award Selection Committee, Fall 2016- Sp. 2017
  - ICA, Communication and Technology Division, Fall 2010, Fall 2011, Fall 2015
  - NCA, Human Communication & Technology Division, Spring. 2003, 2009, 2010, 2016
  - NCA, Training & Development Division, Feb. 2004, 2005, 2009, 2010, 2011, 2012, 2013, 2014, 2015, 2016, 2017, 2018.
    - **Top Reviewer Award** 2018.
  - ICA, Organizational Communication Division, 2007, 2009, 2011, 2014, 2016
    - Top Paper Award Selection Committee, Spring 2016
  - NCA, Organizational Communication Division, Spring 2006, 2007, 2013, 2014
  - NCA, Research in Progress Reviewer, Spring 2017

- Conference Session Respondent
    - ICA Organizational Communication BEST Paper Develop Session Facilitator May 2015, June, 2016
    - ICA Organizational Communication, Paper Development Research Escalator Facilitator, May 2012, June 2013
    - NCA, Organization Communication, November, 2006, 2008, 2014
    - ICA, Organizational Communication, May 2008
- Conference Session Chair
    - ISCRAM, May, 2018
    - ICA, Organizational Communication, May 2002, 2008, 2012
    - NCA, Organizational Communication, 2004, 2005, 2006, 2018
- Interactive Paper Session Awards Committee Chair, ICA Organizational Communication Association, June 2013
- Wandering Scholar, Organizational Communication Mini Conference, Fall 2017
- Scholars Office Hours, NCA, Fall 2014
- Pre-conference faculty, ICA Organizational Communication Doctoral Consortium, May 2011, June 2013, May 2015
- Session Facilitator, Conflict Resolution Conference, Austin, Texas, April 2014
- Presenter, The Language of Institutions: Diction Studies, Austin, Texas, Feb. 2013
- Pre-conference Co-Chair, NCA Training & Development, November 2006
- Faculty paper reader, Nuevo Dia Organizational Communication Conf., Spring 2006
- Abstract Reviewer, Symposium About Language and Society, February 2003

Professional Organizations and Service
- Invited member Social Media Working Group for Emergency Services of Department of Homeland Security Science & Technology First Responders Group, since 2018
- National Science Foundation, Panel Reviewer, Fall 2018.
- 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 20042005; Co-Secretary of the 2003-2004;
    - Chair Awards Committee, Training & Development Division, 2019
    - Preconference Co-Chair for Organizational Communication, 2018
    - Organizational Communication Division Service Engagement Award Selection Sub-Committee, 2014, 2015
    - Elected to the Selection Committee for Outstanding Training and Development Member, 2014, 2015

- International Communication Association, since 2001.
  - Chair Officer Nominating Committee, Organizational Communication Div., 2018
  - Elected Secretary of Organizational Communication Div. 2013-2015.
  - Top Paper Selection Committee. Organizatioinal Communication Div., 2016
  - Redding Dissertation Award Committee Chair, Organizational Comm. Div., 2014
  - Jablin Award Selection Committee, Organizational Comm. Div., 2014-2015; 2016-2017
  - Redding Funds Committee, Organization Comm. Div., 2014-present
- Academy of Management, 2004-2006
- American Society of Training & Development, 1996-2001, VP Community & Special Projects, 1999-2001, Technology Special Projects Co-Chair, 1998, High-Technology Media for Learning Co-Founder and Co-Chair, 1997
- Biotechnology Industry Advisory Council for Texas A&M University, 1999-2001
- Texas A&M University Honors Program Advisory Council, 1999-2002

University Service

Major

- Co-chair of the joint McCombs/Moody Sales Minor Curriculum Development Committee, 2018-present.
- Faculty Judge, Undergraduate Research Showdown, 2018.
- Chair of the UT-Wide-General-Teaching-Awards Committee, 2017-2018; Member, 2016-2017.
- Sub-committee Coauthor for "Concept Paper Produced in the Health and Humanities Pop-Up Institute, 2018.
- Designed and delivered ½-day Workshop: *Handling Difficult Questions During Recruitment*. Presented to the UT Austin Panhellenic Council during Recruitment Counselor Training, Fall 2017, Fall 2018.
- Member UT-Austin Internal Communication Workgroup, 2018-present.
- Search-Committee Member for the Director of the Center for Health Communication, 2016-2017.
- Admissions-Committee Member for Dell Medical School Inaugural Class, Fall 2015.
- Consultant and workshop presenter for the Texas Student Research Showdown, Office of Undergraduate Research, Fall 2015, 2016.
- Reviewed graduate student papers for the Science & Technology Policy Award, Spring 2015.
- Reviewed grant proposals for the Vice President for Research at UT Austin, University-wide Research Grant, Fall 2009, Fall 2014.
- Search-Committee Member, Assistant Director of the Office for Emergency Preparedness UT Austin, Fall 2013
- Consulted with the Employee and Campus Services Division at the University of Texas at Austin on a university-wide communication assessment. 2008-present
- Consulted with the Human Resources Department at the University of Texas at Austin on a new employee orientation data collection project. 2008-present
- Consulted with the Human Resources Department at Texas State University on their

organizational communication training course offerings, 2006

- Assisted in the development of internal review board ethics training for UT, 2002

Single Event

- Proposal Reviewer: VP of Research Special Grants, Spring 2019.

- Proposal Reviewer: Undergradaute Research Fellowships, Fall 2018.

- Keynote*: Building Your Professional Image when Interviewing in the Medical Field*. Presented to the Multicultural Association of Pre-Health Students, Fall 2016

- Senate of College Councils, Pizza with Professor, September 2016.

- Keynote: *Building Your Professionalism by Using Technology to Communicate*. Presented to Advise TX, Summer 2015; Summer 2016.

- Keynote*: Using LinkedIn to Develop Your Professional Reputation*. Presented to Sigma Lambda Beta International Fraternity, Fall 2015.

- Invited Professor: *Multicommunicating in Class & Beyond.* 34th Honors Colloquium, 2015.

- Keynote: *Selling Yourself: Interviewing and Resume Success.* Presented to Sigma Lambda Beta International Fraternity, Spring 2015.

- Keynote: *Social Media in Organizations & Student Life*, Conflict Course Facilitated Session, Spring 2014.

- Keynote: *So You Want to Get a Job in Sales? Communication Studies Workshop*, Spring 2014, Fall 2015, Spring 2015.

- Internal Communication Presentation: *Safety, Training Motivation, & Computer Access*, Fall 2013

- Freshman Interest Group Presenter, Fall 2013 – three different College of Communication FIGs

- Reading Round-Up Freshman Book Club Leader, Fall 2012, Fall 2013, Fall 2014, Fall 2015, Fall 2016

- Keynote: Mentoring as a Key Leadership Objective, UT Austin, Dept. Housing, Fall 2012

- Guest Leader, LeaderShape-Texas, Burnet, TX, Spring 2012

- Keynote, Lunch with the Dean, presented to the student leaders in the College of Natural Sciences, Fall 2011

- Presenter for the Ethics in Student Leadership Certificate Program, Fall 2011

- Presenter for Zeta Sigma Chi Multicultural Sorority, Spring 2011

- Presenter for Texas Student Media, Selling Today, December 2010

- Presenter for LEAP, a Leadership Development Program, UT Austin, January 2010, September 2010, February 2012

- Invited presenter for the Leadership, Outreach, Unity, Diversity, & Development Conference, October 2009

- Faculty Contact for the UT Career Exploration Center 2009-present

- College of Communication Graduation Marshall, Dec. 2008, 2010, 2011, 2012; May 2016

- Presented, *Building Toward the Future*, to Alpha Xi Delta, Texas State, 2007

- Judge for the UT Annual Business Fair, 2001

Moody College and Department Service

Center for Health Communication-Focused Service

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

Moody College Service

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

Major Departmental Service

- Graduate Recruitment Committee, 2017-2018
- Graduate Office Committee (Fellowship and Award Selections) 2016-2017
- Organizational Communication Faculty Search Committee, 2009-2010, 2010-2011, 2011-2012, 2013-2014, 2014-2015, 2017-2018
- Graduate Student Admission Chief, Organizational Communication & Technology, Spring 2014, Spring 2019.
- Self-Study Revision Committee: Innovations of technology in pedagogy, Fall 2013
- Assistant Professor Representative, Budget Council, 2009-2010
- New Building Research Laboratory Space Committee, Spring 2008-2009

Single Departmental Event

- Grade Grievance Committee, 2018
- Departmental Representative: Town Hall Meeting on Undergraduate Majors, 2014, 2015, 2016
- McNair Fellowship Selection Committee, Spring 2015
- Graduate Student Departmental Award Committee, 2014, 2015
- Graduate Student Diversity Committee, 2014
- Graduate Teaching Awards Review Committee, 2010, 2011, 2013

- Graduate Fellowships Awards Review Committee, 2013
- Parent's Weekend Organizational Communication Representative, October 2009
- Scholarship Committee, Spring 2008
- Philanthropy Course Track Committee, Spring 2008-2012

Graduate Student-Focused Service

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

Service Prior to Current Position on Faculty at UT Austin.

- Co-Advisor of Lambda Pi Eta, Communication Honors Society, Texas State, 2005-2007
- Coordinated the Texas State Univ. departmental assessment team for research methods, Fall 2006
- Developed and co-chaired the Graduate Student Peer Review Committee. Designed to promote graduate student publication in the Dept. of Communication Studies, University of Texas, 2002
- Interviewed students for their selection into the College of Communication Undergraduate Fellows Program, University of Texas, 2002
- Invited Talk, Rules of PowerPoint, Explore UT, 2002
- Elected member of the Department of Communication Studies Graduate Student Council, University of Texas, 2002, 2003

Community Service

- MacTheatre, McCallum High School Scholarship Committee Chair, 2014-2017

- Anderson High School Speech and Debate Judge 2017-present

- Volunteer Team Photographer, Team Texas Climbing, 2014-present

- Keynote: *Establishing On-Line Presence: Social Media and Linked In for High School Students and Parents*, 2018

- Keynote: *Being a Leader Today*, Girls Giving Grants, 2017

- Keynote: *Presenting Powerfully*, Wayne Fueling Systems Womens' Network, 2015

- Keynote: *Presenting Powerfully*, Girls Giving Grants, 2014, 2015

- Keynote: *Multitasking, Multicommunicating and Effectiveness,* Austin Marketing Executive Network, 2014

- Focus Area Review Committee: Impact Austin, 2013-present

- Store Volunteer: University of Texas Orange Santa, 2011, 2012, 2013, 2014

- Keynote: *Emergency Communication*, Kealing Middle School Robotics Program, Oct. 2013

- Neighborhood Watch Area Captain: 2013-2017

- Keynote: *Using PowerPoint in Middle School,* Paragon Prep, 2013, 2014, 2016

- Isolation and Check-In Volunteer: USA Climbing Nationals and Divisionals, 2012, 2013, 2014

- Volunteer Photographer: Vision Dance Team, 2012-2013

- Keynote: Speaking with Confidence Program: Paragon Prep, 2012, 2013

- Volunteer Photographer: DanStarz Dance Team, 2010-2012

- Volunteer Photographer: Theater at the J, 2010-2012

- Triathlon volunteer: Inspire Kids to Tri, 2011

- Stroke & Turn Judge: Swim Team Piranhas, 2011, 2010, 2009

- Judge: Doss Elementary Science Fair, 2005, 2006, 2009

- Co-Chair: Reflections Art Program, Doss Elementary 2009-2010; 2010-2011

- Keynote: American Society for Training and Development (ASTD) Austin Chapter, July 2007

- Interviewer and Talent Judge: Speech & Theatre Dept. Graham, TX High School, October 2006

- Advisory Council Member: Center for Community-Based & Nonprofit Organizations, Austin, 1998-2002

- Pro bono trainer: Austin Community College Center for Non-Profit Organizations on Communicating Credibility, 2002 (5.0/5.0 on evaluations).

- Liaison between the Austin chapter of the ASTD and the Austin Police Department for providing pro bono training, 2001

- Pro Bono Trainer: Austin Community College Center for Non-Profit Organizations on Handling Difficult and Hostile People and Situations, 2001

- Created a clothing drive between the Austin chapter of the ASTD and Goodwill, 2000

- Pro Bono Trainer: Austin Independent School District (AISD) – Skills for Supervisors II Course, 2000 and 2001

Consultancies (Selected)

- University of Texas Executive Education, Virtual Leadership 2 day course, Summer 2014.

- University of Texas MBA Plus Program Coach, Summer 2007, Spring 2006, Fall 2005; Communication Coach Trainer and Orientation Co-Developer 2005, 2007

- University of Texas Career Services Coach, Summer 2006

- Avenue One Communication Coach, Summer 2005

- Texas Plus MBA Program Speaking With Power Coach, March 2004, Spring 2005

- Texas MBA market research on MP3 players Focus Group Leader, 2004

- Society of Petroleum Engineers, Exposition Software Audit, Summer 2004

- Interview & Press Conference Coach for Riley Blanks (13 year old pre-pro tennis player), 2004

- Texas Plus MBA Program Presentation Skills Coach, October 2002, 2003, 2004

- Texas Evening MBA Presentation Skills Coach, August 2002, 2003, 2004

- University of Texas Moot Court Presentation Skills Coach, April, 2003

Workshops (Selected)

- Developed and presented, "Using Technology to Communicate at Work," for the Department of Child and Protective Services, Summer 2007

- Developed and presented, "Mastering the Moment: Winning Interview Skills," for the Executive Forum of the Texas Department of Aging and Disability Services. Summer 2006, 2007

- Developed and presented, "Communicating During Crucial Conversations," for MBA students at the University of Texas in Austin, Fall 2005

- Developed and presented, "How to Get What You Want Through Influence," for MBA students at the University of Texas in Austin, Spring 2005

- Co-developed and presented, "Break the Safe: Project Management Skills," for MBA students at the University of Texas in Austin, Spring 2005

- Co-presented, "Crucial Conversations at Work" to MBA students at the University of Texas in Austin, Spring 2005

- Co-presented, "Now Discover Your Strengths" to MBA students at the University of Texas in Austin, Spring 2005

- Developed and presented a workshop, "Landing That First Sales Job," for the Student Chapter of NCA, 2002, 2003, 2004

- Texas Executive Education & Guarantee Bank Effective Selling Skills Course Presenter, September 2002