

Benjamin S. Lauren, Ph.D.

Michigan State University
434 Farm Lane, Room 242
East Lansing, MI, 48824
blauren@msu.edu

Academic Appointments

Assistant Professor of Experience Architecture 8/2014 – Present

Department of Writing, Rhetoric, and American Cultures
Michigan State University East Lansing, MI

Assistant Director of MA in Digital Rhetoric and Professional Writing 5/2017 – Present

Department of Writing, Rhetoric, and American Cultures
Michigan State University East Lansing, MI

Senior Instructor 8/2013 – 8/2014

English Department
Florida International University Miami, FL

Co-Founder and Coordinator 8/2011 – 8/2014

Digital Writing Studio
Florida International University Miami, FL

Instructor 8/2006 – 07/2013

English Department
Florida International University Miami, FL

Lecturer 9/2005 – 7/2007

English Department and Writing Center
University of Miami Miami, FL

Adjunct Instructor 1/2004 – 12/2004

English Department
Tallahassee College Tallahassee, FL

Teaching Assistant 7/2001 – 12/2003

English Department
Florida State University Tallahassee, FL

Education

PhD in Technical Communication and Rhetoric 8/2014

Texas Tech University

MA in English/Creative Writing 12/2003

Florida State University

BA in English/Creative Writing 5/2001

Florida State University

Publications

Books

Lauren, B. *Communicating Project Management: A Participatory Rhetoric for Development Teams*. (under contract). Routledge ATTW Series.

Journal Articles

Turner, H., Nguyen, M., Keller, B., Sackey, D., Ridolfo, J., Pigg, S., **Lauren, B.**, Potts, L., Hart-Davidson, B., & Grabill, J. (2017). WIDE Research Center as an Incubator for Graduate Student Experience. *Journal of Technical Writing and Communication*, 47(2). DOI: 10.1177/0047287517692066

Lauren, B. (2017). Experience Sampling as a Method for Studying In Situ Organizational Communication. *Journal of Organizational Knowledge Communication*, 3(1), 63-79.

Lauren, B., & Pigg, S. (2016). The Egonets of Technical Communication Solopreneurs: Communication Practices, Genres, and Networks that Build and Sustain Careers. *IEEE Transactions on Professional Communication*, 59(4), 342-362.

Lauren, B., & Pigg, S. (2016). Toward multidirectional knowledge flows: Lessons from research and publication practices of technical communication entrepreneurs. *Technical Communication*, 63(4), 299-313.

Lauren, B. (2016). Running Lean: Refactoring and the Multiliteracy Center. *Computers and Composition*, 41, 68-77, DOI: <http://dx.doi.org/10.1016/j.compcom.2016.04.007>

Lauren, B. (2015). App abroad and mundane encounters: Challenging how national cultural identity heuristics are used in information design. *Technical Communication*, 62(4), 258-270.

Lauren, B. (2015). Mapping the workspace of a globally distributed “agile” team. *International Journal of Sociotechnology and Knowledge Development*, 7(2), 45-62.

***This article was reprinted in an edited collection. Citation below:**

Lauren, B. (2017). Mapping the workspace of a globally distributed “agile” team. In Information Resources Management Association (Ed.), *Remote Work and Collaboration: Breakthroughs in Research and Practice* (pp. 158-176). Hershey, PA: IGI Global.

Williams, J., Rice, R., **Lauren, B.**, Morrison, S., Van Winkle, K., & Elliott, T. (2013). Problem-based universal design for learning in technical communication and rhetoric instruction. *Journal of Problem Based Learning in Higher Education*, 1(1). Retrieved from <http://ojs.aub.aau.dk/index.php/pbl/article/view/285>

Lauren, B., & Rice, R. (2013). Teaching style in basic writing through remediating photo essays. *Basic Writing e-Journal*, 10(1). Retrieved from <http://bwe.cuny.cuny.edu/LaurenandRiceRemediatingPhoto.html>

Journal Articles In-Progress

Lauren, B., & Schreiber, J. (accepted). Integrative Literature Review of Project Management in Technical Communication. For *Technical Communication*.

Lauren, B., & Pigg, S. (in progress). A Pedagogical Framework for Networking as Professional Communication Practice. For *Technical Communication Quarterly*.

Proceedings Articles

Pigg, S., **Lauren, B.**, & Keller, B. (2017, August). Designing Learning Experiences for Early Career Knowledge Workers. Proceedings of *ACM SIGDOC*.

Lauren, B., & Schreiber, J. (2017, July). A Systems Approach to Project Management Pedagogy: Situating Competencies and Relationships to Constellate Emerging Technical and Professional Communication Practice. Proceedings of the *IEEE International Professional Communication Conference*.

Lauren, B., & Pigg, S. (2016, October). Toward Entrepreneurial Pedagogies: Rethinking Professional Networking as Knowledge Making. Proceedings of the *IEEE International Professional Communication Conference*.

Lauren, B., Pigg, S., Brentnell, L., Fooksman, H., & Mapes, K. (2016, September). Investigating a common trope in technical communication: Are academics and practitioners researching in different communication design spheres? Proceedings of *ACM SIGDOC*.

Lauren, B. (2015, July). Fostering intercultural communication through transactional rhetoric: A problem-based service-learning model. *Proceedings of the IEEE International Professional Communication Conference*.

Lauren, B. (2015, July). Participating in project management experiences in the workplace. *Proceedings of the ACM International Conference on the Design of Communication*. Proceedings of ACM SIGDOC, 2015.

Book Chapters

Lauren, B. (2017). Kairos and Managing Experience Architecture Projects. In L. Potts & M. Salvo (Eds.), *Rhetoric and Experience Architecture* (pp. 209-224). Andersen, SC: Parlor Press.

Harrison, K., & **Lauren, B.** (2014). Casting NTT faculty as practitioner-researchers: Using research opportunities to enhance teaching, service, and administrative assignments. In L. Lewis Gaillet & L. Guglielmo (Eds.), *Contingent Faculty Publishing in Community: Case Studies for Successful Collaborations*. Basingstoke, United Kingdom: Palgrave Macmillan.

Rice, R., & **Lauren, B.** (2014). Developing intercultural competence through glocal activity theory using the connect-exchange study abroad app. In G. Verhulsdonck & M. Limbu (Eds.), *Digital Rhetoric and Global Literacies: Communication Modes and Digital Practices in the Networked World*. Hershey, PA: IGI Global.

Lauren, B. (2013). Designing small spaces: A case study of the Florida International University digital writing studio. In R. Carpenter (Ed.), *Cases on Higher Education Spaces: Innovation, Collaboration, and Technology* (pp. 65-86). Hershey, PA: IGI Global.

Book Chapters In-Progress

Nguyen, M., Turner, H., & **Lauren, B.** (forthcoming, 2017). Disjuncture, Difference, and Representation in Experience Mapping. In R. Rice & K. St.Amant (Eds.), *Global Communication: Applications for International Communication Exchange*. Under contract with Utah State University Press.

Opel, D., & **Lauren, B.** (proposal submitted). Designing Meaningful Play: Bridging the Classroom-Workplace Divide through Role-Play, Writing, and Problem Solving. For *Writing, Rhetoric, Role-Play: Tabletop and Role Playing Games in the Teaching of Writing*.

Editing of Special Issues

Lauren, B., & Schreiber, J. (forthcoming, 2018). Emerging Forms of Project Management in Technical and Professional Communication. *Technical Communication*.

Research Grants

Lauren, B. (funded, 2016). College of Arts and Letters Undergraduate Research Initiative Grant. MSU, \$750.

Lauren, B., & Schreiber, J. (unfunded, 2016). Interpersonal communication skills of project managers. PMI Sponsored Research Program, \$20,000.

Lauren, B. (funded, 2016). Project Management Projects Development. Department of Writing, Rhetoric, and American Cultures. MSU, \$3000.

Lauren, B. (funded, 2016). Communicating Project Management Book Development. College of Arts and Letters Summer Research Grant. MSU, \$7148.

Lauren, B. (funded, 2015). College of Arts and Letters Undergraduate Research Initiative Grant. MSU, \$500.

Lauren, B., Schopieray, S., Tegtmeier, R., & Banks, W. (unfunded, 2015). App Abroad. Digital Humanities Start-up Grant. NEH, \$68,058.

Lauren, B., Potts, L., & Salvo, M, Nguyen, M., & Turner, H. (unfunded, 2015). XA Symposium and Workshop. Humanities Without Walls Grant, \$63,149.

Lauren, B. (funded, 2015). Humanities Without Walls Seed Grant. MSU College of Arts and Letters, \$668.

Lauren, B. (funded, 2012). Technology Fee Grant for Digital Writing Studio. Florida International University, \$3600.

Lauren, B. (funded, 2009). Online Development Research Grant. Florida International University, \$1500

Textbook and Instructional Writing

Saba, R., **Lauren, B.**, & Feigenbaum, P. (2016). Chapter 11: Writing beyond the page: Shifting genres and using new media. *Composing to communicate: A student's guide*. Independence, KY: Wadsworth/Cengage.

Lauren, B. (2004). What are we doing with our pennies? In W. Bishop (Ed.) *On writing: A process reader* (pp. 183-184). New York, NY: McGraw/Hill.

Industry Publications

Instone, K., Bowman, E., **Lauren, B.**, & Opel, D. (2017, forthcoming). Industry-Academic Collaborations: Fostering a UX Talent Pipeline and Discovering Win-Win Professional Development and Research Opportunities. *User Experience Magazine*, TBA.

Campbell, E., **Lauren, B.**, Stoepel, W., & Kribs, S. (2016). Case Study: Solving a Museum's Business Challenges. *User Experience Magazine*, 16(4).

Lauren, B. (2016). Developing Technologies for International Audiences and Cultures. *Intercom: The magazine for the society for technical communication*. May/June 2016.

Potts, L., **Lauren, B.**, Tegtmeier, R., Schopieray, S., Hart-Davidson, W., & Kaiser, Z. (2015). Killer robots and the humanities: Building an Interdisciplinary UX Program. *User Experience Magazine*, 15(4), Retrieved from <http://uxpamagazine.org/killer-robots-and-the-humanities/>

Lauren, B. (2011). Divergent thinking through media labs. *Intercom: The magazine for the society for technical communication*, September/October 2011. Retrieved from <http://intdev.stc.org/2011/09/divergent-thinking-through-media-labs>

Book Reviews

Lauren, B. (2015). Review of Rhetorical memory: A study of technical communication and information management. *Communication Design Quarterly*, 4(1), 95-98.

Creative Work

Podcasts and Music

Lauren, B. (2017, August). Interview with Peter Merholz. *Communication Design Podcast Series*, 3(1), Duration 56:34. Retrieved from <https://sigdoc.acm.org/cdq-interviews/>

Lauren, B. (2016, August). Interview with Lisa Welchman. *Communication Design Podcast Series*, 2(1), Duration 17:58. Retrieved from <https://sigdoc.acm.org/cdq-interviews/>

Lauren, B. (2016, June). Interview with Clay Spinuzzi Part II. *Communication Design Podcast Series*, 1(2), Duration 9:01. Retrieved from <https://sigdoc.acm.org/cdq-interviews/>

Lauren, B. (2016, May). Interview with Clay Spinuzzi Part I. *Communication Design Podcast Series, 1*(1), Duration 6:03. Retrieved from <https://sigdoc.acm.org/cdq-interviews/>

Lauren, B. (2013). Stop For Nothing [CD]. Publisher: Author.

Lauren, B., Long, J., Moreton, P., Donaldson, B., Lane, R. (2005). Time Doesn't Notice [CD]. New York: Atlantic Records.

Lauren, B., Long, J., Moreton, P., Donaldson, B., Lane, R. (2004). Let It Out [CD]. Publisher: Authors. (limited release)

Graphic Design

Lauren, B., Taylor, A., & Tegtmeyer, R. (2016). Authoring/Distribution Ethics/Futures [Cover Illustration]. Fairfax, VA: *Technical Communication: Journal of the Society for Technical Communication*.

Research Presentations

Feigenbaum, P., Lauren, B., DeVoss, D., & Pigg, S. (Accepted, October 2017). Community Writing as Cultural Entrepreneurship: Are we Ready for Critical-Entrepreneurial Rhetorics? Community Writing Conference. Boulder, CO.

Pigg, S., **Lauren, B.**, & Keller, E. (2017, August). Designing Learning Experiences for Early Career Knowledge Workers. ACM SIGDOC. Halifax, Nova Scotia, Canada.

Lauren, B., & Schreiber, J. (2017, July). A Systems Approach to Project Management Pedagogy: Situating Competencies and Relationships to Constellate Emerging Technical and Professional Communication Practice. IEEE ProComm. Madison, WI.

Lauren, B., Opel, D., Bowman, E., & Instone, K. (2017, July). Rethinking the opportunities presented by Industry-Academic partnerships. User Experience Professionals Association International Conference. Toronto, CA.

Eyman, D., Woolbright, L., Magelssen-Green, M., Opel, D., & **Lauren, B.**, Wood, J. (2017, April). Writing, Rhetoric, and Role-Play: Cultivating Writing Connections through Role Playing Games in the Classroom and the Workplace. Conference on College Composition and Communication. Portland, OR.

Opel, D., & **Lauren, B.** (2016, October). Designing Meaningful Play: Bridging the Classroom-Workplace Divide through Role-Play, Writing, and Problem-Solving. Meaningful Play Conference. East Lansing, MI.

Lauren, B., & Pigg, S. (2016, October). Toward Entrepreneurial Pedagogies: Rethinking Professional Networking as Knowledge Making. IEEE ProComm.

- Lauren, B., & Pigg, S., Brentnell, L., Fooksman, H., & Mapes, K. (2016, September). Investigating a common trope in technical communication: Are academics and practitioners researching in different communication design spheres? ACM SIGDOC.
- Lauren, B., & Opel, D. (2016, September). Building (Third) Spaces for a Socially Just Methodology: Rethinking the Dualities Presented by Participatory Design. Cultural Rhetorics Conference. East Lansing, MI.
- Nguyen, M., & **Lauren, B.** (2016, May). Back to the future: MUDs, mobility, and Library Box. Computers and Writing Conference. Rochester, NY.
- Lauren, B., Pigg, S. (2016, April). Egonets and Advocacy: How Technical Communication Solopreneurs' Networks Shape Their Advocacy Practices. Association of Teachers of Technical Writing. Houston, TX.
- Lauren, B., Jacobs, D., Micciche, L., Rule, H., & Pigg, S. (2016, April). Writing Time, Writing Spaces. Conference on College Composition and Communication. Houston, TX.
- Turner, H., Nguyen, M., & **Lauren, B.** (2015, October). Is digital distribution writing? WIDE-EMU Unconference. East Lansing, MI.
- Lauren, B. (2015, July). Participating in project management experiences in the workplace. *ACM International Conference on the Design of Communication. Limerick, Ireland.*
- Lauren, B. (2015, July). Fostering intercultural communication through transactional rhetoric: A problem-based service-learning model. *IEEE International Professional Communication Conference. Limerick, Ireland.*
- Potts, L., & **Lauren, B.** (2015, June). Experience architecture as a new interdisciplinary movement. Internet User Experience Conference. Ann Arbor, MI.
- Garland-Lauren, E., & **Lauren, B.** (2015, June). Creating an outdoor classroom: Participatory service design to build community in preschool contexts. San Diego, CA: User Experience Professionals Organization (UXPA).
- Lauren, B., & Oderkirk, E. (2015, May). From user to *participant*: Proto-Personas as inhabiting literacy praxis. HASTAC 2015: Exploring the Art & Science of Digital Humanities. East Lansing, MI: Humanities, Arts, Science, and Technology Alliance and Collaboratory
- Potts, L., **Lauren, B.**, Dallaire, E., Richardson, M., Truong, T. (2015, May). Experience architecture as a new interdisciplinary movement. HASTAC 2015: Exploring the Art & Science of Digital Humanities. East Lansing, MI: Humanities, Arts, Science, and Technology Alliance and Collaboratory.

Lauren, B. (2015, March). Adding value during times of change: Project management in the third space. Association of Teachers of Technical Writing. Tampa, FL.

Blankenship, C., Gaillet, L., Guglielmo, L., Harrison, K., Hermann, M., Kozlow, B., **Lauren, B.**, Watson, J., Christianson, L. (2015, March). Contingent faculty and academic work off the tenure track. Conference on College Composition and Communication. Tampa, FL.

Lauren, B. (2014, October). The UX of project management. Ignite UX Michigan. Ann Arbor, MI.

De Hertogh, L., Leverenz, C., **Lauren, B.**, Kim, M., Greshamn, M., & Oswal, S. (2014, May). Creating and sustaining institutionally responsive new media studios. Computers and Writing Conference. Pullman, WA. [remote video presentation]

Rice, R., & **Lauren, B.** (2013, June). New media glocal intercultural communication through activity theory and problem-based service-learning mobile application development. Computers and Writing Conference, Frostburg, MD.

Lauren, B. (2013, January). Designing small spaces: A case study of the DWS. International Higher Education Teaching & Learning Conference, Orlando, FL.

Lauren, B. (2012, March). Building bridges, building communities: Digital literacy narratives in the hybrid classroom. Conference on College Composition and Communication, St. Louis, MO.

Feigenbaum, P., **Lauren, B.**, & Lovett, M. (2011, April). Logomechanics and writing production: The rhetoric of the multimodal text. Conference on College Composition and Communication, Atlanta, GA.

Lauren, B. (2010, April). Aural feedback in online classes. Florida International University Online Conference, Miami, FL.

Lauren, B. (2009, June). Podcasting feedback for second-language writers. Computers and Writing Conference, Davis, CA.

Invited Presentations, Workshops, and Interviews

Lauren, B. (2017, April). Panel on Research Lives. WRA 870. East Lansing, MI.

Lauren, B. (2017, January). Professional Portfolios and LinkedIn Profiles. XA Day of Professionalization. East Lansing, MI.

Lauren, B. (2017, January). Using Charters and Roadmaps to Manage Academic Projects. MSU CAL Workshop on Expanding Your Research Network. East Lansing, MI.

Lauren, B. (2016, May). Experience Architecture: Reflecting on User Experience in the Humanities. Web Dev Café Symposium. East Lansing, MI.

Campbell, E., & **Lauren, B.** (2016, May). User Experience Research for the Broad. The Eli and Edythe Broad Art Museum Staff Meeting. East Lansing, MI.

Lauren, B. (2016, April). Panel on Research. WRA 870. East Lansing, MI.

Chambers, B., & **Lauren, B.** (2016, February). Aurality, the Sonic Self, and the Mobile Device: Pathways for Interaction Design. Digital Humanities LOCUS. East Lansing, MI.

Lauren, B. (2015, November). Designing App Abroad. Rebecca Tegtmeier's Interaction Design Course. East Lansing, MI.

Lauren, B. (2015, November). Resumes and Cover Letters. XA Day of Professionalization. East Lansing, MI.

Lauren, B. (2015, October). Time management and work-life balance. WRA885. East Lansing, MI.

Lauren, B. (2015, September). App abroad: A mobile app for capturing study abroad experiences. Study Abroad Deans' Designees Meeting. East Lansing, MI.

Lauren, B. (2015, July). Sound as a catalyst for inspiring valuable collaborative experiences. ACM SIGDOC 2015, Limerick, Ireland.

Lauren, B. (2015, June). Designing the center. International Writing Center Association Summer Institute. East Lansing, MI.

Lauren, B. (2015, March). Resumes and Cover Letters. XA Student Club. East Lansing, MI.

Lauren, B. (2013, February). Developing problem-based service-learning for professional writing classes. FIU Service-learning Workshop, Miami, FL.

Lauren, B. (2012, May). Developing the connect-exchange app: Intercultural technical communication and technology design. TTU May Seminar, Lubbock, TX.

Lauren, B. (2012, May). Designing small spaces: A case study of the FIU digital writing studio. TTU May Seminar, Lubbock, TX.

Lauren, B. (2011, November). Usability testing course content for student-users. FIU, Miami, FL.

- Lauren, B. (2011, October). Using smart phones to document what happens in the writing classroom. FIU, Miami, FL.
- Lauren, B. (2011, May). International students and technology: Rethinking the media lab in context. TTU May Seminar, Lubbock, TX.
- Lauren, B. (2010, October). Technology and agency: Lowering the bar of inquiry. FIU.
- Lauren, B. (2009, October). Podcasting feedback for second-language writers. FIU.
- Rocque, G. (2009, September). Using audio in online courses: An interview with FIU professor, **Ben Lauren**. Miami, FL. Retrieved from <http://bit.ly/1eDEs3n>
- Lauren, B. (2007, October). Millennials in the writing classroom. FIU. Miami, FL.
- Lauren, B. (2007, March). Showing, not telling. University of Miami Writing Center, Miami, FL.
- Lauren, B. (2006, September). About multilingual students. University of Miami Writing Center, Miami, FL.
- Lauren, B. (2003, September). Managing your time as a graduate student. Florida State University. Tallahassee, FL.

SCHOLARSHIPS and AWARDS

- College Fund For International Travel (2017, July). Michigan State University, \$1000
- Special Foreign Travel Fund Award (2015, July). Michigan State University, \$750.
- College Fund For International Travel (2015, July). Michigan State University, \$1000
- Helen DeVitt Jones Graduate Fellowship (2013, August). Texas Tech University, \$1500
- Teaching, Learning, and Professional Development Center (2013, January). TTU, \$3500
- Helen DeVitt Jones Graduate Fellowship (2012, August). TTU, \$1500
- Benjamin Rude Memorial Scholarship in TC (2012, August). TTU, \$1200
- Benjamin Rude Memorial Scholarship in TC (2011, August). TTU, \$1000
- Helen Locke Carter Memorial Scholarship (2011, May). TTU, \$1000
- Liberal Studies Course Development Award (2011, May). FIU, \$5500
- Global Learning Course Development Award (2009, May). FIU, \$5000
- Academy for the Art of Teaching Travel Grant (2007, November). FIU, \$1000

Teaching Experience

Courses Taught at Michigan State University (MSU)

- AL 242: Introduction to Experience Architecture (Fall 2014, Spring 2016)
- AL 366: Managing Experience Architecture Projects (Spring 2015, Spring 2017)
- WRA 360: Visual Rhetoric and Document Design (Fall 2014, Spring 2015, Fall 2015)
- WRA 420: Content Strategy (Spring 2016)
- WRA 482: Information and Interaction Design (Fall 2015)
- WRA 841: Professional Writing Theory and Research (Spring 2017)
- WRA 891: Culture, Rhetoric, and User Experience Design (Fall 2017)
- AL 890: Independent Study on Visual Rhetoric Pedagogy (Spring 2015)
- AL 890: Independent Study on Sound Writing/Rhetoric (Spring 2016)
- WRA 490: Independent Study on Advanced Visual Rhetoric (Summer 2015)
- WRA 110: Writing About Science and Technology (Summer 2015)

Courses Developed at MSU

- AL 242: Introduction to Experience Architecture
- CAS 214: Social Media and the Start-up
- AL 366: Managing Experience Architecture Projects
- AL 490: Programming Experience Architecture
- AL 890: Independent Study on Visual Rhetoric Pedagogy
- WRA 360: Visual Rhetoric and Document Design
- WRA 460: Advanced Visual Rhetoric
- WRA 482: Information and Interaction Design
- WRA 891: Culture, Rhetoric, and User Experience Design

Graduate Student Committees at MSU

- Chair, Autumn Laws (MA Student)
- Chair, Brooke Chambers (MA Student; graduated 5/2017)
- Committee Member, Howard Fooksman (MA Student; graduated 5/2017)
- Committee Member, A. Trevor Sutton (MA Student)
- Committee Member, Phil Deaton (MA Student)
- Committee Member, Jennifer Fisch-Ferguson (PhD Student)
- Committee Member, Stephanie Mahnke (PhD Student)

Courses Taught at Florida International University (FIU)

- ENG 103: Basic Writing
- ENC 1101/ENG 105: Freshman Composition I (F2F, online, hybrid)
- ENC 1102/ENG106: Freshman Composition II (F2F, online, hybrid)
- ENC 2304: College Writing for Transfer Students
- ENC 3213: Professional & Technical Writing
- ENC 3249: Professional & Technical Writing for Computer Science Majors

- ENC 3311: Advanced Writing and Research
- ENC 3317: Rhetorical Theory and Practice (F2F and online)
- IDS 3993: How We Know What We Know
- IDS 4920: Rhetoric and Public Writing
- ENC 4930: Visual Rhetoric & Document Design

Courses Developed at FIU

- ENC 2304: College Writing for Transfer Students
- ENC 3311: Advanced Writing and Research
- ENC 3371: Rhetorical Theory and Practice
- IDS 3993: How We Know What We Know
- ENC 4357: Going Public
- IDS 4920: Rhetoric and Public Writing
- ENC 4930: Visual Rhetoric & Document Design
- ENG 4949: Digital Writing Studio Internship

SERVICE and LEADERSHIP

Editing

- Book Editor for *Communication Design Quarterly* (6/2015 – present)

Professional Organization Leadership/Membership

- President of Society for Technical Communication South Florida Chapter (1/2013 – 1/2014)
- Member of CCCC's Standing Group Council for Play and Games Studies (4/2016 – present)

Reviewer of Manuscripts, Conference Proposals, and Awards Committees

- Manuscript reviewer for *Programmatic Perspectives* (6/2017)
- Review Board Member for PraxisWiki at *Kairos: A Journal of Rhetoric, Technology, and Pedagogy* (1/2015 – Present)
- Review Board Member for *Present Tense Journal* (9/2014 – Present)
- Review Board Member for IEEE's *Transactions on Professional Communication* (2/2017 – Present)
- Conference Review Board Member, SIGDOC 2017
- Round 2 Reviewer for SIGDOC, 2017
- Proposal Reviewer for SIGDOC 2017
- Proposal reviewer for Ignite MI 2017 (1/2017)
- Conference proposal reviewer for Computers and Writing (1/2017)
- Conference proposal reviewer for UXPA 2017 (10/2016)
- CCCC Outstanding Dissertation Award in Technical Communication Committee (AY 2016-2017)
- Manuscript reviewer for *Communication Design Quarterly* (9/2016)

- Manuscript reviewer for *International Journal of Sociotechnology and Knowledge Development (IJSKD)* (8/2016)
- Student Research Content Reviewer, SIGDOC (2/2016)
- Conference proposal reviewer for SIGDOC 2016, Arlington, VA (2/2016)
- Proposal reviewer for Ignite MI 2016 (1/2016)
- Conference proposal reviewer for Computers and Writing (11/2015)
- Manuscript reviewer for *Communication Design Quarterly* (10/2015)
- Manuscript reviewer for *IJSKD* (8/2015)
- Conference proposal reviewer for UXPA (10/2015)
- Graduate Student Research Contest Judge, SIGDOC (7/2015)
- Conference proposal reviewer for ACM SIGDOC (1/2015)
- Conference proposal Reviewer for UXPA (11/2014)
- Member of “Shark Tank” Panel for the Creativity Exploratory at MSU (10/2014)
- Stage 1 Reviewer, Conference on College Composition and Communication (9/2014)
- Manuscript reviewer for *Writer/Designer: A Guide to Making Multimodal Projects* (2013)

Community Outreach at MSU (Research)

- **Stepping Stones School Website Project (11/2014 – 5/2015)**
 - Primary Investigator for project
 - Managed 2 Experience Architecture and 1 Professional Writing students
 - Conducted user research through creating/circulating surveys
 - Completed a landscape analysis of other local schools
 - Supported the design and development a new brand for the school’s website
 - Implemented substantial design changes to the school’s website
- **Advisory Board Member, Middle of the Mitten (9/2015 – Present)**
 - Serve on advisory board for a group that supports local musicians
 - Support website development and give input to projects direction

WRAC Department Committees at MSU

- WRAC Merit Review Committee (1/1/2017 – 5/15/2017)
- Rhetoric and Writing Graduate Advisory Committee (8/2016 – present)
- WRAC Advisory Council (8/2016 – present)
- Appointments and Equal Opportunity (AEO) Committee (8/2015 – 8/2016)
- Reappointment, Promotion, and Tenure (RPT) Committee (8/2015 – 8/2016)
- Professional Writing Program Committee (8/2014 – 8/2016)

WRAC Professional Writing Class Visit Evaluations

- Katheryn Houghton (4/2015)
- Laura Gonzales (2/2015)
- Christie Daniels (12/2014)

College of Arts and Letters Committees at MSU

- CAL/CAS Entrepreneurship and Innovation Course Planning Committee (8/2015 – 8/2016)
- Creativity Exploratory Advisory Board (8/2015 – 8/2016)
- Experience Architecture Program Committee (8/2014 – 8/2016)
- Chair, Experience Architecture Programming Curriculum Committee (2/1/2017 – 5/15/2017)

XA Program Support in the College of Arts and Letters

- Assessment of Experience Architecture Program (5/2015)

Community Outreach at FIU

- Imagination Federation Website Project (12/2011)

University Committees at FIU

- Member, Search Committee for Assistant Director, FIU Writing Center (AY 2011)

English Department Committees at FIU

- Member, ad hoc Committee on the Digital Humanities (8/2012 – 8/2014)
- Member, Undergraduate Curriculum Committee (8/2012 – 8/2013)
- Chair, Digital Writing Studio Advisory Committee (8/2011 – 8/2014)
- Adjunct and TA Mentor (9/2007 – 8/2012)

Writing Program Committees at FIU

- Member, Instructor Search Committees (AY 2013)
- Member, Instructor Search Committee (AY 2012)
- Chair, Technology & Instruction Committee (8/2011 – 8/2014)
- Member, College Writing for Transfer Students Curriculum Committee (AY 2009)
- Reader, SACS Writing Assessment Committee (AY 2008)
- Member, Hybrid Instructor Committee (8/2007 – 5/2010)
- Chair, Advanced Writing & Research Curriculum Committee (AY 2007)

Professional Organization Memberships/Affiliations

- ACM SIGDOC: Special Interest Group on the Design of Communication
- ATTW: Association of Teachers of Technical Writing
- NCTE: National Council of Teachers of English
- CPTSC: Council for Programs in Technical and Scientific Communication
- BMI: Broadcast Music Incorporated
- UXPA: User Experience Professionals Organization

Digital Projects

App Abroad (Formerly Connect-Exchange)

- Co-developed (with Rich Rice) a mobile application to support study abroad
- Managed the work of student-developers as PI of the project
- Conducted user testing and research interviews with participants
- Developed partnerships with stakeholders at MSU
- Applied for grants to support additional development of the app

Communication Design Podcast

- Arranged and conducted interviews with authors
- Produced and engineered the audio for each podcast
- Wrote, recorded, and edited original music for each podcast
- Edited each interview to assemble a broader story for the audience
- Created a sustainable process for archiving the podcast series

Research and Work Groups

Experience Architecture Research Group

- Develop projects, collaborations, and partnerships
- Lead and participate on different project teams
- Mentor student researchers

Broad User Research Group (BURG), Eli and Edythe Broad Art Museum at MSU

- Collaborate with museum leadership and other partners
- Identify opportunities for user-research projects
- Design and conduct research
- Mentor students as user researchers
- Test and implement data-driven interventions and interactions

WIDE (Writing, Information, and Digital Experience) Research Center at MSU

- Develop projects and partnerships
- Lead and participate on different project teams
- Mentor graduate student researchers
- Pursue external funding opportunities