

Erin Friess

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Appointments

Professor, Department of Technical Communication, University of North Texas, 2022-present

Associate Professor, Department of Technical Communication, University of North Texas,
2014-2022

Assistant Professor, Department of Linguistics and Technical Communication, University of North
Texas, 2008-2014

Graduate Teaching Assistant (Instructor of Record), Department of English, Carnegie Mellon University,
2004-2007

Award-Winning Research

2021. [Frank R. Smith Award for Outstanding Article in a Volume of *Technical Communication*](#). For R. Boettger and E. Friess (2020). "Content and Authorship Patterns in Technical Communication Journals (1997-2017)—A Quantitative Content Analysis." *Technical Communication*, vol. 67, no 3, pp. 4-24.

The Frank R. Smith award is given annually to the most outstanding article in each volume of *Technical Communication*. Previous winners include Charles Kostelnick, Karen Schriver, Laura Gurak, Ginny Redish, and Lisa Meloncon.

2016. [Rudolph J. Joenk Award for Outstanding Article in a Volume of *IEEE Transactions on Professional Communication*](#). For E. Friess (2015). "Personas in heuristic evaluation: An exploratory study." *IEEE Transactions on Professional Communication*, vol. 58, no. 2, pp. 176-191.

The Rudolph J. Joenk award is given annually to the most outstanding article in each volume of *IEEE Transactions on Professional Communication*. Previous winners include Charles Kostelnick, Karen Schriver, Menno de Jong, and Ginny Redish.

2012. [Best of CHI '12 Award](#) for "Personas and decision making in the design process: An ethnographic case study."

This highly prestigious honor was awarded to only 1% (or 15 papers) of the 1500 papers submitted to this annual international human-computer interaction conference.

Education

Ph.D., Rhetoric, Carnegie Mellon University, May 2008
Dissertation: "The User-Centered Design Process: Novice Designers' Use of Evidence in Designing from Data"

M.A., Professional Writing, Carnegie Mellon University, December 2002

B.A., English and History, Trinity University, May 2001

Directorships

Director of Graduate Studies, Department of Technical Communication, University of North Texas,
2020-Present

Director of Undergraduate Studies, Department of Technical Communication, University of North
Texas, 2014-2018

Undergraduate Advisor, Department of Technical Communication, University of North Texas,
2014-2015

Publications

Articles in Refereed Journals

E. Friess (Forthcoming, January 2023). "[Scrum in Classroom Collaborations: A Quasi-Experimental Study.](#)" *Journal of Business and Technical Communication.*"

Journal of Business and Technical Communication is a top-tier journal in the field of technical communication theory and practice and is published by Sage. Data collected during my Fall 2016 Faculty Development Leave helped inform this article. JCR Journal Impact Factor: 1.434. CiteScore: 2.8. SNIP: 2.302. SJR: 0.979.

E. Friess and R. Boettger (2021). "[Identifying Commonalities and Divergences within Technical Communication Scholarly and Trade Publications \(1996-2017\).](#)" *Journal of Business and Technical Communication*, vol. 35, no. 4, pp. 407-432.

While I have first authorship on this article, Dr. Boettger and I split the work on the project evenly.

E. Friess and C. Lam (2021). "[‘Dude, that sucks’: Examining Scrum’s Influence on Empathy in Student Teams.](#)" *Technical Communication Quarterly*, vol. 30, no. 2, pp. 189-203.

Technical Communication Quarterly is a top-tier journal in the field of technical communication theory and pedagogy published by Taylor and Francis. Data collected during my Fall 2016 Faculty Development Leave helped inform this article. h5-index: 16. CiteScore: 2.3. SNIP: 1.114. SJR: 0.785.

R. Boettger and E. Friess (2020). "[Content and Authorship Patterns in Technical Communication Journals \(1997-2017\)—A Quantitative Content Analysis.](#)" *Technical Communication*, vol. 67, no 3, pp. 4-24.

Recipient of the 2021 Frank R. Smith Award for Outstanding Article in *Technical Communication* given to the most outstanding article in each volume of the journal. This article was the lead article in the issue. While I have second authorship on this article, Dr. Boettger and I split the work on the project evenly.

E. Friess (2019). "[Scrum Language Use in a Software Engineering Firm: An Exploratory Study.](#)" *IEEE Transactions on Professional Communication*, vol. 62, no. 2, pp. 130-147.

IEEE TPC is a top-tier journal in the field of professional and engineering communication published by IEEE. The data for this publication was collected during my Fall 2016 Faculty Development Leave. h5-index: 15. JCR Journal Impact Factor: 0.98. CiteScore: 2.8. SNIP: 0.827. SJR: 0.579.

E. Friess and C. Lam (2018). "[‘Cultivating a sense of belonging’: Using Twitter to establish a community in an introductory technical communication classroom.](#)" *Technical Communication Quarterly*, vol. 27, no. 4, p. 343-361.

While I have first authorship on this article, Dr. Lam and I split the work on the project evenly.

- E. Friess (2018). [“Filling to capacity’: An exploratory study of project management language in Agile scrum teams.”](#) *Technical Communication*. 65(2), p. 169-180.

The data for this publication was collected during my Fall 2016 Faculty Development Leave.

- R. Boettger and E. Friess. (2016). [“Academics are from Mars, practitioners are from Venus: Analyzing content alignment within technical communication forums.”](#) *Technical Communication*, vol. 63, no. 4, pp. 314-327.

While I have second authorship on this article, Dr. Boettger and I split the work on the project evenly.

- C. Lam, M. Hannah, and E. Friess (2016). [“Connecting programmatic research with social media: Using data from Twitter to inform programmatic decisions.”](#) *Programmatic Perspectives*, vol. 8, no. 2, pp. 47-71.

Programmatic Perspectives is an emerging journal published by the Council on Programs of Technical and Scientific Communication that explores issues of relevance for academic programs of technical, professional, and scientific communication. While I have third authorship on this article, Drs. Lam, Hannah, and I split the work on the project evenly.

- E. Friess (2015). [“Personas in heuristic evaluation: An exploratory study.”](#) *IEEE Transactions on Professional Communication*, vol. 58, no. 2, pp. 176-191.

Recipient of the 2016 Rudolph J. Joenk Award for Outstanding Article in the 58th volume of *IEEE TPC*.

- E. Friess. (2013). [“Rhetorical appeals of professional designers in decision-making sessions.”](#) *IEEE Transactions on Professional Communication*, vol. 56, no. 4, pp. 313-331.

This research was supported by funds from UNT’s Junior Faculty Fellowship, Research Initiation Grant, and Small Grant.

- E. Friess. (2013). [“Bring the newbie into the fold’: Politeness strategies of newcomers and existing group members within workplace meetings.”](#) *Technical Communication Quarterly*, vol. 22, no. 4, pp. 304-322.

This research was supported by funds from UNT’s Junior Faculty Fellowship, Research Initiation Grant, and Small Grant.

- E. Friess. (2012). [“Personas and decision making in the design process: An ethnographic case study.”](#) *ACM CHI ’12. Archival Research Papers on Human Factors in Computing Systems*, pp. 1209-1218.

CHI is the premier international annual conference on human-computer interaction and is hosted by the Association for Computing Machinery’s (ACM) special interest group on computer-human interaction. Conference papers are peer-reviewed by no fewer than 5 evaluators. Generally, 1500 papers are submitted for each conference and only 15-17% of the papers are accepted. Many researchers in the field consider publishing at CHI to be as prestigious as publishing in HCI journals. Additionally, this paper was deemed “Best of CHI’12,” an exclusive award given to the top 1% of submitted papers. This research was supported by funds from UNT’s Junior Faculty Fellowship, Research Initiation Grant, and Small Grant. CiteScore: 5.8. SNIP: 1.473. SJR: 0.672.

- E. Friess. (2011). [“Discourse variation between usability evaluations and usability reports.”](#) *Journal of Usability Studies*, vol. 6, no. 3, pp. 102-116.

Journal of Usability Studies is a top-tier international journal in the field of usability and user experience and the only journal dedicated to usability practice. Renowned researchers such as Joseph Dumas, Ginny Redish, Dana Chisnell, Carol Barnum, and Rolf Molich have published in this journal. Its acceptance rate at the time of publication was 20%.

- E. Friess. (2011). [“Politeness, time constraints, and collaboration in decision-making meetings: A case study.”](#) *Technical Communication Quarterly*, vol. 20, no. 2, pp. 114-138.

This lead article in *TCQ* was nominated for a National Council of Teachers of English “Best Article Reporting Qualitative or Quantitative Research in Technical or Scientific Communication” award. Additionally, it was the second most downloaded *TCQ* article in 2011 and 2012.

- E. Friess. (2010). [“The sword of data. Does human-centered design fulfill its rhetorical responsibility?”](#) *Design Issues*, vol. 26, no. 3, pp. 40-50.

Design Issues is a top-tier journal in the field of design theory and is published by MIT Press. Critical scholars, including Richard Buchanan, Victor Margolin, and Carl DiSalvo, publish in this leading journal. Its acceptance rate is under 20%. CiteScore: 1.7. SNIP: 1.063. SJR: 0.255.

- E. Friess. (2010). [“Designing from data: Rhetorical appeals in support of design decisions.”](#) *Journal of Business and Technical Communication*, vol. 24, no. 4, pp. 403-444.

This article was the lead article for the issue.

Articles Under Review

- E. Friess. (2022, submitted) “A Longitudinal Analysis of User Experience in Technical and Professional Communication.” *IEEE Transactions in Professional Communication*.

Peer-Reviewed Book Chapter

- E. Friess. (2017) “Personas as rhetorically rich and complex mechanisms for design.” *Rhetoric and Experience Architecture*, ed. M. Salvo and L. Potts. Parlor Press.

Blind peer-reviewed article for a book of original research. Other authors include Patricia Sullivan, Cheryl Geisler, Tharon Howard, and Roger Grice. Book has received praise from both Jakob Nielsen and Donald Norman. Additionally, Liza Potts (Michigan St.) and Kelli Cargill-Cook (Texas Tech) require this chapter in their graduate level classes.

Articles in Refereed Proceedings

- E. Friess (2017). [“I guess I’ll give it a 13’: Exploring the language of agile-oriented software engineering teams.”](#) *Proceedings of IEEE International Professional Communication Conference (ProComm) 2017*.

International Professional Communication Conference (ProComm) is a premier international conference on professional communication and is hosted by the Professional Communication Society of the Institute of Electrical and Electronics Engineers (IEEE). Conference proceedings are peer-reviewed by several reviewers before being accepted and published in the IEEE Xplore database. The data for this publication was collected during my Fall 2016 Faculty Development Leave.

- E. Friess, R. Boettger, K. Campbell, and C. Lam. (2017). [“Are we missing the boat? A roundtable discussion on research methods and how they define our field.”](#) Panel paper. *Proceedings of IEEE International Professional Communication Conference (ProComm) 2017*.

- R. Boettger and E. Friess. (2016). [“Extended Abstract: The presence of professionalism in technical communication: Views from industry and the academy.”](#) *Proceedings of IEEE International Professional Communication Conference (ProComm) 2016*.

- R. Boettger, E. Friess, and S. Carliner. (2015). [“Who says what to whom? Assessing the alignment in content and audience between peer-reviewed and professional publications in technical communication \(1996-2013\): An Update.”](#) *Proceedings of IEEE International Professional Communication Conference 2014.*
- R. Boettger, E. Friess, and S. Carliner. (2014). [“Who says what to whom? Assessing the alignment in content and audience between peer-reviewed and professional publications in technical communication \(1996-2013\).”](#) *Proceedings of IEEE International Professional Communication Conference 2014.*
- R. Boettger and E. Friess. (2014). [“What are the most common title words in technical communication publications, or “Using technical writing on the web: a rhetorical case study analysis.”](#) *Proceedings of IEEE International Professional Communication Conference 2014.*
- E. Friess. (2008). [“Defending design decisions with usability evidence: A case study.”](#) CHI '08. *Extended Abstracts on Human Factors in Computing Systems*, pp. 2009-2017.
- Extended Abstracts for the CHI conference go through the same rigorous peer review process as full-length papers but are shorter and more centrally focused. The acceptance rate for all CHI papers and extended abstracts is generally between 15-17%.
- E. Friess. (2007). [“Decision-making strategies in design meetings.”](#) CHI '07. *Extended Abstracts on Human Factors in Computing Systems*, pp. 1645-1648.

Articles in Non-Refereed Journal or Proceedings

- E. Friess. (2012). [“Do usability evaluators do what we think usability evaluators do?”](#) *Communication Design Quarterly Review*, vol. 13, no. 1, pp. 9-13.

Book Review

- E. Friess. (Book Review 2008). Thomas Kilkauer. “Communication and management at work.” In *Language in Society*, vol. 37, no. 5, pp. 768-769.

Peer Reviewed Conference Presentations, Workshops, and Posters

2019. Does Scrum project management affect outcomes in groupwork? Council on Programs of Technical and Scientific Communication. October. West Chester, PA.
2018. Scrum in the classroom: In pursuit of strong student collaborations. Association of Business Communication 83rd Annual Association of Business Communication. October. Miami, FL.
2018. Language practices in meetings of software engineers. Part of the Research Roundtable. Association of Business Communication 83rd Annual Association of Business Communication. October. Miami, FL.
2018. The technical communication service course’s role in persistence and retention. Council on Programs of Technical and Scientific Communication. October. Minneapolis, MN.
2017. “I guess I’ll give it a 13”: Exploring the language of agile-oriented software engineering teams.” IEEE International Professional Communication Conference ProComm 2017. July. Madison, WI.
2017. Are we missing the boat? A roundtable discussion on research methods and how they define our field. IEEE International Professional Communication Conference ProComm 2017. With Ryan Boettger, Kim Sydow Campbell, and Chris Lam. July. Madison, WI.
2016. The presence of professionalism in technical communication: Views from industry and the academy. IEEE International Professional Communication Conference ProComm 2016. With Ryan Boettger. October. Austin, TX.

2015. Using Twitter data to attract students to technical communication programs. Panel on Examining the Potential of Ambient Social Media Data on Programmatic Decision Making with Mark Hannah and Christopher Lam. Council for Programs in Technical and Scientific Communication 2015 Conference. October. Logan, UT.
2014. What are the most common title words in technical communication publications?, or “Using technical writing on the web: A rhetorical case study analysis.” IEEE International Professional Communication Conference. With Ryan Boettger. October. Pittsburgh, PA.
2014. Who says what to whom? Assessing the alignment in content and audience between peer-reviewed and professional publications in technical communication (1996-2013). IEEE International Professional Communication Conference. With Ryan Boettger and Saul Carliner. October. Pittsburgh, PA.
2014. How do we adapt the traditional research article so it’s relevant to the practicing professional? (Workshop). IEEE International Professional Communication Conference. With Ryan Boettger and Saul Carliner. October. Pittsburgh, PA.
2013. The effect of personas on heuristic evaluation. Association of Teachers of Technical Writing. April. Las Vegas.
2012. Personas and decision making in the design process: An ethnographic case study. CHI ‘12. May. Austin.
2012. Do usability evaluators do what we think usability evaluators do? Symposium on Usability, Information Design, and Information Interaction to Communicate Complex Information. February. East Carolina University.
2010. Where is the voice of the technical communicator in user-centered design? College English Association Conference. March. San Antonio.
2010. A comparative discourse analysis of usability session dialogue and oral usability reports. Association of Teachers of Technical Writing Conference. March. Louisville, KY.
2009. Persuasive force of abstractions in workplace meetings. Association of Teachers of Technical Writing Conference. April. San Francisco.
2008. Usability findings in the decision-making of novice technical communicators: Implications for usability education. Association of Teachers of Technical Writing Conference. March. New Orleans.
2007. Decision-making strategies in design meetings. Poster session in conjunction with doctoral consortium. CHI ‘07: ACM Conference on Human Factors in Computing Systems. April. San Jose, CA.
2006. Accounting for evidence: A discourse analysis approach to examining evidence choices in workplace meetings. Rhetoric Society of America Conference. May. Memphis.
2005. Imagining Tonya: The ideograph as cultural capital. National Communication Association Conference. November. Boston.
2005. A language-based approach to examining evidence within workplace meetings. Building the CIRT Community Conference. October. Pittsburgh.
2004. Jump-starting client-consultant relationships. About, with, and for: Advancing the Practice of Design Research Conference. October. Chicago.

Invited Presentations

2020. Ease into Usability. Stoke Co-Working Space. Virtual community presentation. May.

2020. What is Usability? Stoke Co-Working Space. Virtual community presentation. April.

2019. Design+UX. Stoke Co-Working Space. Community presentation. May.

2018. Using personas for good and not for evil. Texas Tech May Meeting.

2014. What is usability's role in technical communication? Invited talk for ACM chapter on E-Learning and Technical Communication. University of Aizu. October. Aizu-Wakamatsu, Japan.

Research Funding

2011. Argument and Design-Making in Workplace Meetings. Research Initiation Grant. University of North Texas. \$4250.

A competitive grant for Assistant Professors in their first three years at UNT.

2010. Argumentation Strategies and Language Use in Workplace Meetings. Junior Faculty Summer Research Fellowship. University of North Texas. \$5000.

A competitive fellowship for faculty members early in their academic careers to partially pay summer salary support.

2010. A Tale of Two Disciplines: Exploring Overlap between Technical Communication and Linguistics. \$1500. Council for Programs in Technical and Scientific Communication. Not granted.

A competitive grant to explore issues related to technical communication academic programs.

2010. Argumentation Strategies in the Workplace. Small Grant Travel Fund. University of North Texas. \$1000.

A competitive grant to cover unexpected expenses in research.

Teaching Funding

2017. Innovative Enrollment Growth Initiative Grant. University of North Texas. \$6250.

A grant offered by the Office of the Provost to stimulate increases in enrollment. The Department of Technical Communication was awarded \$25,000 to move the Teaching Technical Writing certificate online. I was one of four professors who created an online course for the certificate. I created TECM 5280: Designing Technical Documents.

Courses Taught

Courses taught at UNT

All courses, unless otherwise noted, were entirely conceived, designed, created, implemented, and taught by Dr. Erin Friess.

[TECM 5750: Measuring Usability and User Experience for Professional and Technical Communication](#)

A Masters level course designed to introduce students to the concepts related to usability and user experience and to prepare students to design their own usability study. S18, S22.

[TECM 5740: Research Methods for the Practitioner](#)

A graduate level course that explores the research tasks that technical communicators face in real-world situations. Students explore the relationship between theory and research and learn how to design and execute empirical studies using both quantitative and qualitative methods. In Fall 2020, this course was completely re-envisioned as an advanced usability course. Additionally, after

designing the course in Fall 2019, the course had to be completely redesigned in Summer 2020 to accommodate the constraints of the pandemic. S11, S13, F20 (hybrid due to pandemic).

TECM 5285: Technical Presentations

A Masters level course that discusses the theory and practice of presentations, with special attention paid to theories and practice of both oratory and technology (such as PowerPoint). S09, S10, S11.

[TECM 5280: Designing Technical Documents](#)

A Masters level course in which students explore the theories of document design, develop documents and artifacts that are common in technical communication, and interact with standard technical communication software. S12, S13, S14, S15, S16, S17, S18 (converted to an 8-week course; first-time online; all subsequent offerings are online), F18, Sum19, S20, F20, Sum21, S22, F22.

[TECM 5185: Principles of Technical Communication](#)

A Masters level course in which students explore the driving theories of technical communication and the grounding concepts of the field. In Spring 2021, I converted the modality of this class to be online to be offered in Fall 2021. F13, F14, F19 (converted to an 8-week course), F21 (converted to an online course; all subsequent offerings are online), F22.

TECM 5180: Professional Writing: Advanced Usability Techniques

In this section of a variable topics Masters course, students conduct usability and user experience testing of a product for a real-world client. In this advanced course, students develop proper protocols, recruit appropriate subjects, conduct tests, analyze data, and write reports offering the results of the testing and the recommendations stemming from testing. After 2016, this course was converted to TECM 5750. F11, S13, S16 (first time taught as a long semester non-accelerated course).

TECM 5191: Communication and Information Technology

A Masters level course that explores the theory and practice of various technologies in technical communication, including web design, apps for mobile devices, wikis, content management, and single source authoring. S10.

TECM 4920: Cooperative Education in Technical Communication

While not a traditional class as students receive course credit for internships, I coordinated with the students' supervisors to ascertain student success in their internship. This was not included in my workload. S14-S17.

TECM 4800: Special Topics: Usability

An advanced undergraduate course designed to introduce students to the concepts related to usability and user experience and to prepare students to design their own usability study. S16.

[TECM 4800: Special Topics: Advanced Usability and User Experience](#)

An advanced undergraduate course designed to introduce students to the concepts related to usability and user experience. Students evaluate digital assistants and design their own chat bot. F20 (hybrid due to pandemic).

[TECM 4300: Usability and UX for Technical Communicators](#)

An advanced undergraduate course designed to introduce students to the concepts related to usability and user experience and to prepare students to design their own usability study. F17, S19, S20 (F2F converted to online due to pandemic), S21 (first time as a wholly online class).

TECM/ENGL 4250: Technical Manuals and Procedures

An advanced undergraduate course in which students investigate the theories and practices of procedure writing and production while working with a real-world client. F08, S09, F09, F10.

[TECM/ENGL 4180: Advanced Technical Writing](#)

An advanced undergraduate level course in which students work with a real-world client to develop materials (e.g., newsletters, presentations, websites, proposals, etc.) such as those students might encounter in their careers. Sections taught prior to S19 were designed by Dr. Friess. Sections taught after S19 were taught using of the departmental syllabus. F08, F09, F12, Sum15, S17, S19 (2 sections), S21 (first time online; all subsequent offerings are online), F21.

[TECM 3100: Commercial Publications for High-Tech Industries/ Visual Technical Communication](#)

An advanced undergraduate level course reserved for majors in which students learn the language associated with design analysis and then actively develop materials (e.g., infographics, tables, annual reports, marketing material, instructional diagrams) with acute attention to design principles. F15, F17, F19.

TECM/ENGL 2700: Technical Writing

An introductory Technical Writing course in which students learn the genres of technical writing and the conventions of workplace writing. F09, F11, F12.

Graduate Teaching Assistant (2004-2007)

Carnegie Mellon University

Department of English

Courses taught at CMU:

ENGL 272/771: Language in Design (Graduate)

ENGL 270: Writing for the Professions

ENGL 101: Interpretation and Argument

Client-Based Classroom Projects

The following real-world clients have partnered with students in graduate and undergraduate classes to provide a learning experience that mimics the types of work they will be expected to complete on the job. For each client, I worked to establish an initial student-client meeting, facilitated the exchange of information between the clients and the students, and hosted the final student presentations for the client. A brief description of the students' work is provided.

American Heart Association

Conducted usability testing and heuristic evaluations of an intranet for the largest annual conference offered by the AHA each year.

Austin Public Library

Conducted usability testing and heuristic evaluations of the public website and offered recommendations for solving usability and user experience problems.

FactSet Financial

Conducted usability and user experience testing on the public website of a financial services corporation and offered recommendations for solving usability problems.

The Center for Cancer and Blood Disorders

Conducted usability and user experience testing on the public website of a physician group and offered recommendations for solving usability problems (two semesters).

Dallas Public Library

Conducted usability testing and heuristic evaluations of the public website and offered recommendations for solving usability and user experience problems.

Dunn and Brown Contemporary Art Gallery

Developed promotional and marketing materials for a gallery opening.

DVC Rental Store

Conducted usability testing and heuristic evaluations of public site to identify causes of attrition.

Habitat for Humanity of McKinney

Developed an interactive manual on volunteer procedures and policies.

Haslet Public Library

Developed a print document based on a collection of uncoordinated digital documents.

Mokk-a Coffee

Designed and coded a PayPal-ready website for a European coffee company.

Overture Financial

Conducted usability testing and heuristic evaluations of public site to identify causes of attrition.

ROCA, Inc.

Conducted usability testing and heuristic evaluations of the public site of a recidivism prevention non-profit to identify ways to increase public awareness and donations to the nonprofit.

Sabre Airline Solutions

Developed procedural software manuals and tutorials for international learners of Sabre Airline Solutions proprietary software (two semesters).

Starr Tincup Marketing

Conducted usability and user experience testing on the public website of a marketing firm and developed a company procedural manual for day-to-day in-office actions (two courses).

Superior Rex Heating and Air Conditioning

Developed illustration-intensive manuals to help heating and air conditioning technicians fix and install equipment while on the job.

ThyseenKrupp Elevators

Conducted usability testing and heuristic evaluations of public site (including mobile) to ascertain success of a new java-based wizard.

University of North Texas—Office of the Provost

Conducted usability and user experience analysis of the website for the Office of the Provost and offered recommendations for solving usability problems (two semesters).

Western Pennsylvania Slovak Cultural Society

Developed marketing and informational materials for the WPSCS's annual meeting to be distributed via the USPS.

Honors

2021. Outstanding Demonstration of Institutional Effectiveness. Granted by UNT's Department of Institutional Effectiveness and Accreditation.
2016. Faculty Development Leave. Awarded by University of North Texas for Fall 2016. In my semester of leave, I recorded the near-daily meetings of a software engineering firm. All subsequent publications that involved Scrum were in some way informed by the data I collected during my leave.
2008. Dissertation nominated for CCCC Outstanding Dissertation Award in Technical Communication.
2007. Attendee of the ACM CHI Doctoral Consortium, a highly competitive workshop for doctoral students. This honor paid for most travel and conference fees (approximately \$2800).
2007. Phi Kappa Phi Honor Society.
2004. STC Award of Excellence for Technical Publication and Award of Distinguished Technical Communication for Technical Art for *An Introduction to Mailing for Businesses and Organizations* (received as a member of a team working in collaboration with the United States Postal Service).
2003. STC Award of Distinguished Technical Communication for a Technical Publication and an Award of Merit for Technical Art for *A Customer's Guide to Mailing* (received as a member of a team working in collaboration with the United States Postal Service).
2002. Alan and Gloria Siegel Award for Excellence in Professional Writing for *Using the Mulberry Email Client with Macs*.

Service

To Discipline

Leadership Activities

- 2020-2021. CPTSC 2021 General Conference Chair. Coordinated with local hotels and vendors to establish and produce the CPTSC 2020 conference. Recruited faculty to volunteer to facilitate the event. Designed new submission and evaluation system for submissions to the CPTSC conference. Designed and maintained the website for the 2021 conference. Ultimately, CPTSC had to postpone the 2020 conference due to the pandemic and later chose to cancel the face-to-face conference in 2021. Therefore, part of my responsibilities was to cancel bookings, remake bookings, and then re-cancel bookings.
- 2019-2020. CPTSC 2020 General Conference Chair. Converted to 2021 General Conference Chair when CPTSC 2020 was postponed due to COVID-19. Worked with local hotels and vendors to postpone conference to 2021.
- 2018-2022. CPTSC member-at-large. Worked on issues related to CFPs, constitution updates, and increasing diversity.
- 2016-2018. IEEE Professional Communication Society Secretary. Kept meeting minutes and organized files for the society.
- 2017-2018. ProComm 2018 Conference Program Co-Chair. Designed framework for conference, wrote calls for proposals, worked with track chairs to coordinate calls, organized review of papers, and scheduled all sessions. Additionally, worked with Executive Planning committee to produce the conference.
- 2016-2018. IEEE Professional Communication Society Advisory Committee (AdComm) Member. Worked with AdComm members to coordinate the vision of ProComm.
- 2016-2017. ProComm 2017 Conference Program Co-Chair. Designed framework for conference, wrote calls for proposals, worked with track chairs to coordinate calls, organized review of papers, and

- scheduled all sessions. Additionally, worked with Executive Planning committee to produce the conference.
- 2015-16. ProComm 2016 Conference Proceedings Co-Chair. Coordinated editing and formatting of all accepted papers to meet IEEE publication standards. Additionally, worked with Executive Planning committee to produce the conference.
2014. International Professional Communication Conference 2014 Proceedings Co-Chair. Coordinated editing and formatting of all accepted papers to meet IEEE publication standards. Additionally, worked with Executive Planning committee to produce the conference.
2010. Association of Teachers of Technical Writing Research Committee member. Assisted with ascertaining the best practices of research for technical communication academics.
2013. International Professional Communication Conference Volunteer Editor. Edited and formatted several accepted papers to meet IEEE publication standards.
2011. Participant in Rolf Molich's CUE (Comparative Usability Evaluation)-9.
- 2008-2011. Association of Teachers of Technical Writing Conference Volunteer. Assisted with onsite registration at the conference.

Reviewer Activities: Journals

- Editorial Board Member *Journal of Usability Studies*. 2019-present. Special focus on usability in academic settings.
- Reviewer for *Journal of Technical Writing and Communication* special issue on usability and rhetoric (2014) and special issue on UX and technical communication (2020).
- Reviewer for *IEEE Transactions on Professional Communication* for content areas of design, user experience, methodology, and general technical communication. (2013-present).
- Reviewer for *Journal of Business and Technical Communication* for content areas of research design (2014-present).
- Reviewer for *Technical Communication Quarterly* for content areas of workplace communication, research design, and design (2015-present).
- Reviewer for *International Journal of Human-Computer Interaction* for content areas of research design and personas (2019-present).
- Reviewer for *Journal of Usability Studies* for content areas of qualitative research design and personas (2018-present).
- Reviewer for *Across the Disciplines* for content area of qualitative research design (2018).
- Member of *IEEE Transactions on Professional Communication* Board of Permanent Reviewers (2014-2016).
- Reviewer for *Management Research Review* for content areas of workplace communication and qualitative methodologies (2013, 2018).

Reviewer Activities: Books and Book Chapters

2020. Book Reviewer of several chapters a submission to Foundations and Innovations in Technical and Professional Communication book series.
2019. Book Reviewer of complete book on usability assessment published by Elsevier.
2019. Book Reviewer of a book proposal for Foundations and Innovations in Technical and Professional Communication book series.

Reviewer Activities: Conferences

Reviewer for *CHI '18*, *CHI'16*, *CHI '15* and *CHI'13* for content areas of personas and usability

Reviewer for Association of Teachers of Technical Writing Conference (2014-2016)

Reviewer for CPTSC Conference (2017-2022)

Reviewer Activities: Other

External reviewer for tenure and promotion cases (2018, 2019)

To University of North Texas

2013-2015. University of North Texas Faculty Senate University Elections Committee member.

To UNT's College of Liberal Arts and Social Sciences/College of Arts and Science

2016. Communication Studies Personnel Affairs Committee interim member.

2014-2016. UNT CAS Faculty Council member. Subcommittee on lecturer status.

2015. CAS Ad Hoc Grievance Committee member.

2012-2013. Nicholas and Anna Ricco Ethics Award Selection Committee member.

To UNT's Department of Technical Communication /Linguistics and Technical Communication

2022. Academic Program Review Committee Member. In this role, I, along with three other departmental faculty members, prepared information for the self-study associated with the 7-year Academic Program Review.

2020-present. Director of Graduate Studies, in which I coordinate applications to the Masters and Certificate programs, maintain accreditation, recruit students to the program, and advise students on their career pathways. I advise about 70 students in the graduate program. I have increased enrollment in the graduate program by approximately 200%. This position does not carry a course release.

2022. Ad-hoc grievance committee member. In this role, I, along with two outside members, evaluated the merits of an internal grievance.

2020. Student Recruiter. Spent two days speaking to seventh grade students at the Applied Learning Academy in Fort Worth ISD about the value of technical communication. Also spoke to two eighth grade advisor groups on two additional days.

2020-present. Mentor to Dr. Samantha Cosgrove.

2020-2021. Personnel Affairs Committee Chair. This committee is responsible for conducting the annual evaluations for all full-time faculty in the department. In my role as chair, I was responsible for coordinating the evaluations and writing letters to the department chair. In 2020-2021, this process was complicated by ongoing changes to the timeline and evaluation modifications in light of the pandemic.

2019. Chair of Assistant Professor Search Committee. Successful search: Dr. Samantha Cosgrove. In this role, I was responsible for coordinating the language for the job ad, evaluating applications, coordinating Zoom-based interviews, and organizing the two-day onsite interviews for the three candidates.

2019. Departmental organizer for World Usability Day. In an effort to bring attention to tech comm's role in usability, I organized the first World Usability Day at UNT. I recruited several UX professionals to come to UNT's Union to do guerilla explanations of various aspects of usability and

- UX. UNT President Neal Smatresk and Associate Vice Provost for Student Success Michael McPherson both took part in the activities. Later, Michael McPherson contacted me to have our students conduct a usability assessment for the Vice President of Academic Affairs' website.
- 2019-2020. External Chair Search Committee member.
2019. Technical Communication Lecturer Search Committee member.
2018. Chair of Assistant Professor Search Committee. Successful search: Dr. Jordan Smith.
- 2018-2021. Personnel Affairs Committee member.
- 2017-2018. Scholarship Committee member.
- 2017-2018: BS Development Committee member in charge of official changes in Curriculog.
2016. 2700 Curriculum Development Committee member.
- 2015-16. Chair of Technical Communication Personnel Affairs Committee. This was the first PAC as a standalone Department of Technical Communication.
- 2015-16. Chair of first Technical Communication Undergraduate Committee. In this role, I led a committee that reviewed elements of the undergraduate curriculum and made modifications to the curriculum both internal and at the catalog-level.
- 2015-16. Chair of department ad-hoc grievance committee. In this role, I coordinated the evaluation of an internal grievance.
- 2015-16. External Chair Search Committee member.
2015. Technical Communication Lecturer Search Committee member.
- 2014-2018. Undergraduate Director, in which I coordinated all aspects of the undergraduate curriculum, including programmatic assessment, scheduling, and inter-departmental and intra-college coordination of courses.
- 2014-2015. Undergraduate Advisor, in which I advised 90+ majors as well as prospective majors, minors, and certificate students on the best plan to accomplish the requirements of their degree and major. Additionally, I attended approximately 25 orientation sessions over the course of the year (including 18 during the summer) to enroll new-to-UNT students into the Technical Communication program.
- 2014-15. Technical Communication Lecturer Search Committee member.
- 2014-2016. Personnel Affairs Committee member, in which I was one of five people who ranked members of the department for merit raises.
- 2014-present. Reappointment, Promotion, and Tenure Committee member, in which I assist a group of five people in evaluating departmental lecturers and professors who are submitting materials for reappointment, promotion, and tenure.
- 2012-present. Executive Committee member.
- 2010-2016. Graduate Committee member.
- 2009-present. MA Professional and Technical Communication Comprehensive Exam/Portfolio reviewer.
- 2010-2011. Linguistics Search Committee member.
- 2010-2011. Technical Communication Search Committee co-chair. Successful search: Dr. Chris Lam.
2010. Personnel Affairs Committee interim member.
- 2009-2010. Lecturer Review Committee member.
- 2009-2010. BA in Professional and Technical Communication Curriculum Development Committee member.
- 2008-2009. Technical Communication Search Committee member. Successful search: Dr. Ryan Boettger.

Lectures for Departmental Events

2012. Helvetica. Presenter and Moderator. LTC Film Series.

2012. Teacher as Manager. Presenter. UNT TECM 1700 and 2700 Teaching Fellow Orientation.

2010. The Do's and Don'ts of Presentations. Presenter. LTC Summer Institute.

2010. Powerpoint and Presentation in Educational Settings. Presenter. LTC Brown Bag Lunch Series.

2009. How to Help Students Create Powerpoint Presentations. Presenter. UNT Writing Lab
Tutor Orientation.

2009. Ideographs in Politics and Technical Communication. Presenter. LTC Brown Bag Lunch Series.

Professional Work Experience

2020-present. UX/Usability freelance consultant. Clients include software development firms.

2001-2004. Design Researcher and Lead Writer. United States Postal Service and Carnegie Mellon
University's Domestic Mail Manual Transformation Project.

2001-present. Freelance Technical Communicator. Clients have included Center for Cancer and Blood
Disorders and many small non-profits.