

Jason Swarts

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Campus Box 8105, Department of English
North Carolina State University
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Academic Experience

Professor, Technical and Professional Communication; Department of English, 2014-present, North Carolina State University, Raleigh, NC (Promoted 8/1/2014)

Associate Professor, Technical and Professional Communication; Department of English, 2007-2014, North Carolina State University, Raleigh, NC (Tenured and Promoted 4/30/2007)

Assistant Professor, Technical and Professional Communication; Department of English, 2002-2007, North Carolina State University, Raleigh, NC

Administrative Experience

Department Head, 2023 – present, North Carolina State University, Raleigh, NC

Associate Department Head, 2018 – 2023, North Carolina State University, Raleigh, NC

Key Accomplishments:

- Led effort to overhaul department policy and instrument for peer observations of teaching;
- Led review and drafting of policy documents concerning mentoring and peer observation for doctoral teaching assistants;
- Contributed to and managed creation of the English Department's Self Study report (and Appendices) for 2022 external review.

Director of Undergraduate Programs, 2018 – 2023, North Carolina State University, Raleigh, NC

Key Accomplishments:

- Managed department review of 40+ ENG course for general education outcomes and measures;
- Helped articulate and manage approval of the Linguistics concentration of the English major;
- Led review, overhaul, and approval of the Language, Writing, and Rhetoric (now Rhetoric, and Professional Writing) concentration of the English major;
- Worked on review and revision of the Professional Writing Certificate program;
- Led review and revision of the Journalism and Rhetoric and Professional Communication minors;
- Led review and revision of department program assessment plan resulting in new objectives/outcomes, including one for diversity and inclusion;

- Increased efforts at new student recruitment and retention through organized social media and hands-on mentoring and community building with existing English majors;
- Organized and led focus groups with current majors and alumni regarding perception of diversity, equity, and inclusion in the English Department.

Director of Advising, 2018 – 2023, North Carolina State University, Raleigh, NC

Key Accomplishments:

- Built out the English Ambassadors program and deliberately recruited diverse student representation;
- Worked with English Ambassadors to build community and connectedness among English majors through planned social and professional events;
- Streamlined summer intake advising for new first year and transfer students to ease hand-off to permanent advisors

Director of Professional Writing, 2014-2017, North Carolina State University, Raleigh, NC

Key Accomplishments:

- Revived Professional Writing Committee and organized efforts at university outreach, professional development, and curricular review/revision;
- Collaborated to collect, analyze, and write about alumni data for the 2017 Communication in the Workplace Study (with Stacey Pigg, Jamie Larsen, Rebecca DeHaas, Julia Gonzalez, and Elizabeth Wagner).

Director, PhD program in Communication, Rhetoric, and Digital Media, 2011-2014,

Key Accomplishments:

- Contributed to the development of the program from the proposal phase to actual implementation;
- Reviewed and revised core seminars;
- Overhauled CRDM Colloquium;
- Led program's first external review and follow up in 2013.

Associate Director, 2008-2011, North Carolina State University, Raleigh, NC

Writing Center Asst./Director, 1999-2001, Rensselaer Polytechnic Institute, Troy, NY

Research Areas

Genres of technical communication; knowledge communities; technologies of writing and communication

Education

Ph.D., Communication and Rhetoric, 2002, Rensselaer Polytechnic Institute, Troy NY

M.S., Teaching of Writing, 1997, Illinois State University, Normal, IL

B.A., English, 1995, Illinois State University, Normal, IL

Awards

2018 – **Fellow of the Association of Teachers of Technical Writing (ATTW)**

2013 – **Frank R. Smith Distinguished Article Award** from the Society for Technical Communication (STC)

- “New modes of help: Best practices for instructional video”
- *Technical Communication*, 59(3), 195-206.

2011 – **NCTE Award for Best Article** on Theory or Philosophy of Technical or Scientific Communication

- “Recycled writing: Assembling actor-networks from reusable content.”
- *Journal of Business and Technical Communication*, 24(2), 127-163.

2009 – **NCTE Award for Best Book** in Technical and Scientific Communication

- *Together with technology: Writing review, enculturation and technological mediation.*
- Baywood Press, Amityville NY.

2009 – **NCTE Award for Best Article** on Theory or Philosophy of Technical or Scientific Communication

- “Information technologies as discursive agents: Methodological implications for the empirical study of knowledge work.”
- *Journal of Technical Writing and Communication*, 38(4), 301-329.

2007 – **Nell Ann Pickett Award** for best article in *Technical Communication Quarterly*

- “Mobility and composition: The architecture of coherence in non-place.”
- *Technical Communication Quarterly*, 16(3), 279-310.

2005 – **NCTE Award for Best Article** on Theory or Philosophy of Technical or Scientific Communication

- “Textual grounding: How people turn texts into tools.”
- *Journal of Technical Writing and Communication*, 34(1), 67-89.

Refereed Publications

Books

Carradini, S. and **Swarts, J.** (2023). *Text at Scale: Corpus Analysis in Technical Communication*. Fort Collins, Colorado: The WAC Clearinghouse and University Press of Colorado.

Geisler, C. and **Swarts, J.** (2019). *Coding Streams of Language: Techniques for the Systematic Coding of Text, Talk, and Other Verbal Data*. Fort Collins, Colorado: The WAC Clearinghouse and University Press of Colorado. Available at <https://wac.colostate.edu/books/practice/codingstreams/>.

Swarts, J. (2018). *Wicked, Incomplete, and Uncertain: User Support in the Wild and the Role of Technical Communication*. Logan, UT: Utah State University Press.

Swarts, J. (2008). *Together with technology: Writing review, enculturation and technological mediation*. Amityville, NY: Baywood.

Edited Journal

Swarts, J. and Kim, L., Eds. (Sum'09). New technological spaces: Mastering the literacies of thinking and doing across multiple modalities. *Technical Communication Quarterly*, 18(3).

Articles

Swarts, J. (2024). The Construction of Data Usability. *Technical Communication Quarterly*, online first

Ranade, N. and **Swarts, J.** (2022). Infrastructural Support of Users' Mediated Potential. *Communication Design Quarterly*, 10 (2), 10-21.

Swarts, J. (2022). Uses of Metadiscourse in Online Help. *Written Communication*, 39 (4), 689-721.

Swarts, J. (2022). Signaling Context in Topic-Based Writing. *Technical Communication*, 69 (1), 40-53.

Swarts, J. (2020). Technical Communication is a Social Medium. *Technical Communication Quarterly*, 29(4), 427-439.

Ranade, N., and **Swarts, J.** (2019). Humanistic Communication in Information Centric Workplaces. *Communication Design Quarterly*, 7(4), 17-31.

Swarts, J. (2018). Locating and Describing the Work of Technical Communication in an Online User Network. *IEEE Transactions on Professional Communication*, 61(4), 356-371.

Swarts, J. (2018). Open Source in the Sciences: The Challenge of User Support. *Journal of Business and Technical Communication*, 33(1), 60-90.

Swarts, J. (2016). Composing Networks: Writing Practices on Mobile Devices. *Written Communication*, 33(4), 385-417.

Swarts, J. (2015). Help is in the Helping: An Evaluation of Help Documentation in a Networked Age. *Technical Communication Quarterly*, 24(2), 164-187.

Read, S., and **Swarts, J.** (2015). Visualizing and Tracing: Articulated Research Methodologies for the Study of Networked, Sociotechnical Activity, Otherwise Known as Knowledge Work. *Technical Communication Quarterly*, 24(1), 14-44. 50% contribution.

Swarts, J. (2014). The Trouble with Networks. Implications for the Practice of Help Documentation. *Journal of Technical Writing and Communication*, 44(3), 253-275.

Swarts, J. (March 2013). Being Somewhere: The Meaning(s) of Location in Mobile Rhetorical Action. *Enculturation*, 15, 34 manuscript pages. Available: <http://enculturation.gmu.edu>.

Swarts, J. (2012). New modes of help: Best practices for instructional video. *Technical Communication*, 59(3), 195-206.

Morain, M., and **Swarts, J.** (2012). YouTutorial: A framework for assessing instructional online video. *Technical Communication Quarterly*, 21(1), 6-24.

Swarts, J. (2011). Technological literacy as network building. *Technical Communication Quarterly*, 20(3), 274-302.

Swarts, J. (2010). Recycled writing: Assembling actor-networks from reusable content. *Journal of Business and Technical Communication*, 24(2), 127-163.

Swarts, J. and Kim, L. (2009). Guest editor's introduction: New technological spaces. *Technical Communication Quarterly*, 18(3), 211-223.

Swarts, J. (2008). Information technologies as discursive agents: Methodological implications for the empirical study of knowledge work. *Journal of Technical Writing and Communication*, 38(4), 301-329

Swarts, J. and VanNorman, M. (2008). Effective information design for PDAs in veterinary medical contexts. *Journal of Veterinary Medical Education*, 35(1), 118-128.

Swarts, J. (2007). Mobility and composition: The architecture of coherence in non-place. *Technical Communication Quarterly*, 16(3), 279-310.

Swarts, J. (2006). Coherent fragments: The problem of mobility and genred information. *Written Communication*, 23(2), 173-201.

Swarts, J. (2005). PDAs in medical settings: The importance of organization in PDA text design. *IEEE Transactions on Professional Communication*, 48(2), 161-176.

Swarts, J. (2004). Textual grounding: How people turn texts into tools. *Journal of Technical Writing and Communication*, 34(1), 67-89.

Swarts, J. (2004). Technological mediation of document review: The use of textual replay in two organizations. *The Journal of Business and Technical Communication*, 18(3), 328-360.

Swarts, J. (2001). Speaking in tongues: Coordinating multiliterate work of tutors and students across disciplines. *The Journal of Language and Learning Across the Disciplines*, 5(2), 26-45.

Hatmaker, E., Herstad, S. Nugent, M.R., Prothers, L., Strickland, R. and **Swarts, J.** (1997). Postmodern pedagogies and the death of civic humanism. *Social Epistemology*, 11(3-4), 341-350.

Book Chapters

Swarts, J. (forthcoming). Managing Uncertainty in Structured Authoring through Design Thinking. In *Wicked Problems, Design Thinking, and Technical Communication: Contemporary Approaches to Pedagogy*. Tracy Bridgeford (Ed.). (pp. tbd). Fort Collins, CO: University of Colorado Press.

Swarts, J. (2023). Afterword. In *Content Operations from Start to Scale: Perspectives from Industry Experts*. Carlos Evia (Ed). (pp. tbd). Blacksburg, VA: Virginia Tech Press.

Swarts, J. (2020). Writing about Structure in DITA. In *Teaching Content Management in Technical and Professional Communication* (pp. 155–175). Routledge.

Swarts, J. (2013). How do work tools shape and organize the work of technical communication? In *Solving Problems in Technical Communication*. Johndan Johnson-Eilola, and Stuart Selber (Eds). 146-164. Chicago, IL: University of Chicago.

Swarts, J. and Slattery, S. (2009). Usability testing in the writing classroom: Testing across a continuum of instrumentality. In *Rhetorically Rethinking Usability*. Susan Miller-Cochran and Shelley Rodrigo (Eds). 191-212. Cresskill, NJ: Hampton.

Swarts, J. (2007). Walking with texts: Using PDAs to manage textual information. In *Digital Tools in Cultural Contexts: Implications of New Media*. Byron Hawk, David Rieder, and Ollie Oviedo (Eds.). 101-103. Minneapolis, MN: University of Minnesota.

Swarts, J. (2005) Deprivatization at Work: Mediating Technologies of Writing Review. In *Toward Deprivatized Pedagogy*. Margaret Nugent and Diana Bell (Eds.). 181-195. Cresskill, NJ: Hampton.

Proceedings

Swarts, J. (2020). Addressing the Speculative “You”: Contextualizing the Readers of Documentation. In *Proceedings of the Special Interest Group on Design of Communication* (Denton, TX, 2020). ACM Press, New York, NY.

Swarts, J. (2009). The collaborative construction of 'fact' on Wikipedia. In [*Proceedings of the Special Interest Group on Design of Communication \(Bloomington, IN, October, 2009\)*](#), 281-288. SIGDOC '09. ACM Press, New York, NY.

Swarts, J. (2004). Cooperative writing: Achieving coordination together and apart. In *Proceedings of the ACM Special Interest Group on Documentation (Memphis, TN, October 2004)*. SIGDOC '04. ACM Press, New York, NY.

Swarts, J. (2003). Writer training: Complementary models of document review in the classroom and at work. In *Proceedings of the Society for Technical Communication (Dallas, TX, 2003)*. STC Conference. Society for Technical Communication, Fairfax, VA.

Swarts, J. and Odell, L. (2001). Rethinking the evaluation of writing in engineering courses. In *Proceedings of Frontiers in Education Conference (Reno, NV, 2001)*. FIE Conference. IEEE Press, Washington, DC.

Swarts, J. (2000). Document collaboration and tacit knowledge. In *Proceedings of the IEEE Professional Communication Society (Cambridge, MA, September 2000)*. IPCC/SigDoc. IEEE Press, Washington, DC.

Geisler, C., Rogers, E.H., and **Swarts, J.** (1999). The virtue of virtual objects. In *Proceedings of the European Conference on Computer-Supported Cooperative Work (Copenhagen, Denmark, 1999)*. ECSCW Conference. Kluwer Academic Publishers, Dordrecht, Netherlands.

Reference Entries

Swarts, J. (2023). Knowledge. In *Keywords in Technical Communication*. Han Yu and Jonathan Buehl (Eds.). Fort Collins, Colorado: The WAC Clearinghouse and University Press of Colorado.

Swarts, J. (2015). Context. In *Keywords in Composition Studies*. Peter Vandenberg and Paul Heilker (Eds.). 42-46. Logan, UT: Utah State University Press.

Swarts, J. (2015). Network. In *Keywords in Composition Studies*. Peter Vandenberg and Paul Heilker (Eds.). 120-124. Logan, UT: Utah State University Press.

Non-Refereed Publications

Swarts, J. (2012). What is communication design? *Communication Design Quarterly Review*, 1 (1), 12-15.

Presentations

Interviews

Interviewed by Janice Summers and Liz Fraley about research on metadiscourse and structured authoring on the *Room 42* podcast:

<https://tccamp.org/episodes/microinstruction-in-structured-documentation/>

Interviewed by Dr. Ryan Weber about my book *Wicked, Incomplete, and Uncertain* (Utah State UP) on his podcast: *10-minute Tech Com*. <https://www.stitcher.com/podcast/uah-technical-writing/10minute-tech-comm/e/60961314>

<https://www.stitcher.com/podcast/uah-technical-writing/10minute-tech-comm/e/60961314>

Invited presentations

Swarts, J. (2019). How We Make Technical Knowledge. *SpeedCon*. Keynote address. Raleigh, NC. April 2019.

Swarts, J. (2018). Understanding XML and DITA. *Iowa State University Rhetoric and Professional Communication Group*. Teleconference. Ames, IA. October 2018.

Swarts, J. (2016). Composing networks: Writing with mobile devices. *James Madison University*. Harrisonburg, VA.

Swarts, J. (2003). Textualizing the professions. Center for Information Society Studies. North Carolina State University. Raleigh, NC.

Swarts, J. (2001). Writing your portfolio: Adaptable and flexible self-presentation. Rensselaer Chapter of the Society of Professional Hispanic Engineers. Troy, NY.

Swarts, J. (1999). Writing assessment issues for portfolios. Meeting of the Quality Assurance Collaborative. Funded by the Pew Charitable Trusts. Albuquerque, NM.

National and local workshops

Swarts, J. (2020 – present). Computer-Assisted Code Development. Various universities (Ohio State, Wayne State, Univ. of Kansas, Virginia Tech, Salisbury Univ., Auburn)

Swarts, J. (2019). Using AntConc for Exploring a Data Set. *Dartmouth Summer Composition Seminar*. Hanover, NH. August 2019.

Swarts, J. (2018). Using AntConc for Exploring a Data Set. *Dartmouth Summer Composition Seminar*. Hanover, NH. August 2018.

Swarts, J. with Mackiewicz, J. and Lunsford, K. (2015). Basics of Coding: Analyzing Data and Reporting Findings. *Conference on College Composition and Communication*. Tampa, FL. March, 2015.

Swarts, J. with Mackiewicz, J. Lunsford, K., and R. Rebecca. (2014). Coding for Data Analysis. *Conference on College Composition and Communication*. Indianapolis, IN. March, 2014.

Swarts, J. (2012). Tracing Networks of Discourse. Pre-Conference Workshop. *Association of Teachers of Technical Writing*. St. Louis, MO. March 2012.

International, national and local conference presentations

Ding, H. and **Swarts, J.** (2022). Mapping and Optimizing Infrastructure for Equity to Promote Social Justice in TPC Programs. *Association of Teachers of Technical Writing*. Online. June 2022.

Swarts, J. (2022). Rhetorical Use of Metadiscourse in Structured Authoring. *Society for the Communication of Complex Information*. Norfolk, VA. March 2022.

Swarts, J. (2021). The Uses of Social Network Analysis in Technical Communication Research. *Association of Teachers of Technical Writing*. Milwaukee, WI. March 2020 (cancelled in 2020 due to COVID-19)

Swarts, J. (2020). How Topic-Based Writing Scaffolds Engagement with Complex Documentation Sets. *Symposium for Communication of Complex Information*. Norfolk, VA. February 2020.

Swarts, J. (2019). DITA and Content Management. *Association of Teachers of Technical Writing*. Pittsburg, PA. March 2019.

Swarts, J. (2018). Technical communities of practice. *Thomas R. Watson Conference*. Louisville, KY. October 2018.

Swarts, J. (2018). Understanding DITA. *Council for Programs in Technical and Scientific Communication*. Minneapolis, MN. October 2018.

Swarts, J. (2018). Finding and understanding influencers in user forums. *Symposium on Communicating Complex Information*. Greenville, NC. February 2018.

Swarts, J. (2017). Impression analysis: Amplifying user needs with text mining. *Symposium on Communicating Complex Information*. Greenville, NC. February 2017.

Swarts, J. (2016). Composing networks: Writing practices on mobile devices. *National Communication Association*. Philadelphia, PA. November 2016

Swarts, J. (2016). User support by users: YouTube as a site of disciplinary enculturation. *YouTube Conference*. London, UK. September 2016

Swarts, J. (2015). Genre change in technical documentation. *Conference on College Composition and Communication*. Tampa, FL. March 2015.

Swarts, J. (2014). The order in method: How the messy world of writers becomes tidy. *Conference on College Composition and Communication*. Indianapolis, IN. March 2014.

Swarts, J. (2013). Composing publics: The constitutive work of composition in an age of uncertainty. *Conference on College Composition and Communication*. Las Vegas, NV. March 2013.

- Swarts, J. (2013). Genres in action. *Conference on College Composition and Communication*. Las Vegas, NV. March 2013.
- Swarts, J. (2013). The Network Context: Characteristics and Implications for Rhetorical Practice. *Networked Humanities Conference*. Lexington, KY. February 2013.
- Swarts, J. (2012). Congealing networks of people and text: Mobile workers and rhetorical power. *Thomas Watson Conference*. Louisville, KY. October 2012.
- Swarts, J. (2012). Action Genres. *Conference on College Composition and Communication*. St. Louis, MO. March 2012.
- Swarts, J. (2011). Being somewhere: Mobile composition of location. *Conference on College Composition and Communication*. Atlanta, GA. April 2011.
- Swarts, J. (2010). Technological literacy as network building. *Western States Rhetoric and Literacy Conference*. Las Cruces, NM. October 2010.
- Swarts, J. (2010). Postcards from the Hinterland: The Constructive and Interrogative Functions of Writing on Wikipedia. *Conference on College Composition and Communication*. Louisville, KY. March 2010.
- Swarts, J. (2009). Constructing location: How location-based mobile applications articulate location [w/ Adriana de Souza e Silva]. *Society for Social Studies of Science*. Washington, DC. October 2009.
- Swarts, J. (2009). Collaborative construction of fact in Wikipedia. *ACM Special Interest Group on the Design of Communication*. Bloomington, IN. October 2009.
- Swarts, J. (2008). Balancing technological with rhetorical education. *Council for Programs in Technical and Scientific Communication*. Minneapolis, MN.
- Swarts, J. (2008). Remix as rhetorical act: Invention and arrangement in the digital age. *Rhetoric Society of America*. Seattle, WA.
- Swarts, J. (2008). Rhetorical innovation and remixing: The challenge of writing in technologically-mediated spaces. *Association of Teachers of Technical Writing*. New Orleans, LA.
- Dicks, S., Katz S., and **Swarts, J.** (2007). Multimodal program assessment. *Council for Programs in Technical and Scientific Communication*. Greenville, NC.
- Swarts, J. (2007). Microrhetorical Structure and CSS. *Computers and Writing*. Detroit, MI.
- Swarts, J. (2007). Writer as Remixer: Base Units of Remixable Content. *Conference on College Composition and Communication*. New York, NY.
- Swarts, J. (2006). The Rhetorical Functions of IT in Cooperative Work. *Rhetoric Society of America*. Memphis, TN.

Swarts, J. (2006). Meaning Between the Spaces: Creating Coherence with Mobile Information Technology. *Conference on College Composition and Communication*. Chicago, IL.

Swarts, J. (2005). Designing information for small screens. *Conference on College Composition and Communication*. San Francisco, CA.

Swarts, J. (2004). Cooperative writing: Achieving coordination together and apart. *ACM SigDoc Conference*. Memphis, TN.

Swarts, J. (2004). Making 'The Composition' matter: Document design as writing practice. *Conference on College Composition and Communication*. San Antonio, TX.

Swarts, J. (2003). The rhetoric of space. *International Conference on Information Communication Technologies in Education*. Kambos Vourlition, Samos – Greece.

Swarts, J. (2003). Beyond the computer as application. *Computers and Writing Conference*. West Lafayette, IN.

Swarts, J. (2003). Writing reviews at work and in class. *Society for Technical Communication*. Dallas, TX.

Geisler, C., Karatsolis, A., Nugent, P., **Swarts, J.**, Williams, A. (2003). Second coding: The analysis of verbal data (workshop). *Conference on College Composition and Communication*. New York, NY.

Swarts, J. (2003). The textualization of professions: Rethinking the aims of document review. *Association of Teachers of Technical Writing*. New York, NY.

Swarts, J. (2002). Textual replay for apprenticeship in writing: A study of texts as virtual objects in writing review. *Conference on College Composition and Communication*. Chicago, IL.

Swarts, J., Odell, L. (2001). Changing the question: Re-thinking the evaluation of writing in engineering. *Frontiers in Engineering Education*. Reno, NV.

Swarts, J. (2001). Live from the writing center. *Northeast Writing Center Association*. Worcester, MA.

Swarts, J. (2000). Document collaboration and tacit knowledge. *IPCC/SigDoc: Technology and Teamwork Conference*. Cambridge, MA.

Swarts, J. (2000). The virtual object of student resistance. *Rhetoric Society of America*. Washington, D.C.

Swarts, J. (2000). Waiting for the other shoe to drop: Metaphors of experience in writing. *Conference on College Composition and Communication*. Minneapolis, MN.

Swarts, J. (1999). Writing ambassadors: Rhetoric, disciplinarity and the nature of writing center influence. *Northeast Writing Center Association*. Lewiston, ME.

Swarts, J. (1998). Response to and assessment of writing. *National Council of Teachers of English*. Nashville, TN.

Swarts, J. (1998). From the outside in: Ethnographic inquiry and socialization in disciplinary writing. *Conference on College Composition and Communication*. Chicago, IL.

Swarts, J. (1997). Billboards and bankbooks. *Border Subjects II: Bodies of Evidence*. Normal, IL.

Swarts, J. (1997). Who owns the writing assignment? *Conference on College Composition and Communication*. Phoenix, AZ.

Grants

Supporting Users of Open Source Science Software through User Communities. National Institutes of Health. Opportunity # PA-14-155. February 2017 [\$326,934 – Not Funded]

Smarter food shopping with smart phones. USDA Agriculture and Food Research Initiative – Childhood Obesity. July 2010 [\$412,806 – Not Funded]

Assessing Technological Literacy. Scholarly Project Award – NCSU. June 2008 [\$4,000 – Funded]

Managing Medical Information in a PDA Interface. Proposal to Faculty Research and Professional Development Fund – NCSU. January 2004 [\$4,000 – Funded].

Teaching

Areas of proficiency: Technical communication; information and document design; web design; research methods

North Carolina State University

Communication for Engineering & Technology

Students from engineering and technical disciplines learn to write for different purposes and audiences and under constraints and complications similar to those found in the workplace. We cover all stages of the writing process (invention, planning, drafting, revising, editing). All work is organized around the premise that texts are technologies.

Computer Documentation Design

Theory and design of documentation for computer hardware and software, including user guides, reference manuals, quick reference guides, tutorials, online documentation, and CD-based media delivery. Training in alternative documentation testing procedures, usability testing, and collaborative revision.

(Software: OxygenXML)

Designing Web Communication

Students engage in serious study and practice of the ways that people produce effective communication in web environments. They read about a variety of issues related to communication on the web and other networked information technologies. Additionally, they practice information design skills that will enable them to produce effective web-based documents.

(Software: Dreamweaver, CSS)

Technical Document Design & Editing

This course introduces English majors to the practice of designing, evaluating, and editing technical documentation. We read research on document and interface design and practice with actual design problems. The course is organized around the premise that texts are interfaces that afford and constrain interpretations and uses of information. Focus is on learning to apply different visual and verbal design strategies. Students will work individually and collaboratively to design a variety of online and print texts. Instruction on various stages of comprehensive and surface editing.

(Software: InDesign)

Online Information Design and Evaluation

In this course, students learn to plan, write, revise, implement, and test instructional content in an online environment. Students will explore the impact of various web-based information technologies on communication and learning by reading about and discussing issues related to human-computer interaction, user-centered design, online document design, and activity analysis. The course offers some tool-based instruction for designing information in the static and interactive modes of communication that are possible in online spaces. Students complete two projects: a video tutorial and an online portfolio.

(Software: Camtasia, Audacity, Dreamweaver, CSS, Drupal)

Theory and Research in Professional Communication

Seminar course in which students become acquainted with current and foundational issues in the scholarly research and theory in the fields of professional and technical communication. The course is topical in its organization; however, it is also designed to help students become familiar with concepts they are likely to encounter both in the graduate program and in professional spheres (e.g., reader analysis, task analysis, visual communication, information architecture, technological mediation).

Usability Testing for Technical Communication

Advanced study of usability inspection, inquiry, and testing theories and practices related to instrumental and instructive texts (i.e., computer-related, legal, medical, pharmaceutical, financial, etc.). Students gain practical experience testing a variety of texts, using several testing methods, including completion of a substantial, lab-based usability test. Students examine and practice different kinds of usability tests on various communicative artifacts ranging from the "interface" on household appliances to technical documents like web sites, instructions, and non-instructional texts.

(Software: Morae)

Verbal Data Analysis

A course in discourse analysis and case study research design. Students gain hands-on experience using techniques for analyzing verbal data that may be drawn from texts, interviews, focus groups, group interactions, online communication and other varieties of spoken and printed texts.

(Software: Excel, TAMS Analyzer, QDA software for PC)

Communication in Networked Society

Doctoral seminar on the theories, histories, and practices of networked communication. Emergence, development, acceptance, and dissipation of a variety of networks organized around information and communication technologies. Survey of network theory and methods for studying networks, networked communication practices, and their effects on issues such as identity, labor, organization, power, etc.

Advising

Doctoral (Chair)

- Baker-Whitaker, D. (CRDM)
- Bandyopadhyay, H. (CRDM)*
- Carneiro, L. (CRDM) – Instructor of Religious Studies at Duke University
- Carradini, S. (CRDM) –Asst. Professor at Arizona State University
- Gruber, D. (CRDM) – Asst. Professor at University of Copenhagen
- Phelps, C. (CRDM) –Lecturer at North Carolina State University
- Olatunde, F. (CRDM)
- Ranade, N. (CRDM) – Asst. Professor at George Mason University
- Schneier, J. (CRDM) – Lecturer at University of Central Florida
- Scrivens, K. (CRDM)
- Typhina, E. (CRDM)
- Von Ludwig, H. (CRDM)

* = co-chair

Doctoral (Reader)

- Bayazid, T. (CRDM)
- Bogolometrc, E. (CRDM)
- Brock, K. (CRDM)
- Casper, C. (CRDM)
- Clower, C. (CRDM)
- Cummings, C. (CRDM)
- Eddrington, C. (CRDM)
- Feld, K. (CRDM)
- Frith, J. (CRDM)
- Gaffney, A. (CRDM)
- Guimaraes, M. (Landscape Arch.)
- Gutschmidt, A. (CRDM)
- Hannah, M. (CRDM)
- Horton, T. (Physics Ed.)
- Kampe, C. (CRDM)
- Kropat, M. (Forest Bio)
- Kustus, M.B. (Physics Ed.)
- Ladd, B. (CRDM)
- Leonardo, M. (CRDM)

- Lunk, Brandon (Physics Ed.)
- Maddalena, K. (CRDM)
- Mahmood, T. (CRDM)
- Manalu, R. (CRDM)
- McGrady, R. (CRDM)
- Morain, M. (CRDM)
- Moreno-Becerra, T. (CRDM)
- Njathi, A. (CRDM)
- O'Quinn, E. (CRDM)
- Scheper, L. (CRDM)
- Ware, J. (CRDM)
- West, M. (Physics Ed.)
- Xie, C. (CRDM)

Masters

- Faculty Consultant on numerous MS projects (thesis equivalent) for students in the Masters of Science in Technical Communication program.

Curriculum Development

Communication in Networked Society (CRD 703)
Course description above

Designing Web Communication (ENG 317)
Course description above

Verbal Data Analysis (ENG/COM 506)
Course description above

Creating Electronic Portfolios [at Rensselaer Polytechnic Institute, RPI]
I designed (with Prof. Roger Grice (RPI) and in consultation with a student-faculty collaborative) a writing course intended to help students create web-based portfolios and write analyses of their writing from other classes. These portfolios are intended for use in job and internship hunting. Students learned to craft their portfolios in various online and multimedia environments.

Academic Service

National

- Member-at-large, ATTW Executive Committee (elected in 2009-2011)
- ATTW 2011 Conference Chair "Networks of Technical Communication"
- Editorial Board, *Written Communication* (2009 – present)
- Editorial Board, *Journal of Technical Writing and Communication* (2014 – present)
- Editorial Board, *Journal of Business and Technical Communication* (2020 – present)
- Review Board, *Journal of Business and Technical Communication* (2006 – present)
- Review Board, *Journal of Technical Writing and Communication* (2014 – present)
- Program Committee, *ACM SigDoc* (2007 – present)

- Coordinator of Student Research Competition, *ACM SigDoc* (2016 – 2019)

University & College

- College of Humanities and Social Science (CHASS) Curriculum Committee, Chair (2022 – present)
- Evaluation of Teaching Committee (2021 – present)
- Director, Communication, Rhetoric, and Digital Media (CRDM) Ph.D. program (2011 - 2014)
- Associate Director, Communication, Rhetoric, and Digital Media (CRDM) Ph.D. program (2008 - 2011)
- Program Committee, Communication, Rhetoric, and Digital Media (CRDM) Ph.D. program (2002 – 2014)
- Grievance Panel, NCSU. (2005 – 2014)
- Advisory Committee, Science and Technology Studies Program (2006 – 2009)

Professional Affiliations

- Association of Teachers of Technical Writing (2005 – present)
- Conference on College Composition and Communication, (1997 – present)