

Joy Robinson

Assistant Professor of Technical Writing and New Media

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EDUCATION

Graduate

Technical Communication, Illinois Institute of Technology, Illinois	Ph.D. May 2014
Technical Communication & Information Design, IIT., Illinois	M.S. May 2009
Metallurgical & Materials Engineering, IIT., Illinois	Masters 1991
Online Teaching, University of Illinois, Illinois	Masters Cert 2010

Undergraduate

Biomedical Engineering, Rensselaer Polytechnic Institute, New York	B.S.
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RESEARCH

Peer Reviewed

Published

Robinson, J., Dusenberry, L., Hutter, L., Lawrence, L., Frazee, A. and Burnett, R. (forthcoming Sept. 2019). State of the Field: Teaching with Digital Tools in Writing and Communication, *Computers and Composition*.

Robinson, J. & Lanius, C. (2018). A Geographic and Disciplinary Examination of UX Empirical Research Since 2000, *ACM International Conference on the Design of Communication (SIGDOC '18), 2018 ACM International*, 1-8, <https://doi.org/10.1145/3233756.3233930>

Robinson, J., Lanius, C., and Weber, R. (2017). The Past, Present, and Future of UX Research. *Communication Design Quarterly*, (5)3.

Butler, J., Cirio, J., Del Hierro, V., Gonzales, L., **Robinson, J.**, and Haas, A. (2017). Caring for the Future: Initiatives for Further Inclusion in Computers and Writing. *Kairos: A Journal of Rhetoric, Technology, and Pedagogy*, 22(1).

Robinson, J., Weber, R., and Lanius, L. (2017). Mapping the Route: How Academic and Programmatic Research Informed New UX Programs Presenters. *Council for Programs in Technical and Scientific Communication (CPTSC), 2017 Conference Proceedings*. Savannah, GA.

Robinson, J., Dusenberry, L., Lawrence, H., and Hutter., L., (2016) Collaborative Strategies for Distributed Teams: Innovation through Interlaced Collaborative Writing. *Professional Communication Conference (IPCC), 2016 IEEE International*, 1-9. 10.1109/IPCC.2016.7740489.

Robinson, J. (2016). Look Before You Lead: Seeing Virtual Teams Through the Lens of Games, *Technical Communication Quarterly Special Issue*, 25(3), 178-190. 10.1080/10572252.2016.118515.

Dusenberry, L., Hutter, L., and **Robinson, J.** (2015). Filter. Remix. Make: Cultivating Adaptability Through Multimodality. *Journal of Technical Writing and Communication*, 45(3), 299-322.

Manuscript Under Review

Cooke, L., **Robinson, J.** and Dusenberry, L. (2018). Gaming Design Thinking: Wicked Problems, Sufficient Solutions, and the Possibility Space of Games, *Technical Communication Quarterly*. Manuscript accepted - in 2nd round of revisions.

Robinson, J. & Lawrence, H. (2018). Don't be an A\$\$: Examining Rude Language Behaviors in Games, *Communication Design Quarterly*. Initial submission for publication.

In Preparation

Robinson, J. (2019). State of the field: From Pencils To Pixels, Understanding Digital Pedagogy In an Information Age. Manuscript in preparation.

Robinson, J., Lanius, C., and Weber, R. (2019). Methods in the Chaos of UX. Manuscript proposal accepted to JTCW special edition 2020. Initial draft due March 1.

Dusenberry, L., Cooke, L., and **Robinson, J.** (2019). Coding Design Thinking. Manuscript in preparation.

Robinson, J., Lanius, C., and Terry, A. (2019). Social Media Addiction: Anger, Worthlessness, Isolation, and Judgment In College Students. Manuscript in preparation.

Robinson, J. & Dusenberry, L. (2019). Managing The Team Not The Project: Using A Training Intervention To Increase Psychological Safety. Manuscript in preparation.

Edited Collections

Burnett, R., Dusenberry, L., Frazee, A., **Robinson, J.**, and Weaver, R. (2014). Communicating as a Professional. R. Utz (Ed.), *Humanistic Perspectives in a Technological World* (p. 133-137). Atlanta, GA: LMC@GeorgiaTech

Manuscript Under Review

Robinson, J. (2018). Useful Usability in an Introductory Technical Communication Course: An Extended Case Study. K.St.Amant (Ed.), *LATUSS Symposium Yearbook 2018*. Chapter accepted and under initial review.

Robinson, J. & Dusenberry, L., (2018) Solving Problems, Troubleshooting Failures, Coding Futures: Teaching Today's TPC Students. Michael J. Klein (Ed.), *Effective Teaching of Technical Communication: Theory, Practice and Application in the Workplace*. Initial proposal submitted for peer review.

Creative Works

Software application: Robinson, J., Caras, K., Dudley, E., Gordon, M., Luff, C., Zhu, J. (2017) Conversational Analysis Application. A software application used to conduct sentiment analysis—a process of determining the emotions expressed in text—on conversations with multiple people. (<https://github.com/joyrobinson/conversation-analysis-2017>).

Twine Game: Robinson, J., Dusenberry, L., Cooke, L., Terry, R., and Hubble, G. Teaching Gaming in the Technical and Professional Communication Classroom. *Under development*.

Invited Talks

Upcoming

- **Keynote speaker:** Robinson, J. (2019). Researching Collaboratively: Teachers, Teams, and Technology, C&W 2019, East Lansing, MI.
- **Invited speaker:** Robinson, J. (2019). The Digital Pedagogy of Writing and Communication Teachers, @Iowa State, Ames, IA.

Completed

- **Panel speaker:** Robinson, J., (2018) Lunch & Learn. Natl. Distance Learning Wk., @UAH Huntsville, AL.
- **Invited speakers:** Robinson, J. and Lanius, C. (2018). CAHS Can Play with Lasers Too: Eye Tracking & Human Subjects Research, RELACs 2018, @UAH Huntsville, AL.
- **Panel speaker:** Robinson, J., and Lanius, C. (2018). Sorting Out UX Methods, miniSTC conference 2018, @UAH Huntsville, AL.
- **Workshop presenter:** Robinson, J., Lanius, C., and Weber, R., Using Eye Tracking in UX studies, 2018,

@ADTRAN, Huntsville, AL.

- **Workshop presenter:** Robinson, J., Developing Feminist, Community-Driven Research Centers-Presenting the eValuation and User Experience Lab (VUElab), Multilingual UX Center Symposium, 2017, El Paso, TX.
- **Dinner keynote speaker:** Butler, J., Cirio, J., Del Hierro, V., Gonzales, L., Robinson, J., and Haas, A., Caring for the Future: Initiatives for Further Inclusion, C&W 2017, Findlay, OH.
- **Paid speaker:** Robinson, J., CAHSS Online Initiative Symposium 2016, @UAH Huntsville, AL.
- **Panel speaker:** Robinson, J., What can you do with an English MA? A talk with UAH English graduates, 2016, @UAH Huntsville, AL.
- **Key speaker:** Robinson, J., Multimodality Symposium, 2016, Athens State Writing Center, Athens, AL.
- **Speaker:** Robinson, J., Collaborating in Distributed Teams: Writing as Work Product, STC Mini-conference, 2016, @UAH Huntsville, AL.
- **Key speaker:** Robinson, J., Toxic or Tame: Quantifying Language Use in Video Games, Writing in Progress, 2016, @UAH Huntsville, AL.
- **Paid workshop presenter:** Responsible Conduct in Research (RCR), 2015, GeorgiaTech, Atlanta, GA.

Competitive Conference Papers (all are peer reviewed, except SAMLA)

2019 Conference Presentations

- **Panel speaker:** Robinson, J. & Dusenberry (2019) Coding to Compose. CCCC 2019. Pittsburgh, PA., *accepted*
- **Poster:** Robinson, J. & Dusenberry, L. (2019) Managing the Team to Manage the Project, C&W 2019, East Lansing, MI., *pending*

2018 Conference Presentations

- **Panel speaker:** Robinson, J., Dusenberry, L., and Davis-Smith, K. G., (2018) Technical and Professional Communication in Three Keywords, SAMLA 2018, Birmingham, AL.
- **Panel speaker:** Robinson, J. & Dusenberry, L. (2018) Implementing Psychological Safety Training to Address Workplace Trends in Collaboration, CPTSC 2018, Minneapolis, MN.
- **Panel speaker:** Robinson, J. and Lanius, C., Lee, S., and Jones, K. (2018). Seeing the Future of UX with Art, Ads, and Artifacts, Louisiana Tech Usability Studies Symposium (LaTUSS), Shreveport, LA.
- **Panel speaker:** Robinson, J. and Lanius, C. (2018). A Geographic and Disciplinary Examination of UX Empirical Research Since 2000, SigDoc 2018, Milwaukee, WI.
- **Half-Day workshop presenter:** Robinson, J., Lanius, C., Shivers-McNair, A., and Gonzales, L. (2018). Building User-Experience (UX) Research Centers, C&W 2018, Fairfax, VA.
- **Roundtable participant/Chair:** Robinson, J., Dusenberry, L., Cooke, and L., Lozier, S. (2018). Design Thinking and Game Design: A Productive Relationship for Writing Pedagogy? C&W 2018, Fairfax, VA.
- **Poster:** Robinson, J., Dusenberry, L., Davis-Smith, and Kevin G., (2018). Keywords and Concepts in Technical and Professional Communication, C&W 2018, Fairfax, VA.

2017 Conference Presentations

- **Panel speaker/Chair:** Robinson, J., Dusenberry, L., and Terry, R., Serious Games: The Boundaries of Play and Popularity, SAMLA 2017, Atlanta, GA.
- **Panel speaker:** Robinson, J., Weber, R., and Lanius, C., Mapping the Route: How Academic and Programmatic Research Informed New UX Programs, CPTSC 2017, Savannah, GA.
- **Panel speaker:** Robinson, J., Hubbell, G. Dusenberry, L., and Cooke, L., Interactive Fiction - A Metastory:

How We Teach with Games, C&W 2017, Findlay, OH.

- **Panel speaker:** Robinson, J., & Dusenberry, L., Sustainable Collaborations: Training Teams in Psychological Safety, ATTW 2017, Portland, OR.

2016 Conference Presentations

- **Panel speaker/Chair:** Robinson, J., Dusenberry, L., and Terry, R., Teaching Writing/Games: The Utopic And Dystopic Possibilities Of Interactive Fiction, SAMLA 2016, Jacksonville, FL.
- **Digital poster:** Robinson, J., Dusenberry, L., and Hutter, L., Digital Mix: The Landscape of Digital Pedagogy in Writing and Communication Classrooms, CCCC 2016, Houston, TX.
- **Roundtable participant/Chair:** Robinson, J., Hubbell, G., Finseth, C., and Olsen, C., Leadership and the Intersection of Games – A Roundtable discussion, SWPACA 2016, Albuquerque, NM.
- **Panel speaker:** Robinson, J. & Lawrence, H., Contextualizing Toxic Talk in Games, C&W 2016, Rochester, NY.
- **Panel speaker:** Robinson, J. & Lawrence, H., Hutter, L., and Dusenberry, L., A Values-Based Approach to Technical Communication: The Umbrella of CAPE (Community, Awareness, Passion, and Empathy), ATTW 2016, Houston, TX.

2015 Conference Presentations

- **Panel speaker:** Robinson, J., Building a Community of Practice using Video Game Pedagogy, C&W 2015, Stout, WI.
- **Poster:** Robinson, J., Communities of Play: Games in the TechComm Classroom, Teachers Day 2015, GeorgiaTech, Atlanta, GA.
- **Panel speaker:** Robinson, J., Community Building with Video Games: Using World of Warcraft to Underpin Workplace Communication, CCCC 2015, Tampa, FL.
- **Digital poster:** Robinson, J., Dusenberry, L., and Hutter, L., Mind the Gap: Practice and preference in digital pedagogies, CCCC 2015, Tampa, FL.
- **Panel speaker:** Robinson, J., Hutter, L. Dusenberry, L., and Mastarone, G., Disambiguation of Infographics, their Affordances, and their Value, ATTW 2015, Tampa, FL.
- **Panel speaker:** Robinson, J., Hutter, L. Dusenberry, L., Taylor, P. R. Projects, Artifacts, and WOVEN: The Historical Context of Multimodal Works, MLA 2015, Vancouver, BC.

Datasets (searchable and usable with DOIs)

A database of 700 coded UX related articles. *Pending submission.*

GRANTS

Recent IRB approved research

Robinson, J., Lanius, C., and Terry, A. (2019). Social Media Addiction in College Students: Anger, Worthlessness, Isolation, and Judgment In College Students.

Robinson, J., Lanius, C., and Weber, R. (2019). Methods in the Chaos of UX.

Robinson, J. & Dusenberry, L. (2019). Managing The Team Not The Project: Using A Training Intervention To Increase Psychological Safety.

Robinson, J., Dusenberry, L., and Davis-Smith, K. G., (2018) Technical and Professional Communication in Three Keywords

Active/Pending Research Grants

Gonzales, L. (PI), Robinson, J. and Ann Shivers-McNair (coPIs) (2019). Building a Collaborative Network to Support Women of Color in User-Experience and Technology Design (\$20,000 awarded)

Robinson, J. (PI), (2019). RCEU grant. User Experience Study on Distractions while Driving, *pending*

Robinson, J. (PI), (2019). RCEU grant. The Voice of Leadership in Virtual Teams, *pending*

Robinson, J. (PI), (2018) UAH CAHSS Online/Hybrid Programming Initiative Grant. Creation of a 16-week EH661 course for fall 2019. 1/2019-12/2019, (\$1000 awarded)

Robinson, J. (2018), In Partnership: Technical Editing and Engineering Design Collaboration. Collaborative Learning Fellow Awards (\$1,500 - awarded).

Completed Research Grants

Robinson, J. (PI), (2018). RCEU grant. User Experience Study on Social Media Mobile Habits. One UG research student: May-Aug 2018.

Robinson, J. (PI), (2017) UAH CAHSS Online/Hybrid Programming Initiative Grant. Creation of a 5-week EH301 course for fall 2018. Awarded \$1000. 9/2017-12/2018.

Robinson, J. (PI), 2015 UAH CAHSS Online/Hybrid Programming Initiative Grant. Creation of a 10-week EH301 for summer 2016. Awarded \$1000. 1/2016-8/2017.

Burnett, R. (PI), Frazee, A., Robinson, J., Dusenberry, L., Hutter, L., and Lawrence, H. (Co-PIs) (2015) CCCC Research Initiative Grant. Attitudes, Preferences, and Practices of College Writing Instructors Toward Digital Pedagogy. Awarded \$6,450. 4/2015-4/2016.

TEACHING APPOINTMENTS

Academic

University of Alabama in Huntsville (AL), Asst. Prof. Technical Writing and New Media - English: Fall 2015–present

TEACHING ASSIGNMENTS

- EH301 Technical Writing online/onground (17 sections)
- EH442-01 Document Design (1 section)
- EH603-01 Editing for Publication online/onground(3 sections)
- EH542-01 Usability Studies (2 sections)
- EH4/554-01 New Media Writing (1 section)
- EH662-01 Information Architecture (1 section)
- EH302-01 Technical Editing (3 sections)

GeorgiaTech (GA), Brittain Postdoctoral Fellow - Literature, Media, and Comm.: Fall 2013–Fall 2015

Chicago City Colleges (Online), Adjunct Professor - Center for Distance Learning: Fall 2010–Summer 2015

DePaul University (IL), Adjunct Professor - Writing, Rhetoric, and Discourse: Autumn 2010–Summer 2013

Colorado Technical University (Online), Adjunct Professor - English Department: Spring 2010–Spring 2012

Administrative

Director of Digital Media Center, Illinois Institute of Technology (IL): 2005–2010

Instrumental in Digital Media Dept. institutionalization and university funding line. Responsible for revenue generation. Supervised and provided leadership to student and professional staff, to deliver workshops, technical support, and digital media services for IIT and external community clients.

Technology Manager of Digital Media Center, IIT (IL): 2000–2004

Managed DMC help desk and served as the initial point of contact for problem resolution in a diverse external 300+ user environment. Developed coursework for and trained experienced help desk staff in standards and

troubleshooting procedures for on-site support activities.

Non Academic

Senior Site Trainer, J.P. Morgan Chase (IL): 2004–2005

Developed, produced, and conducted training for onboarding of more than 120 help desk agents.

Principal Consultant, Y-Valuate, Inc.: 2012–2013 & Ujima Consultants, Inc. (IL): 1997–2010

Collected and analyzed comprehensive data about the computer systems, labs, and technology present in the Bronzeville area schools, communities, and businesses. Consulted in the IIT usability research facility.

Territory Sales Representative, Barnes Group, Associated Spring (MI): 1995–1996

Project Engineer, Inland Steel, Bar Division, Quality and Technology (IN): 1990–1995

SERVICE

DISCIPLINARY SERVICE

Member of Editorial Board: Technical Communication Quarterly (TCQ): Fall 2018- present

Faculty Mentor: Graduate Student Workshop, Associated Teachers of Technical Writing (ATTW). 2017-2018

Peer Reviewer: IEEE International Conference on Serious Games and Applications for Health (SeGAH): Fall 2015–present.

Peer Reviewer: Annual Meetings for the Council for Programs in Technical and Scientific Communication (CPTSC): Spring 2018–current.

C&W Grad full-day workshop participant: Annual Graduate Student Roundtable 2016-2017.

Gatech Team's Client: Served as a client for a series of Gatech capstone 2-semester project teams co-taught by Computer Science professors and Writing and Communication Program Postdoctoral Fellows. Worked with

- (3) teams in 2019
- (4) teams in 2018
- (9) teams in 2017

UNIVERSITY SERVICE

Member: Review of Dean of Honors College committee, 2018- current

Secretary: Council of African American Faculty (CAAF): 2017–current.

Co-Advisor: Alpha Lambda Delta Honors Society: 2016–current.

Member: Alabama Association of Higher Education Diversity Officers (ALAHEDO) Conference, Planning Committee- Member: 2016–2017.

Advisor: UAH's Perpetua Student Journal–from College of Arts, Humanities, Social Sciences: 2016–2017.

RCEU student supervision : Summer 2018

COLLEGE SERVICE

Lab Facilitator: eValuation and User Experience (VUE Lab): UAH English dept. 2017–current.

Member: Writing Major committee: UAH English/Comm dept. 2015–2016.

Member: User Experience (UX) Curriculum committee: UAH English/Comm dept. 2016–current.

DEPARTMENT SERVICE

Member: Technical Writing Advisory Board committee: 2016–current.

Member: Assessment committee Technical Writing: UAH English dept. 2016–current.

Member: Assessment committee: UAH English dept. 2016–current.

Co-Chair: Writing in Progress (WIP) committee: UAH English dept. 2017–current.

Member: Technical writing fall speaker series committee: UAH English dept. 2015–2016.

Chair: Alumni newsletter committee: UAH English dept. 2015–2016.

Capstone Exams:

- Supervised three (3) Capstone exams

PERSONAL DEVELOPMENT

- Attended Louisiana Tech Usability Studies Symposium (LaTUSS) on UX Oct 2018
- Attended Online training, Jan-Feb 2018.
- Completed QUEPO training course 2018.
- Attended the Multilingual UX Center Symposium, Nov 2017, El Paso, TX.
- Completed the online RCR training 2017.

AWARDS and RECOGNITION

- Minority graduate student association MLK Award 2019
- Featured in UAH campus news, Sept 2015.
- Scholars for the Dream Award Recipient – CCCC, 2015 - *Competitive*.
- Community Director for ThinkBig – a Student Learning Community - “ATL: Explore, Dream, Discover”, GaTech 2015-2016 - *Competitive*.
- Responsible Conduct of Research Summer Workshop presenter 2015- *Competitive*.
- GRN Travel Award Grant by Graduate Resource Network and C&W, 2014 - *Competitive*.
- Marion L. Brittain Postdoctoral Fellowship by LMC, GaTech, 2013-2015 - *Competitive*.
- Gail E. Hawisher & Cynthia L. Selfe Caring for the Future Scholarship by C&W, 2013 - *Competitive*.
- Exemplary Service to Community by Harold Washington Community Center, 2008.