

Nicole Dilts

ndilts@angelo.edu

Employment and Professional Experience

Positions Held

Associate Professor
Angelo State University
8/2014 to present

Assistant Professor
Angelo State University
7/2007 to 8/2014

Editorial Staff
The Journal of Rhetoric, Professional Communication, and Globalization
8/2009 to present

Associate Book Review Editor
IEEE Transactions on Professional Communication
5/2008 to 8/2009

Webmaster and Membership Chair
Environmental and Health Communication Special Interest Group
Society for Technical Communication
6/2008 to 8/2009

Educational Background

Degrees Earned

Texas Tech University, Lubbock Texas
PhD, Technical Communication and Rhetoric, Spanish Minor, 2007
Dissertation title: "The Effect of Translation Changes on the Efficacy of the American College of Obstetricians and Gynecologists' Patient Information Pamphlets for a West Texas Tejano Population"

Bowling Green State University, Bowling Green Ohio
Master of Arts in English (Scientific and Technical Communication), 2003

Bowling Green State University, Bowling Green Ohio
Bachelor of Arts in Psychology, Spanish Minor, 1999

Honors

- President's Faculty Excellence in Leadership/Service Award, 2016-2017 academic year. Award given to one faculty member for "A record of superior accomplishment in the area of EXCELLENCE IN LEADERSHIP/SERVICE should contain clear and compelling evidence related to the application of an individual's knowledge and expertise in the broader contexts of (i) department/college/institution initiatives; (ii) service to the community/society; and (iii) professional service within the discipline."
- Society for Technical Communication Award of Excellence in the STC International Summit Competition for *Legal Issues in Global Contexts*. 2016. (Edited collection, contributed Chapter "Adapting to the Changing Legal Context: How Executive Order 13166 is Shaping Localization in Healthcare.")
- Society for Technical Communication Award of Excellence in the Society for Technical Communication (STC) Washington, DC-Baltimore technical publications competition for *Legal Issues in Global Contexts.*, 2016. (Edited collection, contributed Chapter "Adapting to the Changing Legal Context: How Executive Order 13166 is Shaping Localization in Healthcare.")
- Society for Technical Communication, Frank R. Smith Outstanding Journal Article Award Distinguished Article *Technical Communication* "Technical Communication in the Health Fields: Executive Order 13166 and its impact on Translation and Localization," 2010.
- Society for Technical Communication, Frank R. Smith Outstanding Journal Article Award Distinguished Article *Technical Communication* "Localizing Medical Information for U.S. Spanish-Speakers: The CDC Campaign to Increase Public Awareness about HPV," 2009.
- Angelo State University Department of English Faculty Service Award, 2008-2009
- STC Distinguished Student, 2007
- SBC Fellowship 2003-2006
- National Merit Scholar, 1999

Publishing and Scholarly Experience

Academic Journal Articles

"Formatting for Success: The CDC's Use of the Fotonovela to Encourage Developmental Screening" In progress.

"Designing a Study in Technical and Health Communication for a Sensitive, Non-Dominant Language-Speaking Population: Pitfalls and Opportunities." Under review.

"Hispanic Use of Social Media to Gather Health Information: Challenges and Opportunities," *Rhetoric, Professional Communication, and Globalization*. (Fall 2012).

"Technical Communication in the Health Fields: Executive Order 13166 and its impact on Translation and Localization," *Technical Communication*, 5(3). (2010).

“Localizing Medical Information for Spanish-Speakers: The CDC Campaign to Increase Public Awareness about HPV,” *Technical Communication*, 56 (1). (2009).

“Trans-disciplinary Knowledge Sharing of the Scholarship of Teaching and Learning: A Review of the Current State of the Art,” (with Mario Beruvides, Kirk St. Amant, Ean Ng, and Cheng-Chu Chiu-Wei) *Professional Studies Review* 4 (1). (2008).

“Instructions, Visuals, and the English Speaking Bias of Technical Communication,” *Technical Communication* 53 (2). (2006).

Academic Journals Guest Edited

Special issue on health and technical writing, Fall 2012. *Journal of Rhetoric, Professional Communication, and Globalization*. Co-Edited with Barry Thatcher.

Refereed Book Chapters

“Adapting to the Changing Legal Context: How Executive Order 13166 is Shaping Localization in Healthcare” *Legal Issues in Global Contexts*. Ed. Kirk St. Amant and Martine Courant Rife, (2014).

“The Emerging Hispanic Use of Online Health Information in the United States” *Computer-Mediated Communication across Cultures: International Interactions in Online Environments*. Ed. Kirk St. Amant. Idea Group (2011).

“Machine Translation as the Future of International Online Communication” *Linguistic and Cultural Online Communication Issues in the Global Age*. Ed. Kirk St. Amant. Idea Group (2007).

Book Reviews

(2018) Harrison & Williams. Organizations, Communication, and Health. *Technical Communication*. In Press.

(2017) Mogull, S. A. (2018) Scientific and Medical Communication. *Technical Communication*, In press.

(2017) Harrison, T.R., and E.A. Williams (2016). Organizations, Communication, and Health. *Technical Communication*, 64(2). P.185.

(2017) Brown, J., Noble, L.M., Papageorgiou, A., and Jane Kidd, eds. (2016) Clinical Communication in Medicine. *Technical Communication*, 64(1). p.85.

(2016) Ellcessor, E. Restricted Access: Media, Disability, and the Politics of Participation. (2016). *Technical Communication*. 63(4).

(2016). Nair, C.N., & Mertova, P. Enhancing Learning and Teaching through Student Feedback in Medical and Health Sciences. (2014). *Technical Communication*. 63(3). P.282.

(2015). Grant Harrington, N. Health Communication: Theory, Methods, and Application. (2015). *Technical Communication*, 62(4).

(2015) Jones, R. Health and Risk Communication: An Applied Linguistic Perspective. (2013). *Technical Communication*, 62(3).

- (2013) Clare, J. Communicating Clearly About Science and Medicine. (2013). *Technical Communication*, 60(3). p.245
- (2013) Pullman, G. and B. Gu. Designing Web-Based Applications for 21st Century Writing Classrooms. (2013). *Technical Communication*, 60(1). p.62.
- (2012) Abraham, C. and M. Kools. Writing Health Communication: An Evidence-Based Guide. (2012). *Technical Communication*, 59(2).
- (2012) Johnson-Sheehan, R. *Technical Communication Today*. (2010). *Technical Communication*, 59(1) p.86.
- (2012) Forsyth, P. How to Write Reports and Proposals. (2010). *Technical Communication*, 59(1) p.68.
- (2011) Spilka, R. Digital Literacy for Technical Communication; 21st Century Theory and Practice. (2010). *Technical Communication*, 58(4) p.328.
- (2011) Liao, H., Guo, Y., Savoy, A., and G. Salvendy. Content Preparation Guidelines for the Web and Information Appliances: Cross Cultural Comparisons. (2010). *Technical Communication*, 58(2) p.176.
- (2010) Teague, J.C. Speaking in Styles: Fundamentals of CSS for Web Designers (2009). *Technical Communication*, 57(4). p.429.
- (2010) Beech, J. How to Write in Psychology (2009). *Technical Communication*, 57(3). p. 352.
- (2010) Wolcott, H.F. Writing up Qualitative Research (2009). *Technical Communication*, 57(3). p.337.
- (2009) Watrall, E. & Siarto, J. Head First Web Design (2008). *Technical Communication*, 56 (4), p.405.
- (2009) Gannon, M. Paradoxes of Culture and Globalization. (2008). *Technical Communication*, 56 (4), p.401.
- (2009) Schafer, S. HTML, XHTML, and CSS Bible, 4th Edition. (2008). *Technical Communication*, 56 (2), p.183.
- (2009) Powers, S. Painting the Web. (2009) *Technical Communication*, 56 (1), p.76.
- (2008) Bozarth, J. Better than Bullet Points: Creating Engaging e-Learning with PowerPoint. (2008) *Technical Communication*, 55 (4), p.426.
- (2008) Dobrin, S. I. Technical Communication in the Twenty-First Century. (2008) *Technical Communication*, 55 (2), p. 216.
- (2008) Hsianghoo Steve Ching, Paul W. T. Poon, and Carmel McNaught (Eds.) (2006).eLearning and Digital Publishing. *Technical Communication*, 55 (2), p. 217.
- (2007) Ghosh, A. Communication Technology and Human Development: Recent Experiences in the Indian Social Sector. (2006). *Technical Communication* 54 (3).

(2006) Varner, I & Beamer, L. Intercultural Communication in the Global Workplace (Eds.) (2005). *Technical Communication*, 53 (1), p. 115.

(2006) Pfeiffer, W. *Technical Communication: A Practical Approach* (2006). *Technical Communication*, 53 (3).

(2006) LaFleur, M. Exploring Medical Language: A Student-Directed Approach (2005). *Technical Communication*, 53 (3), p. 370-1.

(2006) Warren, T. (2005). Cross-Cultural Communication: Perspectives in Theory and Practice. *Journal of Technical Writing and Communication*, 36 (4), p.433-435.

(2006) Johnson-Sheehan, R. (2004). Technical Communication Today. *Journal of Technical Writing and Communication*, 36 (4).

Conference Presentations

“Formatting for Success: The Use of the Fotonovela to Encourage Developmental Screening” Annual Southwest Popular/American Culture Association Meeting, Albuquerque, NM, February 2018.

“Improving Game Play for Players with Disabilities: The Case for a More Accessible ‘Pokémon Go’” Annual Southwest Popular/American Culture Association Meeting, Albuquerque, NM, February 2017.

“The Culture of Autism: Disability or Differently Able? Differences in How the American and Mexican Cultures View Autism.” Annual Southwest Popular/American Culture Association Meeting, Albuquerque, NM, February 2016.

“Fostering Engagement in the Online Technical and Business Writing Classroom Using Panopto Course Capture.” Annual Conference of the Council for Programs in Technical and Scientific Communication (CPTSC), Colorado Springs, CO, September, 2014.

“A Comparison of Medical Risk Communication in the United States and Mexico,” Annual SW/TX Popular/American Culture Association Meeting, Albuquerque, NM, February 2014.

“Localizing Health Pages on Facebook for Spanish-Speakers: Opportunities and Challenges,” Annual SW/TX Popular/American Culture Association Meeting, Albuquerque, NM, February 2013.

“Teaching Localization to Native Spanish Speakers: Opportunities for Growth,” Annual Conference of the Council for Programs in Technical and Scientific Communication (CPTSC), Houghton, MI, September, 2012.

“Preparing Technical Communication Students for Freelance Careers,” Annual SW/TX Popular/American Culture Association Meeting, Albuquerque, NM, February 2012.

“Rethinking the Academy: What it Means to be an Emerging Practical Program in English,” Annual Conference of the Council for Programs in Technical and Scientific Communication (CPTSC), Boise, ID, October, 2010.

“Using Focus Groups for Discovering Localization Preferences.” Society for Technical Communication National Conference, Dallas, TX, May, 2010.

“Adding Complexity to the User Experience: Clans and Secret Societies in Mafia Wars.” Annual SW/TX Popular/American Culture Association Meeting, Albuquerque, NM, February 2010.

“Translating Medical Information: How the Dominant American Style of Technical Communication Has Influenced Spanish-Speakers’ Preferences for Style of Language in Medical Information,” Annual SW/TX Popular/American Culture Association Meeting, Albuquerque, NM, February 2009.

“Keeping English Relevant in a Scientific Environment: Developing a Program in Professional and Technical Writing with a Core Group of Science and Business Students,” Annual Conference of the Council for Programs in Technical and Scientific Communication (CPTSC), Minneapolis, MN, October, 2008.

“Academus: Addressing Knowledge Sharing in Higher Education” by Mario Beruvides, Bob McDonald, Ean-Harn Ng, Cheng-Chu Chiu-Wei and Nicole M. Madison, International Professional Communication Conference (IEEE), Montreal, Canada, August, 2008.

“The Localization of Medical Graphics for Spanish-Speakers,” Society for Technical Communication National Conference, Philadelphia, PA, June, 2008.

“Culture-General or Culture-Specific: Introducing Intercultural Technical Communication to the Classroom Using Subject-Matter Experts,” Annual SW/TX Popular/American Culture Association Meeting, Albuquerque, NM, February 2007.

“Through a Toulmin Lens: Dissecting the English-Only/English-Plus Debate.” Graduate English Society Conference, Texas Tech University, March, 2005.

“Typography and its Links to Technical Communication.” Society for Technical Communication national conference, Dallas, TX, May 2003.

“Is There an English-Speaking Bias in Technical Communication?” Graduate English Society Conference, Texas Tech University, March, 2003.

Grants Written and Accepted

Texas Hill Country Initiative “*Technical and Professional Writing Certificate Program for the Texas Hill Country*,” accepted Summer 2009.

Distance Education Funds Grant, “*Develop an Online Version of English 3352: Business Communications, and 3351: Technical Writing*” accepted Spring 2009.

Teaching and Service Experience

Courses Taught

English 6381: Digital Writing (Special Topics)

Department of English – Angelo State University, San Angelo, Texas
Spring 2016

English 1191: Freshman Year Research Experience

Department of English – Angelo State University, San Angelo, Texas
Fall 2014

English 6346: Foundations in Technical and Business Writing
Department of English – Angelo State University, San Angelo, Texas
Spring 2014, Spring 2016

English 4360: Professional Editing
Department of English – Angelo State University, San Angelo, Texas
Spring 2009-present

English 3354: Intercultural and International Technical and Business Writing
Department of English – Angelo State University, San Angelo, Texas
Fall 2010-present

English 3353: Web Publishing
Department of English – Angelo State University, San Angelo, Texas
Fall 2008-present

English 3351: Technical Writing
Department of English – Angelo State University, San Angelo, Texas
7/2007-present

English 3352: Business Communication
Department of English – Angelo State University, San Angelo, Texas
7/2007-present

University Studies 1201: *Critical Thinking Skills*
Department of English – Angelo State University, San Angelo, Texas
Fall of 2008-present

English 1301: Composition
Department of English – Angelo State University, San Angelo, Texas
8/2007

Service – Angelo State University

- Angelo State University American Disabilities Act Committee, 2014-2018
- Angelo State University College of Liberal and Fine Arts Tenure and Promotion Committee, 2015-2017
- Chair, Angelo State University College of Liberal and Fine Arts Tenure and Promotion Committee, 2015-2017
- Interviewer, Writers Conference 2017
- Chair, Writers Conference Publicity Committee, 2016
- Chair, English and Modern Languages Student Recognition Committee, 2016-present
- Member, English and Modern Languages Peer Review Committee, 2016-present
- Co-Director and co-founder of The ASU Mentoring Program for Students with Special Needs
- Co-Chair of ASU “Pride Week for the Differently-abled”
- Faculty sponsor for the Technical Writing Club, 2016-present

- Faculty sponsor and co-founder of “Spectrum” – student organization for neurodiversity awareness (autism, ADD/ADHD, sensory processing disorder). 2015-present
- Faculty sponsor of “ASU Awareness for All Disabilities” – student organization for student with special needs at Angelo State University 2016-present
- Search Committee for Civil Engineering, Fall 2015
- Served on Torrell Mill’s thesis committee (Security Studies) as outside reviewer, 2015-2017.
- Served on Ryan Barnum’s thesis committee (Security Studies) as outside reviewer, 2015-2016.
- Served on Susan McLean’s thesis committee (Security Studies) as outside reviewer, 2014-2015.
- Secretary of the Faculty Senate, 2012-2013
- Faculty Senate Representative for the English Department, 2011-2014
- Chair of the President’s Award for Faculty Excellence Committee, 2011-2012
- Chair, Technical and Business Writing, 2007-2011
- Chair, Search Committee for tenure-line position in professional communication, 2014-2015; 2010-2011; 2008-2009
- ASU Magazine Committee 2009-present
- Creator and Faculty Advisor, Student Chapter of the Society for Technical Communication Student Chapter at Angelo State University, 2008-2012
- Regularly is the English Department Representative for Discover ASU and SOAR
- Writers Conference Committee, 2008-present
- Library Committee 2010-2012
- Advanced Standing Committee, 2008-2010
- Advising Committee, 2008-2010
- Assessment Committee, 2008-2010
- Curriculum Committee – Advisor, Professional Communication, 2007-2010
- Publications Editor, *Concho River Review*, 2008-2010
- Student Recognition Committee, 2008-2010
- Teacher Education Committee, 2008-2010
- Webmaster, English Department website, 2007-2010
- Webmaster, Writing Center website, 2007-2010

Service – General

- Article reviewer and editorial board member, *Journal of Rhetoric, Professional Communication, and Globalization*. 2009-present
- Article reviewer, Technical Communication 2009-present
- Program Committee, Annual Conference of the Council for Programs in Technical and Scientific Communication (CPTSC), 2011-2013
- Panel Chair, Annual Conference of the Council for Programs in Technical and Scientific Communication (CPTSC), Colorado Springs, CO, September 2014.
- Panel Chair, Annual SW/TX Popular/American Culture Association Meeting, Albuquerque, NM, February 2014.
- Panel Chair, Annual Conference of the Council for Programs in Technical and Scientific Communication (CPTSC), Houghton, MI, September 2012.
- Panel Chair, Annual SW/TX Popular/American Culture Association Meeting, Albuquerque, NM, February 2012.
- Article Reviewer, *IEEE Transactions on Professional Communication* 2009
- Program Committee, IEEE Conference on Professional Communication. Montreal, Quebec, Canada, July 2008.

Service – Community

- Member, Texas Health and Human Services Commission Policy Council for Children and Family
- Parent Advocate for children with disabilities
 - Attend ARD meetings with parents to help them negotiate services for their children with SAISD
- Founder and Director of “San Angelo Parents of Children with Autism” – 2014-present
 - Coordinates activities and educational events for 50 + members and their children
 - Social media manager
- Bountiful Baskets Co-op Coordinator for Unidad Park site, San Angelo 2015-2017
 - Coordinates distribution for Unidad park site
 - Manages marketing and co-op information programs for San Angelo
 - Social media manager for Bountiful Baskets, San Angelo
 - Blog editor for Bountiful Baskets, San Angelo

Professional Organizations

- Society for Technical Communicators (STC), 2001-present
- Association of Teachers of Technical Writing (ATTW), 2006-present
- IEEE Professional Communication Society, 2008-present
- Council for Programs in Technical and Scientific Communication (CPTSC), 2008-present