

HALCYON M. LAWRENCE, PHD

CURRENT POSITION

Towson University

Assistant Professor, Technical Communication and Information Design
Department of English

EDUCATION

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| 2013 | Ph.D. Technical Communication
Illinois Institute of Technology, Chicago, IL.
Dissertation: Speech Intelligibility and Accents in Speech-Mediated Interfaces: Results and Recommendations
Chair: Matt Bauer |
| 2010 | M.Sc. Technical Communication and Information Design
Illinois Institute of Technology, Chicago, IL. |
| 2006 | M.Sc. International Relations
The University of the West Indies, St. Augustine. Trinidad and Tobago. |
| 1995 | B.Sc. Sociology and Management
The University of the West Indies, St. Augustine. Trinidad and Tobago. |

RESEARCH AND TEACHING INTERESTS

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| <ul style="list-style-type: none">• Speech: technologies, intelligibility and design• Interaction Design• Usability and User-centered Design• Information Design | <ul style="list-style-type: none">• Technical communication• Collaboration• Research Methods• Accessible design• End User Licenses |
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RESEARCH AND SCHOLARSHIP

End User Licenses: Ethics and Usability

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| 2019 | Larson, B., Lawrence, H.M., Scott A. & Knox, E. "Terms of Service: Legal, Usability and Ethical Perspectives. (In Progress). |
| 2018 | Larson, B., Lawrence, H.M. & Witcomb Laiola, S. "By Reading This Title, You Have Agreed To Our Terms of Service". 7th Annual Symposium on Communicating Complex Information (SCCI). February 26-27, 2018, Greenville, NC. |

Computer Science and Engineering Education

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| 2018 | Lawrence, H.M., Hutter, L., McDaniel, M. & Murrell, M. "Fostering Meaningful Collaboration in an Interdisciplinary Capstone Course." Conference Proceedings. <i>Special Interest Group for Computer Science Education (SIGSCE)</i> February 21-24, Baltimore, MD.

Lawrence, H.M. & Hutter, L. "Dear student: No, there is NOT an app for that: Confronting paternalistic solutions to communication problems." Conference Proceedings. Conference in College Composition and Communication. March 14-17, Kansas City, MO |
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- 2017 Lawrence, H.M. & Hutter, L. "Against Conventional Wisdom: Is a Capstone Project a Necessary Experience for Student Engagement in a Program?" Conference Proceedings. Council for Programs in Technical and Scientific Communication (CPTSC). October 2017, Savannah, GA
- 2016 Lawrence, H.M., & Hutter, L. "From Finding to Building Common Ground: Negotiating Issues in the Co-design of a Cross-disciplinary Computer Science and Technical Communication Course." Conference Proceedings. Council for Programs in Technical and Scientific Communication (CPTSC). October 2016, Savannah, GA.
- 2008 Lawrence, H.M. "Beyond Binary: Technical Communication and the Knowledge Student." Peer-reviewed conference proceedings. *IEEE International Professional Communication Conference*. July 2008, Montreal, Canada. DOI: 10.1109/IPCC.2008.4610214

Communication: Pedagogy, Research and Practice

- 2019 Lawrence, H.M., Larson, B., & Scott, A. "Promoting interdisciplinary undergraduate research: A case for the "continuous course lab" in the humanities." Peer-reviewed journal article. *Council of Undergraduate Research (CUR) Quarterly*. (In Progress).
- Burnett, R., Frazee, A., Dusenberry, L., Hutter, L., Robinson, J., & Lawrence, H. "State of the Field: a Survey of the "Digital" in the Writing and Communication Classroom." Peer-reviewed journal article. *Computers and Writing (Revise and Resubmit)*.
- 2018 Lawrence, H.M. & Witcomb Laiola, S. "Facilitating Undergraduate Research in the Humanities through the "Continuous Course Lab". Conference workshop. *Computers and Writing*. May 24-27, 2018, Fairfax, VA.
- 2016 Robinson, J., Dusenberry, L., & Lawrence, H.M. "Collaborative Strategies for Distributed Teams: Innovation through Interlaced Collaborative Writing." Peer-reviewed conference proceedings. *IEEE ProComm*. October 2016, Austin, TX.
- Dusenberry, L., Hutter, L., Lawrence, H.M., & Robinson, J. "Digital Mix: The Landscape of Digital Pedagogy in Writing and Communication Classrooms." Poster Presentation. *College Composition and Communication Conference*. April 2016, Houston, TX.
- Dusenberry, L., Hutter, L., Lawrence, H.M., & Robinson, J. "A Values-Based Approach to Technical Communication: Community, Awareness, Passion, and Empathy." Panel presentation. *Association for Teachers of Technical Writing (ATTW)*. April 2016, Houston, TX.
- 2007 Lawrence, H.M. (2007). "Developing a Communication-Across-The-Curriculum Culture: Process, Problems and Possibilities. Conference Presentation." *Institute of Scientific and Technical Communicators Conference*. October 2007, Liverpool, England.

Speech, Technology and User-Centered Information Design

- 2018 Lawrence, H.M. "Siri mek me speak like a freshwater Yankee." Presenter *Caribbean Digital V.* December, 2018, St. Augustine, Trinidad.
- Lawrence, H.M. "Fresh Water Yankee: Speech Technology and Accent Assimilation." Invited Speaker. *Shift CTRL: New Perspectives on Computing and New Media.* February, 2018, Stanford, CA.
- Lawrence, H.M. "Alexa, whose natural language is processed in speech technologies?" Conference Proceedings. Rhetorical Society of America (RSA).. May 2018, Minneapolis, MN.
- Lawrence, H.M. "Siri Disciplines." Book chapter in *Your Computer is on Fire.* Eds., Marie Hicks, Ben Peters, Kavita Philips and Tom Mullaney. MIT Press. (Forthcoming.)
- Lawrence, H.M. "Can You Hear Me Now: The Future of Technical Communication and Speech-Enabled Environments." Book chapter in Weakland, J. and Sundvall, S (Eds.), *Rhetorical Speculations.* Utah State University Press. (Forthcoming).
- Lawrence, H.M., & Hutter, L. "Re-thinking Accessible Usability Testing Practices for Users Who Are Deaf: A Case Study." Peer-reviewed journal article. *Communication Design Quarterly.*
- 2016 Robinson, J. & Lawrence, H.M. "Contextualizing Toxic Talk in Games." Conference Presentation. *Computers and Writing.* May 2016, Rochester, NY.
- 2015 Bauer, M. & Lawrence, H.M. "**Merger within an Individual.**" Peer-reviewed conference proceedings. *International Conference of Phonetic Sciences (ICPhS).* October 2015, Scotland, UK.
- 2014 Lawrence, H.M. "Foreign Accent: The Phenomenon of Non-native Speech. Alene Moyer (2013)." Book Review. *Studies in Second Language Acquisition.* Volume 36:3 DOI: <http://dx.doi.org/10.1017/S0272263114000497>
- 2013 Lawrence, H.M. "Foreign-accented Speech in Speech-mediated Technology: To Localize or Not?" Conference Presentation. Society for Technical Communication. May 2013, Atlanta, GA.
- 2012 Lawrence, H.M. "**Speech Intelligibility: Its Scope and Purpose in Technical Communication.**" Conference Proceeding. Society for Technical Communication. May 2012, Chicago, IL.
- 2011 Lawrence, H.M. "The Effect of Mood Induction on Adolescent Speech Behavior." Poster Presentation. International Society for Research on Emotion (ISRE). July 2011, Kyoto, Japan

INVITED TALKS, LECTURES AND WORKSHOPS

- 2018 Lawrence, H. M and L. Hutter. **Techsplaining.** Podcast produced by Tobias Wilson Bates and Darien Bates in series, "Stories we tell our robots."
- 2017 Lawrence, H.M. **My Accent Story.** Podcast produced by Yelena Rodriguez. Georgia Tech Diversity Award Project.
- Lawrence, H.M. (2017). **Inauthentically Speaking: Speech Technology, Accent Bias and Digital Imperialism.** Conference Proceedings. Special Interest Group

for Computers, Information and Society (SIGCIS). March 2017, Mountain View, CA.

- 2016 Burnett, R., Frazee, A. Dean-Ruzika, R., Lawrence, H.M., & Yow, R. "WOVEN Literacies in STEM fields." Georgia Tech Research Institute. March 2016, GTRI, Atlanta, GA. Facilitator.
- Lawrence, H.M. (2016). "**When I talk to Siri....**" Interview by Lauren Neefe for Flash Readings by Brittain Fellows.
- Frazee, A., King, A., Lawrence, H.M., Lovatt, G., Menagarishvili, O., Miller, M., Neefe, L., O'Brien, S., Suh, H. (2016). "**The Hidden Language Bias in Technology: A Discussion of Classroom Practices.**" World Englishes Committee, Writing and Communication Program. April 2016, Georgia Institute of Technology, Atlanta, GA. Roundtable Discussion.
- DiSalvo, C., Lawrence, H.M., & Weakland, J. (2016). "**Imagining Futures Through Technical Communication.**" Technical Communication Committee, Writing and Communication Program. April 2016, Georgia Institute of Technology, Atlanta, GA. Seminar Presentation.
- 2015 Lawrence, H.M. (2015). "Visual Clarity: Rhetorical Decision-Making about Technical Graphics." Writing and Communication Program. November 2016. Georgia Institute of Technology. Atlanta, GA. Colloquy Presentation.
- Lawrence, H.M. (2015). "The Technical Writing Process." April 2015. Department of Mechanical Engineering The University of the West Indies, Trinidad and Tobago. Guest Lecture.
- 2014 Lawrence, H.M. (2014). "Digital Humanities: State of our Practice." Digital Humanities Speaker Series. April 2014. Lewis Department of Humanities. Illinois Institute of Technology, Chicago, IL. Presenter.
- Patterson, S., & Lawrence, H.M. (2014) "Raising Questions: Teaching STEM in Social Contexts." July 2016. Shimer College, Chicago, IL. Facilitator.
- Lawrence, H.M. (2014). "Communicating the New." Masters in Landscape Architecture Program. May 2014. College of Architecture, IIT. Chicago, IL. Guest lecture.
- Lawrence, H.M. (2014). "Technical Report Writing Workshop." Department of Chemistry, IIT. Chicago, IL. Workshop.
- 2012 Lawrence, H.M. (2012). "Lessons from Field Research." Department of Humanities Technical Communication Colloquium, IIT. Chicago, IL. Presenter.
- 2011 Lawrence, H.M. (2012). "An Inquiry-based Approach to Teaching Experimental Research Methods in Humanities." Society of Technical Communication (STC) Web Seminar. Online. Presenter.
- 2010 Lawrence, H.M. (2012). "Research Paper Writing." Galvin Library, IIT. Chicago, IL. Workshop Facilitator.

GRANTS, FELLOWSHIPS & AWARDS

- 2018 **Scholars for the Dream Award.** Conference of College Composition and Communication. \$1000 Travel Award
- 2017 **Post-Doctoral Symposium Award. Best Presentation:** Ivan Allen College \$1500 Travel Award.

- 2015- present **Marion L. Brittain Post-doctoral Fellow.** Teaching Fellowship. Writing and Communication Program. Georgia Institute of Technology. Atlanta, GA
- 2010 - 2013 **Pre-doctoral Research Fellow.** NSF-funded grant. Research on Transmission of Merger Study. Primary Investigator: Matt Bauer. IIT, Chicago, IL.
- 2008 - 2013 **Teaching and Research Assistantship.** Lewis Department of Humanities, IIT. Chicago, IL.

TEACHING EXPERIENCE

Towson University, Department of English (Present)

- **ENGL 317: Writing for Business and Industry (2 sections)**
This course introduces students to standard written formats used in business and industry, including correspondence, memoranda, and reports. Projects were individualized to meet student needs and career interests.
- **LMC 3403: Technical Communication: Theory and Practice (1 section)**
A focus on the theory and practice of the design of information (written, visual and sonic) for print and electronic media.

Georgia Institute of Technology, Writing and Communication Program (2015 to Present)

- **LMC 3403: Technical Communication: Theory and Practice (3 sections)**
A focus on critical thinking and problem-solving processes associated with producing effective technical artifacts in scientific, business, and technological fields.
- **LMC 3403: Technical Communication – Special & Linked Section (1 Section)**
Siri's Progeny: Voice and the Future of Interaction Design. This course links the first-year composition and technical communication curricula by exploring the hierarchy of the senses and questions of speech in human-computer interaction design.
- **LMC 3431/2: Technical Communication Approaches/Strategies (12 sections)**
This is a multi-semester hybrid course that pairs technical communication and Computer Science junior design course

Illinois Institute of Technology, Department of Humanities (2008 to 2014)

- **COM 101: Writing in the University (4 sections)**
A study of the use of writing, reading, and discussion as a means of discovering, questioning, and analyzing ideas, with an emphasis on audience and context.
- **COM 111: Writing in the University for Non-native Students (4 sections)**
This is an introductory university writing course designed to deal with the special writing problems of those students whose native language is not English
- **COM 301: Introduction to Linguistics (1 section)**
An introduction to the systematic study of language (phonology, syntax, morphology, semantics and pragmatics as well as applied areas, such as language, variation for e.g.
- **COM 380/530: Topics in Communication (1 sections)**

Language and Technology. This course examines language change and how traditional and new communication media has augmented, constrained and simulated language.

- **COM 421: Technical Communication - online and face-to-face (2 sections)**
Principles and practice in the communication of technical materials: reports, articles, manuals, procedures, proposals, including the use of graphics.
- **COM 428: Verbal and Visual Communication (2 sections)**
Introduces students to the issues, strategies, and ethics of technical and professional presentations.
- **IPRO 300: InterProfessional Projects (3 sections)**
This course offers an innovative and comprehensive multidisciplinary approach to providing students with a real-world project-based experience

The University of the West Indies, St. Augustine, Trinidad and Tobago (1995 to 2007)

- **SOSC 1002: Introduction to Computing (~40 sections)**
This course provides an introduction to computing concepts and practical and appropriate use of key software applications.
- **COMS 2601: Health Communication (4 sections)**
This course provides an introduction to the key concepts and practices of health communication for undergraduate medical students
- **COMS 2602: Health Promotion and Education (4 sections)**
This course is an examination of mass communication of health promotion and education.
- **ENGR 1000: Introduction to Engineering (6 sections)**
An embedded and hybridized technical communication course for engineers
- **ECNG 1010: Technical Writing for Engineers (6 sections)**
Principles and practice in the communication of technical materials: reports, articles, manuals, procedures, proposals, including the use of graphics.
- **Faculty Course: Technical Report Writing & Presentations Workshop (4 sections)**

SERVICE TO THE ACADEMY – SELECTED

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| 2018 | Chair: Professional Development Committee, Writing and Communication Program. Georgia Institute of Technology. |
| 2017 | External Dissertation Committee Member: Alex Ahmed, “Community-Based Design and Evaluation of a Mobile Voice Training Application for Transgender People.” Northeastern University, Boston |

Co-Director: **Responsible End User Licensing (REUL) Lab.** Ivan Allen College, Georgia Institute of Technology.

- Oversaw the development of heuristics for assessing End User Licenses.
- Managed the work of two research assistants
- Directed the work of the lab for the 2017/2018 academic year

2015-16

Co-Chair/Member: Technical Communication Committee, Writing and Communication Program. Georgia Institute of Technology.

- Organized 2 symposia to raise awareness of technical communication to the wider GATech student body.
- Redesigned and piloted the 2nd iteration of the CS/TechCom hybrid course.
- On-boarded and mentored 3 new instructors in the hybrid course.

Member: Diversity Committee, Literature Media and Communication. Georgia Institute of Technology

- Worked with members to assess the climate of diversity and to introduce initiatives to address real or perceived inequalities within the School.

Member: Brittain Fellow Hiring Committee, Writing and Communication Program. Georgia Institute of Technology

- Actively participated in the successful hire of 15 new Brittain Fellows (5 in Technical Communication)

Member: World Englishes Committee, Writing and Communication Programme

Conference Reviewer: Computers and Writing (C&W)

2008-2013

Member. Graduate Studies Committee. Department of Humanities. IIT. Chicago IL

Judge and Moderator. IIT Boeing Scholars Academy Ethics Bowl. Center for Ethics in the Professions, IIT. Chicago, IL.

Writing Center Tutor: Department of Humanities, IIT.

PROFESSIONAL WORK EXPERIENCE

2000 - 2004

IT Administrator. Tourism and Industrial Development Company of Trinidad and Tobago (TIDCO)

- Conducted over 30 hours monthly of end user training across the company's 5 divisions
- Provided end user support and wrote software help guides for users
- Wrote content and maintained company's website as part of New Media team

- 1995 - 2000 **User Support/Trainer.** Faculty of Social Sciences Laboratory, The University of the West Indies, St. Augustine, Trinidad and Tobago
- Piloted and delivered 4 publicly-offered software training programmes

CONSULTING AND TRAINING ACTIVITIES

Technical Writing and Communication Skills

- 2017-2018 Georgia Institute of Technology, Office of Information Technology. *Development of communication artifacts and website development for the roll-out of new LMS, Canvas.*
- Georgia Institute of Technology, Office of the Provost. *Editing team for the Commission for Creating the Next Education Online and Print Report.*
- 2015 BG Trinidad and Tobago. *Proposal for a National Stem Consultation Programme.* In conjunction with Sarcoda Serv and Gwendolyn Williams and Maria Mason-Roberts and Associates.
- 2013 Metropolitan Water Reclamation District of Greater Chicago. *Technical Writing Workshop*
- 2007 Civil Aviation Authority of Trinidad and Tobago. Developed and delivered *Technical Report Writing Workshop*
- 2005 Ministry of Sport and Youth Affairs of Trinidad and Tobago. Designed and Delivered an *Interviewing Skills Program*
- 2005 Ombudsman's Office of Trinidad and Tobago. Designed and delivered a 3-day workshop in *Effective Business Writing and Interviewing Skills*
- 2001-2003 National Secretaries Association of Trinidad and Tobago. Designed and facilitated two publicly offered *Presentation Skills* workshops.

Usability Testing and Evaluation

Conducted Heuristic Evaluations and Usability Testing for the following clients:

- 2015 Office of International Education, Georgia Institute of Technology. Atlanta, GA (unpaid)
- 2013 National Marine Manufacturers Association, Chicago, IL
- 2013 bSwift, Chicago, IL
- 2011 Collaborative Institutional and Training Initiative (CITI) at the University of Miami. Miami, FL.

Software End User Training

I am a certified Microsoft Office Trainer, 2003. In this capacity, I conducted training for the following clients in Trinidad and Tobago:

- 2007 Sagicor Ltd - Microsoft Office Suite 2007
- 2006 Toco Foundation - Microsoft Office Suite 2007

Bermudez Ltd - Microsoft Project 2005

2003

Label House Ltd - Microsoft Project 2003

DIGITAL LITERACIES

Markup and Programming: HTML, XHTML, XML, CSS

Open Source Learning Management: Moodle, WikkaWiki, Wordpress

Project Management: MS Project, Basecamp, Pivotal Tracker, Trello

Productivity: MS Office Suite, Google productivity apps (MS Office Certified Instructor)

Creativity: Adobe Creative Suite – InDesign, Photoshop, and Illustrator

Visualization, Text and Speech Analysis: NodeXL, Praat, SPSS, Voyant