Amber Hedquist

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EDUCATION

2026   **Doctor of Philosophy in English**
Department of English; Arizona State University, Tempe, AZ
Dissertation Title: "A Compass for Collaboration: Building a Catalogue of Collaborative Resources in Technical and Professional Communication"
Dissertation Committee: Mark A. Hannah, PhD; Elenore Long, PhD; Andrew Mara, PhD

2024   **Master of Arts in English** | Summa cum laude
Department of English; Arizona State University, Tempe, AZ

2021   **Bachelor of Arts in English** | Summa cum laude
Department of English; Florida State University, Tallahassee, FL

PROFESSIONAL EMPLOYMENT

2025-Pres.   **Research Specialist**
Arizona Water Innovation Initiative, College of Global Futures
Arizona State University

2025-Pres.   **Faculty Associate**
School of Applied Professional Studies in the College of Integrative Sciences and Arts, Arizona State University, Tempe, AZ

2025-Pres.   **Faculty Associate**
Writing Programs, Arizona State University, Tempe, AZ

2024-25   **Research Administrator** | ASU Official Title: Management Intern
Research Ops Strategic Cross-Functional Group, Arizona State University

2023-24   **Program Manager** | ASU Official Title: Management Intern
Office of the Vice President for Research, Arizona State University

2021-23   **Graduate Teaching Assistant (Instructor of Record)**
Writing Programs, Arizona State University, Tempe, AZ

PUBLICATIONS

Research Interests: Technical and Professional Communication (TPC), Rhetoric, User Experience (UX), Artificial Intelligence (AI), Emerging Technologies, Qualitative Methods, Learning Technologies, Collaboration, Community-Engaged Research

In Print

<u>Journal Articles</u>

2024   Hannah, M. A., Caputo, C., Deen, L., **Hedquist, A**., Salgado, C., Shah, S., ... & Sutrisno, D. B. (2024). "Thinking with Keywords: Investigating the Role and Nature of Professionalism Keywords in TPC Enculturation." *Technical Communication Quarterly, 33*(3)*,* 342-357.

2023   Dennen, Vanessa P., Hall, B., and **Hedquist, A.** (2023). "A Systematic Review of Research on Inter-subjectivity in Online Learning: Illuminating Opportunities for Cohesion and Mutual Understanding in the Research Conversation." *Online Learning, 27*(1), 158-186.

2022   Dennen, V. P., Shi, H., Rutledge, S. A., Bagdy, L. M., Jung, D., Bunn, S., …& **Hedquist, A.** (2022). "Parenting Teenage Social Media Users: Perceptions and Permissions as the Pandemic Began." *IADIS International Journal on WWW/Internet*, *20*(2), 80-98.

2021   Dennen, V., Jung, D., Cargill, C., & **Hedquist, A.** (2021). "Social Media And Parenting Support: A Systematic Scoping Review (2010-2019)." *IADIS International Journal on WWW/Internet, 19*(2), 1-18.

<u>Conference Proceedings</u>

2024   **Hedquist, A.,** Willers, H., Hannah, Mark A. "Discipline-Driven AI: Training a GPT to Qualitatively Code for Technical and Professional Communication Research. In *Proceedings of the ACM International Conference on Design of Communication (SIGDOC),* 266-268. Association for Computing Machinery*.*

2022   Dennen, V. P., Shi, H., Rutledge, S. A., Bagdy, L. M., Jung, D., Bunn, S., Cargill, C., Cosgrove, C., & **Hedquist, A.** "Teen Social Media Use During COVID-19: Parent Perceptions and Oversight." In *Proceedings of the International Conferences e-Society 2022 and Mobile Learning 2022,* 155-162. International Association for the Development of the Information Society.

2021   Dennen, V. P., Rutledge, S. A., Bagdy, L. M., Bunn, S., Jung, D., Cargill, C., Cosgrove, C., **Hedquist, A.,** & McWaters, S. "Virtual independence: Teen social media use during the summer of quarantine." In *Proceedings of the International Conference on Web-Based Communities and Social Media*, 211-215. IADIS.

2021   Dennen, V. P., Jung, D., Cargill, C., & **Hedquist, A.** (2021). "Parents, Social Media, and Online Support: A Systematic Review of the Literature." In *Proceedings of the International Conference on Web-Based Communities and Social Media,* 102-109. IADIS

Accepted (*Anticipated Release Year)

Journal Articles

2025* **Hedquist, A.** "Inviting Participation: From Sample-Building to Relationship-Building in Participant Recruitment." *IEEE Transactions on Professional Communication.*

2025* Hedquist, A., Castillon, M., Cooper, M., Keim, V., Mohseni, T., Purcell, K. "Facilitating AI in Research Operations: Reflections on a Collaborative Implementation Heuristic. *Journal of Research Administration.*

Book Chapters

2026* **Hedquist, A.** UX Strategy and What Academic Researchers Can Learn from It: A Framework for Community-Engaged Researchers. *The Routledge Handbook of User Experience in Technical Communication.* Routledge Books.

2026* Caputo, C., **Hedquist, A.,** Hannah, M. A. "Network Pivots: A Dialogue on Lessons Learned in Participant Recruitment." *Research Practice in Technical and Professional Communication.* WAC Clearing House.

2025 **Hedquist, A.,** Hannah, M.A., Willers, Heidi., "Navigating Human-AI Collaboration: The Emerging Role of Technical Communicators as AI Facilitators." *Title TBA.* WAC Clearing House.

Under Review

Journal Articles

Hedquist, A., Caughman, L., Lauer, C. "Tuning In: Rhetorical Attunement as a Methodological Practice for Collaborative Research."

Green, J., Deen, L., **Hedquist, A.,** Horgan, M., Iftikar, T., Ilderton, L., Leow, S. "Navigating Generative AI in Academic Writing Practices: Tensions and Opportunities Through the BASE Model Lens"

Conference Proceedings

Hedquist, A., Caughman, L., Storey, D., Lauer, C. "Community-Engaged Research at Scale: Empowering Community Partners as Researchers"

Hedquist, A., Hannah, M. A., Caputo, C., "Facilitation in TPC Research Practice: Navigating the Complexities of Collaborative Research"

CONFERENCE PRESENTATIONS (*Upcoming)

International

2025* "Engaging Digital Audiences: Early Insights on Invitational Rhetoric in

User Experience Research." Panel. ABC Annual International Conference. Long Beach, California, October 2025.

2025*   "AI at Work: A Deep Dive into the Social and Emotional Dimensions of AI Integration." With Mark A. Hannah. Presentation. ABC Regional Conference 2025: Building Bridges between Business Communication and Management. Bergen, Norway, June 2025.

2024   "Discipline-Driven AI: Training a GPT to Qualitatively Code in Technical and Professional Communication." With Mark A. Hannah and Heidi Willers. Poster Presentation. ACM SIGDOC 2024 Conference. Arlington, VA. October 2024.

2024   "Human-Centered AI Implementation in Research Admin: Early Experiences and an Emerging Heuristic," With Valerie Keim. Poster Presentation. Society of Research Administrators International (SRAI) Annual Meeting. Chicago, IL. October 2024.

2022   "Learning during disruption: Teenagers' use of social media to support their classroom learning and future planning during quarantine." With Lauren Bagdy, Vanessa Dennen, Daeun Jung, Casey Cargill, and Catherine Cosgrove. Presentation. Association for Educational Communications & Technology International Convention. Las Vegas, NV. October 2022.

National

2025*   "Participant-Generated Video Diaries as Data: A Systematic Review of Researcher Approaches and Practices." WIth Lauren Bagdy and Vanessa Dennen. Roundtable Session: "Expanding and Rethinking Methods." American Educational Research Association Annual Conference. Denver, CO. April 2025.

2024   "Disability and Digital Advocacy: Collaborating with Coalitions." With Heidi Willers and Mark A. Hannah. Presentation. Applied Rhetoric Collaborative Conference. Virtual. May 2024.

2021   "Teenage Social Media Use in the Time of COVID-19: Resilience, Connection, Entertainment, and Learning." Poster Presentation. With Lauren Bagdy, Vanessa Dennen, Stacey Routledge, Daeun Jung, Casey Cargill, Catherine Cosgrove, and Shannon McWaters. Presentation. American Educational Research Association Annual Meeting. Virtual. 2021.

TEACHING EXPERIENCE (*Online or Hybrid Course)

Courses Taught at
Arizona State University
(2021-2025)

Business Writing* | 1 section
Writing Programs, Arizona State University, in Collaboration with W.P.
Carey School of Business, Arizona State University

Writing for the Professions | 1 section
Writing Programs, Arizona State University

First-Year Composition for L2 Learners (second semester) | 1 section
Writing Programs, Arizona State University

First-Year Composition for L2 Learners (first semester) | 1 section
Writing Programs, Arizona State University

First-Year Composition (second semester) | 1 section
Writing Programs, Arizona State University

First-Year Composition (first semester) | 1 section
Writing Programs, Arizona State University

**Courses Developed at
Arizona State University
(2021-2025)**

UX 101: Introduction to User Experience*
College of Integrative Sciences and Arts, Arizona State University
Developed in collaboration with Claire Lauer, PhD.

AWARDS AND HONORS

2025 **Teaching Excellence Award**
Graduate Student Government, Arizona State University

2024 **Outstanding Research Award**
Graduate Student Government, Arizona State University

2024 **Best Poster Award**
Society of Research Administrators International Annual Meeting

2023 **High Impact Internship Award**
English Department, Arizona State University

2021 **Best Paper Award**
International Conference on Web-Based Communities and Social Media

2021 **Mart P. Hill Award for Outstanding English Honors Thesis**
Department of English, Florida State University

GRANTS

Research Grants

2024   **AI Innovation Challenge | 3 ChatGPT Enterprise Licenses**
Enterprise Technology, Arizona State University

2024   **Graduate Support Research Program Grant | $720.00**
Graduate Student Government, Arizona State University

2023   **Jumpstart Grant | $500.00**
Graduate Student Government, Arizona State University

2020   **IDEA Grant | $4,000.00**
Center for Undergraduate Research and Academic Engagement, Florida State University

Travel Grants

2025   **Career Development Travel Grant | $950.00**
Graduate Student Government, Arizona State University

2025   **Graduate College Travel Award | $300.00**
Graduate College, Arizona State University

2024   **Individual Travel Grant | $950.00**
Graduate Student Government, Arizona State University

2022   **Individual Travel Grant | $950.00**
Graduate Student Government, Arizona State University

2022   **English Department Research Grant | $500.00**
Department of English, Arizona State University

ADDITIONAL PROFESSIONAL EXPERIENCE

2022-23   **UX Researcher** | ASU Official Title: Strategic Solutions Support Intern
Research Technology Office, Arizona State University

2019-21   **Public Affairs and Editorial Manager**
DeVoe L. Moore Public Policy Center, Florida State University

INVITED SPEAKING ENGAGEMENTS

To Industry

2024   **"**Empowering Teams: Pedagogical Insights for Driving AI-Enhanced Workplaces." POD Network AI In ED Subgroup. Virtual. December 2024.

To University

2024   "Beyond Engagement: Cultivating Sustainable and Enduring Community Relationships in Support of ASU's Charter." Arizona State University Commission on the Status of Women 2024 Professional Development Conference. Virtual. October 2024.

2024   "Gratitude Mapping: Reflecting on Your Career to Transform Your Professional Future." Arizona State University Commission on the Status of Women 2024 Professional Development Conference. Virtual. October 2024.

2024   "Write Smarter, Not Harder: AI in Academic Writing Practices." With Jacob Green and Stephanie Lowe. Empower 2024 Event on AI: From Ideas to Impact. Arizona State University. May 2024.

2023   "Human Subjects Recruitment on Research Plus Me." Arizona State University 2023 Data Conference. Arizona State University. November 2023.

SERVICE

To the Profession

2025   **Proposal Reviewer**
           The Association for Computing Machinery (ACM) Special Interest Group on Design of Communication (SIGDOC) Annual Conference

To the Arizona State University Community

2024-Pres.   **Graduate Student Mentor**
           Graduate Scholars of English Association, Arizona State University

2023-Pres.   **Employee Experience Committee Member**
           Knowledge Enterprise, Arizona State University

2022-23   **Faculty Meeting Scribe**
           Department of English, Arizona State University

MEDIA COVERAGE

Media Interviews and Appearances

2025   "Amber Pioneers AI in Teaching and Research" Arizona State University Enterprise Technology, 27 March. 2025, p. 22-23, https://issuu.com/asu_uto/docs/the_ai_journey_continues

2024   "Arizona State University personalizes learning and advances research with ChatGPT" OpenAI, 26 August. 2024, https://openai.com/index/asu/

2024   Moffett, Margaret. "As ChatGPT Courts Colleges, Pioneering Universities

Seek to Shape Its Use" Work Shift, 19 June. 2024, https://workshift.org/as-openai-courts-colleges-pioneering-universities-seek-to-shape-its-use/

2024   Crowell, Jonathan. "From idea to impact: ASU's IT professional community gathers to demonstrate AI in action." ASU News, 20 May 2024, https://tech.asu.edu/features/asu-it-professional-community-gathers-to-demonstrate-ai-in-action.

2024   King, Stephanie. "ASU Class Explores How ChatGPT Enterprise Can Assist in Scholarly Writing." ASU News, 27 Mar. 2024, news.asu.edu/20240327-science-and-technology-asu-class-explores-how-chatgpt-enterprise-can-assist-scholarly.

2024   Zrioka, Pete. "Online platform streamlines study recruitment, reduces costs" ASU News, 15 Mar. 2024, https://news.asu.edu/20240320-science-and-technology-online-platform-streamlines-study-recruitment-reduces-costs

2023   Boudreau, Diane. "Research Plus Me connects volunteers with research studies" ASU News, 12 Sept. 2023, https://news.asu.edu/20230911-research-plus-me-connects-volunteers-research-studies.

2020   Prentiss, Anna. "Student Star: Amber Hedquist | FSU student with a passion for rhetoric and the English language." FSU News, 1 Sept. 2020, https://news.fsu.edu/student-stars/2020/09/01/amber-hedquist

PROFESSIONAL AFFILIATIONS

2025-Pres   The Association for Business Communication (ABC)

2024-Pres.   The Association for Computing Machinery (ACM) Special Interest Group on Design of Communication (SIGDOC)

2024-Pres.   IEEE Professional Communication Society

REFERENCES

Mark A. Hannah, PhD
Associate Professor
Department of English, Arizona State University, Tempe, AZ

Elenore Long, PhD
Professor
Department of English, Arizona State University, Tempe, AZ

Andrew Mara, PhD
Associate Professor

College of Integrative Sciences and Arts, Arizona State University, Tempe, AZ

Claire Lauer, PhD
Professor
College of Integrative Sciences and Arts, Arizona State University, Tempe, AZ