

Jason Swarts

Jason_Swarts@ncsu.edu
www4.ncsu.edu/~jswarts

8105 Department of English
North Carolina State University
Raleigh, NC 27695
919.515.4115 (p); 919.515.1836 (f)

Academic Positions

Director, PhD program in Communication, Rhetoric, and Digital Media, 2011-2014, North Carolina State University, Raleigh, NC

Associate Professor, Technical and Professional Communication; Department of English, 2007-Present, 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

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

Research Areas

Mobile technologies; science and technology studies; information design; technical 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

*Publications**

Book

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

Edited Collection

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).

* Refereed unless noted otherwise

Articles

Morain, M., and Swarts, J. (forthcoming in 2012). YouTutorial: A framework for assessing instructional online video. *Technical Communication Quarterly*.

Swarts, J. (forthcoming in 2011). Technological literacy as network building. *Technical Communication Quarterly*.

Swarts, J. (2010). Recycled writing: Assembling actor-networks from reusable content. *Journal of Business and Technical Communication*, 24.2. 43 manuscript pages

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. *The 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) 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). Chicago: 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*. Eds. Byron Hawk, David Rieder, and Ollie Oviedo. 101-103. Minneapolis, MN: University of Minnesota.

Swarts, J. (2005) Technological private space. In *Deprivatized Pedagogy*. Ed. Margaret Nugent and Diana Bell. 181-195. Cresskill, NJ: Hampton.

Proceedings

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. *Proceedings of the ACM Special Interest Group on Documentation (SIGDOC)*. SigDoc Conference, October 2004. Memphis, TN: 2004.

Swarts, J. (2003). Writing reviews at work and in class. *Proceedings of the Society for Technical Communication*. STC Conference, May 2003. Dallas, TX: 2003.

Swarts, J. and Odell, L. (2001). Rethinking the evaluation of writing in engineering courses. *Proceedings of Frontiers in Education Conference*. FIE Conference, Oct. 2001. Reno, NV: 2001.

Swarts, J. (2000). Document collaboration and tacit knowledge. *Proceedings of the IEEE Professional Communication Society*. IPCC/SigDoc: Technology and Teamwork Conf., Sept. 2000. MIT. Cambridge, MA: 2000.

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

Presentations

Invited presentations

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 conference presentations

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. (2009). Collaborative construction of fact in Wikipedia. ACM Special Interest Group on the Design of Communication. Bloomington, IN. October 2009

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 Vourliton, 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.

Awards

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

2009 – NCTE Award for Best Article on Theory in Technical and Scientific Communication

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

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

Grants

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].

Software

Resume Composer (Vers. I) (2000) || Resume Composer is an interactive resume and cover writing tutorial. The program is organized into instructional modules that deal with the major sections of a resume (objective, experience,

education...) and a cover letter. Each module integrates static text and graphics to teach convey strategies and tips for writing the resume and cover letter and concludes with a quiz. The program also features video of a writer drafting and revising sections of his resume. Voiced over the video is a conversation between an interviewer and the writer in which the interviewer is calling upon the writer to describe writing and revising choices that are visible in the video.

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.

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-base documents.

(Software: Dreamweaver, Fireworks, 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, Fireworks, 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)

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)

- Burch, G. (CRDM)
- Gruber, D. (CRDM)
- Phelps, C. (CRDM)
- Von Ludwig, H. (CRDM)

- Ware, J. (CRDM)

Doctoral (Reader)

- Berg, C. (CRDM)
- Brock, K. (CRDM)
- Casper, C. (CRDM)
- Frith, J. (CRDM)
- Gaffney, A. (CRDM)
- Guimaraes, M. (Landscape Arch.)
- Gutschmidt, A. (CRDM)
- Kustus, M.B. (Physics Ed.)
- Lunk, Brandon (Physics Ed.)
- Morain, M. (CRDM)
- West, M. (Physics Ed.)

Masters

- Jones, T. (MR, 8/05).
- Gottlieb, J. (TD, 5/05).
- 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)
- ATTW 2011 Conference Chair "Networks of Technical Communication"
- Editorial Board, *Written Communication* (2009 -)
- Review Board, *Journal of Business and Technical Communication* (2006 -)
- Program Committee, *ACM SigDoc* (2007 -)

University & College

- 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 -)
- Grievance Panel, NCSU. (2005 -)
- Advisory Committee, Science and Technology Studies Program (2006 -)

Department

Research and Development Committee (2003 – 2005; 2007 -)

M.S. Program Committee (2002 -)

Undergraduate Studies Committee (2006 – 2009)

Graduate Studies Committee (2008 -)

Professional Affiliations

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