

ANGELA GLOTFELTER

EDUCATION

Doctor of Philosophy in English, Composition and Rhetoric
Dissertation: The Impact of Analytics on Writing
Miami University of Ohio
August 2022

Master of Arts in English, Composition and Rhetoric
Miami University of Ohio
Thesis: Two Small Nonprofits' Use of Social Media
August 2017

Bachelor of Arts in Professional Writing
Minors: Mathematics, Creative Writing
York College of Pennsylvania
May 2015

ACADEMIC APPOINTMENTS

Assistant Professor of English

Fall 2022–Present, The University of Alabama in Huntsville

- Teach undergraduate and graduate courses in Usability, User Experience, and Technical and Professional Communication.

Graduate Teaching Assistant

Fall 2015–Spring 2022, Miami University of Ohio

- Served as instructor of record for Composition, Professional Writing, and Technical Communication classes.

PUBLICATIONS

Book

Glotfelter, A. (in preparation). *Political Economies of Equity, Technology, and Writing*.

Edited Collection

Glotfelter, A., Martin, C., Olejnik, M., Updike, A., & Wardle, E. (Eds.). (2022)

Changing conceptions, changing practices: Innovating teaching across disciplines.
Logan, UT: Utah State University Press.

Peer-Reviewed Articles

Maher, J., **Glotfelter, A.**, Chesher, W., Olejnik, M., & Wardle, E. (under review). Stewards vs Profiteers: Research-Based Disciplinary Interventions for the Current Existential Threat to Democracy

Olejnik, M., Wardle, E., Maher, J., Chesher, W., & **Glotfelter, A.** (2023). Working with faculty partners to change conceptions of writing beyond university walls. *The WAC Journal*.

Coffey, K., **Glotfelter, A.**, & Simmons, M. (2020). Dynamically responsive programmatic design: A framework for identifying pressures for change. *Programmatic Perspectives*, 11(2), 138–165.

Glotfelter, A. (2019). Algorithmic circulation: How content creators navigate the effects of algorithms on their work. *Computers and Composition*, 54.

Chapter

Glotfelter, A., Updike, A., & Wardle, E. (2020). "Something invisible...has been made

visible for me”: An expertise-based WAC seminar model grounded in theory and (cross) disciplinary dialogue. In L. E. Bartlett, S. L. Tarabochia, A. R. Olinger, & M. J. Marshall (Eds.), *Diverse approaches to teaching, learning, and writing across the curriculum: IWAC at 25* (pp. 167–192). <https://wac.colostate.edu/books/perspectives/iwac2018/>

Book Review

Glotfelter, A. (2017). Social media in academia: Networked scholars. [Review of the book *Social media in academia: Networked scholars*]. *New Media & Society*, 19(7), 1144–1146.

Undergraduate Peer-Reviewed Article

Glotfelter, A. (2016). Style as resistance: Revitalizing style pedagogy in the first year writing classroom. *Young Scholars in Writing*, 14, 66–78.

GRANTS, FELLOWSHIPS, & AWARDS

Grants

Book Manuscript Workshop Grant

2022–23, UAH Humanities Center

- \$9,000 to support development of monograph manuscript for publication.

Faculty Research Grant

2022–23, UAH Humanities Center

- \$2,859 to support development of equity dashboard for writing program administration

Awards

Honorable mention. Computers and Composition Hugh Burns Distinguished Dissertation Award.

2022–23. Computers and Composition.

CWPA Outstanding Scholarship Award

2022, Council of Writing Program Administrators

- Awarded for Glotfelter, A., Updike, A., & Wardle, E. (2020). “Something invisible... has been made visible for me”: An expertise-based WAC seminar model grounded in theory and (cross) disciplinary dialogue. In L. E. Bartlett, S. L. Tarabochia, A. R. Olinger, & M. J. Marshall (Eds.), *Diverse approaches to teaching, learning, and writing across the curriculum: IWAC at 25* (pp. 167–192). <https://wac.colostate.edu/books/perspectives/iwac2018/>

Kairos Award for Graduate Students and Adjuncts for Teaching

2020, *Kairos: A Journal of Rhetoric, Technology, and Pedagogy*

- The Teaching Award is given to a person who uses computers and writing pedagogies in her or his classroom-based practice to promote student learning.

3rd Place, SIGDOC Student Research Competition

2019, SIGDOC 2019, Portland, OR

Curriculum Development Award

2019, Miami University of Ohio, Composition Program

- Awarded for development of Advanced Writing (ENG 225) materials focused on solving problems through writing.

Fellowships

Dissertation Fellowships

2020, 2021, Miami University, English Department

- Twice awarded one semester of course release for dissertation research and writing.

Digital Rhetoric Collaborative Graduate Fellow

2018–2019, Sweetland Digital Rhetoric Collaborative, University of Michigan

- Created and published content via Wordpress;
- Conducted interviews and research for content;
- Collaborated with team of DRC fellows to produce content, and
- Conducted user experience research to improve DRC site experience.

CONFERENCE PRESENTATIONS

National

- "Developing an Equity Dashboard for Writing Program Administration." Computers and Writing. Davis, CA. 2023.
- "Challenging Disintegrative Learning from Undergraduate to Beyond the Institution." International Writing Across the Curriculum Conference. Clemson, SC. 2023.
- "Reaching Beyond the Academy to Change Public Conceptions of Writing." Conference on College Composition and Communication. Chicago, IL. 2023.
- "Facing the Inequities of Analytics." Computers and Writing. Digital Activism Showcase. Online. 2022.
- "The Practice and Promise of Equity and Inclusion: Understanding the Political Economies of Postsecondary Writing Instruction in the Era of Austerity." Conference on College Composition and Communication. Online. 2022.
- "How content strategists navigate the effects of algorithms on their work." Computers and Writing. East Lansing, MI. 2019.
- "How content strategists navigate the effects of algorithms." Conference on College Composition and Communication. Pittsburgh, PA. 2019.
- "Working with the DRC toward a Digital Ethics Manifesto." Computers and Writing. (2019). East Lansing, MI. [in collaboration with the DRC]
- "Success and Motivation: Driving Forces behind Nonprofit Content Strategy." Conference on College Composition and Communication. Kansas City, MO. 2018.
- "Redesigning Digital Writing and Rhetoric with Threshold Concepts." 7th Biennial Threshold Concepts Conference. Oxford, OH. 2018. [accepted]
- "Using Threshold Concepts and Disciplinary Teams as the Backbone of WAC Seminars." International Writing Across the Curriculum Conference. Auburn, AL. 2018.
- "Commitments and Obligations: Two Small Nonprofits' Use of Social Networks." Computers and Writing. Findlay, OH. 2017.
- "Cultivating Innovation: Design Thinking in the Composition Classroom." Conference on College Composition and Communication. Portland, OR. 2017.
- "Encountering Cultural Rhetorics: A Comparative and Feminist Approach to the Everyday." Cultural Rhetorics Conference. East Lansing, MI. 2016.
- "Voices of Undergraduate Research: Frameworks for Learning through Action." Conference on College Composition and Communication. Houston, TX. 2016.
- "Making the Lifeless Living': Style Pedagogy in the FYC Classroom, the Writing Center, and the Basic Writing Studio." Conference on College Composition and Communication. Tampa, FL. 2015.

Regional

"Sharing Style: The Role of Writing Fellows in Facilitating Discussions of Style in the First-Year-Composition Classroom." Mid-Atlantic Writing Centers Association. Harrisonburg, VA. 2015.

"Generating Motivation to Improve the Writing Process: Early Writing Center Visits and the Perceptions Held by Students and Faculty." Mid-Atlantic Writing Centers Association. Salisbury, MA. 2014.

Local

"Resources for Creating a Literature Review." Naylor Workshop for Undergraduate Research in Writing Studies. York, PA. 2016, 2017

"Resources for Creating a Literature Review." Naylor Workshop for Undergraduate Research in Writing Studies. York, PA. 2016, 2017.

"Rhetorics in Exile: Looking, Listening, and Looking Again at the Everyday." Miami English Graduate and Adjunct Association Conference. Oxford, OH. 2016.

"Mixed Methods." Naylor Workshop for Undergraduate Research in Writing Studies. York, PA. 2015.

TEACHING

The University of Alabama in Huntsville

EH/CM 442/542: Usability Studies

1 section, Fall 2022 | 2 sections, Fall 2023

- Uses an accessibility lens to introduce Usability/UX research methods and UI design

EH/CM 452/552: User-Centered Design

1 Section | Spring 2023

- Uses an equity lens to teach methodology of user-centered design

EH 301: Technical Writing

2 sections, Fall 2022 | 1 section, Spring 2023, Fall 2023

- Focuses on ethics, disciplinary conventions, and user-centered design

Miami University of Ohio

ENG 315: Business Writing

1 section (online) | Fall 2020

- Focuses on business writing conventions and genres.

ENG 313: Technical Writing

2 sections (1 online, 1 face-to-face) | Fall 2019, Spring 2020

- Focuses on technical writing foundations—including professional genres, team writing and research, and user experience.

ENG 224: Digital Writing and Rhetoric

2 sections | Fall 2018, Spring 2020

- Focuses on content management/strategy and user experience.

ENG 225: Advanced Composition: Solving Problems Through Writing

3 sections | Fall 2016, Spring 2017

- Focuses on genre knowledge, inquiry-driven research, audience adaptation, revision, reflective transfer, and style and editing.

ENG 111: Composition and Rhetoric

2 sections | Fall 2015, Spring 2016

- Focuses on rhetorical knowledge; organization, style, and revision; composing process; inquiry, invention, and research; writing technology; and reflection.

Faculty & Graduate Student Professional Development Workshops

"Writing a Conference Proposal." The University of Alabama in Huntsville. Huntsville, AL. 2022.

"Working From Principles When Teaching Writing Online: Scaffolding and Responding." Howe Center for Writing Excellence. Oxford, OH. 2020.

"Working From Principles in Designing Online Courses." Howe Center for Writing Excellence. Oxford, OH. 2020.

"Responding to Student Writing: Myths and Methods." Ivy Tech Community College Columbus. Columbus, IN. 2019.

"Assignment Redesign." Howe Center for Writing Excellence. Oxford, OH. 2019.

"Less is More: Responding to Student Writers Efficiently and Effectively." Howe Center for Writing Excellence. Oxford, OH. 2019.

"Using Student Peer Response Effectively to Improve Student Writing." Howe Center for Writing Excellence. Oxford, OH. 2019.

"Effective Practices Lunch Series: Helping Students Engage in Disciplinary Inquiry Through Writing." Howe Center for Writing Excellence. Oxford, OH. 2018.

"Reflecting on Meaningful Assessment of Writing." Howe Center for Writing Excellence. Oxford, OH. 2018.

"Responding to Student Writers." Howe Center for Writing Excellence. Oxford, OH. 2018.

"Facilitating Peer Response to Improve Student Writing." Howe Center for Writing Excellence. Oxford, OH. 2017.

"Creating Graduate Application Materials." Howe Writing Initiative. Oxford, OH. 2017.

Writing Center Consulting

Business Writing Consultant

2016–2017, Howe Writing Initiative, Miami University of Ohio

- Conferenced one-on-one with students in the Farmer School of Business;
- Collaborated with students to help them improve their projects; and
- Specialized in business and technical genres.

Graduate Writing Consultant

2015–2016, Howe Center for Writing Excellence, Miami University of Ohio

- Conferenced with graduate and undergraduate students from any major and faculty to improve writing abilities.

Satellite Coordinator

2015, Howe Center for Writing Excellence, Miami University of Ohio

- Oversaw two smaller satellites of the main writing center;
- Assessed concerns that might interfere with efficient consulting; and
- Ensured that writing consultants had the required resources for consulting.

Writing Fellow

2013–2015, York College of Pennsylvania

- Conferenced with graduate and undergraduate students from any major to improve writing skills;

- Collaborated with peer tutors and faculty to develop workshops and in-class activities for students; and
- Provided writing tutoring to specific embedded classes.

ADMINISTRATIVE APPOINTMENTS

Project Manager, Miami Writing Institute

2021–2022, Howe Center for Writing Excellence, Miami University

- Coordinated all planning/status/design meetings;
- Created and managed schedule/team task list;
- Followed up with team members on their assigned tasks;
- Communicated and helped to resolve issues/obstacles as they arose;
- Adjusted assignments or applied other resources as needed to stay on schedule; and
- Served as liaison to eLearning, marketing, alumni association as needed.

Graduate Assistant Director, WAC Programs

2017–2020, Howe Center for Writing Excellence, Miami University

- Assisted with strategizing and implementing campus-wide Writing Across the Curriculum (WAC) initiatives, including faculty development programs and assessment initiatives;
- Assessed WAC programs using meaningful methods to understand program impact and made necessary adjustments to maximize potential;
- Networked and built relationships with interdisciplinary faculty members;
- Communicated regularly and effectively with university and faculty stakeholders;
- Collaborated with team of assistant directors to create engaging and empirically based curricula; and
- Assisted in conducting assessment focused on writing and critical thinking abilities of capstone students.

Director, Portfolio Writing Program

2020–2021, Miami University of Ohio

- Directed a portfolio assessment and placement program for incoming first-year students.

Assistant Director, Portfolio Writing Program

2019–2020, Miami University of Ohio

- Facilitated planning, preparation, and day-of activities for a portfolio assessment and placement program for incoming first-year students.

UX & DIGITAL STRATEGY EXPERIENCE

Software Proficiencies

- Adobe CC
 - XD
 - InDesign
 - Photoshop
 - Illustrator
- Figma
- Qualtrics
- OptimalSort
- Articulate Rise
- Content Management Systems

UX Researcher and Designer—Equity Dashboard

2020–present | research project | primary investigator

- Conducted semi-structured interviews with writing program administrators to identify pain points in their programmatic data-usage workflows.
- Utilized thematic analysis to extract key obstacles and problems expressed by

administrators regarding their current workflows.

- Developed an interactive prototype using Adobe XD, aligning it with research findings about desires for automation of data analysis and for insight into experiences of diverse students in programs.
- Conducted usability testing sessions with writing program administrators on prototype, recruiting participants through a grant-funded incentive structure.
- Applied thematic analysis to identify areas for improvement based on usability testing.
- Ensured the equity dashboard design prioritized visual accessibility, including a high-contrast interface and considerations for readability for users with color-blindness.

UX Designer—Experimental Mobile App Interface

2023 | personal project

- Explored the vaporwave aesthetic through experimentation, referencing nostalgia and pop culture from the '80s and '90s, to establish a cohesive and visually engaging design.
- Utilized Figma as the primary tool for prototyping and creating interactive interfaces, leveraging its features to bring the app concept to life.
- Employed Adobe Creative Cloud to design collage assets that enhanced the visual appeal within the Figma prototype.
- Explored innovative ways to blend experimental aesthetics with usability, striving to create a balance between an engaging visual experience and intuitive functionality.

UX Researcher and Learning Designer—Online Asynchronous Writing Education

2021 | Miami Writing Institute (MWI) | Howe Center for Writing Excellence

- Managed the development of an online asynchronous course's content and user interface, incorporating principles of learning theory to create effective online learning experiences.
- Collaborated closely with graphic designers, learning designers, and educational experts to create a prototype.
- Conducted usability research on prototype by designing and executing usability tests with a focus on working professionals as the target user group.
- Utilized thematic analysis to analyze video data from usability tests, extracting key insights to inform revision decisions.
- Implemented improvements to the course based on and research findings, resulting in a more interactive, multimodal, and user-friendly learning environment.
- Synthesized research findings into a concise and actionable report for stakeholders.

Project Manager and Instructor—Service Learning in User-Centered Design (UCD)

Spring 2023 | University of Alabama in Huntsville

- Collaborated with a local library software company and local libraries, establishing partnerships through proactive outreach and in-person meetings to foster relationships and facilitate project collaboration.
- Guided students to create usable empathy tools for the client, assisting them in their transition from legacy software to new software solutions while incorporating UCD principles.
- Instructed students to create personas, scenarios, and journey maps, fostering their ability to develop accurate, insightful, equitable, and empathetic representations of user's experiences.
- Guided students in interpreting and analyzing the data gathered from research, ensuring they were able to deliver meaningful and equitable insights to the client.

Social Media Designer and Strategist—Advocacy Campaigns

2020 | Graduate Student Association (GSA) | Miami University of Ohio

- Developed a comprehensive brand identity and brand guidelines using Adobe Creative Cloud.
- Conducted in-depth research on university employee salaries and federal poverty guidelines to inform the campaign's target audience.

- Designed compelling and branded advocacy content tailored to Twitter, Facebook, and Instagram.
- Increased and managed organic engagement across Instagram, Facebook, and Twitter, resulting in heightened visibility and support for holistic graduate student funding.
- Leveraged analytics and tracking tools to monitor social media campaign performance, analyzed data, and implemented improvements based on the findings.

UX Researcher and Digital Content Strategist—Online Educational Resources

2019–2020 | Howe Center for Writing Excellence (HCWE)

- Conducted usability tests and user interviews to gather valuable insights into user behavior and preferences with the website.
- Utilized thematic analysis to identify pain points in the HCWE’s website, resulting in a recommendation for a comprehensive revision of the site’s information architecture (IA).
- Designed wireframes and mockups to visualize and communicate IA concepts, ensuring alignment with organizational mission and goals.
- Implemented the redesigned information architecture to enhance usability of the website.
- Developed a cross-platform content strategy (website, Twitter, Facebook, Instagram) that aligned with the organization’s mission, ensuring consistent messaging across digital platforms.
- Created and implemented diverse web content utilizing a content management system (CMS), delivering engaging and informative materials to the target audience of university stakeholders.

UX Researcher—Online Educational Resources and Community

2018–2019 | Sweetland Digital Rhetoric Collaborative (DRC) | University of Michigan

- Led a UX research project aimed at improving the usability of the DRC website, focusing on enhancing ease of navigation and comprehensibility of information architecture.
- Conducted user interviews and usability tests with conference attendees on site at the Computers and Writing conference.
- Used thematic analysis to elucidate key findings, including users’ preference for diverse channels to consume digital content, reliance on Google searches for pedagogical materials, and perception of the DRC site as a content consumption platform.
- Uncovered user frustrations and confusion related to site design, cluttered spaces, content categories, and difficulty locating relevant resources.
- Made evidence-based recommendations aligned with identified pain points, including to optimize resources for search engine traffic, strengthen the DRC’s content strategy on social media, consolidate pedagogical materials, and streamline the process of signing up and contributing to the DRC wiki.
- Documented the research process, findings, and recommendations, presenting them in a report to stakeholders.

SERVICE

Departmental

Promotion and Reappointment Committees

2023–present, The University of Alabama in Huntsville

- Served as chair and member on promotion and reappointment committees

Curriculum Committee

2023–present, The University of Alabama in Huntsville

- Maintain and monitor a productive and efficient curriculum

UX Programs Assessment

2023–present, The University of Alabama in Huntsville

- Assess UX programs with a focus on equity to stakeholders

Student Experience Committee

2022–Present, The University of Alabama in Huntsville

- Offer students networking and more professional development opportunities with the goals of increasing recruitment, retention, and graduation rates of majors, minors, and graduate students

Miami English Graduate Student and Adjunct Association

2020–2022, Miami University

- Advocate for grad student needs within department.

First-Year Composition Portfolio Program Reader

2016–2019, Miami University

- Read and holistically scored portfolios following outcomes-based assessment process to determine credit or no credit for first-year writing.

University

Eproctoring Senate Committee

2021, Miami University

- Assessed impact of eproctoring on student experience and made recommendations around technology adoption.

Financing Graduate Education Committee

2020–2021, Miami University

- Revised the policies and collected data with regards to the summer scholarship and assistantships for graduate students.

GSA Summer Scholarship Task Force

2020–2021, Miami University

- Led interdisciplinary team of graduate students to organize research and evidence-based advocacy campaigns in support of graduate student funding.

Global Miami Plan Committee

2017–2020, Miami University

- Approved and assessed curricula developed to meet Advanced Writing general education requirement.

IMS/ENG 224 Revision Committee

Miami University, Fall 2018–Summer 2019

- Collaborated with team of interdisciplinary colleagues and faculty to redesign and assess Professional Writing/Interactive Media Studies curriculum to reflect a dynamic marketplace and emerging technologies

VP of Fiscal Priorities (elected position)

2017–2018, Graduate Student Association, Miami University

- Advocated to upper administration regarding issues concerning graduate students;
- Built, maintained, and leveraged healthy institutional relationships;
- Prioritized fiscal goals and disbursed funds strategically to support administrative principles for FY2017–18 for a budget of \$28,000;
- Collaborated with leadership team to release statements, coordinate political action, hold workshops and information sessions, and plan social events to create a community of graduate students; and
- Structured and managed information for an audience of graduate students.

Fiscal Priorities and Budget Planning Committee Member

2017–2018, Miami University

- Represented University Senate in the financial management of the University, in the process of setting fiscal priorities, and in budget planning and offered ongoing advice to the administration in each of these areas.

National

Co-editor, Spotlight on First Year Writing

2016–2018, Young Scholars in Writing

- Evaluated for acceptance or rejection submissions for the Spotlight on First Year Writing portion of Young Scholars in Writing; and
- Collaborated with accepted authors to revise their articles for publication in the journal.

International

Volunteer, Threshold Concepts Conference

2018, 7th Biennial Threshold Concepts Conference

- Assisted with conference facilitation.

Proposal Reviewer

2017, Threshold Concepts Conference

- Reviewed and evaluated proposals submitted for acceptance to the 2018 Threshold Concepts Conference.

Proposal Reviewer

2016, International Writing Centers Association

- Evaluated proposals and made recommendations for acceptance, rejection, or revision regarding proposals submitted for the IWCA 2016 conference.

PROFESSIONAL DEVELOPMENT

Leading Change Institute

2020–2021, Miami University

- The Leading Change Institute is a year-long project piloted at Miami in 2020-21 that prepares faculty members to imagine and implement innovative solutions to the pressing problems that currently face higher education. My team piloted a program to connect faculty with legislators at the state and national level to have conversations around misconceptions about higher education.

Google Ads Search Certification

2018

- Gained understanding of Google Ads Search functionality and campaign implementation solutions.