

Elaine Hsieh

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EDUCATION

- Ph. D. Dissertation: *Bilingual Health Communication and Medical Interpreters: Managing Role Performances and Communicative Goals* (Advisor: Dale E. Brashers)
Major: Health Communication; Minor: Interpersonal Communication/Language and Social Interaction
Dept. of Speech Communication, University of Illinois at Urbana-Champaign, 2004
- J. D. Candidate College of Law, University of Oklahoma. (admitted: 2016; graduation anticipated: 2019)
- M. A. Major: English-Chinese Translation and Interpretation (T&I);
Certificate, International Environmental Policy
Monterey Institute of International Studies, CA, 1999
- B. A.s Double Majors: Chinese Literature/ English Literature;
National Central University, Taiwan, 1997

ACADEMIC APPOINTMENTS

Research/Teaching

- 2004-present Department of Communication, University of Oklahoma
Professor, 2016-present; *Associate Professor* (tenured), 2010-2016; *Assistant Professor*, 2004-2010
- 2011-present *Member*, Cancer Health Disparities Program, Stephenson Oklahoma Cancer Center, University of Oklahoma-Health Science Center (*Associate Member*)
- 2010-present *Affiliate Faculty*. School of International & Area Studies, University of Oklahoma
- 2009-present *OCTSI Research Mentor*. Oklahoma Clinical and Translational Science Institute, University of Oklahoma-Health Science Center.
- 2007-present *Faculty Affiliate*. (a) The Institute for US-China Issues; (b) Confucius Institute, University of Oklahoma
- 2007-2012 *Core Faculty*. Clinical and Translational Science, University of Oklahoma-Health Sciences Center.
- 1999-2004 Dept. of Speech Communication, University of Illinois at Urbana-Champaign
Graduate Teaching Assistant; *Graduate Research Assistant*: Dr. Barbara J. Wilson (2000-2002); Dr. Daena J. Goldsmith (2001-2002); Dr. Dale E. Brashers (Summer, 2000/2002)
- 1998 *Instructor*, Custom Language Services, Monterey Institute of International Studies, CA

Legal Research

- Summer, 2018 *Intern*. Health Law and Policy Clinic, Center for Health Law and Policy Innovation, Harvard Law School.

ADMINISTRATIVE APPOINTMENTS

- 2014 – 2017 *Director of Graduate Studies*, Dept. of Communication, University of Oklahoma
- 2012 *Interim Director of Graduate Studies*, Dept. of Communication, University of Oklahoma.
*one-year appointment
- 2011 – 2016 *Research Liaison*, Dept. of Communication, College of Arts and Sciences, University of Oklahoma.

SHORT-TERM, VISITING APPOINTMENTS

- 2011– present Dept. of Communication, University of Illinois at Urbana-Champaign. *Online M.S. of Health Communication Program
Visiting Professor, 2017-present; *Visiting Associate Professor*, 2011-2017

- Spring, 2016 *Curriculum Developer* (Language and Power), MA program in Interpreting Studies and Communication Equity, ASL and Interpreting Department, St. Catherine University, Saint Paul, MN.
- Fall, 2015 *Visiting Scholar*, Graduate Institute of Translation and Interpretation, National Taiwan Normal University, Taiwan.
- 2013 – 2014 *Course Director* (Healthcare Interpreting; Chinese/English), Glendon School of Translation, York University, Toronto, Canada. *Online M.A. Program
- 2012 *Curriculum Developer* (Healthcare Interpreting; Chinese/English), Glendon School of Translation, York University, Toronto, Canada. *Online M.A. Program
- Spring, 2010 *Invited Adjunct Associate Professor*, Graduate Institute of Translation and Interpretation Studies, Fu Jen Catholic University, Taipei, Taiwan.

OTHER ADMINISTRATIVE EXPERIENCES (see SERVICES for more details)

- 2016-2017 Member, Academic Program Review Committee, University of Oklahoma
- 2014-2017 Chair (2016-2017); Co-Chair (2014-2016), Dean's Advisory Committee on Women's Issues, College of Arts and Sciences
- 2009-present I have served as a reviewer for (a) faculty tenure and/or promotion evaluation for faculty members in top programs in different disciplines (b) top funding institutions, including NIH, Fulbright, and other federal agencies in the U.S. and worldwide.

RESEARCH

RESEARCH INTERESTS

My research interests focus on interpersonal issues in health contexts, with an emphasis on cross-cultural care. I have been involved in research on bilingual/cross-cultural health care for over 15 years. The three aspects that I have investigated are (a) the discrepancies between the beliefs and the practice of medical interpreters and healthcare providers, (b) interpreters' influences on the quality of health services, and (c) interpreters' mediation of identities and communicative goals. I currently pursue two lines of research dealing with health communication for non-English speaking and/or minority patients: (a) interpreter-mediated medical encounters and cross-cultural care, and (b) social support and health literacy in cultural contexts. I am particularly interested in (a) developing a model of bilingual health communication to explain and predict the effectiveness and appropriateness of interpreter-mediated medical encounters, (b) investigating how patients' (cultural-specific) social support and health literacy influences their coping strategies and health behaviors, and (c) generating a theoretical model of coping that accounts for the social process and temporal aspects of illness management.

GRANTS, SCHOLARSHIP, AND FELLOWSHIPS

External Funding

Active

2016-2019 OU Law Merit Scholarship, College of Law, University of Oklahoma. 08/15/2016-05/15/2019. \$15,000

Completed

2015-2016 *Quality of Care for Interpreter-Mediated Medical Encounters in Taiwan*. Core Fulbright U.S. Scholar; Arts, Education, Humanities, Professional Fields and Social Sciences-- Research (Award #5130), Taiwan. Sponsored by the United States Department of State Bureau of Educational and Cultural Affairs. 07/24/2015-01/15/2016

2015 Travel funding to the National University of Singapore, Singapore. East Asia Pacific Regional Travel Program, Australian-American Fulbright Commission. 01/05/2016-01/09/2016. \$300

2012 *Medical Interpreters and Patient Communicative Competence in Gynecologic Oncology*. Sponsored by University of Oklahoma-Health Sciences Center/Oklahoma Tobacco Settlement Endowment Trust. Role: Principal Investigator. Period: 01/01/2012-06/30/2012. \$60,335.

2011 *2011 Summer Overseas Internship Program 學海築夢*, Graduate Institute of Translation and Interpretation, National Taiwan Normal University, Taipei, Taiwan. Sponsored by the Ministry of Education, Taiwan. Role: Consultant. PI: Dr. Tze-Wei Chen. Approx. USD\$25,000.

2009 *Illness as a Coordinated Family Activity: Use of Traditional Chinese Medicine by Elderly Chinese in the United States*, Oklahoma Clinical and Translational Sciences Institute (OCTSI) Scholar Program funded by the Clinical and Translational Science Award Planning Grant (NIH-NCRR-1 P20 RR023477-01P) and the College of Medicine at the University of Oklahoma-Health Sciences Center. Role: Faculty mentor to OCTIS scholar: Haiying Kong. Period: 06/01/2009-07/31/2009. Scholar stipend: \$4000.

2008 Conference Scholarship (December 16 – 18, 2008). NIH Summit: The Science of Eliminating Health Disparities, The National Center on Minority Health and Health Disparities (NCMHD).

2006-2009 *Providers' Views of the Roles of Medical Interpreters*. Grant (#1R03MH76205-01-A1) funded by National Institute of Mental Health of the National Institutes of Health. Role: Principal Investigator. Period: 09/01/2006-08/31/2009. \$146,417.

In Preparation

Patient-Centered Interpreter-Negotiated Care for Individuals with Limited English Proficiency. Understanding and Promoting Health Literacy (R21); PI: Dr. Doris Chang, New School for Social Research. Role: Co-PI

Not Funded

Not funded *Patient-Centered Interpreter-Negotiated Care for Individuals with Limited English Proficiency*. PCORI Awards. PI: Dr. Doris Chang, New School for Social Research. Role: Consultant.

- Not funded *Interpreters' Impact on LEP Parents' Communicative Competence in Pediatric Oncology*. Grant application for National Institutes of Health. Role: Principal Investigator. Submitted in February, 2011. Anticipated Period: 2011-2014. \$1,623,501. [scored at 25th percentile; not funded]
- Not funded *Situating Health Literacy and Social Support in the Management of Diabetes*. Grant application (#1 P20 RR024487-01) for National Institutes of Health (Title: Centers of Biomedical Research Excellence [CoBRE]; RFA-RR-06-002). Role: Principal Junior Investigator. 2nd resubmission in April, 2009. [1st revision Priority Score: 192; Scientific Evaluation rating: Excellent], \$1,229,446 (for my portion of the proposed project).
- Suspended *Situating Health Literacy and Social Support in the Management of Diabetes*. Grant application (#1 R01 HS016349-01) for National Institutes of Health. Role: Principal Investigator. [revised and submitted as a junior investigator research proposal for the CoBRE grant]
- 2003 Grant application (#1 R03 HS013877-01) for Agency for Healthcare Research and Quality. Priority Score: 288 (initial review). Grants were provided to projects with priority score under 250. [Because this is a dissertation grant, I didn't submit for a revision for the grant proposal.]

Internal Funding

- 2018 Ed Cline Faculty Development Award, Faculty Senate, University of Oklahoma. \$2,500.
- 2014 *Listening to Homelessness in Norman, OK*, Funding Assistance Program, College of Arts and Sciences, University of Oklahoma. \$1,700
*upper-division undergraduate students designed and executed health campaign for people who are homeless in local communities; we also conducted in-depth, semi-structured, individual interviews with 30 people who are homeless; The project created a book that provides in-depth portraits of homeless people in Norman. The book is sold by local vendors and homeless people to provide a self-sustaining resource and income for people in need. The project was conducted with the approval of OU IRB.
- 2014 *Health Campaign for a Homeless Shelter*, Sooner Parents Mini-Grant, University of Oklahoma. \$500
*upper-division undergraduate students designed and executed health campaign for people who are homeless in local communities; we also conducted in-depth, semi-structured, individual interviews with 30 people who are homeless; The project was conducted with the approval of OU IRB.
- 2014 Funding Assistance Program, College of Arts and Sciences, University of Oklahoma, \$5,000
*seed grant for GTA support for my book project and grant applications
- 2009 Junior Faculty Summer Fellowship, College of Arts and Sciences, University of Oklahoma
Research Project: *Improving the Quality of Care for Child Patients of Parents with Limited-English-Proficiency*, \$6,000.
- 2006 Junior Faculty Research Program, Vice President of Research, University of Oklahoma
Research Project: *Communicative Patterns in Support Group Meetings*, \$6,000.
- 2005 Junior Faculty Summer Fellowship, College of Arts and Sciences, University of Oklahoma
Research Project: *Health Literacy and Communication about Risk*, \$6,000.
- 2003 Summer Dissertation Completion Fellowship, Department of Speech Communication, University of Illinois at Urbana-Champaign

Internal Funding: Travel

- Travel Assistance Program, College of Arts and Sciences, University of Oklahoma, \$1,600.
Awarded: 2014, 2015
- Faculty Travel Assistant Grants Program, Vice President for Research, University of Oklahoma, \$1,200.
Awarded: 2007, 2008, 2009, 2011
- Matching Travel Grant, College of Arts and Sciences, University of Oklahoma, \$1,200.
Awarded: 2007, 2008, 2009, 2011
- Faculty Enrichment Grant, College of Arts and Sciences, University of Oklahoma, \$1,200.
Awarded: 2011, 2012
- 2003 Competitive Dissertation Travel Grant, Graduate College, University of Illinois at Urbana-Champaign, \$5,000
- 2003 Competitive Conference Travel Grant, Department of Education, Taiwan

Competitive Conference Travel Grants for Graduate Students, Graduate College, University of Illinois at Urbana-Champaign
Awarded: 2000, 2001, 2002

AWARDS AND HONORS

2018 Ed Cline Faculty Development Award, Faculty Senate-Norman Campus, University of Oklahoma.

2017 Choice Reviews 54(6), American Library Association. (Feb 2017)

- Included in “Top 75 Community College Recommended” Collection*
- Recommendation level: “Highly Recommended”**

Hsieh, E. (2016). *Bilingual health communication: Working with interpreters in cross-cultural care*. New York, NY: Routledge.

*Choice Reviews has 2 collections for academic libraries: (1) top 75 community colleges recommended; and (2) community college recommended. Choice Reviews, which includes approximately 6000 reviews a year, is published by American Library Association to provide buying guides for better curation.

**Choice Reviews has 5 recommendation levels: essential, highly recommended, recommended, optional, and not recommended.

2015-2016 Core Fulbright U.S. Scholar, Arts, Education, Humanities, Professional Fields and Social Sciences--Research (Award #5130), Taiwan

2015 Recipient, Recognition Program for Exceptional Achievement in Research and Creative Activity (Prestigious Tier; Fulbright Scholarship), Vice President of Research, University of Oklahoma. \$5,000

2011 Norman Campus Vice President for Research Award for Outstanding Research Impact, University of Oklahoma.

This award is given annually to two faculty members on the Norman or Tulsa Campuses, whose research, scholarship, and/or works of creative activity and expression have made a notable impact on culture, individuals, communities, organizations, field(s) of inquiry, industry, education, etc.

2010 Featured Scholar, the Fifth Convening of Interpreter Trainers, Scholars and Researchers, Healthy House and the University of California, Merced, CA.

The 2010 Convening features two academicians actively researching the work of interpreters in health.

2007 American Medical Association. (2007). *Office guide to communicating with limited English proficient patients (2nd. ed.)*.

NOTE: The AMA office guide has 11 pages, 3 of which are dedicated to the explanation and elaboration of the typology presented in Hsieh, E. (2006). Understanding medical interpreters: Reconceptualizing bilingual health communication. *Health Communication*, 20, 177-186.

2004 The Ruth S. and Charles H. Bowman Award, Department of Speech Communication, University of Illinois at Urbana-Champaign

The Bowman Award is conferred upon the department's most outstanding graduate student, based on the student's total record of scholarship, teaching, and service.

2003 The Karl R. Wallace Award, Department of Speech Communication, University of Illinois at Urbana-Champaign

The Wallace Award recognizes distinguished scholarship by a graduate student. The award is given on the basis of the total record of a student's scholarly work in the department's graduate program, including both performance in graduate courses and scholarly work completed for publication and conference presentation.

2002 Phi Kappa Phi, University of Illinois at Urbana-Champaign

2001 2001 Quality Readings for Students in Elementary and High Schools [第十九次中小學生優良課外讀物推介]; Category: Humanities; Government Information Office, Taiwan

Hipp, E. (2001). *我就是要你快樂 Wo jiu shi yao ni kuai le* [Fighting invisible tigers: A stress management guide for teens]. (I. -L. Hsieh, Trans.). Taipei, Taiwan: Hann Colour Culture. (Original work published 1995).

- 2001 Top 1 Publications in Taiwan: 2001 [台灣出版 Top1: 2001 代表性圖書], Category: Philosophy/Psychology; National Central Library, Taiwan
 Hipp, E. (2001). *我就是要你快樂 Wo jiu shi yao ni kuai le* [Fighting invisible tigers: A stress management guide for teens]. (I. -L. Hsieh, Trans.). Taipei, Taiwan: Hann Colour Culture. (Original work published 1995).

1994; 1996 Academic Achievement Award, Department of Chinese Literature, National Central University, Taiwan

Conference Paper Awards (n=12)

- 2015 *Top Four Paper*; Health Communication, National Communication Association
 2014 *Top Four Paper*; Language and Social Interaction, National Communication Association
 2011 *Top Paper*; Communication and Aging, National Communication Association
 2008 *Top Paper*; Language and Social Interaction, International Communication Association
 2008 *Top Young Scholar Paper Award*, Kentucky Conference on Health Communication, Lexington, KY
 2004 *Top Paper*; Language and Social Interaction, National Communication Association Convention
 2004 *Top Student Paper*; Language and Social Interaction, National Communication Association
 2003 *Top Paper*; Human Communication and Technology, National Communication Association
 2003 *Top Student Paper*; Language and Social Interaction, National Communication Association
 2003 *Top Three Paper*, Seminar 1: Trends and Directions in Culture and Communication, NCA Doctoral Honors Seminar
 2001 *Top Four Paper*; Language and Social Interaction, National Communication Association
 2001 *Top Student Paper*; Language and Social Interaction, National Communication Association

College of Law, University of Oklahoma

Dean's Honor Roll: Fall, 2016; Spring, 2017; Fall, 2017

Academic Achievement Awards

- Bioethics and the Law Seminar
- Intermediate Legal Writing: Intro to Drafting
- Real Estate Transactions

PUBLICATIONS

Book

1. Hsieh, E. & Kramer, E. M. (under contract). *Social Interactions in Health Contexts: Rethinking Culture in Health Communication*. Medford, MA: Wiley. *anticipated publication in summer, 2020

2. Hsieh, E. (2016). *Bilingual health communication: Working with interpreters in cross-cultural care*. New York, NY: Routledge.

Book Reviews:

- “Hsieh’s well-organized book provides an up-to-date synthesis of literature related to the use of interpreters in health care. Hsieh develops an excellent, holistic, contextual, and culturally sensitive model titled the 'Model of Bilingual Health Communication,' which is rich with information about the interaction between and among individuals and systems and the importance of the delivery of optimum health care services...Highly recommended” Matteis, M. C., *Choice Reviews*, American Library Association (Feb. 2017, vol. 54 no. 6; #54-2790)
- “[Hsieh's communication model] accounts for context during the medical encounter, calling for careful consideration of the sociocultural underpinnings important to the situation. By doing so, the model recognizes that each health care experience is unique to the individual going through it, thus giving this approach a sense of fluidity and flexibility that provides a more holistic look at a medical exchange.” - Applequist, J. *Journal of Language and Social Psychology*, 36(5), 617-619. (April 2017).
- “Do you want to own an encyclopedia on healthcare interpreting? If so, you [...] should own a copy of this book. Do you want to have a thorough account of research on healthcare interpreting in the USA? Then the Hsieh book is it. [...] Do you want to have a critical discussion of the most recent trends in healthcare interpreting research? Then you have it.” Bischoff, A. *Interpreting* 19(2), 300-305. (Oct. 2017)

Journal Articles (refereed)

3. Hsieh, E. (2018). Reconceptualizing language discordance: Meanings and experiences of language barriers in the U.S. and Taiwan. *Journal of Immigrant and Minority Health*, 20, 1-4. [5-year IF(2015): 1.685]
4. Hsieh, E. (2017). Surviving violence in everyday life: A communicative approach to the homelessness. *Social Work in Public Health*, 32, 110-121. [5-year IF (2015): .690]
5. Terui, S. & Hsieh, E. (2016). “Not homeless yet. I’m kind of couch surfing”: Finding identities for people at a homeless shelter. *Social Work in Public Health*, 31, 688-699. [5-year IF (2015): .690]
6. Hsieh, E. (2016). Voices of the homeless: An emic approach to homeless people’s experiences of health disparities. *Social Work in Public Health*, 31, 328-340. [5-year IF (2015): .690]
7. Hsieh, E. (2016). My Fulbright journey in Taiwan: Language-discordance as a social phenomenon. *Research and Reflections: An Online Journal of Fulbright Taiwan Experiences*. Retrieved from <http://journal.fulbright.org.tw/index.php/browse-topics/life/item/266-my-fulbright-journey-in-taiwan-language-discordance-as-a-social-phenomenon>
8. Hsieh, E., Bruscella, J. S., Zanin, A., Kramer, E. M. (2016). “It’s not like you need to live 10 or 20 years”: Challenges to patient-centered care in gynecologic oncologist-patient interactions. *Qualitative Health Research*, 26, 1191-1202. [5-year IF (2015): 2.065]
9. Hsieh, & Nicodemus, B. (2015). Conceptualizing emotion in healthcare interpreting: A normative approach to interpreters’ emotion work. *Patient Education and Counseling*, 98, 1474-1481. [5-year IF (2015): 2.892]
10. Pitaloka, D. & Hsieh, E. (2015). Health as submission and social responsibilities: Embodied experiences of Javanese women with type II diabetes. *Qualitative Health Research*, 25, 1155-1165. [5-year IF (2015): 2.065]
11. Hsieh, E. & Terui, S. (2015). Inherent tensions and challenges of provider-patient communication: Implications for interpreter training in health care settings. *Journal of Applied Communication Research*, 43, 141-162. [5-year IF (2015): 1.212]
12. Hsieh, E. (2015). Not just “getting by”: Factors influencing providers’ choice of interpreters. *Journal of General Internal Medicine*, 30, 75-82. [5-year IF (2015): 4.040]

13. Hsieh, E., Pitaloka, D., Johnson, A. J. (2013). Bilingual health communication: Distinctive needs of providers from five specialties. *Health Communication*, 28, 557-567. [5-year IF (2013): 1.563]
14. Hsieh, E., & Kramer, E. M. (2012). Medical interpreters as tools: Dangers and challenges in the utilitarian approaches to interpreters' roles and functions. *Patient Education and Counseling*, 89, 158-162. [5-year IF (2012): 2.933]
15. Kong, H. & Hsieh, E. (2012). The social meanings of Traditional Chinese Medicine: Elderly Chinese immigrants' health practice in the United States. *Journal of Immigrant and Minority Health*, 14, 841-849. [2012 IF: 1.007]
16. Rintamaki, L. S., & Hsieh, E. (2010). Remembering the legacy of Dale E. Brashers and his contributions to health communication. *Health Communication*, 25, 633-637. [5-year IF (2012): 1.840]
17. Hsieh, E., & Hong, S. J. (2010). Not all are desired: Providers' views on interpreters' emotional support for patients. *Patient Education and Counseling*, 81, 192-197. [5-year IF (2010): 2.733]
18. Hsieh, E., Ju, H., & Kong, H. (2010). Dimensions of trust: The tensions and challenges in provider-interpreter trust. *Qualitative Health Research*, 20, 170-181. [5-year IF (2010): 2.481]
19. Hsieh, E. (2010). Negotiating authority in bilingual health care: Competitions of expertise in interpreter-mediated interactions. *Patient Education and Counseling*, 78, 154-159. [5-year IF (2010): 2.733]
20. Hsieh, E., Kong, H., Kramer, E. M. (2009). 醫療口譯員與醫護人員如何建構、協調彼此的溝通語意及專業權威。 [Constructing meanings and authority in bilingual health care]. *翻譯學研究集刊* [Studies of Translation and Interpretation], 12, 87-123.
21. Hsieh, E. (2008). "I am not a robot!" Interpreters' views of their roles in health care settings. *Qualitative Health Research*, 18, 1367-1383. [5-year IF (2008): 2.261]
22. Hamm, R. M., Bard, D. E., Hsieh, E., Stein, H. F. (2007). Editorial: Contingent or universal approaches to patient deficiencies in health numeracy. *Medical Decision Making*, 27, 635-637. [5-year IF (2007): 2.461]
23. Hsieh, E. (2007). Interpreters as co-diagnosticians: Overlapping roles and services between providers and interpreters. *Social Science & Medicine*, 64, 924-937. [2007 IF: 3.125]
24. Hsieh, E. (2006). Conflicts in how interpreters manage their roles in provider-patient interactions. *Social Science & Medicine*, 62, 721-730. [2006 IF: 2.749]
25. Hsieh, E. (2006). Understanding medical interpreters: Re-conceptualizing bilingual health communication. *Health Communication*, 20, 177-186. [2006 IF: 1.169]
26. Hsieh, E. (2004). The importance of liaison interpreting in the theoretical development of translation studies. *翻譯學研究集刊* [Studies of Translation and Interpretation], 8, 283-322.
27. Hsieh, E. (2004). Stories in action and the dialogic management of identities: Storytelling in transplant support group meetings. *Research on Language and Social Interaction*, 37, 39-70. [2004 IF: .875]
28. Hsieh, E. (2003). The communicative perspective of medical interpreting. *Studies in English Language and Literature*, 11, 11-24.
❖ Special issue in translation and interpretation.
29. Hsieh, E. (2002). Necessary changes in modern translation ideology. *翻譯學研究集刊* [Studies of Translation and Interpretation], 7, 399-435.
30. Brashers, D. E., Goldsmith, D. J., & Hsieh, E. (2002). Information seeking and avoiding in health contexts. *Human Communication Research*, 28, 258-271. [2002 IF: 1.067]

Book Chapters

31. Kramer, E. M. and Hsieh, E. (in press). Gaze as embodied ethics: Homelessness, the Other, and humanity. In Dutta, M. and Zapata, D. (Eds.), *Communicating for social change: Intersection of theory and praxis*. Singapore: Palgrave-MacMillan.
32. Hu, J. & Hsieh, E. (2018). Supportive relationships: Caring for our loved ones in cultural contexts. In A. du Pré & E. B. Ray (Eds.), *Real-life scenarios: A case study perspective in health communication* (pp.79-83). New York: Oxford University Press.

33. Hsieh, E. (2017). Conceptualizing Bilingual Health Communication: Theorizing interpreter-mediated medical encounters. In E. A. Jacobs & L. C. Diamond (Eds.), *Providing health care in the context of language barriers: International perspectives* (pp. 35-55). Bristol, UK: Multilingual Matters.
34. Hsieh, E. (2017). Cross-cultural care: When providers and patients do not share the same language. In J. Yamasaki, P. Geist-Martin, & B. F. Sharf (Eds.), *Storied health and illness: Communicating personal, cultural & political complexities* (2nd ed.; pp. 69-71). Long Grove, IL: Waveland Press.
35. Hsieh, E. (2014). Emerging trends and the corresponding challenges in bilingual health communication. In B. Nicodemus & M. Metzger (Eds.), *Investigations in healthcare interpreting* (pp.70-103). Washington, DC: Gallaudet University Press. [invited contribution]
36. Hsieh, E. (2013). Health literacy and patient empowerment: The role of medical interpreters in bilingual health communication. In M. Dutta & G. Kreps (Eds.), *Reducing health disparities: Communication intervention* (pp.35-58). New York, NY: Peter Lang. [invited contribution]
37. Hsieh, E. & Kramer, E. (2013). 「病人自主權」與「病患授權」在醫療口譯實務應用與理論探討 [Patient Autonomy and Patient Empowerment in Interpreter-Mediated Medical Encounters]. In Z. X. Tan and G. S. Hu (Eds.), *翻譯與跨文化交流：積澱與視角 Translation and intercultural communication: Impacts and perspectives* (pp. 266-288). Shanghai, China: Shanghai Foreign Language Education Press.
38. Kramer, E. M. & Hsieh, E. (2012). Anti-culture and aging. In S. L. Arxer & J. W. Murphy (Eds.), *The symbolism of globalization, development, and aging* (pp.135-156). New York, NY: Springer.
39. Hsieh, E., & Kramer, E. M. (2012). The clashes of expert and layman talk: Constructing meanings of interpreter-mediated medical encounters. In C. Callahan (Ed.), *Communication, comparative cultures and civilizations* (Vol. 2; pp. 19-44). Cresskill, NJ: Hampton Press.
40. Hsieh, E. (2009). Bilingual health communication: Medical interpreters' construction of a mediator role. In D. Brashers & D. Goldsmith (Eds.), *Communicating to manage health and illness* (pp. 135-160). New York, NY: Routledge.
41. Brashers, D. E., Hsieh, E., Neidig, J. L., & Reynolds, N. R. (2006). Managing uncertainty about illness: Health care providers as credible authorities. In R. M. Dailey & B. A. Le Poire (Eds.), *Applied interpersonal communication matters: Family, health, & community relations* (pp. 219-240). New York, NY: Peter Lang.
42. Brashers, D. E., Rintamaki, L. S., Hsieh, E., & Peterson, J. L. (2006). Pragma-dialectics and self-advocacy in physician-patient interactions. In M. A. van Rees & P. Houtlosser (Ed.), *Considering Pragma-Dialectics* (pp. 23-34). Mahwah, NJ: Erlbaum.

Encyclopedia Entries

43. Wang, G., & Hsieh, E. (2015). China. In G. A. Colditz (Ed.), *Encyclopedia of cancer and society* (2nd ed., pp. 283-285). Thousand Oaks, CA: Sage.
44. Terui, S., & Hsieh, E. (2015). Japan. In G. A. Colditz (Ed.), *Encyclopedia of cancer and society* (2nd ed., pp. 628-630). Thousand Oaks, CA: Sage.
45. Hsieh, E. (2015). Healthcare interpreting. In F. Pöchhacker (Ed.), *Routledge encyclopedia of interpreting studies* (pp.177-182), New York, NY: Routledge. *Top-level, major entry
46. Hsieh, E. (2015). Interpreting in institutions. In K. Tracy, C. Ilie, & T. L. Sandel (Eds.), *The international encyclopedia of language and social interaction* (pp. 889-895). New York, NY: Wiley.
47. Karuga, G. & Hsieh, E. (2014). Diversities. In L. H. Cousins (Ed.), *Encyclopedia of human services and diversity* (pp. 391-393). Thousand Oaks, CA: Sage.
48. Pitaloka, D. & Hsieh, E. (2014). Isolated communities and cultural competence. In L. H. Cousins (Ed.), *Encyclopedia of human services and diversity* (pp. 747-749). Thousand Oaks, CA: Sage.
49. Terui, S. & Hsieh, E. (2014). Journal of Immigrant and Minority Health. In L. H. Cousins (Ed.), *Encyclopedia of human services and diversity* (pp. 761-763). Thousand Oaks, CA: Sage.
50. Hsieh, E. (2014). Interpreters and language. In T. L. Thompson & J. G. Golson (Eds.), *Encyclopedia of health communication* (pp. 748-750). Thousand Oaks, CA: Sage.

51. Hsieh, E. (2012). Health. In O. Patterson & G. J. Golson (Eds.), *Cultural sociology of the Middle East, Asia, and Africa: An encyclopedia; Vol 3: Cultural sociology of east and southeast Asia* (pp. 41-43). Thousand Oaks, CA: Sage.
52. Hsieh, E. (2012). Interpreter services. In S. Loue & M. Sajatovic (Eds.), *Encyclopedia of immigrant health* (pp.936-941). New York, NY: Springer.
53. Hsieh, E. (2012). Social stress. In S. Loue & M. Sajatovic (Eds.), *Encyclopedia of immigrant health* (pp.1367-1369). New York, NY: Springer.

Proceedings

54. Hsieh, E., Kong, H., Kramer, E. M. (2009). 醫療口譯員與醫護人員如何建構、協調彼此的溝通語意及專業權威。 [Constructing meanings and authority in bilingual health care]. *Pre-Conference Proceedings of the Thirteenth Conference on the Teaching of Translation and Interpretation* (pp.33-48). Taipei, Taiwan: Graduate Institute of Translation and Interpretation Studies, Fu Jen Catholic University.
55. Hsieh, E. (2007). 角色呈現之管理：醫療口譯員於雙語醫病互動中扮演之場域管控。 [Managing role performances: Interpreters as stage managers in bilingual provider-patient interactions]. *翻譯與跨文化交流：轉向與拓展—首屆海峽兩岸翻譯與跨文化交流研討會論文集 Proceedings of the First Cross-straits Symposium on Translation and Intercultural Communication* (pp. 356-364). Shanghai, China: Shanghai Foreign Language Education Press.
56. Hsieh, E. (2006). Bilingual health communication: Medical interpreters' construction of a mediator role. *Proceedings of the Eleventh International Symposium on the Teaching of Translation and Interpretation: The subjectivity of translation and interpretation* (pp. 225-248). Taipei, Taiwan: Graduate Institute of Translation and Interpretation, National Taiwan Normal University.
57. Hsieh, E. (2003). The importance of liaison interpreting in the theoretical development of translation studies. *Proceedings of the Seventh Conference on the Teaching of Translation and Interpretation* (pp. 165-199). Taipei, Taiwan: Graduate Institute of Translation and Interpretation Studies, Fu Jen Catholic University.
58. Hsieh, E. (2002). The necessary changes in the modern translation ideology. *Proceedings of the Sixth Symposium on the Teaching of Translation and Interpretation; Twenty-first century innovation in technology: Teaching translation and interpretation* (pp. 142-165). Tainan, Taiwan: Department of Applied Languages for Interpretation & Translation, Chang Jung Christian University.
59. Hsieh, E. (2001). Training in different models of medical interpretation. *Proceedings of the Fifth Symposium on the Teaching of Translation and Interpretation: The trends and outlook of the teaching of translation and interpretation in the 21st Century* (Vol. 2, Sec. 3, pp.1-15). Taipei, Taiwan: Graduate Institute of Translation and Interpretation, National Taiwan Normal University.

Book Reviews

60. Hsieh, E. (2011). [Review of the book *Healthcare Interpreting in Small Bites: 50 Nourishing Selections from the Pacific Interpreters Newsletter, 2002-2010*]. *Journal of Immigrant and Minority Health*, 13, 633-634.
61. Hsieh, E. (2008). [Review of the book *Emerging Perspectives in Health Communication: Meaning, Culture, and Power*]. *Journal of Health Communication*, 13, 824-826.
62. Hsieh, E. (2007). [Review of the book *Dialogue Interpreting in Mental Health*]. *Journal of Language and Social Psychology*, 26, 410-415.
63. Hsieh, E. (2006). [Review of the book *Medical interpreting and cross-cultural communication*]. *Journal of Language and Social Psychology*, 25, 182-187.

Translated Books

64. Carlson, D., & Carlson, H. (2002). 做自己的知己 [Where is your head? Psychology for teenagers]. (I. -L. Hsieh & L. -C. Lin, Trans.). Beijing, China: Hwaling. (Original work published 1998).
65. Carlson, D., & Carlson, H. (2002). 女孩同樣優秀 [Girls are equal too: The teenage girl's how-to-survive book]. (I. -L. Hsieh, Trans.). Beijing, China: Hwaling. (Original work published 1998).

66. Carlson, D., & Carlson, H. (2001). *做自己的知己* [Where is your head? Psychology for teenagers]. (I. -L. Hsieh & L. -C. Lin, Trans.). Taipei, Taiwan: Hann Colour Culture. (Original work published 1998).
67. Carlson, D., & Carlson, H. (2001). *女兒當自強* [Girls are equal too: The teenage girl's how-to-survive book]. (I. -L. Hsieh, Trans.). Taipei, Taiwan: Hann Colour Culture. (Original work published 1998).
68. Hipp, E. (2001). *我就是要你快樂* [Fighting invisible tigers: A stress management guide for teens]. (I. -L. Hsieh, Trans.). Taipei, Taiwan: Hann Colour Culture. (Original work published 1995).
69. Galbraith, J., & Delisle, J. (2001). *你是資優生* [The gifted kids' survival guide]. (I. -L. Hsieh, Trans.). Taipei, Taiwan: Hann Colour Culture. (Original work published 1996).
70. UCSF Stanford Health Care. (1998). *成人腎臟／腎臟胰臟移植計畫* [Adult kidney/kidney-pancreas transplant program]. (1998). (I. -L. Hsieh & C. C. Tsai, Trans.). Stanford, CA: Author.

Essays

71. Hsieh, E. (2005). *繁花盛開的中大*. [Blooming in the NCU]. 中大文集: 中央大學九十週年校慶特刊 *Literary Collection of the NCU: The 90th Anniversary of the National Central University* (Vol. 3, pp. 211-213). Taipei, Taiwan: 2-Fishes Press.
72. Hsieh, I. -L. (2002). 飛躍太平洋的回憶 [Memories across the Pacific Ocean] *中論 Chung Lun*, 67, 68-71.*
**Chung Lun* is an academic journal for Chinese Language and Literature. This paper is an invited commentary on studying Communication in the United States.
73. Hsieh, I. -L. (1997, March 26). 消失的但丁 [Dante, Disappeared] *中國時報 China Times*, p. 27.
74. Hsieh, I. -L. (1997). 散文：風起時 [Essay: As the wind rises] *明道文藝 Ming Tou Wen Yi*, 252, 174-186.
**Ming Tou Wen Yi* is an academic journal for Chinese Language and Literature. This article is a piece of creative writing that received honors in a competition.

Non-Peer Reviewed Publication

75. Hsieh, E. (Ed.) (2015). Listening to homelessness in Norman, OK: An undergraduate student course project. Dept. of Communication, University of Oklahoma.
*publication funding sponsored by the College of Arts and Sciences, University of Oklahoma

Manuscripts in Preparation

- Terui, S. & Hsieh, E. (under review). Cover strategies and interactional dilemma: Managing communicative challenges when non-native speakers feign comprehension.
- Hsieh, E., Zanin, A., & Bruscella, J. S. (in progress). Uncertainty as an emergent process: Providers' discursive practices and patient uncertainty.
- Hsieh, E., Bruscella, J. S., & Zanin, A. (in progress). The mismanagement of uncertainty: Responding to patient uncertainty in oncologist-patient interactions.
- Liu, Y., & Hsieh, E. (under review). Mixed methods research: More than a qualitative-quantitative debate.
- Hsieh, E. & Guo, E. W. (in progress). Patient-interpreter communication at the backstage of cross-cultural care.

INVITED TALKS

- Hsieh, E. (2016, January 4). *Different meanings and impacts of language discordance in healthcare settings: The values of cross-cultural comparisons*. Fulbright Thought Leader Talk, Fulbright Taiwan, Taipei, Taiwan.

- Hsieh, E. (2015, November 11). *Managing challenges and tensions in cross-cultural care: What happens when you do not share the same language with your patients*; 跨文化醫療—面對不同語言病患時的困境和挑戰. School of Nursing, Chang Gung University, Taoyuan, Taiwan.
- Hsieh, E. (2015, June 2). *Emerging trends and the corresponding challenges in bilingual health communication*. The National Symposium on Healthcare Interpreting. St. Catherine University, Saint Paul, MN. *Keynote speaker ** continuing education credits offered
- Hsieh, E., & Kramer, E. (2014, June 5). *Providers' needs and expectations in interpreter-mediated medical encounters: Dangers and challenges in the utilitarian approaches to interpreters' roles and functions*. Graduate Institute of Translation and Interpretation, National Taiwan Normal University, Taipei, Taiwan.
- Hsieh, E. (2014, June 5). *Emerging trends and the corresponding challenges in bilingual health communication*. Graduate Institute of Translation and Interpretation Studies, Fu Jen Catholic University, Taipei, Taiwan.
- Hsieh, E. (2014, April 3). *Patient-clinician communication in bilingual health care*. Clinical Ethics Grand Rounds, Center for Bioethics, University of North Carolina at Chapel Hill, Chapel Hill, NC. ** continuing education credits offered
- Hsieh, E. (2013, February 4). *From identity management to multi-party collaboration: Medical interpreters and health care providers in medical encounters*. Department of Communication, Indiana University-Purdue University Indianapolis, Indianapolis, IN.
- Niederdeppe, J., Shen, L. J., & Hsieh, E. (2012, November 14). *Publishing in traditional Communication journals, as compared to inter-disciplinary journals. Which journals to consider? How are they different?* Presentation at the Developing COMMunity in Health Communication: Early Careers in Health Communication, National Communication Association, Orlando, FL.
- Hsieh, E. (2012, November 2). *Enhancing patient communicative competence and uncertainty management in gynecological oncology*. Cancer Health Disparities Program, University of Oklahoma-Health Sciences Center, Oklahoma City, OK.
- Hsieh, E. (2012, October 5). *Interpreter-mediated medical encounter as a coordinated communicative activity*. Graduate School of Translation, Interpretation, and Language Education, Monterey Institute of International Studies, Monterey, CA.
- Hsieh, E. (2011, July 4). *Intercultural communication: Examining interpreter-mediated provider-patient communication*. Intercultural Communication Forum, National Immigration Agency, Ministry of the Interior, Taipei, Taiwan. *Keynote Speaker ** continuing education credits offered
- Hsieh, E. (2010, November 16). *Honoring the scholarship of Dale E. Brashers*. Invited presentation at the annual meeting of National Communication Association, San Francisco, CA.
- Imes, R., Peterson, J., & Hsieh, E. (2010, November 13). *Teaching health communication*. Invited presentation at the Doctoral and Early Career Pre-Conference in Health Communication: Building Bridges for Career Development, National Communication Association, San Francisco, CA.
- Hsieh, E. (2010, July 23). *Challenges to provider-interpreter collaboration: Co-constructing meanings, identities, and goals in bilingual health care*. Presentation at the Fifth Convening of Interpreter Trainers, Scholars and Researchers. Healthy House and University of California, Merced, CA. (Featured Scholar, 2010).
- Hsieh, E. (2010, May 26). *Interpreters in health care settings: Bilingual health care as a coordinated accomplishment*. The 2nd International Interpreting Conference (JOININ) on Community Interpreting: «Interpreting Languages, Connecting Cultures», Porto Polytechnic Institute (ISCAP: Instituto Superior de Contabilidade e Administração do Porto), Portugal. [Guest speaker via videoconferencing.]
- Hsieh, E. (2010, April 12). *Provider-interpreter collaboration in cross-cultural health care: Eliminating health disparities for patients with Limited English proficiency*. Department of Communication, University at Albany, State University of New York, Albany, NY.

- Hsieh, E. (2010, March 2). *Medical interpreters and cross-cultural health care: From identity management to provider-interpreter collaboration*. Department of Communication, University of Illinois at Urbana-Champaign, Urbana, IL.
- Hsieh, E. (2010, February 21). *Identity management in cross-cultural health care: The communicative practices of interpreters*. Department of Public Health and Family Medicine, Tufts University, Boston, MA.
- Hsieh, E. (2010, January 3-15). *12-Day Graduate Seminar on Intercultural Communication and Translation/Interpretation Studies*. Graduate Institute of Translation and Interpretation Studies, Fu Jen Catholic University, Taipei, Taiwan.
- ❖ This invited seminar is hosted by Fu Jen Catholic University to inaugurate the integration of three graduate institutes (i.e., graduate institutes of Linguistics, Comparative Literature, and Translation and Interpretation Studies) into a new Graduate Institute of Cross-Culture Studies in May, 2010.
- Hsieh, E. (2009, December 29 – 2010, January 10). *10-Day Workshop on Intercultural Communication and Interpretation Studies*. Graduate Institute of Translation and Interpretation, National Taiwan Normal University, Taipei, Taiwan.
- Hsieh, E. (2008, December 15). *Special Populations: English as Second Language, Cultural Issues*. [Discussion Co-facilitator]. NIH Health Literacy Grantee Meeting, National Harbor, MD.
- Morgan, S, & Hsieh, E. (2008, November 20). *Funding opportunities*. Presentation at the Doctoral and Early Career Pre-Conference in Health Communication: Innovation through Collaboration, National Communication Association, San Diego, CA.
- Hsieh, E. (2007, May 11). *Identity management in cross-cultural health care: The communicative practices of interpreters*. Research Forum/Grand Round, Memorial Sloan-Kettering Cancer Center, New York, NY.
- Hsieh, E. (2007, March 2). *Health Literacy: What can be done to promote patient understanding in primary care?* Research Forum, Family Medicine Center, University of Oklahoma-Health Sciences Center, Oklahoma City, OK.
- Hsieh, E. (2007). *A forum for learning about the process of grant writing*. The 2007 Sooner Communication Conference, University of Oklahoma, Norman, OK.
- Hsieh, E. (2007, January 4). *Theorizing liaison interpreting: Medical Interpreting as a Coordinated Activity*. Presented at the Graduate Institute of Translation and Interpretation Studies, Fu Jen Catholic University, Taipei, Taiwan.
- Hsieh, E. (2006, December 25). *Role performances and conflicts faced by community interpreters*. Graduate Institute of Translation and Interpretation, National Taiwan Normal University, Taipei, Taiwan.
- Hsieh, E. (2002). In Cardoza, K. J. (Producer), *Series on Minority Cultural Groups and Health Care Access* [Radio Broadcast]. Champaign, IL: WILL.

CONFERENCE PRESENTATIONS

- Hsieh, E. (2016, June). *Listening to the homeless: Empowering undergraduate students and the homeless through field-based activities*. Paper presented at the annual meeting of International Communication Association, Fukuoka, Japan.
- Hsieh, E. (2016, April). *Interpersonal communication in cross-cultural care*. Paper presented at the Symposium on Health Disparities, Social Science, and Humanities of Health, University of Oklahoma, Norman, OK.
- Kramer, E. M. and Hsieh, E. (2016, January). *Gaze as embodied ethics: Homelessness, the Other, and humanity*. Paper presented at Communication for Social Change: Intersections of Theory and Praxis, National University of Singapore, Singapore.
- Hsieh, E. & Nicodemus, B. (2015, November). *Conceptualizing emotion in healthcare interpreting: A normative approach to interpreters' emotion work*. Paper presented at the annual meeting of National Communication Association, Las Vega, NV.

- Hsieh, E. (2015, November). *The Model of Bilingual Health Communication: Theorizing interpreter-mediated medical encounters*. Paper presented at the annual meeting of National Communication Association, Las Vega, NV.
- Bruscella, J., Zanin, A., & Hsieh, A. (2015, November). *The mismanagement of uncertainty: Interpreting and negotiating ambiguous patient cues in clinical oncology*. Paper presented at the annual meeting of National Communication Association, Las Vega, NV. ❖Top Four Paper, Health Communication Division
- Terui, S., & Hsieh, E. (2015, November). "Not homeless yet. I'm kind of couch surfing": *Re-constructing and managing identities throughout homelessness*. Paper presented at the annual meeting of National Communication Association, Las Vega, NV.
- Pitaloka, D. & Hsieh, E. (2015, May). *Health as submission and social responsibilities: Embodied experiences of Javanese women with type II diabetes*. Paper presented at the annual meeting of International Communication Association, Puerto Rico.
- Hsieh, E. (2014, November). *Emerging trends and the corresponding challenges in bilingual health communication*. Paper to be presented at the annual meeting of National Communication Association, Chicago, IL. ❖Top Four Paper, Language and Social Interaction Division
- Watson, J. & Hsieh, E. (2014, November). *A discourse analysis of hedging in communication by cancer patients, family members, and medical professionals*. Paper to be presented at the annual meeting of National Communication Association, Chicago, IL.
- Terui, S., & Hsieh, E. (2014, November). *Native English speakers' reactions toward non-native speakers' coping strategy and its influences on conversations*. Paper to be presented at the annual meeting of National Communication Association, Chicago, IL.
- Hsieh, E. & Terui, S. (2014, November). *Inherent tensions and challenges of provider-patient communication: Implications for interpreter training in health care settings*. Paper to be presented at the annual meeting of National Communication Association, Chicago, IL.
- Hsieh, E. & Zanin, A. (2013, November). *Uncertainty as an emergent process: Providers' discursive practices and patient uncertainty*. Paper presented at the annual meeting of National Communication Association, Washington, DC.
- Pitaloka, D. & Hsieh, E. (2013, May). *The social meanings of illness management: Embodied experiences of Indonesian women with type II diabetes*. Paper presented at the annual meeting of International Communication Association, London, United Kingdom.
- Hsieh, E. & Farabough, M. (2012, November). *More than language: Factors influencing providers' choice of interpreters*. Paper presented at the annual meeting of National Communication Association, Orlando, FL.
- Hsieh, E., Pitaloka, D., & Johnson, A. J. (2012, April). *Bilingual health communication: Differences in needs and expectations for medical interpreters across five clinical specialties*. Paper presented at the Kentucky Conference on Health Communication, Lexington, KY.
- Hsieh, E. (2011, November). *Health literacy and patient empowerment: The role of medical interpreters in bilingual health communication*. Paper presented at the annual meeting of National Communication Association, New Orleans, LA.
- Kong, H. & Hsieh, E. (2011, November). *The elderly Chinese immigrants in the United States: The social meanings of traditional Chinese medicine*. Paper presented at the annual meeting of National Communication Association, New Orleans, LA. ❖Top Paper, Communication and Aging Division
- Hsieh, E., & Kramer, E. (2011, July). 「病人自主權」與「病患授權」在醫療口譯實務應用與理論探討 [Patient Autonomy and Patient Empowerment in Interpreter-Mediated Medical Encounters]. Paper presented at The Fourth Cross-Taiwan Straits Symposium on Translation and Intercultural Communication: Impacts and Perspectives, Hong Kong, China.
- Hsieh, E., & Kramer, E. (2010, November). *Medical interpreters as tools: Dangers and challenges in the utilitarian approaches to interpreters' roles and functions*. Paper presented at the annual meeting of National Communication Association, San Francisco, CA.

- Hsieh, E., Ju, H., & Kong, H. (2009, November). *Dimensions of trust: The tensions and challenges in provider-interpreter trust*. Paper presented at the annual meeting of National Communication Association, Chicago, IL.
- Hsieh, E., & Hong, S. J. (2009, November). *Not all are desired: Providers' views on interpreters' emotional support to the patient*. Paper presented at the annual meeting of National Communication Association, Chicago, IL.
- Hsieh, E., & Kramer, E. M. (2009, October). *Consciousness and interpretation: Interpreters at the civilizational frontlines*. Paper presented at the 37th Annual Jean Gebser Conference, Long Island, NY.
- Hsieh, E., Kong, H., & Kramer, E. M. (2009, January). 醫療口譯員與醫護人員如何建構、協調彼此的溝通語意及專業權威 [Constructing meanings and authority in bilingual health care]. Paper presented at the Thirteenth Conference on the Teaching of Translation and Interpretation/the Third Cross-straits Symposium on Translation and Intercultural Communication, Taipei, Taiwan.
- Hsieh, E., & Kramer, E. M. (2008, May). *The clashes of expert and laymen talk: Constructing meanings in interpreter-mediated medical encounters*. Paper presented at the annual meeting of International Communication Association, Montreal, Canada. ❖Top Paper, Language and Social Interaction Division
- Hsieh, E. (2008, April). *Negotiating authority in bilingual health care: Collaborations and competitions of expertise in interpreter-mediated interactions*. Paper presented at the Kentucky Conference on Health Communication, Lexington, KY. ❖Top Young Scholar Paper Award
- Hsieh, E., & Brashers, D. E. (2007, November). *Coping as a coordinated activity: Situating health literacy and social support in the management of diabetes*. Paper presented at the annual meeting of National Communication Association, Chicago, IL.
- Hsieh, E., & Kramer, E. M. (2007, October). *Negotiating the voices of authority: Constructing meanings in interpreter-mediated medical encounters*. Paper presented at the 36th Annual Jean Gebser Conference, Eau Claire, WI.
- Hsieh, E. (2006, December). *Bilingual health communication: Medical interpreters' construction of a mediator role*. Paper presented at the Eleventh Symposium on the Teaching of Translation and Interpretation, Taipei, Taiwan.
- Hsieh, E. (2006, November). *Medical interpreters as co-diagnosticians: Overlapping roles and services between providers and interpreters*. Paper presented at the annual meeting of National Communication Association, San Antonio, TX.
- Hsieh, E. (2006, November). *Negotiating cultural identities in bilingual health communication*. Paper presented at the annual meeting of National Communication Association, San Antonio, TX.
- Hsieh, E. (2005, November). *Moving beyond a conduit model: Medical interpreters' construction of a mediator role*. Paper presented at the annual meeting of National Communication Association, Boston, MA.
- Hsieh, E. (2005, November). *Conflicts in interpreters' role management in provider-patient interactions*. Paper presented at the annual meeting of National Communication Association, Boston, MA.
- Hsieh, E. (2005, July). 角色呈現之管理：醫療口譯員於雙語醫病互動中扮演之場域管控 [Managing Role Performances: Interpreters as Stage Managers in Bilingual Provider-Patient Interactions]. Paper presented at the First Cross-straits Symposium on Translation and Intercultural Communication, Beijing, China.
- Hsieh, E. (2004, November). *"I am not a robot!": Interpreters' Roles and Communicative Goals in Health Care Settings*. Paper presented at the annual meeting of National Communication Association, Chicago, IL.
❖Top Student Paper and Top Paper, Language and Social Interaction Division
- Hsieh, E. (2004, November). *"I was in such a turmoil!": Conflicts of Interpreters' Role Performances in Health Care Settings*. Paper presented at the annual meeting of National Communication Association, Chicago, IL.

- Hsieh, E. (2003, November). *In search of a model of bilingual health communication: Medical interpreters in provider-patient communication*. Paper presented at the annual meeting of National Communication Association, Miami Beach, FL.
❖ Ranked 2nd student papers, Health Communication Division.
- Hsieh, E. (2003, November). *Stories in action and the dialogic management of identities: Storytelling in transplant support group meetings*. Paper presented at the annual meeting of National Communication Association, Miami Beach, FL.
❖ Top Student Paper, Language and Social Interaction Division
- Costa, G., & Hsieh, E. (2003, November). *Pushing Health: A transtheoretical and social marketing approach to Internet-based health campaigns*. Paper presented at the annual meeting of National Communication Association, Miami Beach, FL.
❖ Top Paper, Human Communication and Technology Division
- Hsieh, E. (2003, August). *Interpreters in medical encounters: In search of a model of bilingual health communication*. Paper presented at National Communication Association Doctoral Honors Seminar, Bowling Green, OH.
- Hsieh, E. (2003, January). *The importance of liaison interpreting in the theoretical development of translation studies*. Paper presented at the Seventh Symposium on the Teaching of Translation and Interpretation, Taipei, Taiwan.
- Hsieh, E. (2002, November). *Equivalence of what? Speech act theory and translation theories*. Paper presented at the annual meeting of National Communication Association, New Orleans, LA.
- Brashers, D. E., Goldsmith, D. J., & Hsieh, E. (2002, November). *Information seeking and avoiding in health contexts*. Paper presented at the annual meeting of National Communication Association, New Orleans, LA.
- Hsieh, E. (2002, January). *The necessary changes in the modern translation ideology*. Paper presented at the Sixth Symposium on the Teaching of Translation and Interpretation, Tainan, Taiwan.
- Hsieh, E. (2001, November). *To be or not to be: Discrepancies between the ideology and the practice of interpreters*. Paper presented at the annual meeting of National Communication Association, Atlanta, GA.
❖ Top Student Paper and Top Paper, Language and Social Interaction Division
- Hsieh, E. (2001, January). *Training in different models of medical interpretation*. Paper presented at the Fifth Symposium on the Teaching of Translation and Interpretation, Taipei, Taiwan.
- Hsieh, E. (2000, November). *The role of medical interpreters in health communication*. Paper presented at the annual meeting of National Communication Association, Seattle, WA.
- Hsieh, E. (2000, July). *Hybrid text and conflicts of powers: Translation as intercultural communication*. Paper presented at Rochester Academic Conference on Intercultural Communication, Rochester, NY.

TEACHING

AWARDS AND HONORS

- 2015 *Faculty Advisor*, Top Three Finalists, Joint ICA/NCA Health Communication Dissertation Award
Dyah Pitaloka (Ph.D., Univ. of Oklahoma, 2014); *The (passive) violence of harmony and balance: Lived experienced of Javanese women with type 2 diabetes.*
- 2010 Longmire Prize, College of Arts and Sciences, University of Oklahoma.
Longmire Academic Enrichment Fund was provided to initiatives aiming to improve the educational experiences of pre-med students. It was awarded to support COMM4413 Issues in Health Communication.
- 2010 Invited Adjunct Associate Professor. *12-Day Graduate Seminar on Intercultural Communication and Translation/Interpretation Studies.* Graduate Institute of Translation and Interpretation Studies, Fu Jen Catholic University, Taipei, Taiwan.
This invited graduate seminar is hosted by Fu Jen Catholic University to inaugurate the integration of three graduate institutes (i.e., graduate institutes of Linguistics, Comparative Literature, and Translation and Interpretation Studies) into a new Graduate Institute of Cross-Culture Studies in May, 2010.
- 2009/2010 Invited Visiting Scholar. *10-Day Workshop on Intercultural Communication and Interpretation Studies.* Graduate Institute of Translation and Interpretation, National Taiwan Normal University, Taipei, Taiwan.
- 2003/2004 Incomplete List of Teachers Rated as Excellent, University of Illinois at Urbana-Champaign
Years awarded: Spring/Fall, 2003; Spring, 2004

EXPERIENCES WITH ONLINE EDUCATION

- 2015 Certificate, Fulbright Storytelling Training, The Poynter Institute
1. The Fulbright Photography Certificate
 2. The Fulbright Videography Certificate
 3. The Fulbright Social Media and Blogging Certificate
 4. The Fulbright Press and Public Relations Certificate
 5. The Fulbright Presentations and Public Speaking Certificate
- 2013 Faculty Participant (competitive selection), iBook and iTunes University Training Program, University of Oklahoma
- 2012-2014 Course Director/Curriculum Developer, Glendon School of Translation, York University, Canada
- 2011-present Faculty, Health Communication Online Master of Science Program, Department of Communication, University of Illinois at Urbana-Champaign.

COURSES TAUGHT * *indicates graduate courses*

My primary teaching interests are (a) Health Communication, (b) Language and Social Interaction, (c) Interpersonal Communication, (d) Intercultural Communication and (e) Qualitative Research Methods.

University of Oklahoma

COMM 6433: Seminar in Intercultural Communication*

COMM 5810: Seminar: Communicating Identities in Health and Illness*

COMM 5313: Qualitative Research Methods*

COMM 5263: Health Communication*

COMM 5252: Cross-Cultural Communication: Theory and Research*

COMM 5242: Language Perspectives of Communication*

COMM 5212: Interpersonal Communication*

COMM 4153: Nonverbal Communication

COMM 4413: Issues in Health Communication

COMM 3810: Intercultural Communication in Health Contexts

COMM 3313: Communication and Public Health

COMM 2323: Survey of Health Communication

COMM 2213: Interpersonal Communication

COMM 1113: Principles of Communication

University of Illinois

CMN595: Cultural Considerations in Health Communication*

CMN505: Provider-Patient Communication*

CMN496: Advance Topics in Health Communication*

SpCom 230: Interpersonal Communication

SpCom 101: Principles of Effective Speaking

York University, Toronto, Canada

GS/INTE5735B: Healthcare Interpreting II: English/Mandarin*

Fu Jen Catholic University, Taipei, Taiwan

Invited Graduate Seminar: Intercultural Communication and Translation/Interpretation Studies*

TransAsia Sisters Association, Taiwan (TASAT), Taipei, Taiwan

Seminar on Court Interpreting in Southeast Asian Languages (12 hours)

ADVISING

Dissertation Chaired

Sachiko Terui (Ph.D., Univ. of Oklahoma, 2016)

Dissertation: *Cross-cultural comparisons on pathways between language barriers and health disparities*

- Current position: Tenure-track Assistant Professor, University of Memphis, TN

Haiying Kong (Ph.D., Univ. of Oklahoma, 2016)

Dissertation: *Finding peace in life's unexpected journey: The processes of grieving and identity transformation for mothers of children with Down syndrome*

- Current position: Associate Professor, Grand Valley State University, MI

Dyah Pitaloka (Ph.D., Univ. of Oklahoma, 2014); *Fulbright Graduate Fellow*

Dissertation: *The (passive) violence of harmony and balance: Lived experienced of Javanese women with type 2 diabetes*

- Top Three Finalists, 2015 Joint ICA/NCA Health Communication Dissertation Award
- Current position: Lecturer (*Assistant Professor in the US system), University of Sydney, Australia

Doctoral Committees Chaired

University of Oklahoma, USA

Guoyu Wang (Univ. of Oklahoma, 2014-present); ABD since 3/24/2016

Dalaki Livingston (Univ. of Oklahoma, 2017-present)

National Taiwan Normal University, Taiwan

Peiling Wu (National Taiwan Normal University, 2016-present) ; Co-Chaired with Dr. Tze-Wei Chen

Doctoral Committee Membership

Graduated: Communication

1. Yang Liu (Ph.D., Univ. of Oklahoma, 2017)
2. Bobbi Van Gilder (Ph.D., Univ. of Oklahoma, 2016)
3. Alaina Zanin (Ph.D., Univ. of Oklahoma, 2015)
4. Garret Castleberry (Univ. of Oklahoma, 2015)
5. Tylor Thorton (Ph.D., Univ. of Oklahoma, 2015)
6. Elizabeth Minei (Ph.D., Univ. of Oklahoma, 2013)

7. Tae-Sik Kim (Ph.D., Univ. of Oklahoma, 2012)
8. Satoko Izumi (Ph.D., Univ. of Oklahoma, 2010)
9. Kelly McKay-Semmler (Ph.D., Univ. of Oklahoma, 2010)
10. Takuya Sakurai (Ph.D., Univ. of Oklahoma, 2010)
11. Gene H. Hallford (Ph.D., Univ. of Oklahoma, 2010)
12. Anna Wong Lowe (Ph.D., Univ. of Oklahoma, 2009)
13. Masaki Yoshitake (Ph.D., Univ. of Oklahoma, 2008)
14. Konstantin Tovstadi (Ph.D., Univ. of Oklahoma, 2008)
15. Naoto Ogawa (Ph.D., Univ. of Oklahoma, 2007)

In Progress: Communication

1. Roni Jackson (Univ. of Oklahoma, 2013-present; ABD)
2. Reinaldo Jose Cortes Quantip (Univ. of Oklahoma, 2015-present)
3. Johnson Aranda (Univ. of Oklahoma, 2016-present; ABD)
4. David Zeoli (Univ. of Oklahoma, 2016-present)

Master's Thesis Chaired

Soo Jung Hong (2010). *Embodied Memory: North Korean Refugees in the South Korean Health Care System*. (University of Oklahoma)

Liao, Danni (2017). *The Invisible Other in Cross-Cultural Care: International Medical Graduates/ Nonnative Physicians in Provider-Patient Interactions*. (University of Oklahoma)

Master's Capstone Project Chaired

Wilma Thomson (2013). *Transitional Communication Plan for the Spina Bifida Clinic at Lurie Children's Hospital and the Rehabilitation Institute of Chicago*. (University of Illinois at Urbana-Champaign)

Master's Advising

Thesis: University of Oklahoma

Soo Jung Hong (M.A., Univ. of Oklahoma, 2010); received Ph.D. (2016) at Dept. of Communication, Penn State University

Liao, D. (M.A. Univ. of Oklahoma, 2017); accepted by the doctoral program at the Dept. of Communication, University of Illinois at Urbana-Champaign

Thesis: National Taiwan Normal University, Taiwan

Yenfu Chou (National Taiwan Normal University, 2016-present) ; Co-Chaired with Dr. Tze-Wei Chen

Non-Thesis; Advanced Program, University of Oklahoma

2014: Remoshay Nelson, Nina Liberatore, Tinisha Mason-Nolan, Clayton Tramel

Master's Committee Membership

Communication

Kevin Blake (M.A., Univ. of Oklahoma, 2009)

Meredith Kalas (M.A., Univ. of Oklahoma, 2007)

Gerald-Mark Breen (M.A., Univ. of Oklahoma, 2005)

Journalism

Thesis: Dana Hatfield (M.A., Univ. of Oklahoma, 2014)

Nonthesis MA from Advanced Program

I've reviewed 100+ comprehensive exams since 2008.

Faculty Mentor

Dyah Pitaloka (University of Oklahoma, 2010-2014)

Fellow, Fulbright Foreign Student Program

Grace Karuga (University of Oklahoma, Spring, 2011)

Fellow, Graduate Teaching Academy, University of Oklahoma.

Haiying Kong (Univ. of Oklahoma, 06/01/2009-07/31/2009)

OCTIS Scholar, Oklahoma Clinical and Translational Sciences Institute Scholar Program

Project: *Illness as a Coordinated Family Activity: Use of Traditional Chinese Medicine by Elderly Chinese in the United States*

Yolanda Emerson (Univ. of Oklahoma, 2007-2008)

McNair Scholar, Ronald E. McNair Post-baccalaureate Achievement Program

Project: *Situating Social Support and Health Literacy in African American Women's Management of Diabetes*

First Year Mentor

Johnson Aranda (2013-2014)

SERVICE

PROFESSIONAL SERVICE

Grant Reviews

National Institutes of Health, USA

- 2016 Reviewer, Understanding and Promoting Health Literacy (PAR13-132; R01; R03; R21); Special Emphasis Panel/Scientific Review Group 2016/10 ZRG1 HDM-Y (56) R, Washington, DC.
- 2016 Reviewer, Understanding and Promoting Health Literacy (PAR13-132; R01; R03; R21); Special Emphasis Panel/Scientific Review Group 2016/05 ZRG1 HDM-Y (56) R, Washington, DC.
- 2015 Reviewer, Understanding and Promoting Health Literacy (PAR13-132; R01; R03; R21); Special Emphasis Panel/Scientific Review Group 2015/06 ZRG1 HDM-X (56), Seattle, WA.
- 2014 Reviewer, Understanding and Promoting Health Literacy (PAR13-132; R01; R03; R21); Special Emphasis Panel/Scientific Review Group 2015/01 ZRG1 HDM-X (56), San Francisco, CA.
- 2009 Reviewer, Health Literacy Section, RFA OD-09-003: Challenge Grants
- 2009 Reviewer, Limited English Proficiency Populations Section, RFA OD-09-003: Challenge Grants

Fulbright

- 2015 Reviewer, Taiwanese Graduate Study Grants and Doctoral Dissertation Research Grants, Fulbright Taiwan.
- 2015 Mentor, Fulbright Taiwan 2016-2017 TW Student Grants nominees workshop, Fulbright Taiwan. (August 28, 2015)
- 2015 Lecturer, Applying to Doctoral Programs in the US, Fulbright Taiwan (December 10, 2015)

International

- 2017 Reviewer, Research Council and IOF Council, University of Leuven, Belgium.
- 2015 Reviewer, Québec-Flanders Bilateral Research Cooperation Program, Fonds de Recherche du Québec-Nature et Technologies, Canada.

Faculty Tenure and/or Promotion Evaluation (External)

- Indiana University, Northwest, IN, USA 2017 (communication)
- University of Massachusetts Amherst, MA, USA 2016 (communication)
- University of Massachusetts Boston, MA, USA 2016 (communication)
- University of Miami, FL, USA, 2015 (communication)
- National University of Singapore, Singapore, 2014 (communication)
- University of New Mexico, NM, USA, 2014 (linguistics)

External Reviewer for Program Curriculum

- College of Nursing, Ohio State University (on-site; June 3, 2015); Project: *Integrated Second Language Learning*

Editorial Service

Editorship

- Associate Editor (Health Care Communication and Relations Editor), *Journal of Immigrant and Minority Health* (2010-2017) *5-year IF (2015): 1.685
- Associate Editor, *Health Communication* (2012-present) *5-year IF (2015): 1.927

Advisory Board

- Member, Interpreting: International Journal of Research and Practice in Interpreting (2012-present) *5-year IF: 1.059 (2014)-one of the two journals in interpreting studies that are listed in ISI

Editorial Board

- Member, Journal of Intercultural Communication Research (2011-present)

Member, Health Communication (2010-present) *5-year IF (2014): 1.681
 Member, Southern Communication Journal (2017-present)
 Member, Communication Education (2010) [Vol. 59(3): special issue on health promotion]
 Member, The Open Health Services and Policy Journal (2008-2011)

Ad Hoc Reviewer

Archives of Pediatrics & Adolescent Medicine
 BMC Health Services Research
 Communication Monographs*
 Communication Education
 Field Methods
 Health Communication*
 Human Communication Research
 Intercultural Pragmatics
 Interpreting: International Journal of Research and Practice in Interpreting*
 International Journal of Nursing Studies
 International Perspectives in Psychology: Research, Practice, Consultation
 Journal of Applied Communication Research
 Journal of Applied Social Psychology
 Journal of Cancer Survivorship
 Journal of Communication
 Journal of Computer-Mediated Communication
 Journal of Family Communication
 Journal of Health Care for the Poor and Underserved
 Journal of Health Communication
 Journal of Immigrant and Minority Health
 Journal of Intercultural Communication Research
 Journal of Language and Social Psychology
 Medical Decision Making
 Medical Science Monitor
 Patient Education and Counseling*
 Psychiatry: Interpersonal and Biological Processes
 Psychology, Crime, and Law
 Qualitative Communication Research
 Qualitative Health Research
 Research on Language and Social Interaction
 Social Science & Medicine
 Sociology of Health and Illness
 Western Journal of Communication
 翻譯學研究集刊 [Studies of Translation and Interpretation]
 台灣公共衛生雜誌 [Taiwan Journal of Public Health]
 * marks the journals I served as a reviewer in 2017

Book Reviewer

Polity Press, Cambridge, UK. [2005, 2006]
 Guilford Press, New York [2011]

Other Projects

Academic Consultant to the largest Chinese-translated website (<http://www.myoops.org/twocw/>) that hosts OpenCourseWare, free/open course materials posted on the Internet by major universities such as MIT, John Hopkins University, and etc. (2003-2014)
Consulting Editor for the Taiwan Health in the Globe project [submitted by KingNet 國家網路醫院 /Second Opinion WebHospital (<http://hospital.kingnet.com.tw>)] to the Department of Health, Executive Yuan, Taiwan. (2007)

National Communication Association

Nominating Committee

Member, 2016-2017

Legislative Assembly

Member, 2014-2015

Health Communication Division

Immediate Past Chair, 2016-2017; Chair, 2015-2016; Vice Chair, 2014-2015; Vice Chair-Elect, 2013-2014; Secretary, 2006-2008

Paper Reviewer, 2006, 2007, 2008, 2009, 2013, 2016, 2017

Language and Social Interaction Division

Paper Reviewer, 2005, 2006, 2007, 2011, 2015

Reviewer for Dissertation Award, 2010

International Communication Association

Health Communication Division

Paper Reviewer, 2008, 2009, 2013, 2014

Language and Social Interaction Division

Paper Reviewer, 2008, 2009

Special Theme section

Paper Reviewer, 2016

D.C. Health Communication Conference, George Mason University

Paper reviewer, 2017

Coalition of Health Communication

President, 2012-2014

CHC website committee: 2006-2010 (Member); 2010-2012 (Chair & Webmaster); Website Construction

Treasurer, 2008-2010

Critical Link International: International Council for the Development of Community Interpreting

Member, Scientific Committee

Critical Link International 7 Conference 2013

Critical Link International 8 Conference 2016

Paper Reviewer, 2013, 2016

The Jean Gebser Society

Conference Co-organizer: 2012 Jean Gebser Society Annual Conference, Monterey, CA.

Vice President, 2011-2013

Webmaster, 2011-2013

Fulbright Taiwan

Mentor, 2016-2017 Taiwan Student Grants nominees workshop (2015, August 28)

UNIVERSITY LEVEL SERVICE

Research Ethics

2011-present Member, Institutional Review Board, University of Oklahoma

- 2012 Reviewer, Mock NIH Review Committee, Clinical Translational Summer Scholar Program, University of Oklahoma-Health Sciences Center
- 2007 *Responsible Conduct of Research Training Seminar - Instructor Training*. April 28, May 5, 2007 (14 hours). Program for Instructional Innovation, University of Oklahoma.
- 2006 *Trainer Training for Responsible Conduct of Research* completed on December 12, 2006. Program for Instructional Innovation, University of Oklahoma.
- 2002 *Contributor* of Sample Informed Consent Forms for the Institutional Review Board for the Protection of Human Subjects, University of Illinois at Urbana-Champaign.

Committees

- 2017-2018 Member, Faculty Postdoctoral Advisory Committee, University of Oklahoma
- 2014-2017 Chair (2016-2017); Co-Chair (2014-2016), Dean's Advisory Committee on Women's Issues, College of Arts and Sciences
- 2016-2017 Member, Academic Program Review (APR) committee, University of Oklahoma
*Units reviewed: College of Fine Arts, College of Journalism and Mass Communication, College of Business
- 2014-2017 Elected Member, Support of Teaching and Research Committee, College of Arts and Sciences
- 2016-2017 Elected Member, Graduate College Academic Appeals Panel, University of Oklahoma
- 2009 Member, Selection Committee for the 2008-2009 Outstanding Asian American Student Awards, University of Oklahoma.
- 2008 Member, Selection Committee for the Everett L. Drumright Scholarship, University of Oklahoma.
- 2003-2004 Public Safety Advisory Committee, University of Illinois at Urbana-Champaign.

Other

- Fall, 2016 *Invited Speaker*, Underrepresented Faculty Panel, Multicultural Center for the Advancement of Students, College of Arts & Sciences, University of Oklahoma.
- 2005-2009 *Faculty Co-Advisor*. Asian-American Student Association, University of Oklahoma.

DEPARTMENTAL SERVICE, Dept. of Communication, University of Oklahoma

- Committees *Award Committee* (Chair), 2011-2012, 2012-2013
*In total, five faculty members and one staff received campus-wide awards.
- Undergraduate Curriculum Committee*, 2006-2011 (Chair, 2010-2011)
*initiated online survey for program evaluation; digital recordkeeping (digital speeches).
*reorganized undergraduate reports.
- Faculty Search Committee*,
2006-2007: Health Communication Position
2009-2010: Department Chair
2011-2012: Health/Organization Position (Chair)
- Ragan – Wieder – Kramer Qualitative Award Committee, 2010, 2011, 2013 (Chair)

- GTA Training Hsieh, E. (2009, October 29). *Panel of Experts: Q&A with Veteran Instructors*. Graduate Teaching Assistant Training.

- Presentations Hsieh, E. (2014, August 22). EndNote Workshop, Dept. of Communication, University of Oklahoma
Hsieh, E. (2013, February 22). CGSA Brown Bag Event. Topic: Academic Job Search/Interviews.
Hsieh, E. (2012, August 24). EndNote Workshop, Dept. of Communication, University of Oklahoma
Hsieh, E. (2007, February 15). CGSA Brown Bag Event. Topic: Grant and Academic Life.
Hsieh, E. (2006, November 2). CGSA Brown Bag Event. Topic: Presenting Papers at NCA.

Speech Hsieh, E. (2005). [Judge] Josh Lee Public Speaking Competition, Dept. of Communication, University of Oklahoma.

Conferences Sooner Communication Conference
Respondent, 2005, 2006, 2009, 2011, 2012, 2014
Speaker:
Hsieh, E. (2007). *A Forum for Learning about the Process of Grant Writing*, The 2007 Sooner Communication Conference, University of Oklahoma, Norman, OK.
Moderator. (2005, April 28). *Beginning a health disparity dialogue: Working toward equality in health care in our community*. In celebration of National Awareness Cancer Week and National Public Health Week. CGSA, Dept. of Communication, Univ. of Oklahoma

Assessment Undergraduate Assessment, 2005, 2006, 2007, 2009, 2010, 2011, 2012, 2013, 2014
Undergraduate Assessment Annual Report, 2010
Graduate Program Assessment Annual Report, 2012, 2014, 2015, 2016

Technology Webpage Construction:
Undergraduate Program, Dept. of Communication. 2010
Website Construction (for the following faculty members)
2009: Dr. Eric Kramer; 2010: Dr. Todd Sandel; Dr. Kevin Wright; Dr. Michael Kramer

COMMUNITY SERVICE

2000-2004 *Healthcare Interpreter* for East Central Illinois Refugee Mutual Assistance Center (ECIRMAC) and local hospitals.
1998 *Lecturer, Cultural Sensitivity Workshop, UCSF Stanford Health Care* / 2-day seminars for physicians and head nurses on cultural sensitivity in medical settings
1998 *Interpreter/Intern, Interpreter Services, UCSF Stanford Health Care* / 196 hours training of medical interpretation and health communication.

OTHER PROFESSIONAL EXPERIENCE

2003 *Research Consultant, MDX Medical Dialogue Exchange*.
MDX is a private company that conducts research to provide technology and content for facilitating and tracking dialogue between patients and healthcare professionals who speak in different languages.
1998-1999 *AT&T Language Line Interpreter* over-the-phone interpretation for health, business, legal, and various types of communication

TECHNOLOGY

Research NVivo, EndNote, Microsoft Access
Teaching Moodle, Desire2Learn, Elluminate, Adobe Acrobat Connect Pro, Personify
Teamwork SharePoint, Basecamp
Web Microsoft Expression Web