

Zachary M. White Curriculum Vitae <i>General Education Roadmap Lead Area Coordinator</i> Queens University of Charlotte	2017-2021
<i>Associate Professor</i> Queen's University of Charlotte	2016-present
<i>Director of Graduate Programs</i> On-ground and Online MA COM Programs Knight School of Communication Queens University of Charlotte	2013- 2015
<i>Interim Director of Graduate Programs</i> Knight School of Communication	2012-2013
<i>Assistant Professor</i> Knight School of Communication Queens University of Charlotte	2010-2016
Visiting Assistant Professor University of Tulsa, Tulsa, OK	2007-2009
<i>Assistant Professor</i> University of San Francisco	2003-2005

TEACHING EXPERIENCE

Queens University of Charlotte, Charlotte, NC

Undergraduate Courses

QMP 100: Roadmap (General Education Course)
 Comm 101: Introduction to Communication
 Core 122: Modern Citizenship: Media
 Comm 226: Digital Health Literacy
 Comm 250: Theories of Communication
 Comm 305: Organizational Communication
 Comm 322: Interpersonal Communication
 Comm 326: Health Communication

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Comm 333: Health, Illness, and Resilience Narratives (General Education Course)

Comm 334: Family Communication

Comm 350: Applied Health Communication Research: Digital Health Literacy
(Independent Study)

Comm 356: Sports: Communication and Culture

Comm 401: Bedside Manners that Matter: Communicating About Health, Illness, and
Culture

JBIP 210: Germany, Poland, & the Czech Republic

IDS 300: Critical Thought Symposium Session Creator and Leader (2014 & 2016-2019):
End-of-Life Communication and Decision Making

Master of Arts in Communication Graduate Courses

Comm 601: Communication Theory

Comm 604: Theories of Organizational Communication

Comm 629: Leadership, Empowerment, and the Management of Meaning

Comm 655: The Mediated Self and Changing Relationships

Comm 662: Mediated Constructions of the Life Cycle

Comm 668: Mediated Constructions of Health

Comm 668: Health Communication, Social Support, and Disclosure

Comm 668: The Narrative of Advocacy

Comm 668: Health Literacies in a Digital World

Comm 668: Connection and Connectivity Re-Examined

Graduate Student Advising

Graduate Project Advisor for over 30 Master of Communication final projects since 2012

University of Tulsa

Organizations and Society

Organizations and Their Publics

Small Group Communication

Analysis of Communication in Organizations

University of San Francisco

Oral and Written Communication

Public Speaking

Composition

HIGH IMPACT TEACHING, GRANTS, & PROGRAMMING

- *Director of the Critical Thought Symposium (2019-2021)*. This program is a unique transformative educational experience in which students across the university are engaged in simulations addressing complex problems over a year-long process. By demonstrating the ability to make decisions critically, creatively, and ethically, students reflect meaningfully on the strengths and weaknesses of leadership styles to enhance awareness and leadership in their personal, public, civic, and professional lives.
- *Curriculum Creator for Digital Health Equity Program Grant (2020-2021)*. In partnership with Digital Charlotte, YMCA of Greater Charlotte, and the Knight School of Communication, I served as the lead digital health literacy curriculum designer for five digital health literacy programs for active older adults. This grant made possible two graduate assistantships.
- *“Healthy and Connected Workforce Initiative” Grant*. As part of a \$1.2 million dollar Appalachian Regional Commission grant with North Carolina’s Broadband Infrastructure Office, Dogwood Health Trust, and Digital Charlotte, I serve as the lead digital health literacy curriculum creator for the (Spring 2021-ongoing). My leadership on this grant, along with Digital Charlotte, is making it possible for multiple graduate assistantships for students in our graduate program.
- *Virtual Care Services and Digital Inclusion for Oncology Patients Program*. In a collaboration with Department of Supportive Oncology at Levine Cancer Institute and Digital Charlotte, I served as the lead curriculum creator for digital health literacy programming to address widening health gaps for adult oncology patient populations most at risk of being excluded from the benefits of telehealth services during COVID 19. This pilot program (Fall 2021) sought to evaluate the feasibility and acceptability of delivering digital health access and skills training for oncology patients most at risk of not being able to access, use, and benefit from telehealth visits throughout their cancer treatment program. My leadership on this grant, along with Digital Charlotte, ensured a recurring graduate assistantship for a student in our graduate program.
- *Title III faculty-student research grant for a project titled, “Exploring the (Communication) Theory and (Nursing) Practice of Therapeutic Communication.” (2019)* This interdisciplinary faculty-student research collaboration involved faculty and students in nursing and communication. Participating students eventually presented their research at the 2020 Marking Excellence (a celebration of student research and creative work) at Queens University of Charlotte.

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- Created a community-engagement project in a general education, learning community course (Spring 2018 & 2019) addressing how, and in what ways, health/illness/disability is understood, constructed, communicated, and performed. Students created PSA projects that were used by “Be the Match” across online platforms to reach young, under-represented donor populations. Insights from this learning community experience were shared at National Learning Communities Conference (2018) in a presentation titled, *Connected at the HIP: Civic Engagement in a Learning Community About Health*.
- Applied for and received (2017) a Title III course-based undergraduate research grant for a course I created titled, “Digital Health Literacy.” This grant was used to engage in collaborative and engaged research embedded throughout the course. *This course-based collaborative partnership with Digital Charlotte and the Charlotte YMCA*, supplemented and enhanced class learning through applied research (e.g., surveys, focus groups assessing module effectiveness and addressing pedagogical strategies of teaching digital literacy to various audiences). Eventually, this concept was transformed into an interactive 6-week, “Expanding Online Health Knowledge and Connections” Program focused on improving older active adults’ ability to (a) find and make sense of online health information and (b) enhance existing social networks.
- Title III faculty-student research grant recipient for a project titled, “Exploring the Narrative Construction(s) of Caregiver Relationships: (Re)Thinking Relational Development and Communication in Care-Based Relationships,” with a pre-med student (2017). As a result of this endeavor, the participating undergraduate student was awarded the Provost’s Award for Innovative Scholarship at Queens University of Charlotte and she was awarded the Carolinas Communication Association Best Undergraduate Student Paper (2018). This pre-med student has since applied to medical school, emphasizing her research experience in this project.

TEACHING AWARDS AND HONORS

Lambda Pi Eta Honor Society Undergraduate Faculty Award, Knight School of Communication, 2017

Lambda Pi Eta Honor Society Undergraduate Faculty Award, Knight School of Communication, Queens University of Charlotte, 2013

Joseph W. Grier Distinguished Professor Award, Queens University of Charlotte, 2012

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Master of Arts in Communication Faculty Award, Knight School of Communication, Queens University of Charlotte, 2012

Graduate Student Award for Outstanding Teaching, Purdue University

Bruce Kendall Award for Excellence in Teaching, Scholarship, and Departmental Citizenship, Purdue University

Graduate Student Award for Outstanding Teaching, Purdue University

Outstanding Graduate Teaching Associate Award, San Diego State University, CA

PUBLICATIONS

Book

Thomson, D. & White, Z. (2019). *The unexpected journey of caring: The transformation from loved one to caregiver*. Lanham, MD: Rowman & Littlefield.

Journal Publications

Fatherly, S., Thomas, J., & White, Z. (2021). Citizens by design: A learning-community based strategy for building civic engagement into General Education. *Journal of General Education: A Curricular Commons of the Humanities and Sciences*. 1-2, 5-20.

White, Z. M., & Gilstrap, C. M. (2017). "People just don't understand": Challenges communicating home hospice volunteer role experiences to organizational outsiders. *Management Communication Quarterly*, 31, 559-583.

White, Z. M., & Gilstrap, C. M., & Hull, J. (2017). "Me against the world": Parental uncertainty management at home following neonatal intensive care unit discharge. *Journal of Family Communication*, 17, 105-116.

Burson, T., White, Z., & Cox, S. (2017). "What is going on in my night class?" *Southeast CASE Research*, 14, 66-77.

White, Z. M., & Wills, J. (2016). Communicating about chronic caregiving in the workplace: Employees' disclosure preferences, intentions, and behaviors. *Communication Research Reports*, 33, 32-39.

White, Z. M., & Gilstrap, C. M. (2016). Inside patients' homes: A metaphorical analysis of

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home hospice nurses' experiences working with dying patients. *OMEGA: Journal of Death and Dying*, 72, 4, 302-315.

Gilstrap, C. M., & White, Z. M. (2015). Interactional communication challenges in end-of-life care: Dialectical tensions and management strategies experienced by home hospice nurses. *Health Communication*, 30, 525-535.

Gilstrap, C. A., White, Z. M., & Spradlin, A. (2015). Authentic leadership communication: Nonprofit leaders and the constituted self. *Journal of Nonprofit Education and Leadership*, 5, 47-68.

Burson, T., White, Z., Brooks, T., & Cox, S. (2014). South East exhibitions: Filling big shoes. *Journal of Critical Incidents*, 7, 128-132.

Brooks, B., Cox, S., White, Z., & Burson, T. (2013). The ACC versus FSU: The economics of college athletics. *Journal of Case Studies*, 1, 110-116.

Brooks, B., Cox, S., & White, Z. (2012). Spirit Airlines: Could promotional exposure go too far? *Journal of Case Studies*. 30, 44-58.

Book Chapter

Gilstrap, C., & White, Z. (2013). "Like nothing else I've ever experienced": Examining the metaphors of residential hospice volunteers. In M. W. Kramer, L. K. Lewis, & Gossett, L. M. Gossett (Eds.), *Volunteering and communication: Studies from multiple contexts* (pp. 149-168). New York: NY. Peter Lang. *Recipient of the Distinguished Edited Book Award, Applied Communication Division, National Communication Association (2014).*

CONFERENCE PRESENTATIONS

White, Z. (2021, September 21). Digital inclusion and social connections: Re-thinking digital health literacy. *Creating Equitable Care in Our Communities*. Health innovation summit.

White, Z. (2021, March). *Digital health literacy: Making connections through service-learning opportunities for applied research and community engagement*. HERA (Humanities Education and Research Association). [Virtual presentation as part of the panel: Bridging Gaps and Making Connections through the Programs of the James L. Knight School of Communication: A Synergy of Theory and Praxis that Transforms Individuals and Communities].

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- White, Z., & Thomson, D. (2020, Nov. 30). *When care(giving) meets love: Re-thinking personal and family support*. Keynote speakers [Virtual presentation]. Multiple Sclerosis Foundation Caregiver Conference.
- White, Z., & Thomson, D. (2020, September). When care meets love: Rewriting relationship scripts and enhancing caregiver connections and communication. 2020 Dementia Education Conference [virtual]. Charlotte, NC.
- White, Z. (2019, December). *When care(giving) meets love*. Keynote speaker. Multiple Sclerosis Foundation Caregiver Conference. Charlotte, NC
- White, Z. (2019, December). *When care(giving) meets love*. Keynote speaker. Multiple Sclerosis Foundation Caregiver Conference. Greenville, SC.
- White, Z. (2019, September). *Communicating difficult truths: The challenges and benefits of explaining yourself and your care situation(s) to family, friends and health professionals*. Keynote Speaker. The Well Spouse Association National Convention, Las Vegas, NV.
- White, Z. (2019, September). *How to communicate difficult truths: Practical strategies for more effective communication throughout the care experience*. Workshop Leader. The Well Spouse Association National Convention, Las Vegas, NV.
- White, Z. (2018, December). *When "getting through" isn't good enough: Reclaiming self-compassion and meaning*. Keynote speaker. Multiple Sclerosis Foundation Caregiver Conference. Chicago, IL.
- White, Z. & Thomson, D. (2020, September). *From loved to caregiver: Transitions that remake ever caregiver*. Caring for Parkinson's, Caring for You. Virtual Symposium. Parkinson's Association for the Carolinas. [Virtual presentation].
- Clark, B., & White, Z. (2019, December). *Community and the classroom: How innovation in service learning models drive community impact*. CLT ConnectEd Symposium Committee. Presented at University of North Carolina at Charlotte.
- Talbot, V., & White, Z. (2019). *Therapeutic communication: Academic preparation makes a difference*. Poster Presentation. AACN's Baccalaureate Education Conference Nursing Conference. Orlando, FL.
- White, Z. M. (2019). *Teaching digital health literacy to foster community connections: A case study at the Charlotte YMCA*. Net Inclusion Conference. Charlotte, NC.
- Nathaniel, D., & White, Z. (2018). *Bridging the digital divide: Engaging students, supporting organizations, building communities*. Lilly Conferences: Evidence Based

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Teaching and Learning. Asheville, NC.

White, Z. M., & Fatherly, S. (2018). *Connected at the HIP: Civic engagement in a learning community about health*. National Learning Communities Conference. Bay City, MI.

White, Z. M. (2017). *The challenges and opportunities of communicating the hospice volunteer role to organizational outsiders*. Presented at the 41st Annual Hospice & Palliative Care Conference. Asheville, NC.

White, Z. (2017). Panel Respondent for the "Health Communication and Technology Interactions panel. National Communication Association's Convention in Dallas, TX.

Bodenheimer, D., & White, Z. M. (2017). *"We're all in the same boat:" Managing uncertainty and privacy amidst the risk of inheriting Huntington's Disease*. Presented at the 4th Biennial D.C. Health Communication Conference. Fairfax, VA.

White, Z. M., Gilstrap, C. M., & Hull, J. (2015). *"On Our Own:" Parental uncertainty management at home following neonatal intensive care unit discharge*. Presented at the 101st Annual National Communication Association Convention, Las Vegas, NV.

White, Z. M., Hull, J., & Gilstrap, C. M. (2014). *"A weird purgatory you get stuck in:" Parental uncertainty management in the neonatal intensive care unit*. Presented at the 100th Annual National Communication Association Convention, Chicago, IL.

White, Z. M., & Gilstrap, C. M. (2013). *"Walking on hallowed ground:" A metaphorical analysis of home hospice nurses' experiences with patients*. Presented at the 99th Annual National Communication Association Convention, Washington D.C.

Burson, T., White, Z., Brooks, T., & Cox, S. (2013). *South East exhibitions: Filling big shoes*. Presented (by Cox, S.) at the 35th Annual Society for Case Research Annual Conference.

Gilstrap, C. M., & White, Z. M. (2012). *Entering into home hospice nursing: Managing uncertainty with communication*. Competitively selected research Presented at the American Academy of Communication in Healthcare's Research & Teaching Forum, Providence, RI.

Brooks, B., Cox, S., White, Z., & Burson, T. (2012). *The ACC and FSU, is divorce inevitable?* Presented (by Cox, S.) at the 34th Annual Society for Case Research's 2012 Summer Case Writer's Workshop, Springfield, MO.

Gilstrap, C. M., & White, Z. M. (2011). *"Why do you want to work with dying people?:" An examination of how hospice volunteers voice motive and roles to outsiders.* Paper presented at the 2011 National Communication Association Convention, New

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Orleans, LA.

Brooks, B., & Cox, S., & White, Z. (2011). *Spirit Airlines: Could promotional exposure go too far?* Paper presented (by Brooks, B.) at the 33rd Annual Society for Case Research's 2011 Summer Case Writer's Workshop, Rochester, NY.

Gilstrap, C. M., & White, Z. M. (2010). "Was there something else I could have done?:" *An exploration of dialectical tensions and management strategies experienced by hospice nurses.* Paper presented at the annual meeting of the 2010 National Communication Association Convention, San Francisco, CA.

White, Z. M., & Gilstrap, C. M. (2009). "It's like nothing else I've ever experienced": *Examining the metaphors of residential hospice volunteers.* Top Papers in Health Communication. Paper presented at the annual meeting of the 2009 National Communication Association Convention, Chicago, IL.

White, Z. (2004). *Widening the circle: Combining speaking and writing in a first-year course.* Paper presented at the 2004 Western States Communication Association Convention in Albuquerque, NM.

INDUSTRY PUBLICATIONS, PRESENTATIONS, AND MEDIA INTERVIEWS

Presentations

White, Z., & Thomson, D. (2021, October 23). *The challenges (and opportunities) of asking for help: Strategies for effectively communicating, finding, and leveraging meaningful caregiver help and support.* Keynote speaker (virtual presentation). Well Spouse Association.

Thomson, D., & White, Z. (2021, March 10): *Use your words: Talking about your caregiving to access community support.* Keynote speaker (webinar). McMaster University Continuing Education.

White, Z., & Thomson, D. (2021, April 26). *How care shapes family.* 3-part Webinar Series. Part 1 of 3. March of Dimes Canada.

Thomson D., & White, Z. (2021, May 3). *Remaking the family: Responding to crises, chaos, and change.* Part 2 of 3-part webinar Series. March of Dimes Canada.

Thomson D., & White (2021, May 10). *A toolkit for caregiver and family wellbeing.* Part 3 of a 3-part webinar Series. March of Dimes Canada.

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Thomson, D., & White, Z. (2021, March 10). *Use your words: Talking about your caregiving to access community support*. Webinar. McMaster University Continuing Education, Caregiver Essentials.

White, Z., & Thomson, D. (2020, June 10). *When help disappoints*. Part 1 of a 4-part webinar Series. March of Dimes Canada.

White, Z., & Thomson, D. (2020, June 17). *Caregiver relationship confusion*. Part 2 of a 4-part webinar series. March of Dimes Canada

Thomson, D. & White, Z. (2020, June 24). *Be your own community organizer*. Part 3 of a 4-part webinar series. March of Dimes Canada.

Thomson, D. & White, Z. (2020, July 8). *Putting it all together: Designing your care networking for personal and family support*. Part 4 of 4 webinar series. March of Dimes Canada.

White, Z., & Thomson, D. (2020, October 14). *Becoming a caregiver*. Webinar Presenters. Part 1 of a 4-part series. March of Dimes, Canada.

Thomson, D. & White, Z. (2020, October 21). *Hospital to home transitions*. Webinar Presenters. Part 2 of 4-part series. March of Dimes, Canada

Thomson, D. & White, Z. (2020, October 28). *Transitioning to long-term care*. Webinar Presenters. Part 3 of a 4-part series. March of Dimes, Canada.

Thomson, D. & White, Z. (2020, October 21). *Caregiving, what's changed in you?* Webinar Presenters. March of Dimes, Canada, Part 4 of a 4-part series. March of Dimes, Canada.

White, Z. (2020, January). *7 tips for starting a caregiver support group*. Speaker. Carolinas Rehabilitation Outpatient Services, Atrium Health, Charlotte, NC.

White, Z., & Thomson, D. (2020, Nov. 30). *When care(giving) meets love: Re-thinking personal and family support*. Keynote speakers (virtual presentation). Multiple Sclerosis Foundation Caregiver Conference.

Thomson, D. & White, Z. (2020, October-November,). *Navigating the rough waters of care transitions*. Webinar Presenters. March of Dimes, Canada, Caregiver Webinar Series (4-part series).

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White, Z., & Thomson, D. (2020, June-July). *The unexpected journey of caring: When you become a caregiver, everything changes*. Webinar Presenters. March of Dimes, Canada, Caregiver Webinar Series (4-part series).

White, Z. (2016). *The patient experience: Transforming the personal, familial, and health care worker journey*. Keynote Speaker. Patient Experience Action Council for Carolinas HealthCare System. Charlotte, NC.

Industry Publications

Thomson, D., & White, Z. (2020, April 5). *Finding meaning in the worst of times*. Open democracy: Transformation. <https://www.opendemocracy.net/en/transformation/finding-meaning-worst-times/>

Thomson, D., & White, Z. (2019). "I'm not a caregiver." Caregiver Solutions Magazine. <https://www.caregiversolutions.ca/featured-carousel/im-not-a-caregiver/>

Thomson, D., & White, Z. (2019, November). *The unexpected gift of caregiving*. Spirituality and Health Online. <https://spiritualityhealth.com/articles/2019/11/30/the-unexpected-gift-of-caregiving>

White, Z. & Thomson, D. (2019, September 16). *Caregiving and the need for connection Literacy*. Stria News: Expert Essay. <https://strianews.com/caregiving-and-the-need-for-connection-literacy/>

Thomson, D., & White, Z. (2019, March). *Caregiving: A nascent social revolution*. Open democracy: Transformation. <https://www.opendemocracy.net/en/transformation/caregiving-nascent-social-revolution/?fbclid=IwAR3tnBF5W7M2uv75ujVP12hpUCXiUooIXhAhW7hkNkSUSRkCreVSWgvIuj8>

Thomson, D., & White, Z. (2019, June 4). *Navigating the transformation from loved one to caregiver*. Open democracy: Transformation <https://www.opendemocracy.net/en/transformation/navigating-transformation-loved-one-caregiver>

White, Z. *The Unprepared Caregiver (ongoing)*. <http://www.unpreparedcaregiver.com>

White, Z. M., & Gilstrap, C. M. (2010). Walking through the front door: The top 5 worries of

first-time, home hospice volunteers. *Everyday Compassus Magazine*, 2(1), 16-19

SERVICE

University-Related Service

- University Faculty Personnel Committee, 2020-2021
- Knight School of Communication Advisory Committee, 2020-2021
- Faculty Chair, Knight School Personnel Committee, 2019-2020
- Faculty QMP Coordinator for Royal Scholars Program, 2017-ongoing
- General Education Committee Member, 2017-ongoing
- Group Simulation Leader, Royal Scholarship Program, 2020
- “Yes/And” Advisory Group Faculty Representative, 2019-2020
- Faculty Search Committees, Knight School of Communication, 2016-2019
- Faculty Lead, Knight Scholars, Knight School of Communication, 2017-2018
- Queens Royal Advisor, 2017-2018
- Graduate Student Qualifications Member, Knight School, 2016-2017
- Faculty Chair of University Assessment Committee, 2014-2016
- Search Committee Member, College of Arts and Sciences, 2015-2016
- Member, Queens Wellness Institute Steering Committee, 2014-2016
- Graduate Council Rep., Knight School of Communication, 2014-2018
- Faculty Member Representative, University Assessment Committee, 2013-2014
- Faculty Member Representative for APC (Academic Policy Committee), 2012-2013

Faculty Expertise Serving the Community

- Knight Teaching Academy Faculty Co-Leader, 2020. Charlotte, NC.
- Selected member of AlzAuthors (2019): <https://alzauthors.com/>
- Faculty Presenter at Summer Teaching Showcase, “Embedding Research Activities into Undergraduate Courses, Queens University of Charlotte, 2015
- *Panelist*, Thomas E. and Mary Lee McCollough Lecture in Health Care Ethics, Lecture in Healthcare Ethics, 2018
- *Honorary Board Member*, [The Well Spouse Association](#)
- *Keynote Speaker*, “Creating Community: Honor, Uncertainty, and the Newcomer College Experience,” Sed Ministrare *Ceremony*, 2014
- Presenter at Employment Development Day on “The Sandwich Generation/Caregiving for Aging Parents” at Queens University of Charlotte (2018)
- *Panelist*, Annual meeting of International Organizations held by the Charlotte International Cabinet, an affiliate of the City of Charlotte. March, 2015
- Co-presenter (along with Dr. Jeremiah Wills/Sociology), *Employees Self-Disclosure of Caregiving Responsibilities: A Work-Life Challenge for the 21st Century*. Work-Life Council 2013 Forum, Charlotte, NC, September 2013.

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- *Council Member*, Charlotte Work-Life Forum, 2013
 - *Steering Committee*, *Workplace Flexibility Forum: Voices for WorkFlex*, co-sponsored by Queens University of Charlotte, 2012 & 2013
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