

ANDREA MILLER, Ph.D.
Associate Dean for Undergraduate Studies & Administration
Huie-Dellmon Professor
Manship School of Mass Communication
Louisiana State University
211 Journalism Building
Baton Rouge, LA 70803
(225) 578-3146
almiller@lsu.edu

ADMINISTRATIVE EXPERIENCE

August 2011 – present - *Associate Dean for Undergraduate Studies & Administration*

- Class/course Schedule
- Curriculum
- Recruitment (communication, supervision, budget & execution)
- Retention
- Assessment
- Faculty/Instructor/Adjunct instruction evaluation
- Student Services
- Accreditation (SACS & ACEJMC & LSU Internal Programmatic Review)
- Strategic Planning
- Chair of Manship Curriculum, Scholarship, Admissions & Assessment Committees
- Staff supervision and evaluation

Achievements as Associate Dean:

- Spearheaded Manship School inclusion in the 3+3 Pre-Law Program
- Spearheaded new advertising campaign to increase undergraduate enrollment
- Spearheaded development of sports communication offerings, including a Sports & Mass Communication general education class (available to entire campus)
- Spearheaded a rebuilding of the internship database
- Facilitated the addition of a Diversity class to the core
- Spearheaded and facilitated new digital and research-focused curriculum, first major changes in 15 years
- Created, implemented and promoted laptop requirement for all Manship students
- Researched, wrote and implemented new assessment plan for the school that included a new exam for all seniors (direct measure)
- ACEJMC accreditation (2015) – wrote, organized and spearheaded sections/standards dealing with undergraduate studies and administration including curriculum, assessment, and student services. Also aided in writing portions of standards related to recruiting, diversity and resources, facilities and equipment.
- Shepherded the Manship School through SACS accreditation (2014) in terms of undergraduate curriculum and assessment
- Shepherded the Manship School through LSU Internal Program Review (2016)
- Created and supervised freshmen mentor program “Manship Mentors” to aid in retention from freshmen to sophomore years
- Partner with LSU Strategic Communication on undergraduate materials

- Directed creation of undergraduate digital recruiting brochure and all additional recruiting materials
- Created and hosted a student leadership training workshop for new organizational student leaders
- Created and host an adjunct/graduate instructor training workshop/session every fall for new and existing adjuncts and GAs
- Began new process of awarding Manship scholarships earlier in order to help attract high-achievers to Manship
- Updated and added to the School's application process for undergraduates
- Implemented methods to assess new travel abroad scholarship applicants – chair committee
- Helped create, launch and promote academic portion of the LSU Manship in Washington summer program
- Created and execute new alumni survey sent to May graduates six months after graduation
- Helped facilitate the creation, design and implementation of new television news set

July 2009 – June 2012 – Inaugural Mass Communication Residential College (MCRC) *Co-Rector*

- Helped launch MCRC
- Created fall & spring class schedules – coordinate/recruit faculty, times and locations
- Managed list of incoming students/wait list – sent out acceptance and rejection letters
- Created and executed programming
- Recruitment
- Assessment
- Communication
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July 2009 – August 2011 – *Journalism Area Head*

- Coordinate and supervise Journalism area internships
- Help coordinate Journalism area class schedules
- Capstone Assessment
- Recruitment
- Coordinate classes for successful camera use, help to schedule student workers for the editing and camera check-out labs, and oversee equipment rules enforcement
- Aided in successfully transition to Edius editing system
- Applicant coordinator for WBRZ Annual Externship Award
- Applicant and Interview Coordinator for the annual WWL-TV Summer Internship Program
- Coordinate and Executive Produce the 30-minute “Manship Highlights Show”
- Supply Louisiana TV stations with student content via an ftp site

August 2003 – 2009 - *Broadcast Coordinator*

- Coordinated classes for successful camera use, help to schedule student workers for the editing and camera check-out labs, and oversee equipment rules enforcement
- Directed replacement of studio desk and virtual set

August 2003 – 2007 – Office of Student Media *Tiger Television Advisor*

- Managed student staff of 50+
- Managed \$118,000 budget

MANSHIP & LSU SERVICE

Scholarship Committee Chair
Curriculum Committee Chair
Assessment Committee Chair
Admissions Committee Chair

Manship Management Committee
Strategic Plan Steering Committee
Student Media Board

University Review and Assessment Council

- co-chair, spring 2016 internal review of the Dept. of Communication Studies

Undergraduate Recruitment and Admission Committee
Enrollment Management Communication Committee

LSU Rebranding Working Committee (2016-2018)

Orientation Work Group (2016-2017)

Committee on Committees (2010 – 2016)

Communication Across the Curriculum (CXC) Advisory Board (2012 – 2016)

Search Committee, Associate Vice Chancellor for Enrollment Management (spring 2016)

RESEARCH - BOOKS

Miller, A., & Reynolds, A. (Eds.). (August 2014). *News Evolution or Revolution? The Future of Print Journalism in the Digital Age*. Peter Lang Publishing, Inc.: New York.

Miller, A., Roberts, S., & LaPoe, V. (May 2014). *Oil & Water: Media Lessons from Hurricane Katrina and the Deepwater Horizon Disaster*. University Press of Mississippi: Jackson, MS.

ARTICLES & CHAPTERS

Miller, A., & LaPoe, V. (2016). Visual Agenda-Setting, emotion, & the BP oil disaster. *Visual Communication Quarterly*. 23(1), 53-63.

Kim, Y., Miller, A., & Chon, M. (June 2016). Communicating with the key publics in crisis communication: The synthetic approach to the public segmentation in CAPS (Communicative Action in Problem Solving). *Journal of Contingencies and Crisis Management*. 24(2), 82-94.

Kim, Y., Chon, M-G., & Miller, A. (2015) Cross-national ongoing crisis communication via social media: A comparative analysis of Twitter regarding the 2013 Asiana Airlines crash crisis in South Korea and US. *Asian Communication Research*. 11(1-2), 22-51.

Henderson, K., & Miller, A. (2014). Twitter's role in the modern newsroom: Circumventing

the gatekeepers and pounding the digital pavement in *From Twitter to Tahrir Square: Ethics in Social and New Media Communication*. Bala A. Musa & Jim Willis (Eds.). Praeger: Westport, CT.

- Dahmen, N., & Miller, A. (2012). Redefining Iconicity: A five-year study of visual themes of Hurricane Katrina. *Visual Communication Quarterly*, 9(1), 4-19.
- Miller, A., & Kurpius, D. (2010). A citizen-eye view of news source credibility. *American Behavioral Scientist*, 54(2), 137-156.
- Miller, A., & Roberts, S. (2010). Visual Agenda-Setting & proximity after Hurricane Katrina: A study of those closest to the event. *Visual Communication Quarterly*, 17(1), 31-46.
- Miller, A., & Goidel, R. (2009). News Organizations and information gathering during a natural disaster: Lessons from Hurricane Katrina. *Journal of Contingencies and Crisis Management*. 17(4), 266-273.
- Filak, V., & Miller, A. (2008). The impact of self-censorship on high school newspaper advisors' comfort level regarding the publication of controversial stories. *Southwestern Mass Communication Journal*, 23(2), 13-26.
- Miller, A., & Leshner, G. (2007). How viewers process live, breaking, and emotional television news. *Media Psychology*, 10(1), 1-18.
- Miller, A., Coleman, R., & Granberg, D. (2007). TV anchors, elections, and bias: A longitudinal study of the facial expressions of Brokaw, Rather, Jennings. *Visual Communication Quarterly*, 14, 244-257.
- Filak, V., & Miller, A. (2007). College media and convergence: Student journalists' attitudes and perceptions about convergent media operations. *College Media Review*, 45(1-2), 21-27.
- Miller, A. (2006). Watching viewers watch TV: Processing live, breaking, and emotional television news in a naturalistic setting. *Journalism & Mass Communication Quarterly*, 83(3), 511-529.
- Miller, A. (2005). Television news coverage of tragedy: Live, breaking & ethics. *The Community College Journalist*, 32(2,3), 33-34.
- Abel, S., Miller, A., & Filak, V. (2005). TV coverage of breaking news in first hours of tragedy. In *Media in an American Crisis: Studies of September 11, 2001*. Grusin, E.K., & Utt, S. (Eds.), pgs. 105-116. Lanham: University Press of America, Inc.

BOOK REVIEWS & CASE STUDIES

- Miller, A. (December 2013). Book Review: Trauma journalism: On deadline in harm's way. *Electronic News*, 7, 244-245.

Miller, A. (2004). Daisy girl redux: Using fear as a political weapon. In *Media Ethics: Issues & Cases 5th Edition*. Patterson, P., & Wilkins, L. (Eds), pgs. 67-68. Boston: McGraw Hill.

ONLINE PUBLICATION

Miller, A. (2004). *Me news: What draws attention to breaking news?* Research summary posted on the NewsLab website. Access at: <http://newslab.org/research/breakingnews.htm>

Miller, A. (2005). *News alert! When cable networks break in and why.* Research summary posted on the NewsLab website. Access at: <http://newslab.org/research/newsalert.htm>

ACCEPTED, NOT YET PUBLISHED

Dahmen, N., Morris, D., & Miller, A. The visual depth of Hurricane Katrina imagery: A longitudinal study through the lens of commemorative journalism and iconicity. *Communication Reports*.

UNDER REVIEW

Miller, A., & Broussard, J. *A Partnership in Crisis: How Public Relations and Journalism can work together in times of crisis*. Manuscript complete. In discussions with publishers.

Chon, M. Kim, Y., & Miller, A. Understanding public and its communicative actions as antecedents of government-public relationships in crisis communication. Under review at *Journalism & Mass Communication Quarterly*.

CONFERENCE PRESENTATIONS

Dahmen, N., Morris, D., & Miller, A. (2016, June). *The visual depth of Hurricane Katrina imagery: A longitudinal study through the lens of commemorative journalism and iconicity*. Presented at the International Communication Association Conference, Japan.

Kim, Y., Miller, A., Lim, H. (2015, August). *Understanding public and its communicative actions as antecedents of government-public relationships in crisis communication*. Presented at the Association for Education in Journalism and Mass Communication's Annual Conference, San Francisco.

Miller, A. Chon, M., & Kim, Y. (2015, May). *Do media really make us silent?: Exploring the fear of isolation and situational variables as mediators in the digital media environment*. Presented at the International Communication Association Conference, San Juan, Puerto Rico.

Miller, A., Kim, Y., & Chon, M. (2015, May). *How does the news affect me? Understanding*

- third-person effect by different framing in crisis communication.* Presented at the International Communication Association Conference, San Juan, Puerto Rico.
- Lapoe, V., & Miller, A. (2015, January). *Tweeting the first anniversary of the Deepwater Horizon oil disaster.* Presented at the 2015 Southern Political Science Association meeting, New Orleans.
- Miller, A., Kim, Y., & Chon, M. (2014, August). *Are we reading the same crisis? A comparative framing and message strategy analysis of crisis news coverage within different cultural dimensions.* Presented at the Association for Education in Journalism and Mass Communication Annual Conference, Montreal.
- Kim, Y., Miller, A., & Chon, M. (2014, August). *Communicating with the key publics in crisis communication: The synthetic approach to the public segmentation in CAPS (Communicative Action in Problem Solving).* Presented at the Association for Education in Journalism and Mass Communication Annual Conference, Montreal.
- Kim, Y., Miller, A., & Chon, M. (2014, August). *How do we perceive crisis responsibility differently? Perceived crisis responsibility by different news framing in crisis communication.* Presented at the Association for Education in Journalism and Mass Communication Annual Conference, Montreal.
- Chon, M., Kim, Y., & Miller, A. (2014, August). *Building bridge between STOPS and effective crisis communication: Understanding the 2013 Asiana Airlines crash crisis through Situational Theory of Problem Solving (STOPS).* Presented at the Association for Education in Journalism and Mass Communication Annual Conference, Montreal.
*** Top Paper in Korean American Communication Association Paper Session.
- Henderson, K., & Miller, A. (2013, August). *Twitter's role in the modern newsroom: Circumventing the Gatekeepers and pounding the digital pavement.* Presented at the Association for Education in Journalism & Mass Communication national convention, Washington, DC.
- Kim, Y., & Miller, A. (2013). *The "SomeTimes Picayune:" Comparing the online and print offerings of the New Orleans' newspaper before and after the print reduction.* Presented at the Association for Education in Journalism & Mass Communication national convention, Washington, DC.
- Miller, A., & LaPoe, V. (2013). *Visual Agenda-Setting, emotion, & the BP oil disaster.* Presented at the International Communication Association annual convention, London.
***Top Faculty Paper, Visual Communication division.
- Miller, A., & LaPoe, V. (2011). *Oil-soaked images of disaster: Identifying the national vs. local television visuals of the Deepwater Horizon oil spill.* Presented at the Association for Education in Journalism & Mass Communication national convention, St. Louis.
- LaPoe, V., & Miller, A. (2011). *Sourcing in national vs. local television news coverage of the Deepwater Horizon oil spill: A study of experts, victims, roles and race.*

- Presented at the Association for Education in Journalism & Mass Communication national convention, St. Louis.
- LaPoe, B., & Miller, A. (2011). *Supervising public opinion: Voices diffusing disaster coverage of the Dalian oil spill in China*. Presented at the Southern Political Science Association national convention, New Orleans.
- Bemker LaPoe, V., & Miller, A. (2011). *Local vs. national coverage: How journalists covered the largest U.S. marine oil spill as industry resources decline*. Presented at the Southern Political Science Association Convention, New Orleans.
- Miller, A., & Dahmen, N. (2010). *Four years later: A longitudinal study of emerging visual icons of Hurricane Katrina*. Presented at the Association for Education in Journalism & Mass Communication national convention, Denver.
- Miller, A., Brown, D., Grey, S., & Edwards, R. (2010). *Crisis knowledge and preparedness four years after Hurricane Katrina: Comparing Gulf Coast populations according to race*. Presented at the Association for Education in Journalism & Mass Communication national convention. Denver. ***Top Faculty Paper, first place, Minorities and Communication Division
- Edwards, R., Miller, A., Mapp, C., & Rold, M. (2010). *Communication and information processing by coastal residents concerning hurricanes*. Presented at the Southern States Communication Association annual convention, Memphis.
- Dabbous, Y., & Miller A. (2010). *Same Disasters, Different stories: How three Arab newspapers framed the Asian Tsunami and Hurricane Katrina*. Presented at the International Communication Association annual convention, Singapore.
- Edwards, R., Miller, A., Grey, S. H., & Brown, D. (2010). *Hurricanes and decision-making: The role of emotion, knowledge, and past experience*. Presented at the National Communication Association annual meeting, San Diego.
- Miller, A., & Roberts, S. (2008). *Race in National versus local news coverage of Hurricane Katrina: A study of sources, victims, and negative video*. Presented at the Association for Education in Journalism & Mass Communication national convention. Chicago. **Top Faculty Paper, third place, Minorities and Communication Division
- Miller, A., & Kurpius, D. (2008). *A citizen-eye view of television news source credibility*. Presented at the Association for Education in Journalism & Mass Communication national convention, Chicago.
- Miller, A., & Roberts, S. (2006). *Teaching and learning through Katrina lenses*. Invited to present to the Minorities & Communication Division at the Southwest Education Council for Journalism & Mass Communication annual symposium, Baton Rouge.
- Miller, A., & Hatley-Major, (2006). L. *Health, homeland security & self-efficacy: Does placement in the newscast affect perceptions of helplessness?*

Presented to the Radio-Television Journalism Division at the AEJMC annual Conference, San Francisco.

Miller, A., & Roberts, S. (2006). *New Orleans in pictures: Determining and interpreting the iconic images of Hurricane Katrina*. Presented at the Association for Education in Journalism & Mass Communication national convention, San Francisco.

Filak, V., & Miller, A. (2006). *Student media & convergence: Students and advisors attitudes and perceptions about the "blending" of media*. Presented on a panel sponsored by College Media Advisors at the AEJMC annual conference in San Francisco, August.

Miller, A., & Hatley-Major, L. (2005). *"News alert" – again, and again, and again: How 24-hour cable news networks are redefining television breaking news*. Presented to the Association for Education in Journalism and Mass Communication annual conference, San Antonio. *** Top Faculty Paper, second place, Radio Television Journalism Division

Miller, A., & Perlmutter, D. (2004). *"...A suit that touches Caesar nearer": Television breaking news and the relevance effect*. Presented to the Association for Education in Journalism and Mass Communication annual conference, August 2004, Toronto, Ontario, Canada. ***Top Faculty Paper, second place, Radio Television Journalism Division

Miller, A., & Leshner, G. (2004). *Live, breaking, & emotional: Processing television news information in a naturalistic environment*. Presented to the International Communication Association annual conference, New Orleans.

Miller, A., & Leshner, G. (2003). *How viewers' process live, breaking, and emotional TV news*. Presented to the International Communication Association annual conference, San Diego.

Abel, S., Miller, A., & Filak, V. *The first hours of September 11th : How accuracy and sourcing fared in three television networks' breaking news coverage*. University of Missouri Symposium: "Making Sense of 9-11 News Coverage," Hosted by the School of Journalism, September 2002.

Miller, A. (2002). *Television breaking news & the invalid application of a Utilitarian justification: A practical plan for consequential ethical dialogue BEFORE breaking news occurs*. Presented at the Association for Education in Journalism and Mass Communication conference, Miami.

Miller, A. (2002). *The effects of media conglomeration on local television news: A qualitative case study of the Wedgwood Baptist Church shooting*. Presented at the International Communication Association conference, Seoul, Korea.

Miller, A. & Filak, V. (2002). *Credibility and traditional and Internet sources: Is believability a predictor of use?* Presented at the International Communication Association conference, Seoul, Korea.

Miller, A., & Leshner, G. (2002). *Tragedy & Ratings: Searching for the influence of economic factors on a television market's breaking news coverage*. Presented at the Broadcast Education Association conference, Las Vegas.

EXTERNAL FUNDING

2018-2020 Louisiana Sea Grant College Program

Co-Investigator. Project: Communicating Climate Tools to Coastal Stakeholders (CCTCS).

Status: Pending “conditionally accepted for inclusion”

2016-2018 National Academies Synthesis Grant to study Gulf Coast communities.

Co-Investigator. Project: A sociocultural index to predict the exposure risk and resilience of a coastal community when faced with oil- and gas-industry related crises.

Status: Not Funded

2009-2010 Mississippi-Alabama Sea Grant Coastal Storms Program Grant Recipient and Co-Investigator. Awarded \$140,000 to study effective hurricane communication.

Project: HIPIP – Hurricanes, Institutional Procedures, and Information

Processing: Engagement with Decision-Makers and Coast Residents

The Louisiana Governor’s Office of Homeland Security and Emergency

Preparedness was community partner. Status: Funded

MAJOR RESEARCH SERVICE

Editorial Board, *Electronic News*

Editorial Board, *Journal of Contingencies and Crisis Management*

2011-2016 *Electronic News* Book Review Editor

TEACHING

August 2003 – present – *Asst., Assoc., Professor*, Manship School of Mass Communication

- Crisis Communication (graduate and undergraduate)
- Introductory Media Writing
- Television Production & Performance
- Television News Producing
- Advanced Broadcast Storytelling
- Advanced Journalism (senior converged capstone)
- Introductory Broadcast Storytelling
- Mass Communication Theory (graduate)
- Mass Media Research Methods (graduate)

August 2000 – 2003 – *Graduate Instructor*, Missouri School of Journalism

- Qualitative Research Methods in Journalism (graduate)

- Introductory News Writing
- The News Media's Ethics and Social Responsibility

TEACHING AWARDS

- 2007 Nominee for the BP Award for Outstanding Undergraduate Teacher
- 2005 Tiger Athletic Foundation Undergraduate Teaching Award
- 2005 AEJMC Great Ideas For Teachers "GIFT" Scholar
- 2003 AEJMC Promising Professor Award, Second place

GRADUATE STUDENT WORK

- Ph.D. committees chaired: 3
- Master's committees chaired: 9

EDUCATION

- | | | |
|-------------|--|---------------|
| Ph.D., 2003 | University of Missouri–Columbia, Columbia, MO. | Journalism |
| M.S., 2000 | Texas Christian University, Fort Worth, TX. | Media Studies |
| B.A., 1990 | Texas A&M University, College Station, TX. | Journalism |

MEDIA & CRISIS CONSULTING/TRAINING

- 2010 Media Trainer for Fort Polk Military Public Information Officers, prior to deployment to Afghanistan.
- 2008 Media Trainer for the Greater Baton Rouge Institute for Effective School Leadership workshop. Presented a crisis media training session.
- 2004 – 2005 Media Training leader for three workshops for members of Gov. Kathleen Blanco's Cabinet, Cabinet members' Press Secretaries and the Dept. of Social Services.

NOTABLE

- 2016-17 SEC Academic Leadership Development Program Fellow
- 2015 – present Louisiana Association of Broadcasters Associate Director/Board Member
- 2015 Louisiana Book Festival, CSPAN Book-TV featured author for *Oil & Water: Media Lessons from Hurricane Katrina and the Deepwater Horizon Disaster*.
- 2014 Louisiana Book Festival, featured author for *News Evolution or Revolution? The Future*

of Print Journalism in the Digital Age. Panel participant.

- 2008-present Guest lecturer for Graduate Public Administration Class: Managing Crisis in the Public Sector: Causes, Challenges and Consequences
- 2014 Invited and attended FBI New Orleans/InfraGard Louisiana/Stephenson Disaster Management Institute (SDMI) Joint Threat Briefing. October.
- 2014 Judge/Reviewer for Inaugural LSU Discover Undergraduate Research Symposium. April.
- 2013 Panel Participant - "Bridging the Gap: How Media Educators and Professionals Connect to Prepare the Next Generation of Journalists." Sponsored by the Baton Rouge Area Association of Black Journalists and the Manship School. January.
- 2011 Columbia School of Journalism Dart Center for Journalism & Trauma Academic Fellow
- 2010-12 LSU Student Digital Media Festival Judge
- 2010 Baton Rouge Women in Media Award of Excellence Nominee
- 2010 Louisiana Governor's Safety & Health Conference Panel Participant
- 2010 CXC Summer Institute Scholarship Recipient
- 2009 Poynter Seminar "Multimedia Journalism for College Educators" Participant
- 2008 Scripps-Howard Leadership Academy Participant
- 2003 Kappa Tau Alpha (KTA) National Journalism Honor Society, Life Member

PROFESSIONAL EXPERIENCE

- | | | |
|-------------|------------------------------|---|
| 1994 – 2000 | KTVT-TV, Dallas | Producer, Associate Producer |
| 1993 – 1994 | WFAA-TV, Dallas | Associate Producer, Production Assistant, PrimeTime Texas (news magazine) |
| 1992 – 1993 | KVII-TV, Amarillo, TX | Producer/Anchor/Reporter |
| 1990 – 1992 | KBTX-TV, College Station, TX | Reporter/Editor |
| 1990 | KAMU-TV, College Station, TX | Production Assistant |

NOTABLE

- 1996 Associate Producer for Emmy-winning newscast – Amber Hagermann abduction
- 1993 Dallas Press Club Katie Award Best Newscast
- 1992 Associated Press Spot News Award