Melissa J. Bator

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EDUCATION

University of California, Santa Barbara, Santa Barbara, CA
Ph.D., Department of Communication, expected 2014
>   Dissertation: The participation experience of members of a dual-weight peer production effort
>   Committee: Andrew Flanagin (advisor), Cynthia Stohl, Noah Friedkin (Sociology)

Rutgers, The State University of New Jersey, New Brunswick, NJ
Master of Communication and Information Studies, Johnson & Johnson Graduate Fellow, May 2007
>   Capstone: Implementing an online volunteer support program at a decentralized corporation
>   Advisors: Marya Doerfel and Laurie Lewis

Northeastern University, Boston, MA
Bachelor of Arts in Communication Studies, Summa Cum Laude, June 2003
>   Universidad de Sevilla, Seville, Spain (1/2002-6/2002)
>   Honor's thesis: Communication pitfalls within the intelligence community leading up to 9/11
>   Advisor: Alan Zaremba

RESEARCH

Research Interests

My research concerns the production of online public goods by interorganizational actors. I am particularly interested in the social and structural tensions found in non-market contexts where these online public goods, which allow organizational actors to coordinate, share, learn, network, etc. (e.g., online social networks, wikis, communities of practice), are collectively managed by organizational actors. Thus, my work is informed by theories of collective action and social networks, and extends from the assumption that individuals (and systems) have the capacity to learn and adapt.

Publications

Bator, M. & Stohl, C. (2011). New partnerships for a new generation of corporate social responsibility. In O. Ihlen, J. Bartlett, & S. K. May (Eds.), *Handbook of communication and corporate social responsibility.* Wiley-Blackwell.

Flanagin, A. J., & Bator, M. (2011). The utility of information and communication technologies in organizational knowledge management. In H. E. Canary & R. D. McPhee (Eds.), *Communication and organizational knowledge: Contemporary issues for theory and practice.* Mahwah, NJ: Routledge/LEA.

Presentations (refereed)

Bator, M. & Davis, C. (2013, November). *Exploring organizational disengagement and exit in an online professional network.* Paper presented at the National Communication Association, Washington, DC.

Bator, M. & Gailliard, B. (2012, May). *The moderating role of parents' socialization messages on student STEM career interests.* Paper presented at the International Communication Association, Phoenix, AZ.

Bator, M. (2011, May). *Theorizing NGO creation of corporate collaborative ties.* Paper presented at the International Communication Association, Boston, MA.

Bator, M. & Stohl, C. (2011, May). *Negotiating social responsibility: Partnerships, synergy and networking among key stakeholders.* Paper presented at the International Communication Association, Boston, MA.

Bator, M. (2011, January). *Knowledge sharing within the international development community.* Poster presented at the Institute for Global Conflict and Cooperation Southern California Symposium, University of California, Irvine.

Bator, M. (2010, November*). Preliminary thoughts on organizational communication theorizing within the nonprofit sector: Knowledge sharing among development nongovernmental organizations.* Paper presented at the National Communication Association Preconference Bridging the "Third Space": Advancing Communication Theories in/of Nonprofit Organizations, San Francisco, CA.

Bator, M. (2010, October). *Knowledge sharing within the international development community.* Paper presented at the Organizational Communication Mini Conference, Rutgers University.

Flanagin, A. J. & Bator, M. (2009, May). *Creating communication: The utility of information and communication technologies in organizational knowledge management.* Paper presented at the International Communication Association, Chicago, IL.

Presentations (invited)
"Making sense of professionals' participation in self-organized virtual communities: A research update to KM4Dev." KM4Dev 2013: Stocktaking on knowledge management for development, Seattle, WA. July 29-31, 2013.

"The participation experience of members of a dual-weight peer production effort". Center for Information Technology & Society's Conversations with Colleagues, University of California, Santa Barbara. May 28, 2013.

"Participation in a community of practice" KM4Dev Face-to-face, sponsored by the International Fund for Agricultural Development, a specialized agency of the United Nations, Rome, Italy. September 30, 2011.

"Does data sharing enhance NGO coordination, collaboration, and transparency?" InterAction Forum 2011, Washington, D.C. August 11, 2011.

"The 1996 Mt Everest disaster: Group communication in an extreme context". Group Communication in Multiple Contexts (Comm 150). University of California, Santa Barbara. March 10, 2009.

FUNDED RESEARCH

$1876 Institute for Social, Behavioral and Economic Research Graduate Research Award for Social Science Surveys, "Working on the organization's boundary: Interorganizational knowledge sharing among INGOs" 2009-2010.

AWARDS AND HONORS

The Fiona Goodchild Award for Excellence as a Graduate Student Mentor of
Undergraduate Research, 2012
UCSB Dean's Fellowship, 2011-2012
UCSB Graduate Dean's Advancement Fellowship, Summer 2011
InterAction travel grant for Forum 2011, Washington, D.C.
Direct Relief International travel grant for Forum 2011, Washington, D.C.
International Fund for Agricultural Development travel grant for KM4Dev Face-to-Face 2011,
Rome, Italy
Johnson & Johnson Fellow, 2005-2007

TEACHING

Instructor of Record
Comm 122, *Organizational Communication,* Summer 2012

Teaching Assistant--Lower Division
Comm 1,   *Introduction to Communication*, Summer 2010
Comm 87, *Statistics*, Winter 2010 & Winter 2008
Comm 88, *Research Methods*, Spring 2011, Fall 2009, Fall 2007
Geog 20,   *Geography of Surfing*, Spring 2010

Teaching Assistant--Upper Division
Comm 116, *The Internet, Communication & Contemporary Society*, Spring 2009
Comm 121, *Communication & Conflict*, Fall 2010
Comm 150, *Group Communication in Multiple Contexts*, Fall 2008
Comm 166, *Marketing Communication*, Winter 2009
Comm 131, *Organizational Communication: A Global Perspective*, Spring 2008, Winter 2011

PROFESSIONAL MEMBERSHIPS

International Communication Association
National Communication Association
International Network for Social Network Analysis

SERVICE

Department
Conference Planning Committee Member, Graduate Alumni Panel   October 2012-May 2013

Volunteer, Graduate Recruitment   2008 – 2012

University
Conference Planning Committee Member, UCSB Center for   January 2013-Present
Nanotechnology sponsored conference: Democratizing Technologies:
Assessing the roles of NGOs in shaping technological futures

Community
Facilitator, Tech Savvy by AAUW – UC Santa Barbara   March 22, 2014

Tech Savvy is a one-day STEM conference designed to introduce junior-high-aged young women to the collegiate environment and engage in hands-on activities in a variety of STEM fields. I designed and facilitated a hands-on workshop, "Social Networks and Small Worlds", which introduces the science behind information flows and how one finds out about interesting jobs.

Volunteer, Growing Solutions - Goleta, CA   August 2010 – May 2013
Growing solutions is a nonprofit organization with a focus on ecological restoration. As a volunteer I assist in the upkeep of the nurseries, planting, and maintenance of restoration sites.

Volunteer, Direct Relief International - Goleta, CA   October 2008 - June 2009
Direct Relief International is an international NGO that provides medical assistance to populations throughout the world. As a volunteer I assisted the organization in thinking through the implementation of new development (i.e., fundraising) strategies related to deepening relationships with corporate partners.

INDUSTRY EXPERIENCE

Instructional Design Assistant, Collaborate Instructional Technology, UCSB   June 2012- Present
- Assist faculty and graduate students with their use of Gauchospace, UCSB's online course management system.
- Create online help desk material (e.g., FAQs, tutorials) to aid instructor and student navigation of the course management system.
- Stay up to date on the latest research concerning the use of course management systems in the classroom.

Staff, Center for Information Technology & Society, UCSB   January 2009 - Present
CITS is a research center on campus devoted to nurturing interdisciplinary scholarship related to information technology and society. I am the event coordinator for the Center.

Johnson & Johnson Fellow, New Brunswick, NJ   Aug 2005 – Aug 2007
Coordinator, Volunteer Support Program
- Managed roll-out of a volunteer management database from selection to implementation to domestic Johnson & Johnson Family of Company employees
- Cultivated relationships with area nonprofits in order to assist World Headquarters employees in their search for a meaningful volunteer opportunity
- Developed an internal network of Johnson & Johnson Family of Companies volunteer coordinators in order to share best practices and encourage collaboration
- Coordinated employee walk teams for four regional and statewide charity walks each year
- Coordinated annual Holiday Angel Program, which enables World Headquarters employees to donate presents to 300 local, needy children
- Member of the New Jersey Governor's Advisory Council on Volunteerism