

**Gina M. Masullo,<sup>1</sup> Ph.D.**

Associate Professor, School of Journalism and Media  
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**EDUCATION**

Ph.D. 2012      Mass Communication, Syracuse University, NY  
M.A. 1999      Public Communications, Syracuse University, NY  
B.A. 1989      Communications, Franciscan University of Steubenville, OH

**PROFESSIONAL APPOINTMENTS**

2020 – Present      Associate Professor, School of Journalism and Media  
Moody College of Communication, The University of Texas at Austin, TX  
2014 – 2020      Assistant Professor, School of Journalism and Media  
Moody College of Communication, The University of Texas at Austin, TX  
2019 – Present      Associate Director, Center for Media Engagement  
Moody College of Communication, The University of Texas at Austin, TX  
2018 – 2019      Assistant Director, Center for Media Engagement  
Moody College of Communication, The University of Texas at Austin, TX  
2016 – 2018      Faculty Research Associate, Center for Media Engagement  
Moody College of Communication, The University of Texas at Austin, TX  
2020 – Present      Knight Faculty Fellow, Center for Media Engagement  
Moody College of Communication, The University of Texas at Austin, TX  
2020 – Present      Research Network Affiliate, National Institute for Civil Discourse,  
University of Arizona, Tucson, AZ  
2012 – 2014      Assistant Professor, School of Mass Communication and Journalism  
University of Southern Mississippi, Hattiesburg, MS  
2010 – 2012      Editorial Assistant  
*Communication Research*  
Syracuse University, NY  
2009 – 2010      Instructor, S.I. Newhouse School of Public Communications

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<sup>1</sup> Name change from Gina Masullo Chen to Gina M. Masullo, effective January 1, 2020.

Syracuse University, NY

1993 – 2009 Editor, Reporter  
*The Post-Standard*, Syracuse, NY

1989 – 1993 Reporter  
*The Observer-Dispatch*, Utica, NY (1991-1993)  
*The Times Herald-Record*, Middletown, NY (1990-1991)  
*The Wallkill Valley Times*, Walden, NY (1989-1990)

## PUBLICATIONS

\* Won award; *italicized names indicate student co-authors when the majority of the work was conducted.*

### Books

- Masullo, G.M.** (2020). *The new town hall: Why we engage personally with politicians*, Praeger, pp. 1 to 171.
- Chen, G.M.** (2017). *Online incivility and public debate: Nasty talk*, Palgrave Macmillan, pp. 1 to 218.
- Mandell, H., & **Chen, G.M.** (2016). *Scandal in a digital age* (Eds.), Palgrave Macmillan, pp. 1 to 224.

### Peer-Reviewed Journal Articles

- Overgaard, C.S. B., Masullo, G.M., Duchovnay, M., & Moore, C.* (In Press). Theorizing connective democracy: A new way to bridge political divides. *Mass Communication and Society*; forthcoming.
- Masullo, G.M., Wilner, T., & Stroud, N.J.** (In Press). What social media could be: Normative frameworks for evaluating digital public spaces. *Social Media + Society*, forthcoming.
- Masullo, G.M.** (2022). Facebook reactions as heuristics: Exploring relationships between reactions and commenting frequency on news about COVID-19. *First Monday*, 27(8), n.p. <https://doi.org/10.5210/fm.v27i8.12674>
- Masullo, G.M., Riedl, M.J., & Huang, Q.E.** (2022). Engagement moderation: What journalists should say to improve online discussions. *Journalism Practice*, 16(4), 738-754. <https://doi.org/10.1080/17512786.2020.1808858>
- Masullo, G.M., Ziegele, M., Riedl, M.J., Jost, P., & Naab, T.** (2022). Effect of a high-person-centered response to commenters who disagree on readers' positive attitudes toward a news outlet's Facebook page. *Digital Journalism*, 10(3), 493-515. <https://doi.org/10.1080/21670811.2021.2021376>
- Masullo, G.M., Shermak, J., Riedl, M.J., Brown, J., & Tenenboim, O.** (2022). Online political comments: Americans talk about the election through a "horse-race" lens. *Proceedings of the Digital and Social Media track of the Hawaii International Conference on System Sciences [HICSS]*, Hawaii, 3242-3250. <http://hdl.handle.net/10125/79731>

Peacock, C., **Masullo, G.M.**, & Stroud, N.J. (2022). The effect of news labels on perceived credibility. *Journalism: Theory, Practice, and Criticism*, 23(2), 301-319. <https://doi.org/10.1177/1464884920971522>

**Masullo, G.M.**, Tenenboim, O., & Lu, S. (2021). “Toxic atmosphere effect”: Uncivil online comments taint perceptions of news outlet, audience. *Journalism: Theory, Practice, and Criticism*. Advance online publication. <https://doi.org/10.1177/14648849211064001>

Brown, D.K., Wilner, T., & **Masullo, G.M.** (2021). “It’s just not the whole story”: Black perspectives on protest portrayals. *Howard Journal of Communications*. Advance online publication. <https://doi.org/10.1080/10646175.2021.2012852>

**Masullo, G.M.**, Lee, T., & Riedl, M.J. (2021). Signaling news outlet credibility in a Google search. *Journalism & Mass Communication Quarterly*. Advance online publication. <https://journals.sagepub.com/doi/pdf/10.1177/10776990211047964>

Gonçalves, J., Weber, I.H., **Masullo, G.M.**, Torres da Silva, M, & Hofhuis, J. (2021). Common sense or censorship: How algorithmic moderators and message type influence perceptions of online content deletion. *New Media & Society*. Advance online publication. <https://journals.sagepub.com/doi/10.1177/14614448211032310>

**Masullo, G.M.**, Curry, A., Whipple, K.N., & Murray, C. (2021). The story behind the story: Examining transparency about the journalistic process and news outlet credibility. *Journalism Practice*. Advance online publication. <https://doi.org/10.1080/17512786.2020.1870529>

**Masullo, G.M.**, Jennings, J., & Stroud, N.J. (2021). “Crisis coverage gap”: The divide between public interest and local news’ Facebook posts about COVID-19. *Digital Journalism*. Advance online publication. <https://doi.org/10.1080/21670811.2021.1965488>

Wilner, T., Valle, D.A.M., & **Masullo, G.M.** (2021). “To me, there’s always a bias”: Understanding the public’s folk theories about journalism. *Journalism Studies*, 22(14), 1930-1946. <https://doi.org/10.1080/1461670X.2021.1979422>

Riedl, M.J., Naab, T., **Masullo, G.M.**, Jost, P., & Ziegele M. (2021). Who is responsible for interventions against problematic comments? Comparing user attitudes in Germany and the United States. *Policy & Internet*, 13, 433-451. <http://doi.org/10.1002/poi3.257>

**Masullo, G.M.**, & Kim, J. (2021). Exploring “angry” and “like” reactions on uncivil Facebook comments that correct misinformation in the news. *Digital Journalism*, 9(8), 1103-1122. <https://doi.org/10.1080/21670811.2020.1835512>

**Masullo, G.M.**, Lu, S., & Fadnis, D. (2021). Does online incivility cancel out the spiral of silence? A moderated mediation model of willingness to speak out. *New Media & Society*, 23(11), 3391-3414. <https://doi.org/10.1177/1461444820954194>

Kim, J., & **Chen, G.M.** (2021). Exploring the influence of comment tone and content in response to misinformation in social media news. *Journalism Practice*, 15(4), 456-470. <https://doi.org/10.1080/17512786.2020.1739550>

**Masullo, G.M.**, Riedl, M.J., & Tenenboim, O. (2020). Dialectics of complexity: A five-country examination of lived experiences on social media. *Social Media + Society*, 6(4),

1-11. <https://doi.org/10.1177/2056305120965152>

Sobieraj, S., **Masullo, G.M.**, Cohen, P.N., Gillespie, T., & Jackson S. (2020). Politicians, social media, and digital publics: Old rights, new terrain. *American Behavioral Scientist*, 64(1), 1646-1669. <https://journals.sagepub.com/doi/10.1177/0002764220945357>

**Riedl, M.J., Masullo, G.M., Whipple, K.N.** (2020). The downsides of digital labor: Exploring the toll incivility takes on online comment moderators. *Computers in Human Behavior*, 107, 1-9. <https://doi.org/10.1016/j.chb.2020.106262>

**Chen, G.M., Pain, P., Chen, V.Y., Mekelburg, M., Springer, N., & Troger, F.** (2020). “You really have to have a thick skin”: A cross-cultural perspective on how online harassment influences female journalists. *Journalism: Theory, Practice, and Criticism*, 20(7), 877-895. <https://doi.org/10.1177/1464884918768500>

**Chen, G.M., Ng, Y.M.M., Riedl, M.J., & V.Y. Chen.** (2020). Exploring how online political quizzes boost interest in politics, political news, and political engagement. *Journal of Information, Technology, & Politics*, 17(1), 33-47. <https://doi.org/10.1080/19331681.2019.1680475>

**Chen, V.Y., & Chen, G.M.** (2020). Shut down or turn off? The interplay between news overload and consumption. *Atlantic Journal of Communication*, 28(2), 125-137. <https://doi.org/10.1080/15456870.2019.1616738>

**Chen, G.M., Fadnis, D., & Whipple, K.** (2020). Can we talk about race? Exploring online comments about race-related shootings. *Howard Journal of Communications*, 31(1), 35-49. <https://doi.org/10.1080/10646175.2019.1590256>

**Pain, P., & Chen, G.M.** (2019). “A chance for me to do good, make a real difference”: How citizen journalists in India view their role in social transformation, *Journal of Media Practice and Education*, 20(4), 334-349. <https://doi.org/10.1080/25741136.2018.1556543>

**Pain, P., & Chen, G.M.** (2019). The President is in: Public opinion and the presidential use of Twitter. *Social Media + Society*, 5(2), 1-12. <https://doi.org/10.1177/2056305119855143>

**Chen, G.M., Riedl, M.J., Shermak, J., Brown, J., & Tenenboim, O.** (2019). Breakdown of democratic norms? Understanding the 2016 U.S. presidential election through online comments. *Social Media + Society*, 5(2), 1-13. <https://doi.org/10.1177/2056305119843637>

**Oz, M., Zheng, P., & Chen, G.M.** (2018). Twitter versus Facebook: Comparing incivility, impoliteness, and deliberative attributes. *New Media & Society*, 20(9), 3400-3419. <https://doi.org/10.1177/1461444817749516>

**Chen, G.M., & Lu, S.** (2017). Online political discourse: Exploring differences in effects of civil and uncivil disagreement in news website comments. *Journal of Broadcasting & Electronic Media*, 61(1), 108-125. <https://doi.org/10.1080/08838151.2016.1273922>

**Chen, G.M., & Pain, P.** (2017). Normalizing online comments. *Journalism Practice*, 11(7), 876-892. <https://doi.org/10.1080/17512786.2016.1205954>

**Chen, G.M., & Ng, Y.M.M.** (2017). Nasty online comments anger you more than me, but nice ones make me as happy as you. *Computers in Human Behavior*, 71, 181-188.  
<https://doi.org/10.1016/j.chb.2017.02.010>

**Dhir, A., Chen, G.M., & Chen, S.** (2017). Why do we tag photographs on Facebook? Proposing a new gratifications scale. *New Media & Society*, 19(4), 502-521.  
<https://doi.org/10.1177/1461444815611062>

**Chen, G.M., Chen, P.S., Chang, C.-W., & Abedin, Z.** (2017). News video quality affects online sites' credibility. *Newspaper Research Journal*, 38(1), 19-31.  
<https://doi.org/10.1177/0739532917696087>

Kurambaev, B., & **Chen, G.M.** (2017). Offline political engagement leads to online political voice among Kyrgyzstan bloggers. *Media Asia*, 44(3-4), 161-174.  
<https://doi.org/10.1080/01296612.2018.1499217>

**Chen, G.M., Mandell, H., & Wolf, J.M.** (2017). Political sex-scandal news stories and personal fear of betrayal: An online experiment. *Northwest Journal of Communication*, 45(1), 9-36.

**Chen, G.M., & Ng, Y.M.M.** (2016). Third-person perception of online comments: Civil ones persuade you more than me. *Computers in Human Behavior*, 55, 736-742  
<https://doi.org/10.1016/j.chb.2015.10.014>

**Pain, P., Chen, G.M., & Campbell, C.P.** (2016). Learning by doing: Teaching multimedia journalism through coverage of the 50<sup>th</sup> anniversary of "Freedom Summer." *Journalism & Mass Communication Educator*, 71(4), 400-412.  
<https://doi.org/10.1177/1077695815613711>

Zhang, J., **Chen, G.M.**, Chock, T.M., Wang, Y., Li, N., & Schweisberger, V.N. (2016). A psychophysiological study of processing HIV PSAs: The effects of narrative versus statistical evidence form, novelty and sexual appeals, and viewer's sex. *Health Communication*, 31(7), 853-862. <https://doi.org/10.1080/10410236.2015.1012629>

Mandell, H., & **Chen, G.M.** (2016). Scandal-suffering politicians, scorned wives and salacious news: Examining public response to the scandal press conference. *Interactions: Studies in Communication & Culture*, 7(1), 85-98. [https://doi.org/10.1386/isc.7.1.85\\_1](https://doi.org/10.1386/isc.7.1.85_1)

**Chen, P.S., Wilson, N., Chen, G.M., & Chang, C.-W.** (2015). Longer, higher quality videos preferred by news viewers. *Newspaper Research Journal*, 36(2), 212-224.  
<https://doi.org/10.1177/0739532915587291>

**Chen, G.M.** (2015). Losing face on social media: Threats to positive face lead to an indirect effect on retaliatory aggression through negative affect. *Communication Research*, 42(6), 819-838. <https://doi.org/10.1177/0093650213510937>

**Chen, G.M.** (2015). Why do women bloggers use social media? Recreation and information motivations outweigh engagement motivations. *New Media & Society*, 17(1), 24-40. <https://doi.org/10.1177/1461444813504269>

Zhang, J., Chock, T. M., **Chen, G. M.**, Schweisberger, V.N., & Wang, Y. (2014). Persuasiveness of HIV public service announcements as a function of argument quality,

personal relevance, and evidence form. *Social Behavior and Personality*, 42(10), 1603-1612. <https://doi.org/10.2224/sbp.2014.42.10.1603>

**Chen, G.M.** (2014). Revisiting the social enhancement hypothesis: Extroversion indirectly predicts number of Facebook “friends,” operating through Facebook usage. *Computers in Human Behavior*, 39, 263-269. <https://doi.org/10.1016/j.chb.2014.07.015>

**Chen, G.M.**, & *Abedin, Z.* (2014). Exploring the differences in how men and women retaliate in response to threats to positive face on social media. *Computers in Human Behavior*, 38, 118-126. <https://doi.org/10.1016/j.chb.2014.05.029>

*Chang, C.-W.*, & **Chen, G.M.** (2014). College students’ disclosure of location-related information on Facebook. *Computers in Human Behavior*, 35, 33-38. <https://doi.org/10.1016/j.chb.2014.02.028>

**Chen, G.M.** (2013). Don’t call me that: A techno-feminist critique of the term “mommy blogger.” *Mass Communication and Society*, 16(4), 510-532. <https://doi.org/10.1080/15205436.2012.737888>

Chock, T.M., Wolf, J., **Chen, G.M.**, *Schweisberger, V.N.*, & *Wang, Y.* (2013). Social media features attract college students to news websites. *Newspaper Research Journal*, 34(4), 96-108. <https://doi.org/10.1177/073953291303400408>

**Chen, G.M.** (2012). Why do women write personal blogs? Satisfying needs for self-disclosure and affiliation tell part of the story. *Computers in Human Behavior*, 28(1), 171-180. <https://doi.org/10.1016/j.chb.2011.08.024>

**Chen, G.M.**, *Williams, S.*, *Hendrickson, N.*, & *Chen, L.* (2012). Male mummies: A social comparison perspective on how exaggeratedly overweight media portrayals of Madea, Rasputia, and Big Momma affect how black women feel about themselves. *Mass Communication and Society*, 15(1), 115-135. <https://doi.org/10.1080/15205436.2011.569682>

**Chen, G.M.** (2011). Tweet this: A uses and gratifications perspective on how active Twitter use gratifies a need to connect with others. *Computers in Human Behavior*, 27(2), 755-762. <https://doi.org/10.1016/j.chb.2010.10.023>

**Chen, G.M.**, T.M. Chock, Gozigian, H., Rogers, R., Sen, A., *Schweisberger, V.N.*, *Steinhardt, J.*, & *Wang, Y.* (2011). Personalizing news websites attracts young readers. *Newspaper Research Journal*, 32(4), 22-38. <https://doi.org/10.1177/073953291103200403>

### **Book Chapters**

Collier, J.R., **Masullo, G.M.**, & *Duchovnay, M.* (2022). Conservative news audiences: A lack of media trust and how they think journalism can improve. In R.E. Gutsche Jr. (Ed.), *The future of the presidency, journalism and democracy: After Trump*. Routledge.

**Masullo, G.M.** (2022). Future directions for online incivility research. In C. Strippel, S. Paasch-Colberg, M. Emmer, & J. Trebbe (Eds.), *Challenges and perspectives of hate speech analysis* (pp. 199-213). Digital Communication Research. <https://doi.org/10.48541/dcr.v12.15>



*Overgaard, C.S.B., Dudo, A., Lease, M., Masullo, G.M., Stroud, N.J., Stroud, S., & Woolley, S. (2021). Building connective democracy: Interdisciplinary salutation to the problem of polarisation. In H. Tumber, & S. Waisbord (Eds.), The Routledge companion to media disinformation and populism, Routledge.*

Stroud, N. J., & **Masullo, G.M.** (2020). Building connective democracy to combat polarization. In Knight Foundation/Kettering Foundation (Eds.) *Democracy and civic life: What is the long game for philanthropy?* (pp. 154-162), Knight Foundation/Kettering Foundation. <https://knightfoundation.org/reports/democracy-and-civic-life-what-is-the-long-game-for-philanthropy/>

**Chen, G.M., & Huang, Q.E.** (2020). Women's blogs. In K. Ross, I. Bachmann, V. Cardo, S. Moorti, V. Cardo, & M. Scarcelli (Eds.), *The international encyclopedia of gender, media, and communication* (pp. 1 to 5), John Wiley & Sons.

**Chen, G.M. & Pain, P.** (2019). "Never about my work, never about my motivations": Exploring online experiences of women journalists of color. In R.A. Lind (Ed.), *Race/gender/class/media 4.0: Considering diversity across audiences, content, and producers*, Routledge.

**Chen, G.M.** (2019). Social media and scandal. In H. Tumber, & S. Waisbord (Eds.), *The Routledge companion to media and scandal* (pp. 165-173), Routledge.

**Chen, G.M., & Whipple, K.N.** (2018). #WomenCanStopTrump: Intimate publics in the Twitterverse. In C.A. Kray, T. Carroll, & H. Mandell (Eds.), *Nasty women and bad hombres: Gender and race in the 2016 U.S. presidential election* (pp. 235-247), Rochester, University of Rochester Press.

**Chen, G.M., Pain, P., & Barner, B.** (2018). "Hashtag feminism": Activism or slacktivism? In D. Harp, J. Loke, & I. Bachmann (Eds.), *Feminist approaches to media theory and research* (4<sup>th</sup> ed., pp. 197-218), Palgrave Macmillan.

**Chen, G.M.** (2018). Online incivility and public deliberation. In C.M. Liebler & T.P. Vos (Eds.), *Media scholarship in a transitional age: Research in honor of Pamela J. Shoemaker* (pp. 25-38), Peter Lang.

**Chen, G.M., Pain, P., & Zhang, J.** (2018). #NastyWomen: Reclaiming the Twitterverse from misogyny. In J. Vickery & T. Everbach (Eds.), *Mediating misogyny: Gender, technology and harassment* (pp. 371-388), Palgrave Macmillan.

Mandell, H., **Chen, G.M., & Pain, P.** (2017). #Sadwife and #happyhusband: The performance of unattainable marital ideals on Facebook. In N. Punyanunt-Carter & J.S. Wench (Eds.), *The impact of social media in modern romantic relationships* (pp. 199-218), Lexington Books.

**Chen, G.M.** (2017). Social media: From digital divide to empowerment. In C.P. Campbell (Ed.), *The Routledge companion to media and race* (pp. 117-125), Routledge.

**Chen, G.M., & Pain, P.** (2016). @TeaParty.org's performance of its virtual identity on Twitter. In G.W. Richardson Jr. (Ed.), *Social media and politics: A new way to participate in the political process* (pp. 149-171), Praeger.

**Chen, G.M., Pain, P., & Fadnis, D.** (2016). Over-sharing in a political sex scandal. In H. Mandell & G.M. Chen (Eds.), *Scandal in a digital age* (pp. 131-144), Palgrave Macmillan.

Mandell, H., & **Chen, G.M.** (2016). Scandal in an age of likes, selfies, and retweets. In H. Mandell & G.M. Chen (Eds.), *Scandal in a digital age* (pp. 3-14), Palgrave Macmillan.

**Chen, G.M., & Mandell, H.** (2016). Predicting a new scandal environment in the 21<sup>st</sup> century. In H. Mandell & G.M. Chen (Eds.), *Scandal in a digital age* (pp. 209-215), Palgrave Macmillan.

### **Scholarly Research Under Review**

**Masullo, G.M., & Duchovnay, M.** Extending the spiral of silence: Theorizing a typology of political self-silence. Submitted to *Communication Studies*; first revision under review.

**Masullo, G.M., Wilhelm, C., Lee, T., Gonçalves, J., Riedl, M.J., Stroud, N.J.** Signaling news outlet trust in a Google Knowledge Panel: A conjoint experiment in Brazil, Germany, and the United States. Submitted to *New Media & Society*; second revision under review.

Lu, S., Liang, H., & **Masullo, G.M.** Selective avoidance: Understanding how position and proportion of online incivility influence news engagement. Submitted to *Communication Research*, second revision under review.

### **Peer-Reviewed Research Presentations**

**Masullo, G.M.** (2022, September). *A new solution to polarized disagreement: Priming a sense of common humanity*. Accepted for presentation to the American Political Science Association for its annual conference, Montreal, Canada.

**Masullo, G.M., Brown, D.N., & Harlow, S.** (2022, August). *Shifting the protest paradigm? Legitimizing and humanizing protest coverage lead to more positive attitudes toward protest, mixed results on news credibility*. Presented to the Mass Communication Division of the of the Association for Education in Journalism and Mass Communication for its annual conference, Detroit, MI.

**Masullo, G.M.** (2022, May). *Facebook reactions are related to commenting frequency on local news posts about COVID-19*. Presented to the Mass Communication Division of the International Communication Association for its annual conference, Paris, France.

**Masullo, G.M., Wilhelm, C., Lee, T., Gonçalves, J., Riedl, M., & Stroud, N.J.** (2022, May). *Signaling news outlet trustworthiness in a Google Knowledge Panel: A conjoint experiment in Brazil, Germany, and the United States*. Presented to the Mass Communication Division of the International Communication Association for its annual conference, Paris, France

**Masullo, G.M. & Duchovnay, M.** (September, 2021). *Theorizing a typology of political self-silencing*. Presented to the American Political Science Association for its annual conference, Seattle, WA. [Presentation was virtual because of COVID19 pandemic.]



Riedl, M.J., **Masullo, G.M.**, & Wilner, T. (2021, August). *Focus groups in communication, journalism, and media research: A reappraisal*. Presented to the Communication Theory and Methodology Division of the Association for Education in Journalism and Mass Communication for its annual conference. [Conference held virtually because of COVID19 pandemic.]

Ziegele, M., Riedl, M.J., **Masullo, G.M.**, & Whipple, K.N. (2021, May). *Can media breaks lessen the burden of comment moderation? The effects of hedonic and eudaimonic media entertainment on moderators' recovery experience and moderation accuracy*. Presented to the International Communication Association for its annual conference. [Conference held virtually because of COVID19 pandemic.]

**Masullo, G.M.**, Jennings, J., & Stroud, N.J. (2021, May). *Crisis coverage gap: Divide between public interest and local digital news coverage of COVID-19*. Presented to the International Communication Association for its annual conference. [Conference held virtually because of COVID19 pandemic.]

Lu, S., Liang, H., & **Masullo, G.M.** (2021, May). *Order, proportion, or both? Investigating the effects of online incivility in news comment sections*. Presented to the Mass Communication Division of the International Communication Association for its annual conference. [Conference held virtually because of COVID19 pandemic.]

**Masullo, G.M.**, Overgaard, C.S.B., Duchovnay, M., & Moore, C. (2021, May). *Connective democracy: A new way to bridge political divides*. Presented to the Political Communication Division International Communication Association for its annual conference. [Conference held virtually because of COVID19 pandemic.]

**Masullo, G.M.**, Lee, T., & Riedl, M.J. (2021, May). *Signaling Credibility at the Domain Level: Can the Google Knowledge Panel Cue News Credibility Perceptions?* Presented to the Mass Communication Division of the International Communication Association for its annual conference. [Conference held virtually because of COVID19 pandemic.]

Gonçalves, J.F., Weber, I., **Masullo, G.M.**, Torres da Silva, M., & Hofhuis, J. (2021, May). *Civility or censorship: how algorithmic moderators and message type influence perceptions of online content deletion*. Presented to the Mass Communication Division of the International Communication Association for its annual conference. [Conference held virtually because of COVID19 pandemic.]

Torres da Silva, M., Gonçalves, J.F., Weber, I.H., Hofhuis, J., & **Masullo, G.M.** (2020, October). *Fair or flawed: How content, moderator, and message information impact perceptions of online hate speech moderation*. Presented to the 8<sup>th</sup> European Communication Conference, Braga, Portugal.

\***Masullo, G.M.**, Riedl, J.M., & Tenenboim, O. (2020, August). *Dialectics of complexity: A five-country examination of perceptions of social media platforms*. Presented to the International Communication Division of the Association for Education in Journalism and Mass Communication for its annual conference. [Conference held virtually because of COVID19 pandemic.] **Top Paper, Third Place, Robert L. Stevenson Open Paper Competition.**

Wilner, T., Valle, D.A.M., & **Masullo, G.M.** (2020, August). *Greater expectations: How the public perceives news bias and journalistic routines*. Presented to the Newspaper and

Online News Division of the Association for Education in Journalism and Mass Communication for its annual conference. [Conference held virtually because of COVID19 pandemic.]

**Chen, G.M.** (2020, June). What's uncivil? It depends on where you live. Accepted for presentation to the Multidisciplinary Approaches to Political Discourse conference, University of Liverpool, Liverpool, England. [Conference canceled because of COVID19 pandemic.]

*Riedl, M., Naab, T., Chen, G.M., Jost, P., & Ziegele, M.* (2020, May). *Regulating comments: Attitudes of Germans and Americans toward regulation by citizens, platforms, or law enforcement.* Presented to the International Communication Association for its annual conference, Gold Coast, Australia. [Conference held virtually because of COVID19 pandemic.]

Muddiman, A., Tenenboim, O., **Chen, G.M.**, & Saldána, M. (2020, May). *Gatekeeping versus gatewatching: Do the topics of online comments that journalists reject differ from those that readers flag?* Presented to the International Communication Association for its annual meeting, Gold Coast, Australia. [Conference held virtually because of COVID19 pandemic.]

Heinbach, D., Ziegele, M., **Chen, G.M.**, *Riedl, M.J.*, Naab, T.K., Jost, P. (2020, March). *Der Ton macht die Musik. Wie die Verbal-Person-Centered Theory den Einfluss von Moderationskommentaren auf die Einstellungen der Nutzer gegenüber Nachrichtenmedien erklärt.* Accepted for presentation to annual meeting of the German Communication Association (DGPK), Munich, Germany. [Conference canceled because of COVID19 pandemic.]

Peacock, C., **Chen, G.M.**, & Stroud, N.J. (2019, November). *What's in a label? The effect of news labels on perceived content credibility.* Presented to the Mass Communication Division of the National Communication Association for its annual conference, Baltimore, MD.

*Riedl, M.J., Chen, G.M., & Whipple, K.N.* (2019, September). *Exploring detrimental digital labor: How online incivility influences comment moderators.* Presented at the Austrian Research and Innovation Talk (ARIT) 2019 Poster Session, New York, NY.

*Shermak, J., Chen, G.M., Riedl, M.J., Brown, J., & Tenenboim, O.* (2019, August/September). *Online political talk: Policy comments conform more to democratic norms, but horse race comments get more attention.* Presented to the Information Technology and Politics Division of the American Political Science Association for its annual conference, Washington, DC.

\***Chen, G.M.**, Ziegele, M., *Riedl, M.J.*, Jost, P., & Naab, T. (2019, August). *Online disagreement comments: It's not what you say, but how you say it.* Presented to the Newspaper Online News Division of the Association for Education in Journalism and Mass Communication for its annual conference, Toronto, Canada. **Top Faculty Paper, First Place, and Research Prize for Professional Relevance, Second Place.**

\***Chen, G.M.**, Curry, A., & Whipple, K.N. (2019, August). *The story behind the story: How transparency about the journalistic process boosts news outlet credibility.* Presented to the Newspaper Online News Division of the Association for Education in Journalism

and Mass Communication for its annual conference, Toronto, Canada. **Top Faculty Paper, Second Place.**

**Chen, G.M.** (2019, August). *#Blocked: Engaging with politicians on social media in the age of Trump*. Presented to the Mass Communication and Society Division of the Association for Education in Journalism and Mass Communication for its annual conference, Toronto, Canada.

*Riedl, M.J., Chen, G.M., & Whipple, K.N.* (2019, May). *Flow and incivility in online news comment moderation*. Presented to the Mass Communication Division of the International Communication Association for its annual conference, Washington, DC.

**Chen, G.M., Riedl, M.J., & Huang, Q.E.** (2018, November). *Taming incivility in online comment streams*. Presented to the Mass Communication Division of the National Communication Association for its annual conference, Salt Lake City, UT.

*Pain, P., & Chen, G.M.* (2018, November). *The President is in: Public opinion and the presidential use of Twitter*. Presented to the Midwest Association of Public Opinion Research for its annual conference, Chicago, IL.

*Kim, J., & Chen, G.M.* (2018, August/September). *Incivility or civility: Which works best to dispel fake political news?* Presented to the Political Communication Division of the American Political Science Association for its annual conference, Boston, MA.

**\*Chen, G.M., Lu, S., & Fadnis, D.** (2018, May). *Speaking out: How incivility and emotions “unspiral” the spiral of silence*. Presented to the Mass Communication Division of the International Communication Association for its annual conference, Prague, Czech Republic. **Top Faculty Paper, Third Place.**

**Chen, G.M., Tenenboim, O., & Lu, S.** (2018, May). *The power of incivility: How nasty online comments influence people’s perceptions of a news website*. Presented to the Mass Communication Division of the International Communication Association for its annual conference, Prague, Czech Republic.

**\*Chen, G.M., Fadnis, D., & Whipple, K.** (2018, May). *Can we talk about race? Exploring online comments about four race-related shootings in America*. Presented to the Race and Ethnicity Division of the International Communication Association for its annual conference, Prague, Czech Republic. **Top Faculty Paper, Third Place.**

*Riedl, M.J., Chen, G.M., Whipple, K.N.* (2017, December). *Menial, meaningful, miserable? Flow and the effects of incivility in moderating online news comments*. Presented to the All Things in Moderation: The People, Practices and Politics of Online Content Review – Human and Machine Conference at UCLA, Los Angeles, CA.

**Chen, G.M., Shermak, J.L., Brown, J., Riedl, M.J., & Tenenboim, O.** (2017, September). *Uncivil or deliberative? News comments in the 2016 primaries and general election*. Presented to the Political Communication Division of the American Political Science Association for its annual conference, San Francisco, CA.

**Chen, G.M.** (2017, August). *“Defensive effect”: Uncivil disagreement upsets me, so I want to speak out politically*. Presented to the Mass Communication and Society Division of the Association for Education in Journalism and Mass Communication for its annual conference, Chicago, IL.

**Chen, G.M., Ng, Y.M.M., Chen, V.Y., & Riedl, M.J.** (2017, August). *Gaming the news: Examining the effects of online political quizzes on interest in news and politics*. Presented to the Newspaper and Online News Division of the Association for Education in Journalism and Mass Communication for its annual conference, Chicago, IL.

**Riedl, M.J., Chen, G.M., Brown, J., Shermak, J., & Tenenboim, O.** (2017, August/September). *Schadenfreude, chagrin, and deliberation: Discussing the 2016 U.S. presidential election in online news comments*. Presented to the Political Communication Division of the Association for Education in Journalism and Mass Communication for its annual conference, Chicago, IL.

**Chen, G.M., Chen, V.Y., & Pain, P.** (2017, May). *Disrupting routines: How gendered harassment in online comments affects female journalists in the United States and Taiwan*. Presented to the “Comments, anyone? Multidisciplinary approaches for analyzing comments across news and other formats” pre-conference of the International Communication Association for its annual conference, San Diego, CA.

**Chen, G.M.** (2017, May). *Incivility and deliberation: Understanding the discourse around race, sexual orientation, and politics through online comments*. Presented to the Mass Communication Division of the International Communication Association for its annual conference, San Diego, CA.

**Chen, G.M., Tenenboim, O., & Lu, S.** (2017, May). *“Hostile audience effect”: How uncivil online comments damage how the audience views a news website*. Presented to the Mass Communication Division of the International Communication Association for its annual conference, San Diego, CA.

**Chen, G.M., & Pain, P.** (2016, August). *Normalizing online commenting: Exploring how journalists deal with incivility on news sites*. Presented to the Newspaper and Online News Division of the Association for Education in Journalism and Mass Communication for its annual conference, Minneapolis, MN.

**Chen, G.M., & Ng, Y.M.M.** (2016, August). *Nasty comments anger you more than me, but nice ones make me as happy as you*. Presented to the Mass Communication and Society Division of the Association for Education in Journalism and Mass Communication for its annual conference, Minneapolis, MN.

**Chen, G.M., & Zheng, P.** (2016, August). *Online public discourse: Exploring differences in responses to civil and uncivil disagreement in news story comments*. Presented to the Mass Communication and Society Division of the Association for Education in Journalism and Mass Communication for its annual conference, Minneapolis, MN.

\***Ng, Y.M.M., Chen, G.M., & Chen, V.Y.** (2016, August). *Quizzical attraction of online personality quizzes: A uses and gratifications perspective*. Presented to the Communication Technology Division of the Association for Education in Journalism and Mass Communication for its annual conference, Minneapolis, MN. **Third-Place, Gene Burd Faculty Research Paper Competition.**

**Oz, M., Zheng, P., & Chen, G.M.** (2016, May). *Social media, politeness, and discussion quality*. Presented to the World Association for Public Opinion Research for its annual conference, Austin, TX.

**Chen, G.M., & Zheng, P.** (2016, June). *The “defensive effect”: Uncivil comments indirectly increase intention to participate politically, through negative affect.* Presented to the Mass Communication Division of the International Communication Association for its annual conference, Fukuoka, Japan.

**Chen, G.M., Fadnis, D., & Lu, S.** (2016, June). *Unspiraling the silence: Online incivility and likelihood to speak out about safety of childhood vaccines.* Presented to the Health Communication Division of the International Communication Association for its annual conference, Fukuoka, Japan.

**Lu, S., Chen, G.M., & Fadnis, D.** (2016, June). *Trolling the outspokenness: Exploring the effects of incivility on spiral of silence in news comment websites.* Presented to the Mass Communication Division of the International Communication Association for its annual conference, Fukuoka, Japan.

**Kurambayev, B., & Chen, G.M.** (2016, June). *Offline political engagement leads to online political voice among Kyrgyzstan bloggers.* Presented to the Mass Communication Division of the International Communication Association for its annual conference, Fukuoka, Japan.

**\*Chen, G.M.** (2016, April). *Nasty news story comments indirectly increase intention to participate politically for women, mediated through negative affect.* Presented to the Mass Communication Division of the Southern States Communication Association for its annual conference, Austin, TX. **Top Faculty Research Paper.**

**Chen, G.M., & Ng, Y.M. M.** (2015, August). *The third-person effect of news story comments.* Presented to the Newspaper and Online News Division of the Association for Education in Journalism and Mass Communication for its annual conference, San Francisco, CA.

**Pain, P., Chen, G.M., & Campbell, C.P.** (2015, August). *Teaching multimedia journalism to high school students through the lens of Freedom Summer.* Presented to the Scholastic Journalism Division of the Association for Education in Journalism and Mass Communication for its annual conference, San Francisco, CA.

**Chen, G.M., Chen, P.S., Abedin, Z., & Chang, C.-W.** (2014, November). *Quality matters: Low-quality news videos damage newspapers’ credibility, favorability, and likelihood to get paid for content.* Presented to the Mass Communication Division of the National Communication Association for its annual conference, Chicago, IL.

**Chen, G.M.** (2014, April). *Who “friends”? A mediation model of how extraversion, Facebook usage, and gender predict number of Facebook “friends.”* Presented to the Popular Communication Division of the Southern States Communication Association for its annual conference, New Orleans, LA.

**Chen, P.S., Wilson, N., Chen, G.M., & Chang, C.-W.** (2014, April). *Debunking the myth that shorter is better: Viewers prefer high-quality news videos, regardless of length.* Presented to the Mass Communication Division of Southern States Communication Association for its annual conference, New Orleans, LA.

**Chen, G.M., Mandell, H., & Wolf, J.** (2013, August). *Vicariously rejected: Political-sex-scandal coverage primes negative attitude toward sexual betrayal.* Presented to the

Newspaper and Online News Division of the Association for Education in Journalism and Mass Communication for its annual conference, Washington, DC.

**Chen, G.M.** (2012, November). *How much does that tick you off? Online rejection and criticism hurt – but not as much as ostracism.* Presented to the Human Communication and Technology Division of the National Communication Association for its annual conference, Orlando, FL.

Zhang, J. Chock, T. M., **Chen, G. M.**, Schweisberger, V., & Wang, Y. (2012, August). *The impact of HIV PSAs on attitudes, behavioral intentions and risk perception as a function of evidence form, argument quality, personal relevance and gender.* Presented at the Association for Education in Journalism and Mass Communication annual conference, Chicago, IL.

**Chen, G.M.**, Schweisberger, V.N., & Gilmore, K.S. (2012, May). “*Conductor effect*”: *Violent video game play extends anger, leading to triggered displaced aggression among women.* Presented to the Game Studies Division of the International Communication Association for its annual conference, Phoenix, AZ.

**Chen, G.M.** (2011, August). *Don’t call me that: Examining the discourse that precedes the term “mommy blogger.”* Presented to the Commission on the Status of Women of the Association for Education in Journalism and Mass Communication for its annual conference, St. Louis, MO.

Zhang, J., Chock, T.M., **Chen, G.M.**, Wang, Y., & Schweisberger, V.N. (2011, May). *Message features matter more than evidence form: An experiment of HIV PSAs using physiological measures.* Presented to the Health Communication Unit of the International Communication Association for its annual conference, Boston, MA.

Chock, T.M., Zhang, J., Wang, Y., **Chen, G.M.**, & Schweisberger, V.N. (2011, May). *Novel sex stories! The effects of message type, novelty, and sexual content on attention to HIV PSAs.* Presented to the Information Systems Unit of the International Communication Association for its annual conference, Boston, MA.

\***Chen, G. M.**, Williams, S., Hendrickson, N., Chen, L. (2010, August). *Mammy revisited: How media portrayals of overweight black women affect how black women feel about themselves.* Presented to the Commission on the Status of Women of the Association for Education in Journalism and Mass Communication for its annual conference, Denver, CO. **Top-Three Research Paper.**

**Chen, G. M.**, & Arnould, K. (2010, March). *Tweet this: How active users connect on Twitter.* Presented to the Communication Technology Division of the Association for Education in Journalism and Mass Communication for its midwinter conference, Norman, OK.

**Masullo, G.** (1997, August). *Newspaper nonreadership: A study of motivations.* Presented to the Newspaper Division of the Association for Education in Journalism and Mass Communication for its annual conference, Chicago, IL.



**RESEARCH CONTRACTS/GRANTS/GIFTS***AWARDED*

- 2021-2022     The William and Flora Hewlett Foundation  
Center for Media Engagement  
Principal Investigator: N.J. Stroud  
Co-Principal Investigator: **G.M. Masullo**  
Total: \$170,000
- 2021            Trusting News/American Press Institute  
Re-Engaging the Right/Center for Media Engagement  
Principal Investigator: **G.M. Masullo**  
Co-Principal Investigator: N.J. Stroud  
Total: \$23,006
- 2021-2022     Democracy Fund  
Center for Media Engagement  
Principal Investigator: N.J. Stroud  
Co-Principal Investigator: **G.M. Masullo**  
Total: \$400,000
- 2020            Dallas Free Press  
Serving Media Audiences in Dallas/Center for Media Engagement  
Principal Investigator: **G.M. Masullo**  
Co-Principal Investigator: N.J. Stroud  
Total: \$18,959
- 2020            Google News Initiative  
Domain-level Trust Indicators/Center for Media Engagement  
Principal Investigator: N.J. Stroud  
Co-Principal Investigator: **G.M. Masullo**  
Total: \$261,230
- 2019-2020     Trusting News/American Press Institute  
Broadcast Trust Indicators/Center for Media Engagement  
Principal Investigator: **G.M. Chen**  
Co-Principal Investigator: N.J. Stroud.  
Total: \$18,020
- 2019-2024     Knight Foundation  
Connective Democracy Research Initiative/Center for Media Engagement  
Principal Investigator: N.J. Stroud  
Co-Principal Investigators: **G.M. Chen**, S. Stroud, S. Woolley, A. Dudo, and M. Lease  
Total: \$2.5 million

- 2019-2020 Facebook  
Hate Speech Moderation on Facebook  
Principal Investigator: J. Gonçalves  
Co-Principal Investigator: **G.M. Chen**  
Total: \$100,032
- 2018-2019 University of Missouri-Columbia  
Build Trust/Center for Media Engagement  
Principal Investigator: **G.M. Chen**  
Co-Principal Investigator: N.J. Stroud  
Total: \$66,697
- 2018-2019 American Press Institute  
Questions Readers Have About Journalism/Center for Media Engagement  
Principal Investigator: **G.M. Chen**  
Total: \$6,095
- 2018-2019 Omidyar Network  
Assessing the Health of the Digital Public Sphere/Center for Media Engagement  
Principal Investigator: N.J. Stroud  
Co-Principal Investigator: **G.M. Chen**  
Total: \$263,000
- 2018-2020 The William and Flora Hewlett Foundation  
Center for Media Engagement  
Principal Investigator: N.J. Stroud  
Co-Investigator: **G.M. Chen**  
Total: \$510,000
- 2018-2019 Texas A&M International University  
Incivility and Misinformation  
Principal Investigator: J. Kim  
Co-Principal Investigator: **G.M. Chen**  
Total: \$10,000
- 2017-2020 Democracy Fund  
Center for Media Engagement  
Principal Investigator: N.J. Stroud  
Co-Investigator: **G.M. Chen**  
Total: \$900,000
- 2017-2018 Moody College of Communication  
Hybrid-Online Journalism Course Creation  
Principal Investigator: **G.M. Chen**  
Total: \$5,000
- 2017-2018 Vice President for Research, The University of Texas at Austin  
Incivility in News Comments  
Principal Investigator: **G.M. Chen**  
Total: \$750

- 2016-2017 Qualtrics Survey Software Company  
Incivility and Speaking Out Online  
Principal Investigator: **G.M. Chen**  
Total: \$5,000
- 2015-2016 Center for Women's & Gender Studies, The University of Texas at Austin  
Effect of Incivility on Emotions and Political Participation  
Principal Investigator: **G.M. Chen**  
Total: \$2,000
- 2015-2016 Vice President for Research, The University of Texas at Austin  
Incivility and the News Audience  
Principal Investigator: **G.M. Chen**  
Total: \$350
- 2014-2015 School of Journalism, The University of Texas at Austin  
Incivility and Civic Engagement and Political Participation  
Principal Investigator: **G.M. Chen**  
Total: \$3,500
- 2014-2015 Dow Jones News Fund  
High School Journalism Workshop Project, University of Southern Mississippi  
Principal Investigator: **G.M. Chen**  
Total: \$5,000
- 2013-2014 Aubrey Keith Lucas and Ella Ginn Lucas Endowment, University of Southern  
Mississippi  
News Video Quality  
Principal Investigator: **G.M. Chen**  
Total: \$3,700
- 2012-2013 S.I. Newhouse School of Public Communication, Syracuse University  
Dissertation Research  
Principal Investigator: **G.M. Chen**  
Total: \$2,000
- 2010-2011 S.I. Newhouse School of Public Communications, Syracuse University  
Personalizing News Websites  
Principal Investigator: **G.M. Chen**  
Total: \$350
- SUBMITTED, NOT FUNDED*
- 2021-2022 National Science Foundation  
Drawing on Existing Library Infrastructure and Networks to Develop Information  
Literacy and Rhetorical Analysis Skills through Immersive Training Modules: A  
Partnership among Information Science Professionals, Social Scientists, Libraries  
and Media Companies  
Principal Investigator: T. Blumenfield  
Senior Researcher: **G.M. Masullo**  
Total: \$750,000

- 2021-2022 National Science Foundation  
Local Disinformation Pipelines  
Principal Investigator: N.J. Stroud  
Researcher: **G.M. Masullo**  
Total: \$750,000
- 2018-2021 National Science Foundation  
Collaborative Research: Data-Driven Curricular Experiences in Communications and STEM Diversity  
Principal Investigator: D. Murthy  
Co-Principal Investigator: **G.M. Chen**  
Total: \$509,101
- 2017-2020 National Science Foundation  
Social Media Curricular Experiences and STEM Diversity  
Principal Investigator: D. Murthy  
Co-Principal Investigators: **G.M. Chen** and D.H. Robinson  
Total: \$599,863

### **Grant Reports**

*Italicized names indicate student co-authors when the majority of the work was conducted.*

#### **Center for Media Engagement (formerly Engaging News Project)**

**Masullo, G.M.**, Brown, D.K., & Harlow, S. (2021). A better way to tell protest stories. *Center for Media Engagement*. <https://mediaengagement.org/research/a-better-way-to-tell-protest-stories/>

- Featured in American Press Institute's "Need to Know" column and Journalism.co.uk

Duchovnay, M., & **Masullo, G.M.** (2021). How newsrooms can better connect with conservative and right-leaning audiences. *Center for Media Engagement*. <https://mediaengagement.org/research/how-to-connect-with-conservative-news-audiences/>

- Covered by *Seattle Times*, *Columbia Journalism Review*, *The Day*, *Nieman Lab*

Duchovnay, M., & **Masullo, G.M.** (2021). How to connect with disinvested local news audiences. *Center for Media Engagement*. <https://mediaengagement.org/research/how-to-connect-with-disinvested-local-news-audiences/>

- Featured in American Press Institute's "Need to Know" column

**Masullo, G.M.**, Gonçalves, J., Weber, I., Laban, A., Torres da Silva, M., & Hofhuis, J. (2021). How the public views deletion of offensive comments. *Center for Media Engagement*. <https://mediaengagement.org/research/how-the-public-views-deletion-of-offensive-comments>

**Masullo, G.M.**, Riedl, M.J., Ziegele, M., Naab, T., Jost, P., & Huang, Q.E. (2021). Journalist engagement in Facebook comments: Try acknowledging commenters'

emotions. *Center for Media Engagement*.

<https://mediaengagement.org/research/journalist-engagement-in-facebook-comments>

Lee, T., Wilhelm, C., **Masullo, G.M.**, Riedl, M.J., Gonçalves, J., & Stroud, N.J. (2021). How to signal news trust in a Google search. *Center for Media Engagement*.

<https://mediaengagement.org/research/how-to-signal-trust-in-a-google-search>

- Featured in American Press Institute's "Need to Know" column

Kilgo, D.K., Wilner, T., **Masullo, G.M.**, & Bennett, L.K. (2020). News distrust among Black Americans is a fixable problem. *Center for Media Engagement*.

<https://mediaengagement.org/research/news-distrust-among-black-americans/>

Lee, T., **Masullo, G.M.**, & Phebbilo, K. (2020). Want to information people about registering to vote? Keep it simple. *Center for Media Engagement*.

<https://mediaengagement.org/research/registering-to-vote/>

**Masullo, G.M.** (2020). Being compassionate with yourself may help bridge political divides. *Center for Media Engagement*.

<https://mediaengagement.org/research/compassion-and-political-divides/>

Weber, I., Laban, A., **Masullo, G.M.**, Gonçalves, J., Torres da Silva, M., & Hofhuis, J. (2020). International perspectives on what's considered hateful or profane online. *Center for Media Engagement*. <https://mediaengagement.org/research/perspectives-on-online-profanity>

- Covered by Nieman Lab

Overgaard, C.S.B., & **Masullo, G.M.** (2020). Finding common ground: Habits that may help. *Center for Media Engagement*. <https://mediaengagement.org/research/finding-common-ground/>

Duchovnay, M., Moore, C., & **Masullo, G.M.** (2020). How to talk to people who disagree with you politically. *Center for Media Engagement*.

<https://mediaengagement.org/research/divided-communities>

- Presented at Mobilize Recovery Virtual Advocacy Conference, Las Vegas, NV

**Masullo, G.M.**, & Tenenboim, O. (2020). Gaining trust in TV news. *Center for Media Engagement*. <https://mediaengagement.org/research/trust-in-tv-news/>

- Featured by International News Media Association

**Masullo, G. M.**, Jennings, J., Collier, J.R., Muddiman, A., Murray C., Chavez G., Deaven K., Deller, N., Gursky, J., Joseff, K., Wadman-Goetsch, E., Wilner T., & Stroud, N.J. (2020). Covering coronavirus: How audience needs are changing and how newsroom coverage compares. *Center for Media Engagement*.

<https://mediaengagement.org/research/coronavirus-coverage-changes>

- Covered by Nieman Lab
- Featured by International News Media Association

**Masullo, G.M.**, Collier, J., Muddiman, A., Murray, C., Chavez, G., Deaven, K., Deller, N., Gursky, J., Jennings, J., Joseff, K., Wadman-Goetsch, E., Wilner, T., & Stroud, N.J. (2020). Covering coronavirus: A snapshot of the information people want and what

newsrooms are reporting. *Center for Media Engagement*.

<https://mediaengagement.org/research/coronavirus-reporting-snapshot>

- Featured by Media ATX, Cronkite News Lab, International News Media Association, Radio Television Digital News Association

Riedl, M.J., **Chen, G.M.**, Tenenboim, O., & Stroud, N.J. (2019) Social media: The good, the bad, and how platforms can do better. <https://mediaengagement.org/research/social-media-how-platforms-can-do-better/>

Wilner, T., Dominique A. Montiel Valle, & **Chen, G.M.** (2019) What people want to know about the news. <https://mediaengagement.org/research/what-people-want-to-know/>

- Covered by Nieman Lab and American Press Institute

Peacock, C., **Chen, G.M.**, & Stroud, N.J. (2019). Story labels alone don't increase trust. <https://mediaengagement.org/research/story-labels-and-trust/>

- Featured in American Press Institute's "Need to Know" column and Nieman Lab's "What We're Reading" section
- Covered by Nieman Lab
- Featured by the International News Media Association

Riedl, M.J., **Chen, G.M.**, & Whipple K. (2019). Moderating uncivil comments hurts trust in news. <https://mediaengagement.org/research/moderating-uncivil-comments/>

- Covered by Nieman Lab
- Featured in American Press Institute's "Need to Know" column and by the International News Media Association

**Chen, G.M.**, Curry, A., & Whipple, K. (2019). Building trust: What works for news organizations? <https://mediaengagement.org/research/building-trust/>

- Covered by Nieman Lab
- Featured by the International News Media Association
- Presented at the Online News Association annual conference

Tenenboim, O., **Chen, G.M.**, & Lu, S. (2019). Attacks in the comment sections: What it means for news sites. <https://mediaengagement.org/research/attacks-in-the-comment-sections/>

- Covered by Nieman Lab, International Center for Journalists, Engadget, and Media Brief
- Featured in newsletter by Brian Stelter at CNN and Media ATX
- Featured in American Press Institute's "Need to Know" column

**Chen, G.M.**, Pain, P., Chen, V.Y, Mekelburg, M., Springer, N., & Troger, F. (2018). Women journalists and online harassment.

<https://mediaengagement.org/research/women-journalists/>

- Covered by Media Post, Nieman Lab; Journalist's Resource; International Journalism Network; Texas Standard; and CJAD 800 Talk Radio in Montreal, Canada
- Results published in *Journalism: Theory, Practice, and Criticism*



- Presented at American Society of News Editors (ASNE) Conference, Austin, TX; Journalism and Women Symposium, Austin, TX; and International Symposium on Online Journalism, Austin, TX
- Featured in American Press Institute's research blog

**Chen, G.M.**, Murray, C., Stroud, N.J., Newton, E., Gillmor, D., & Roschke, K. (2018). How the public, news sources, and journalists think about news in three communities. <https://mediaengagement.org/research/public-sources-and-journalists/>

- Covered by Nieman Lab

Murray, C., Curry, A., **Chen, G.M.**, & Stroud, N.J. (2018). News awareness in Fresno, Kansas City, and Macon. <https://mediaengagement.org/research/news-awareness-in-fresno-kansas-city-and-macon/>

**Chen, G.M.**, Ng, Y.M.M, Chen, V.Y., & Riedl, M J. (2018). Quizzes and interest in political news. <https://mediaengagement.org/research/political-quizzes/>

**Chen, G.M.**, & Pain, P. (2016). Journalists and online comments. <https://engagingnewsproject.org/research/journalists-and-online-comments/>

- Results published in *Journalism Practice*

## AWARDS AND HONORS

- 2020 Third-Place Robert L. Stevenson Open Paper Competition, International Communication Division, AEJMC, for *Dialectics of complexity: A five-country examination of perceptions of social media platforms*.
- 2019 First-Place Faculty Research Award, Newspaper and Online News Division, AEJMC, for *Online disagreement comments: It's not what you say, but how you say it*
- 2019 Second-Place AEJMC Research Prize for Professional Relevance for *Online disagreement comments: It's not what you say, but how you say it*
- 2019 Second-Place Faculty Research Award, Newspaper and Online News Division, AEJMC, for *The story behind the story: How transparency about the journalistic process boosts news outlet credibility*
- 2018 Third-Place Faculty Research Award, Ethnicity and Race in Communication Division, International Communication Association, for *Can we talk about race? Exploring online comments about four race-related shootings in America*
- 2018 Third-Place Faculty Research Award, Mass Communication and Society Division, International Communication Association, for *Speaking out: How incivility and emotions "unspiral" the spiral of silence*
- 2016 Third-Place Gene Burd Faculty Research Competition, Communication Technology Division, AEJMC, for *Quizzical attraction of online personality quizzes: A uses and gratifications perspective*
- 2016 Dean's Fellow Award, fall, Moody College of Communication, UT Austin

- 2016 Top Faculty Research Paper Award, Mass Communication Division, Southern States Communication Association, for *Nasty news story comments indirectly increase intention to participate politically for women, mediated through negative affect*
- 2015 Fellow, Lillian Lodge Kopenhaver Center for the Advancement of Women in Communication, Florida International University and AEJMC's Commission on the Status of Women
- 2010 Top-Three Research Paper Award, Commission on the Status of Women, AEJMC, for *Mammy revisited: How media portrayals of overweight black women affect how black women feel about themselves*
- 2007 Fellow, Journalism Center on Children & Families seminar, Washington, DC
- 1993 The Associated Press Award, for special section on demise of Griffiss Air Force Base
- 1992 Gannett Well Done, Runner-Up Spot News Award for stories on fatal fire
- 1991 NY Press Association, Special Section Award, for coverage of airport transformation
- 1990 NY Press Association, First-Place Spot News, for coverage of disaster at school
- 1990 NY Press Association, Second-Place Rookie of the Year

#### NON-PEER-REVIEWED PUBLICATIONS

*Italicized names indicate student co-authors when the majority of the work was conducted.*

Deaven, K., Stroud, N.J., & **Masullo, G.M.** (2021, July 28). "We disagree on what the space should be": Editors discuss the future of comment sections. *Nieman Lab*, a project of the Nieman Foundation at Harvard University.

<https://www.niemanlab.org/2021/07/we-disagree-on-what-the-space-should-be-editors-discuss-the-future-of-comment-sections/>

**Masullo, G.M.** & *Overgaard, C.S.B.* (2021). Connective democracy: A new way of thinking about deliberative democracy. *Media Ethics*, 32(2), n.p.

<https://www.mediaethicsmagazine.com/index.php/browse-back-issues/216-spring-2021-vol-32-no-2/3999346-connective-democracy-a-new-way-of-thinking-about-deliberative-democracy>

**Masullo, G.M.**, & McGourty Supple, C. (2020, July 8). News leaders and tech platforms must safeguard journalists from digital harassment to ensure press freedom.

*Poynter Institute*. <https://www.poynter.org/ethics-trust/2020/news-leaders-and-tech-platforms-must-safeguard-journalists-from-digital-harassment-to-ensure-press-freedom/?fbclid=IwAR3A01VlzkI5f8yM55n40udrurDKqOOD2vqbyffsZj5YT7LGeWkyrJQp9i0>

*Lee, T.*, & **Masullo, G.M.** (2020, June 3). How female TV journalists deal with the emotional toll of harassment. *American Press Institute*.

<https://www.americanpressinstitute.org/publications/research-review/how-female-tv-journalists-deal-with-the-emotional-toll-of-harassment/>

**Chen, G.M.**, Muddiman, A., *Wilner, T.*, *Pariser, E.*, & *Stroud, N.J.* (2019). We should not get rid of incivility online. *Social Media + Society*, 5(3), 1-5.

<https://doi.org/10.1177/2056305119862641>

**Chen, G.M.** (2018, December). How journalists are using DocumentCloud to support facts in their stories. *American Press Institute*.

<https://www.americanpressinstitute.org/publications/research-review/how-journalists-are-using-documentcloud-to-support-facts-in-their-stories/>

**Chen, G.M.** (2015, December). Journalists, get thee to the comments. *Nieman Lab*, a project of the Nieman Foundation at Harvard University.

<http://www.niemanlab.org/2015/12/journalists-get-thee-to-the-comments/>

**Chen, G.M.** (2015, June). Media's future is mobile, with many points of access. *Fort Worth Star-Telegram*. <http://www.star-telegram.com/opinion/opn-columns-blogs/other-voices/article22952529.html>

**Chen, G.M.** (2015, June). Forum: Mobile media means multi-platform. *Corpus Christi Caller*. [http://www.caller.com/news/forum\\_chen\\_83442502](http://www.caller.com/news/forum_chen_83442502)

**Chen, G.M.** (2015, June). Mobile media increasingly means multi-platform. *San Angelo Standard*. [http://www.gosanangelo.com/opinion/viewpoints/chen\\_51817511](http://www.gosanangelo.com/opinion/viewpoints/chen_51817511)

Campbell, C.P. & **Chen, G.M.** (2014). The "Freedom Summer" journalism workshop at Southern Miss: Using living history to teach multimedia journalism to high school students. *Southern Quarterly*, 52(1), 148-154.

**Chen, G.M.** (2013, April). Our love/hate relationship with the term "mommy blogger." *The Broad Side*. <http://www.the-broad-side.com/mommy-bloggers>

**Chen, G.M.** (2012, June). Ethics strategy: Thou shalt do no harm with Facebook. *Center for International Media Ethics* newsletter. <http://cimethics.org/newsletter/june2012/>

**Chen, G.M.** (2012, August). Hurricane Isaac coverage shows the promise of a hybrid model for news. *Nieman Lab*, a project of the Nieman Foundation at Harvard University. <http://www.niemanlab.org/2012/08/hurricane-isaac-coverage-shows-the-promise-of-a-hybrid-model-for-news/> - <http://www.niemanlab.org/2012/08/hurricane-isaac-coverage-shows-the-promise-of-a-hybrid-model-for-news/>

**Chen, G.M.** (2012, January). Breaking-news situations require a breaking-news approach. *Nieman Lab*, a project of the Nieman Foundation at Harvard University. <http://www.niemanlab.org/2012/01/gina-chen-breaking-news-situations-require-a-breaking-news-approach/>

**Chen, G.M.** (2011, December). Next year, personalization platforms will bring us more choices, not fewer. *Nieman Lab*, a project of the Nieman Foundation at Harvard University. <http://www.niemanlab.org/2011/12/gina-masullo-chen-personalization-platforms-will-bring-us-more-choices-not-fewer/>

**Chen, G.M.** (2011, October). Like them or not, the latest changes to Facebook offer big ideas for news orgs. *Nieman Lab*, a project of the Nieman Foundation at Harvard University. <http://www.niemanlab.org/2011/10/like-them-or-not-the-latest-changes-to-facebook-offer-big-ideas-for-news-orgs/>

**Chen, G.M.** (2010, June). Step aside, brand loyalty; we're loyal to information now. *Nieman Lab*, a project of the Nieman Foundation at Harvard University.

<http://www.niemanlab.org/2010/06/step-aside-brand-loyalty-were-loyal-to-information-now/>

**Chen, G.M.** (2010, March). The right information, the right way, at the right time. *Nieman Lab*, a project of the Nieman Foundation at Harvard University.

<http://www.niemanlab.org/2010/03/the-right-information-the-right-way-at-the-right-time/>

**Chen, G.M.** (2010, February). Riding the Wave: New tech, new reporting methods. *Nieman Lab*, a project of the Nieman Foundation at Harvard University.

<http://www.niemanlab.org/2010/02/riding-the-wave-new-tech-new-reporting-methods/>

**Chen, G.M.** (2010, January). News orgs' goal for 2010: Imagine tomorrow's media world today. *Nieman Lab*, a project of the Nieman Foundation at Harvard University.

<http://www.niemanlab.org/2010/01/news-orgs-goal-for-2010-imagine-tomorrows-media-world-today/>

**Chen, G.M.** (2009, December). E&P and the emotional commitment of a subscription. *Nieman Lab*, a project of the Nieman Foundation at Harvard University.

<http://www.niemanlab.org/2009/12/ep-and-the-emotional-commitment-of-a-subscription/>

**Chen, G.M.** (2009, December). On transparency, objectivity, and the near occasion of subjectivity. *Nieman Lab*, a project of the Nieman Foundation at Harvard University.

<http://www.niemanlab.org/2009/12/on-transparency-objectivity-and-the-near-occasion-of-subjectivity/>

**Chen, G.M.** (2009, October). Omaha World-Herald, rethinking its product, buys hyperlocal WikiCity. *Nieman Lab*, a project of the Nieman Foundation at Harvard University. <http://www.niemanlab.org/2009/10/omaha-world-herald-rethinking-its-product-buys-hyperlocal-wikicity/>

**Chen, G.M.** (2009, October). Readers expect news to find them. *Nieman Lab*, a project of the Nieman Foundation at Harvard University.

<http://www.niemanlab.org/2009/10/readers-expect-news-to-find-them/>

**Chen, G.M.** (2009, October). Women use social media more than men: What's news orgs' response? *Nieman Lab*, a project of the Nieman Foundation at Harvard University.

<http://www.niemanlab.org/2009/10/women-use-social-media-more-than-men-whats-news-orgs-response/>

**Chen, G.M.** (2009, September). David Pogue on Twitter as a tool of cultural diplomacy. *Nieman Lab*, a project of the Nieman Foundation at Harvard University.

<http://www.niemanlab.org/2009/09/david-pogue-on-twitter-as-a-tool-of-cultural-diplomacy/>

**Chen, G.M.** (2009, September). What role should universities have in reinventing American journalism? *Nieman Lab*, a project of the Nieman Foundation at Harvard University. <http://www.niemanlab.org/2009/09/what-role-should-universities-have-in-reinventing-american-journalism/>

**Chen, G.M.** (2009, September). Community voices in Ann Arbor: A glimpse of local journalism's future? *Nieman Lab*, a project of the Nieman Foundation at Harvard University. <http://www.niemanlab.org/2009/09/community-voices-in-ann-arbor-a-glimpse-of-local-journalisms-future/>

**Chen, G.M.** (2009, August). WikiCity aims to tap hyper-niche markets for news and information. *Nieman Lab*, a project of the Nieman Foundation at Harvard University. <http://www.niemanlab.org/2009/08/wikicity-aims-to-tap-hyper-niche-markets-for-news-and-information/>

**Chen, G.M.** (2009, August). What do women want? PunditMom gives one answer to that question. *Nieman Lab*, a project of the Nieman Foundation at Harvard University. <http://www.niemanlab.org/2009/08/what-do-women-want-punditmom-gives-one-answer-to-that-question/>

**Chen, G.M.** (2009, August). If it's good enough for cheese: What would artisanal news look like? *Nieman Lab*, a project of the Nieman Foundation at Harvard University. <http://www.niemanlab.org/2009/08/if-its-good-enough-for-cheese-what-would-artisanal-news-look-like/>

## TEACHING EXPERIENCE

### Courses Taught

2014 – Present	School of Journalism and Media The University of Texas at Austin, Austin, TX Undergraduate <ul style="list-style-type: none"> <li>Digital Storytelling Basics</li> <li>Gender &amp; the News</li> <li>Journalism Portfolio</li> <li>Online Incivility</li> <li>Reporting Words</li> <li>Social Media Journalism</li> </ul> Graduate <ul style="list-style-type: none"> <li>Advanced Social Science Research Methods</li> <li>Introduction to Research Methods</li> <li>Fundamentals of Statistics</li> <li>Gender &amp; the News (co-listed with undergrad course)</li> <li>Online Incivility (co-listed with undergrad course)</li> <li>Social Media Journalism (co-listed with undergrad course)</li> </ul>
2012-2014	School of Mass Communication & Journalism University of Southern Mississippi, Hattiesburg, MS Undergraduate <ul style="list-style-type: none"> <li>Advanced Reporting</li> <li>Feature Writing</li> <li>Investigative Strategies</li> <li>Multimedia Storytelling</li> <li>Social Media Engagement</li> <li>Survey of Mass Communication</li> </ul> Graduate <ul style="list-style-type: none"> <li>Introduction to Graduate Research</li> </ul>
2009-2010	S.I. Newhouse School of Public Communication

Syracuse University, Syracuse, NY  
Undergraduate  
Enterprise Reporting  
Newswriting

**Student Advising**

**The University of Texas at Austin**

*Doctoral Dissertation Chair*

Tamar Wilner, Journalism and Media, in progress

Jeremy Shermak, Journalism and Media, 2019

Mustafa Oz, Journalism and Media, 2018

Deepa Fadnis, Journalism and Media, 2018

Shannon McGregor, Journalism and Media, 2018

Pei Cindy Zheng, Journalism and Media, 2017

*Doctoral Dissertation Committee Member*

Dennis Cui, Journalism and Media, in progress

Bin Chen, Journalism and Media, in progress

Hyun Ko, Journalism and Media, in progress

Christian Staal Bruun Overgaard, Journalism and Media, in progress

Shimeng Dai, Journalism and Media, in progress

Taeyoung Lee, Journalism and Media, in progress

Zelly Martin, Journalism and Media, in progress

Martin Riedl, Journalism and Media, 2021

Ori Tenenboim, Journalism and Media, 2020

Kelsey Whipple, Journalism and Media, 2020

Ever Figueroa, Journalism and Media, 2020

Shuning Lu, Journalism and Media, 2019

Kyser Lough, Journalism and Media, 2019

Shane Graber, Journalism and Media, 2019

Joseph Yoo, Journalism and Media, 2019

Paromita Pain, Journalism and Media, 2018

Margaret Yee Man Ng, Journalism and Media, 2018

David Brown, Journalism and Media, 2018

Magdalena Saldaña Villa, Journalism and Media, 2017



Víctor García-Perdomo, Journalism and Media, 2017

Qian Wang, Journalism and Media, 2016

Ji Won Kim, Journalism and Media, 2015

*Master's Thesis Chair*

Laura Marina Boria González, Journalism and Media, 2015

*Master's Thesis Reader*

Briana Barner, Women's and Gender Studies, 2016

Christopher Assaf, Journalism and Media, 2020

Zelly Martin, Journalism and Media, 2021

*Undergraduate Thesis Chair*

Seyi Odufuye, Humanities Honors, 2022

Mia Cooper, Plan II Honors, 2022

Jordan Rudner, Plan II Honors, 2016

*Undergraduate Thesis Reader*

Molly McConn, Plan II Honors, 2015

*AP Capstone Research Project Adviser*

William Kaiser, Conroe Independent School District, 2022

**The University of Southern Mississippi**

*Doctoral Dissertation Committee Member*

Daniel Sipocz, Mass Communication, 2014

Riva Brown, Mass Communication, 2013

**SERVICE ACTIVITIES**

**School, College, and University Service, UT Austin**

2022–Present	Senior Research Chair, Newspaper Online News Division, the Association for Education in Journalism and Mass Communication (AEJMC)
2022	Member, Director Search Committee, School of Journalism and Media
2021	Candidate Selection Committee, Graduate Archer Fellowship Program, The University of Texas System
2021– Present	Faculty Mentor to Assistant Professor Josephine Lukito, School of Journalism and Media
2021– Present	Faculty Mentor to master's student Isabella C. Waltz, School of Journalism and Media
2021– Present	Member, Undergraduates Studies Committee, School of Journalism and Media

2021	Member, Accreditation Standard 8 Committee, School of Journalism and Media
2021 – 2022	Member, Budget Council, School of Journalism and Media
2020 – 2021	Member, Graduate Student Selection Subcommittee, School of Journalism and Media
2020 – 2021	Member, Graduate Program Review Subcommittee, School of Journalism and Media
2019 – Present	Member, Honors Advisory Committee, Moody College of Communication
2019	Member, Online Education Working Group, Moody College of Communication
2018 – 2020	Co-Chair, Graduate Studies Committee, School of Journalism and Media
2016 – 2021	Member, Ethics & Leadership/Conflict Resolution & Peace Study Faculty Panel for the Bridging Disciplines Program
2016, 2017	Interim Graduate Adviser, School of Journalism and Media, for summer
2016, 2018	Member, Journalism Scholarship Committee, for spring, School of Journalism and Media
2016	Member, University Faculty Gender Equity Council Focus Group
2016	Member, Cactus Standout Awards Selection Committee
2016	Member, Graduate Student Selection Subcommittee, School of Journalism and Media
2015	Recruitment effort, Ronald Reagan High School, San Antonio
2014 – Present	Member, Graduate Studies Committee
2014 – Present	Member, Appeals Committee, Moody College of Communication
2014 – 2019	Member, Budget Council, School of Journalism and Media, every other year
2014	Faculty Subcommittee for ACEJMC Accreditation, School of Journalism and Media

### **Service to the Field**

2022-2023	Research Chair, Newspaper and Online News Division, , Association for Education in Journalism and Mass Communication (AEJMC)
2022	Discussant, Newspaper and Online News Division, Association for Education in Journalism and Mass Communication (AEJMC)
2022	Chair, Political Communication Division, American Political Science Association (APSA), Incivility & its Consequences, Montreal, Canada

- 2022 Chair, Mass Communication Division, International Communication Association (ICA), Examining News Trustworthiness, Accuracy and Use, Mass Communication, Paris, France
- 2022 Subcommittee Member, Assessment Subcommittee, City of Hutto Diversity & Inclusion Commission
- 2022– Present Commissioner, City of Hutto Diversity & Inclusion Commission
- 2022– Present Co-Chair, Mediated Conversation mini-track, Digital and Social Media track of the Hawaii International Conference on System Sciences (HICSS)
- 2021– 2022 Junior Research Chair, Newspaper and Online News Division, Association for Education in Journalism and Mass Communication (AEJMC)
- 2021 Discussant, Political Communication Division, American Political Science Association (APSA), Seattle, WA [Conference attended virtually because of COVID19 pandemic]
- 2021 Discussant, Political Communication Division, the Association for Education in Journalism and Mass Communication (AEJMC), New Orleans, LA [Conference held virtually because of COVID19 pandemic]
- 2020 – Present Board Member, Society of Professional Journalists Education Committee
- 2020 – Present Board Member, M. Roberts Media Board of Directors
- 2020 Graduate Student Interest Group, the Association for Education in Journalism and Mass Communication (AEJMC), discussant, San Francisco, CA [Conference held virtually because of COVID19 pandemic]
- 2020 Mass Communication Division, the Association for Education in Journalism and Mass Communication (AEJMC), discussant, San Francisco, CA [Conference held virtually because of COVID19 pandemic]
- 2019 Newspaper Online News Division, the Association for Education in Journalism and Mass Communication (AEJMC), discussant, Toronto, Canada
- 2019 Commission on the Status of Women, the Association for Education in Journalism and Mass Communication (AEJMC), discussant, Toronto, Canada
- 2019 Co-Chair, Race, Gender, & Toxicity Online Workshop, co-sponsored by the Center for Media Engagement and the Social Science Research Council, UT Austin
- 2018 Co-editor of the #MeToo and Media Ethics Forum, *Media Ethics* magazine, fall issue, UT Austin  
[https://www.mediaethicsmagazine.com/index.php?option=com\\_content&view=article&id=3999242:the-metoo-moment-social-movement-and-challenge-for-media-ethics&catid=210&Itemid=486](https://www.mediaethicsmagazine.com/index.php?option=com_content&view=article&id=3999242:the-metoo-moment-social-movement-and-challenge-for-media-ethics&catid=210&Itemid=486)
- 2017 Mass Communication Division, International Communication Association (ICA), discussant, San Diego, CA

- 2016 Mass Communication Division, ICA, discussant, Fukuoka, Japan
- 2015 Chair, panel honoring Dr. Pamela J. Shoemaker for receiving the Deutschmann Award at AEJMC, San Francisco, CA
- 2015, 2017, 2018 Judge, Toner Prize for Excellence in Political Reporting, S.I. Newhouse School of Public Communication, Syracuse University, NY
- 2015 Newspaper Online News Division, AEJMC, discussant, San Francisco, CA
- 2012 – Present Annual Conference Reviewer, AEJMC
- 2012 – Present Annual Conference Reviewer, ICA
- 2010 Newspaper Online News Division, AEJMC Midwinter discussant, Norman, OK

### **Editorial Service**

#### Editorial Board Member

*Communication Research*, 2018 – present

*Newspaper Research Journal*, 2015 – present

#### Manuscript Reviewer

[Reviewed 199 papers for academic journals, 96 for conferences, and 3 book proposals, 1 podcast series]

#### **Book proposals**

Cognella, 2021-2022

Palgrave Macmillan, 2019-2021

#### **Journal articles**

*ACM Transactions on Social Computing*, 2019

*Basic and Applied Social Psychology*, 2011, 2013

*Computers in Human Behavior*, 2018, 2019, 2021-2022

*Communication Monographs*, 2016-2019

*Communication Quarterly*, 2015

*Communication Reports*, 2014

*Communication Research*, 2012-2016, 2020-2022

*Communication Theory*, 2019

*Convergence: The International Journal of Research into New Media Technologies*, 2018

*Digital Journalism*, 2021

*Feminist Media Studies*, 2014-2016, 2019, 2021-2022

*Howard Journal of Communications*, 2018, 2019

*Human Communication Research*, 2020, 2022  
*Information, Communication, & Society*, 2021-2022  
*International Journal of Communication*, 2018-2020  
*International Journal of Physical Science*, 2012  
*International Journal of Press/Politics*, 2021  
*International Journal of Public Opinion Research*, 2021  
*Journal of Broadcasting & Electronic Media*, 2014, 2016-2020  
*Journal of Communication*, 2014, 2016, 2019, 2020, 2022  
*Journal of Communication Inquiry*, 2021  
*Journal of Computer-Mediated Communication*, 2013, 2014, 2022  
*Journal of Information, Technology and Politics*, 2019-2020  
*Journalism & Mass Communication Quarterly*, 2014-2019, 2021-2022  
*Journalism Practice*, 2022  
*Journalism Studies*, 2020-2021  
*Journalism: Theory, Practice, and Criticism*, 2018, 2020-2022  
*Language@Internet*, 2015  
*Mass Communication and Society*, 2012-2015, 2018-2019, 2021-2022  
*Maternal and Child Health*, 2014  
*New Media & Society*, 2012-2022  
*Newspaper Research Journal*, 2015-2022  
*Personal Relationships*, 2016  
*Political Behavior*, 2020  
*Political Communication*, 2018  
*Psychological Bulletin*, 2018  
*Social Media + Society*, 2018-2020, 2022  
*Social Science Computer Review*, 2015, 2018  
*Southern Communication Journal*, 2015  
*Women's Studies in Communication*, 2018

#### **INVITED SPEAKING ENGAGEMENTS**

2022 Invited speaker *What to Do When Things Get Tense Online*, for Olympian swimmers endorsed by Arena swimwear, Austin, TX, August

- 2022 Invited speaker on *Social media for journalists*, for staffs of *Kilgo News Herald*, *Longview News-Journal*, *Marshall News Messenger*, *The Panola Watchman*, the *Victoria Advocate*, and *Tyler Morning Telegraph*, virtual workshop, April.
- 2022 Invited speaker on *How Local Newsrooms Can Better Connect with Conservative and Right-Leaning Audiences*, International Symposium on Online Journalism (ISOJ), Austin, TX, April.
- 2022 Invited speaker on *Crafting a better digital space – at the local level*, South by Southwest (SXSW), Austin, TX, March.
- 2021 Invited speaker on *How local newsrooms can better connect with conservative and right-leaning audiences*, Trusting News, Sarasota, FL, August. [Event held virtually because of COVID-19 pandemic.]
- 2021 Invited panelist on *Eyeing the job market as a doctoral student*, the Association for Education in Journalism and Mass Communication (AEJMC), New Orleans, LA, August. [Event held virtually because of COVID19 pandemic.]
- 2021 Invited speaker on *A society in crisis & how to fix it*, Monash University, Melbourne, Australia, April. [Event held virtually because of COVID19 pandemic.]
- 2021 Invited speaker on *Social media and academics*, Elevate TXED, Austin, TX, April. [Event held virtually because of COVID19 pandemic.]
- 2021 Panelist for *How newsrooms can help bridge divides*, South by Southwest (SXSW), Austin, TX, March. [Event held virtually because of COVID19 pandemic.]
- 2021 Invited speaker on *A love-hate relationship: How people feel about online discussions*, Future of Online Discussions, Heinrich-Heine University, Düsseldorf, Germany, February. [Event held virtually because of COVID19 pandemic.]
- 2021 Invited speaker on “*Join Me On Parler!*” *Populist Discourse around the Conservative Exodus from Facebook and Twitter in the United States*, Journalism, Media, and the Normalization of (Right-Wing) Populism and Nativist Authoritarianism Symposium, Uppsala University, Uppsala, Sweden, February. [Event held virtually because of COVID19 pandemic.]
- 2021 Invited speaker on *Social Media Boot Camp*, virtual workshop presented to journalists from the *Tyler Morning Telegram* and *Longview News-Journal* in Tyler, TX, February. [Event held virtually because of COVID19 pandemic.]
- 2020 Invited speaker on *Black Americans & News*, virtual workshop presented to journalists from the *The News & Observer*, Raleigh, NC, and other McClatchy newspapers in the southeast region, October. [Event held virtually because of COVID19 pandemic.]
- 2020 Invited speaker on *How to Talk to People Who Disagree with You Politically*, Mobilize Recovery Advocacy Conference, Las Vegas, NV, August [Conference held virtually because of COVID19 pandemic.]
- 2020 Invited panelist on *The Challenges for Journalists (Especially Women)*, From Classroom to Newsroom: Learning Ethical Leadership, University of Texas, New York, NY, February.

- 2019 Invited panelist on *Ethical Leadership in Newsrooms in the #MeToo Era*, UT Austin, October
- 2019 Invited speaker on *Social Media #Blocking: An Uncivil Tool of Political Silencing*, National Institute for Civil Discourse Research Convening, Tucson, AZ, September.
- 2019 Keynote speaker on *If Incivility Means Everything – It Starts to Mean Nothing*, Social Media as a Digital Agora for Political Arguments, Opinions, and Ideas of the Research Project NRW Digital Society Summer School, Mülheim an der Ruhr, Germany, July
- 2019 Invited speaker on *Why The Heck Do They Do That? Explaining Journalistic Norms to Increase News Literacy*, Hemispheres Summer Institute, UT Austin, June
- 2019 Moderator, *Race, Gender, & Toxicity Plenary Roundtable*, UT Austin, April
- 2019 Panelist for *Global Landscape of Online Attacks*, International Symposium on Online Journalism, UT Austin, April
- 2019 Invited speaker on *Improving Engagement*, New York Press Association annual convention, Albany, NY, April
- 2019 Invited speaker on *Improving Trust*, New York Press Association annual convention, Albany, NY, April
- 2019 Keynote speaker on *An Ethical Crisis of Trust*, Media Ethics Conference, Tilak Maharashtra Vidyapeeth University, Pune, India, January
- 2018 Keynote speaker on *If Incivility Means Everything – It Starts to Mean Nothing*, Un-Civility, Racism, and Populism: Interactive Practices and Discourses in Europe, USA, and Beyond Symposium, Uppsala University, Uppsala, Sweden, December
- 2018 Speaker on *Online Engagement's Effect on Public Discourse*, Strengthening Democracy Workshop, University of Pennsylvania, Philadelphia, PA, October
- 2018 Speaker on *Is Incivility Ever Ethical?* Media Ethics Initiative, UT Austin, October
- 2018 Panelist for *When Trolls Turn on Your Reporters*, American Society of News Editors (ASNE) annual conference, Austin, TX, September
- 2018 Panelist for *Fellows Program on Civil Discourse*, UT Austin, September
- 2018 Speaker on *Can the Internet Be a Better Place*, Google's Disinformation Convening, Mountain View, CA, July
- 2018 Panelist for *Online Harassment*, Journalism and Women Symposium, Austin, TX, June
- 2018 Speaker on *Social Media and Journalism*, University Interscholastic League Journalism Convention, UT Austin, May
- 2018 Speaker on *Online Incivility and Public Debate: Nasty Talk*, S.I. Newhouse School of Public Communication, Syracuse University, Syracuse, NY, April
- 2018 Panelist for *What is the Responsibility of Media?* S.I. Newhouse School of Public Communication, Syracuse University, Syracuse, NY, April
- 2018 Panelist for *News Integrity: Advocating for Quality Journalism*, South by Southwest (SXSW), Austin, TX, March

- 2018 Panelist for *International Women's Day Panel and Showcase*, UT Austin, March
- 2018 Panelist for *No Exemption: Sexual Misconduct and Newsrooms*, School of Journalism, UT Austin, February
- 2017 Speaker on *Online Incivility*, Gutenberg University of Mainz, Mainz, Germany, via Skype, May
- 2017 Speaker on *Conflict in Online Political Debate*, The Conflict Conference, UT Austin, April
- 2017 Speaker on *Online Incivility & Public Debate: Testing the "Defensive Effect,"* Political Communication Lecture Series, UT Austin, March
- 2017 Speaker on *Nasty Talk: How Does Online Incivility Shape Political Participation?* Moody College of Communication Senior Fellows Program, UT Austin, March
- 2016 Speaker on *Nasty Talk Online: What's a Journalist to Do*, Social Media Summit, UT Austin, November
- 2016 Panelist for *Elections, Gender, and the Media*, Feminist Policy Alliance, UT Austin, November
- 2016 Speaker on *A Gendered Digital Sphere*, Center for Women's & Gender Studies, UT Austin, February
- 2016 Speaker on *Social Media and Journalism*, University Interscholastic League Journalism Convention, UT Austin, April
- 2016 Panelist for *The Shoemaker Legacy: Looking Ahead at Festschrift to honor Dr. Pamela J. Shoemaker*, S.I. Newhouse School of Public Communications, Syracuse University, Syracuse, NY, April
- 2014 Speaker on *Telling Stories in a Digital Era*, Mississippi Press Association Scholastic Journalism Conference, Ridgeland, MS, March
- 2014 Speaker on *Giving Academic Presentations*, Mass Communication Graduate Student Association, The University of Southern Mississippi, Hattiesburg, MS, March
- 2014 Speaker on *Using Social Media for Literary Publications*, Department of English, The University of Southern Mississippi, Hattiesburg, MS, March
- 2014 Speaker on *Cyber-Bullying for Tweens*, DREAM of Hattiesburg, Hattiesburg, MS, April
- 2013 Speaker on *Using Social Media for Department Chairs*, College of Arts & Letters, The University of Southern Mississippi, Hattiesburg, MS, March
- 2013 Speaker on *Using Social Media for Entertainment Industry Professionals*, Talent Management Course, The University of Southern Mississippi, Hattiesburg, MS, March
- 2013 Speaker on *Using Social Media for School District Administrators*, The University of Southern Mississippi, Hattiesburg, MS, March
- 2013 Speaker on *Pitching Stories to Reporters*, Media Relations Panel for Public Relations Students, S.I. Newhouse School of Public Communications, Syracuse University, Syracuse, NY, via Google Hangout, March



- 2011 Speaker on *Social Media*, Syracuse BizBuzz Social Media Conference, Liverpool, NY, October
- 2010 Speaker on *Online Engagement*, America Online (AOL) Patch Regional Conference, San Francisco, CA, November
- 2010 Speaker on *Blogging*, Syracuse BizBuzz Social Media Conference, Syracuse, NY, May

### FEATURED IN NEWS COVERAGE

- 2022 Research on online incivility featured in the *Boston Globe*. !  
<https://www.bostonglobe.com/2022/08/09/opinion/crafting-is-my-pedagogical-love-language-it-works-wonders-college-classroom/>
- 2022 Quoted by the *Deseret News* on how conservatives and liberals see news differently.  
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- 2021 Interviewed by *Pittsburgh City Paper* on missing white women syndrome.  
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- 2021 Interviewed by the *Los Angeles Times* on missing white women syndrome.  
<https://www.latimes.com/entertainment-arts/story/2021-10-04/gabby-petito-and-breaking-the-white-missing-women-syndrome>
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- 2021 Interviewed for *Poynter* about online harassment of women journalists and women journalists of color. [https://www.poynter.org/ethics-trust/2021/when-writing-about-race-abuse-follows-especially-for-journalists-of-color-and-women/?fbclid=IwAR1zO2c9KDxMW9hu91v0rUIajXIgg9d1WCJe29khgx6f\\_iIcr9Gj2Fikw48](https://www.poynter.org/ethics-trust/2021/when-writing-about-race-abuse-follows-especially-for-journalists-of-color-and-women/?fbclid=IwAR1zO2c9KDxMW9hu91v0rUIajXIgg9d1WCJe29khgx6f_iIcr9Gj2Fikw48)
- 2021 Interviewed by KVUE-ABC News in Austin, about fake news and news trust, <https://www.kvue.com/article/news/verify/news-literacy-fake-news-needs-context/269-93c2aff3-52d0-4168-95e6-24211fae4b70>

- 2021 Interviewed by KVUE-ABC News in Austin about newsroom funding and trust, July 26, 2021, <https://www.youtube.com/watch?v=OkGB56L1H5E>
- 2021 Interviewed by Moody College of Communication about the value of local news for a story about UT graduate Maisie Crow, who bought the *Big Bend Sentinel*.  
<https://moody.utexas.edu/news/local-news-heart-democracy>
- 2020 Interviewed by *Digital Content Next* about my research regarding online comments.  
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- 2019 My research on President Donald J. Trump's use of Twitter was featured by the blog of the U.S. Centre of the London School of Economics and Political Science.  
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- 2019 My research on the effect of uncivil online comments on comment moderators was featured by *Nieman Lab*, a project of the Nieman Foundation at Harvard University.  
<https://www.niemanlab.org/2019/07/hey-comment-moderators-you-doin-okay-a-new-study-shows-moderating-uncivil-comments-reduces-the-moderators-trust-in-news/>
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- 2019 My research on Twitter's role in connecting people was featured by *ThoughtCo*.  
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- 2019 Interviewed by *Engadget* for a story about how to improve online comments.  
<https://www.engadget.com/2019/05/03/turn-off-comments-wont-fix-internet/>
- 2018 My research on perceptions of news was featured by *Nieman Lab*, a project of the Nieman Foundation at Harvard University. <http://www.niemanlab.org/2018/11/if-you-hate-the-media-youre-more-likely-to-be-fooled-by-a-fake-headline/>

- 2018 Interviewed by CJAD 800, talk radio, Montreal, Canada, for a story about my research on online harassment of women journalists.  
[https://www.dropbox.com/s/0buevvatkputku/GINA\\_MASULLO\\_CHEN.mp3?dl=0](https://www.dropbox.com/s/0buevvatkputku/GINA_MASULLO_CHEN.mp3?dl=0)
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<http://www.niemanlab.org/2018/08/echoing-the-network-the-most-interesting-new-digital-and-social-media-research/>
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<https://journalistsresource.org/studies/society/news-media/female-journalists-harassment-online-research>
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- 2018 Interviewed by the *Daily Texan* for a story about fake Instagram accounts.  
<http://www.dailytexanonline.com/2018/01/29/fact-versus-finsta-the-search-for-authenticity-on-the-internet>
- 2017 Interviewed by the *Dallas Morning News* for a story about the #MeToo social media movement to draw attention to the sexual assault and harassment.  
<https://www.dallasnews.com/life/digital-life/2017/10/16/metoo-brings-dallas-stories-sexual-harassment-assault-social-media>
- 2017 Interviewed by *The Signal*, the student newspaper of the University of King's College in Halifax, Canada, for a story about journalists and online discussions.  
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- 2016 Interviewed by *The Guardian*, London, England, for a story about online commenting.  
<http://www.theguardian.com/media/2016/jan/31/online-comments-toxic-interaction-racism-harassment>
- 2015 My syllabus for Digital Storytelling Basics was featured in a round-up story of "14 Innovative Journalism Courses to Follow This Fall," by Storybench.org, a digital storytelling site produced by the Media Innovation Program at Northeastern University.  
<http://www.storybench.org/innovative-journalism-courses-to-follow-this-fall/>

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- 2014 Interviewed by the *Sun Herald* in Biloxi, MS, for a story about Facebook turning 10 years old. <http://www.sunherald.com/2014/02/04/5310714/facebook-celebrates-10-years-by.html>
- 2013 Interviewed by the *Hattiesburg American*, Hattiesburg, MS, for a story about my new social media engagement course. <http://www.hattiesburgamerican.com/article/20130111/NEWS01/301110009/Social-media-course-focuses-how-connect>
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- 2012 Interviewed for the *Marshall Ramsey Show on Mississippi SuperTalk Radio* to discuss how social media has changed elections. <http://www.supertalk.fm/Media-Archives/13799891>
- 2012 Interviewed for the *Marshall Ramsey Show on Mississippi SuperTalk Radio* to discuss Hurricane Isaac coverage and changing models for news. <http://www.supertalk.fm/Media-Archives/13799891>
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- 2011 My research on connecting through Twitter was featured by FastCompany.com. <https://www.fastcompany.com/1751946/6-surprising-new-findings-about-social-media-email-and-it-usage>