CHARLES FILE

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Areas of Expertise:

Mixed-method research; data/process security; social media analysis; business communication

EDUCATION

2018	**Ph.D.** in Communication and Information Rutgers, School of Communication and Information *Dissertation*: "Impression Formation and Identity Management in Social Media"
2008	**M.A.** with Honors in Media, Culture, and Communication New York University – Department of Media, Culture, and Communication
2004	**B.A.** Summa cum Laude in Information Science Cornell University – College Scholar Program

GRANTS AND AWARDS

2016	Rutgers University School of Communication and Information dissertation support grant ($7,000)
2012 - 15	Graduate Fellowship from the Command, Control, and Interoperability Center for Advanced Data analysis (CCICADA), a DHS Center of Excellence; provided 3 years of full tuition funding and stipends ($80,000)
2015	Department of Homeland Security (DHS) Science and Technology Directorate grant for research into human information behavior and data quality management in the US Coast Guard ($15,000 for my portion)
2014	Google Research Grant for investigating the influence of social behavior markers on the activity of members of online communities ($3,000 for my portion)
2010 - 14	Rutgers Presidential Fellowship; provided 4 years of full tuition funding and stipends ($150,000)
2013	Department of Homeland Security (DHS) graduate summer research grant for investigating the sharing and discussion of incriminating information in online communities. Conducted at Lawrence Livermore National Laboratory, CA. ($5,000)
2012	Rutgers School of Communication and Information Best research practicum award

for best independent research project conducted by a Ph. D. student

TEACHING EXPERIENCE

Postgraduate Teaching

Content Area: Science and Technology

2015 - 16 <u>Strategic Communication Research</u> (COM 501; St. Peter's, NJ; Instructor)
Advanced instruction in the conduct of academic research, covering research design, quantitative methods, statistical analysis, and qualitative methods.

2016 <u>IT for Libraries and Information Agencies</u> (ITI 550; Rutgers, NJ; TA)
Introduction to the practical use and management of IT in library contexts, with an emphasis on web development.

Content Area: Business and Professional Development

2014 - 15 <u>Global Corporate Communication</u> (COM 520; St. Peter's, NJ; Instructor)
A survey of the practice of business between and among diverse cultures, rooted in anthropological research and theory.

2014 <u>Strategic Planning and Writing</u> (COM 502; St. Peter's, NJ; Instructor)
Advanced instruction in writing for business communication.

2014 <u>Social Networks and New Media</u> (COM 512; St. Peter's, NJ; Instructor)
A review of current social science research in social networks in online environments, particularly as related to informing business best practice.

Undergraduate Teaching

Content Area: Science and Technology

2020 - 22 <u>Media Research Methods</u> (DMJ 350; SUNY New Paltz, NY; Instructor)
An introduction to basic quantitative and qualitative methods of social science research, including research design, execution, and analysis.

2016 - 17 <u>Object-Oriented Programming</u> (ITI 202; Rutgers, NJ; Instructor)
Intermediate programming instruction.

2010 - 11 <u>The math behind the Internet</u> (ITI 111; Rutgers, NJ; TA)
A survey of mathematical concepts related to the Internet, including discrete math, linear algebra, network analysis, and Bayesian probability.

Content Area: Humanities and Social Science

2020 - 22 <u>The Impacts of Television and Digital Culture</u> (DMJ 432; SUNY New Paltz, NY; Instructor)
Survey of research, concepts, and problems associated with media and popular culture consumption.

2020 - 22 <u>Social Media, Communication, and Community</u> (COMM 3005; Fairleigh Dickinson, NJ; Instructor)
Review of research in social networks and digital communication. Instruction in statistical and graph-based analysis of social media data.

2014 - 16 <u>The Structure of Information</u> (D-COM 152; Rutgers, NJ; Instructor)
An interdisciplinary introduction to the study of information, including mathematical, statistical, social, interpretive, and other approaches.

Content Area: Business and Professional Development

2020 - 22 <u>Digital Media Convergence</u> (DMJ 444; SUNY New Paltz, NY; Instructor)
The "capstone" course for seniors in the major; involved developing an independent project in media such as a business or marketing plan.

2021 <u>Introduction to Media Programming and Management</u> (DMJ 224; SUNY New Paltz, NY; Instructor)
Analysis of media business: programming and distribution models; law and regulation; marketing communications; audience research.

2020 - 22 <u>Professional Communication</u> (COMM 2099; Fairleigh Dickinson, NJ; Instructor)
Basic concepts in writing, speaking, and visual design for business.

PUBLICATIONS

The Command, Control, and Interoperability Center for Advanced Data Analysis (2013, July). Best Practices in Anti-Terrorism Security for Sporting and Entertainment Venues. Office of SAFETY Act Implementation, US Department of Homeland Security, Washington, DC. Available: https://www.safetyact.gov/externalRes/refdoc/CCICADA%20BPATS.pdf

File, Charles & Chirag Shah. (2012). InfoExtractor – A tool for social media data mining. *Journal of Information Technology and Politics*, 9(3).

SELECTED PRESENTATIONS

File, Charles, Darby Hering, Christie Nelson, Dennis Egan, Paul Kantor, Fred Roberts, & James Wojtowicz (2016, June). Automatically finding errors in large Coast Guard Databases. Paper contributed to the Military Operations Research Society Symposium, Marine Corps University, Quantico, VA.

File, Charles (2013, July). Tracking issue importance as a determinant of political support on Twitter. Presentation delivered to the Oxford Internet Institute (OII) Research Symposium, The University of Toronto, Toronto, Ontario, Canada.

File, Charles & Ben Bahney (2012, August). Characterizing incriminating information sharing in online communities using strategic SIDE. Poster contributed to the Lawrence Livermore National Laboratory Annual Research Symposium, Lawrence Livermore National Laboratory, Livermore, CA.

File, Charles & Mor Naaman (2012, May). Exploring the 2012 Republican presidential primary using Twitter. Poster contributed to the Rutgers University School of Communication and Information Research Practicum, Rutgers University School of Communication and Information, New Brunswick, NJ. ***Best poster award.***

Kantor, Paul, Mor Naaman, Charles File, & Rannie Teodoro (2012, March). HatChase: Simulating the response in social media to a terrorist attack on campus. Paper contributed to the Command, Control, and Interoperability Center for Advanced Data Analytics Research Retreat, University of Illinois at Urbana-Champaign, Urbana, IL.

File, Charles & Chirag Shah. (2011, May). InfoExtractor – A tool for social media data mining. Paper contributed to the Journal of Information Technology and Politics Conference, University of Washington, Seattle, WA.

GOVERNMENT SECURITY & PUBLIC SERVICE

2015 - 16 <u>US Coast Guard Database Cleansing</u>
- Aimed at implementing a research-driven process for establishing and maintaining data integrity at an enterprise level. Additionally, implemented software tools for analyzing data integrity and

identifying errors in that data.

- Funded by a DHS grant, and conducted in cooperation with US Coast Guard personnel and at USCG installations.

2011 - 15 SAFETY Act: Best Practices in Stadium Security

- Funded by a DHS grant as part of the SAFETY Act, a bill designed to improve security at large venues passed in the wake of 9/11.
- This long-term research included interviews with security experts, on-site research into screening procedures at stadiums, experimental testing of security procedures and other efforts.
- Findings presented through publication in a government document distributed to stadiums nation-wide, and through a series of workshops we organized.

2012 - 14 Alerts and Warnings with Social Media (AWSM) Project

- Funded by a DHS research grant, this series of two distinct research projects was designed to produce tools for the mining of data from social media for use in detecting emergencies, in order to improve the response of emergency personnel.
- Findings published and presented to law-enforcement agencies and other DHS organizations like the TSA and US Coast Guard.

PROFESSIONAL ACADEMIC SERVICE

2012 - 18 Select Start – Rutgers University Video Game Studies

- Assisted in developing and managing 3 conferences held at Rutgers University on video game studies, serving as a manuscript reviewer, panel moderator, and IT support.

2010 - 15 Doctoral Student Association – Rutgers School of Communication & Information

- Assisted with outreach, organizing, and IT support

2012 - 13 Rutgers University Innovation through Institutional Integration (I^3) Program

- Funded by a National Science Foundation (NSF) Integrative Graduate Education Research Traineeship (IGERT) grant, via the Rutgers I^3 program.
- Presented a workshop promoting math education by demonstrating ongoing STEM research projects at Rutgers to regional high-school students.