

Lauren R. Beck, Ph.D.

User Experience Researcher / Scholar / Instructor



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PROFILE

I am a skilled researcher who asks questions, analyzes data, and creates deliverables to improve the experiences of users, audiences, and students across platforms.

PROFESSIONAL EXPERIENCE

Outlier, Brooklyn, NY (Virtual)— *Content Creator*

December 2021 - PRESENT

- Developed engaging, educational content for online students
- Created timely improvements based on user feedback

Cal Poly San Luis Obispo, San Luis Obispo, CA— *Lecturer*

January 2022 - PRESENT

- Designed and taught interdisciplinary technology courses
- Solicited student feedback mid-course and made immediate improvements
- Led a UX research project with a student researcher

University of New Haven, West Haven, CT

Lecturer

August 2017 - May 2022

- Designed and taught courses focused on writing, ethnography, research, and project management
- Developed innovative interdisciplinary degree program to meet competing needs of different stakeholders

Assistant Director of the Common Course

January 2018 - July 2021

- Led team members to develop new course content, increasing stakeholder satisfaction with iteration
- Trained instructors in assessment methods
- Successfully adapted in-person course to online course and 15-week course to 5-week course

Northwestern University, Evanston, IL— *Instructor, Research Assistant, Dramaturg*

September 2010 - August 2016

- Taught a variety of courses in writing, research, and script analysis
- Gathered and synthesized research for scholars
- Designed educational packets, websites, and lobby displays that anticipated audience pain points in understanding and engagement of performances
- Facilitated post-show talkbacks with artists and audiences

EDUCATION

Northwestern University, Evanston, IL— *Ph.D. in Interdisciplinary Theatre and Drama*

- Completed a doctoral dissertation focused on audience interaction with audio-based mobile applications.
- Utilized multiple research methods, including digital ethnography.

San Diego State University, San Diego CA— *M.A. in Theatre*

- Won multiple awards: Outstanding incoming MA student, Outstanding graduating MA student, Outstanding Dramaturgy, Dean's Award for Research

University of California, San Diego, La Jolla, CA— *B.A. in Theatre*

UXR PROJECTS

Association for Theatre in Higher Education— *Team Member*

2021

- Worked on a team of four scholars tasked with improving the organization's website.
- Led participatory design workshop resulting in a new online resource for teachers and a redesigned menu.

Northerly Customs— *Sole Researcher*

2021

- Conducted heuristic and expert reviews of the business website
- Designed interviews and usability tests
- Provided evidence-based suggestions that shaped website design, multichannel customer experience, and branding of the product

SELECTED PRESENTATIONS

- 2022 - "Adapting UX Research Methods for Theatre Audiences"
- 2021 - "The Conspiracy: An Example of Active Online Audiencing"
- 2018 - Embody a Scholar: Entering Academic Research Through Performance"
- 2017 - "Online Performances of Infertile Bodies"

SELECTED PUBLICATIONS

- 2023 - "The Telelibrary Conspiracy: An Autonomous Audience and Their Creation of Remote Community." In *Covid Play/s: Entertainment and the Arts in the Quarantimes*. Edited by Carolyn Ownbey and Catherine Quirk. Forthcoming.
- 2023 - "The Telelibrary is here for you": A theatre of service during a time of crisis." In *Enveloping Worlds*. Edited by Elizabeth Hunter and Scott Magelssen. Forthcoming.
- 2020 - "First Year Students' Experience in a Cyber World Course - An Evaluation." In *Education and Information Technologies* 25.4. Co-authored.
- 2019 - "Ototheatre: Summoning Theatricality." In *Performance Research* 24.4.