

Deborah E. Swain, PhD.

Education

Education and Degrees

- Ph.D. in Information Science – University of North Carolina at Chapel Hill (1999)
Areas of study: cognitive science, communication theory, user interface design, metadata analysis, information retrieval, database design, knowledge development, systems analysis, statistical regression analysis, hypertext theory (internet), and indexing

Dissertation: *A Communication Model for a Software Engineering Environment* (Note: The model covers cognitive modes of collaboration and communication roles based on qualitative data analysis and sense-making interview techniques.)

- M.A. in English Literature – UNC at Chapel Hill (1975)
Thesis: *Feeling and Form in Virginia Woolf with a Computer Concordance to The Waves* (Note: This was the first computer-based decomposition of this poetic novel and provided scholars a tool for structural analysis of a prose poem.)
- B.A. in English (Minor in Economics) – Duke University, Durham, NC (1972), *cum laude*

Other Education

- Certification – Carnegie-Mellon Software Engineering Institute (SEI), Pittsburgh (1997)
Courses: Quantitative Process Analysis, International Standards Organization Auditing, Capability Maturity Model (CMM)
- Certification – Technical Communication (Editing, Writing and Teaching) Certification – NC State University, Raleigh (1982) Courses: Technical Communications, Education, Computer Sciences (Programming)