

**“CLOSING THE DIGITAL DIVIDE: EXPLORING THE ROLE OF LIBRARIES IN  
ADVANCING BROADBAND ADOPTION AND USE”**

**Co-Sponsored by the  
Media Bureau, Federal Communications Commission  
and the  
Digital Empowerment and Inclusion Working Group of the  
Advisory Committee on Diversity and Digital Empowerment**

**August 3, 2020  
10:00 a.m. – 1:30 p.m.**

**Moderators’/Panelists’ Bios**

**Opening Remarks**

**Anna M. Gomez, Partner, Wiley Rein LLP  
Representing Hispanic National Bar Association  
Chair, Advisory Committee on Diversity and Digital Empowerment**



The former National Telecommunications and Information Administration (NTIA) Deputy Administrator, Anna specializes in a wide range of spectrum licensing issues and regulatory, policy, and transactional matters related to domestic and international telecommunications and unmanned aircraft systems. Anna also served for 12 years in various positions at the FCC, including Senior Legal Advisor to then-Chairman William E. Kennard and Deputy Chief of the International Bureau, where she developed and implemented Commission policy on international telecommunications and satellite spectrum. Anna is co-chair of Wiley’s Unmanned Aircraft Systems Practice Group.

**Rudy Brioché**  
**Vice President and Counsel, Global Public Policy**  
**Comcast Corporation**  
**Chair, Digital Empowerment and Inclusion Working Group**



**Rudy N. Brioché** serves as Vice President for Global Public Policy and Policy Counsel for Comcast Corporation. In this role he focuses on the development of the company's public policy positions and legislative analysis.

Prior to joining Comcast, Rudy served as Legal Advisor to Commissioner Jonathan S. Adelstein at the Federal Communications Commission and Legislative Counsel to U.S. Senator Frank Lautenberg (D-NJ). In these roles, he focused on media and broadband policy.

Earlier in his career, Rudy practiced law as a commercial litigator in New York City and Baltimore, and served as Counsel to the Washington Bureau of the National Association for the Advancement of Colored People. He also clerked for Judge André Davis on the U.S. District Court for the District of Maryland and Chief Judge Robert Bell on the Maryland Court of Appeals.

Rudy received a B.A. from Rutgers College, a J.D. from the University of Maryland, and an M.A. in Public Policy from Harvard Kennedy School.

## **Panel 1: Local Libraries and State Library Association Perspectives**

### **MODERATORS' BIOS**

**Harin Contractor**

**Consultant**

**Joint Center for Political and Economic Studies**



Harin is currently a Subject Matter Expert at the Nexight Group and is the former Economic Policy Advisor to the U.S. Secretary of Labor during the Obama Administration. Harin most recently was the Director of Workforce Policy at the Joint Center for Political and Economic Studies. Contractor is a frequent commentator on the state of the economy. His work was featured in Yahoo Finance, Bloomberg, Education Week, The Hill, NewsOne, The Observer, and Washington Monthly. Harin has a BA in Economics from the University of Georgia and a Master's Degree from the University of Chicago. He and his wife, Neha, live in Arlington, Virginia with their two children, Rishi and Esha.

**Marijke Visser**  
**Senior Policy Advocate**  
**Public Policy and Advocate Office**  
**American Library Association**

Marijke Visser is Senior Policy Advocate at the American Library Association's Public Policy and Advocacy Office in Washington, D.C. Her portfolio includes issues related to youth and technology as well as telecommunications policy. Marijke advocates for policies at the federal level that advance equitable access to information. Her advocacy raises the awareness of decision makers of the role of libraries in education, employment and entrepreneurship, civic engagement, and individual empowerment. Marijke's work focuses on both access to technology and digital resources and the purposeful use of them. She leads ALA's work on the federal E-rate program which ensures public libraries have access to high-capacity broadband. She covers issues related to broadband adoption and use through libraries, especially for populations with unique challenges. Most recently Marijke leads two initiatives focusing on preparing the workforce and supporting small businesses through libraries with a focus on equity of opportunity.

**PANELISTS' BIOS**

**Marian Christmon**  
**Manager, Digital Inclusion Initiatives**  
**Nashville Public Library**



Marian has been with the Nashville Public Library and involved in efforts to close the digital divide for 24 years. She has combined her love for teaching with her role as an IT professional and the two fuel her passion for helping those in the Nashville Community who have yet to become 21<sup>st</sup> Century Digital Citizens.

As Manager of Digital Inclusion Initiatives, Marian coordinates the library's digital literacy outreach program and develops partnerships with organizations such as United Way, National Council on Aging and the local Public Housing Agency to deliver digital literacy training to Nashvillians within their local neighborhoods. This work includes leading the digital literacy component of ConnectHome Nashville. Marian has served previously as the library's Public Technology Services Manager, overseeing the end-user support of all technology-based services and as the Technology Services Manager, receiving a commendation from NPL library board for her role in planning and implementing library technology. Marian is a graduate of the University of TN, Knoxville.

**Misty Hawkins**  
**Director**  
**Arkansas River Valley Regional Library System**



Misty Hawkins recently became the Director of the Arkansas River Valley Regional Library System, which serves communities in Franklin, Logan, Johnson, and Yell Counties in rural Arkansas. A lifelong Arkansan, Misty graduated from the University of Arkansas - Fort Smith and is currently enrolled online at the University of Oklahoma in pursuit of her MLIS.

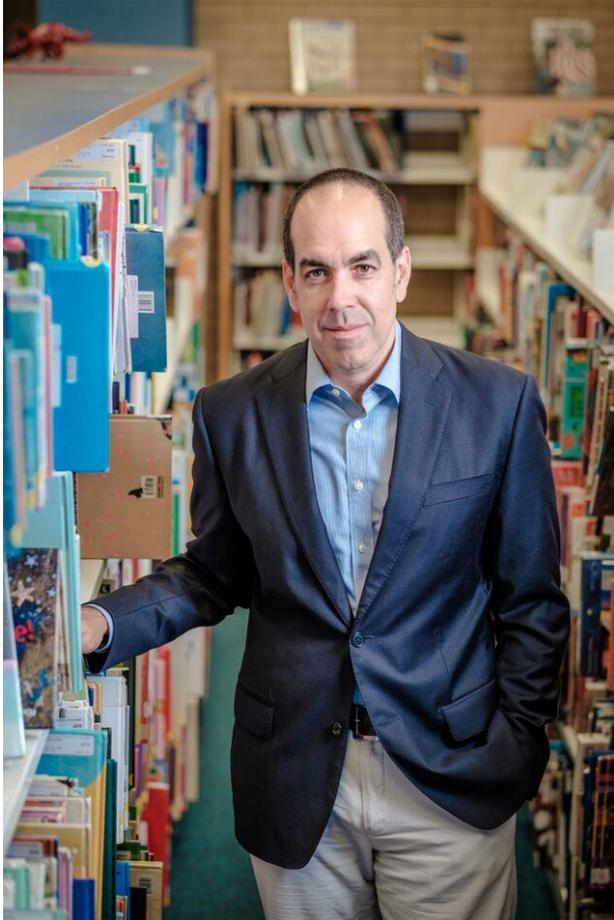
In addition to her daily work in libraries, she is active within area Chambers of Commerce, civic organizations, and educational groups. She lives in a small community within the library system with her husband of over ten years, a teenage daughter, and a declawed diva kitty.

**Kate Laughlin**  
**Executive Director**  
**Association of Small and Rural Libraries**



Kate has worked in and with libraries for over 20 years, on the front lines, in circulation and reference provision, branch management, staff training, strategic planning, and association management. Kate has a passion for service excellence and the furthering of libraries and their missions. Before "going rogue" in 2007, Kate was the Staff Training Coordinator for The Seattle Public Library. Since then she has trained in and consulted with dozens of small and rural libraries around the Western states and served as the Conference Coordinator and then Executive Director for the Washington Library Association. Kate has worked with the national Association for Rural & Small Libraries since early 2018 and became its first ever Executive Director at the beginning of this year.

**Richard Reyes-Gavilan**  
**Executive Director**  
**Washington DC Public Library**

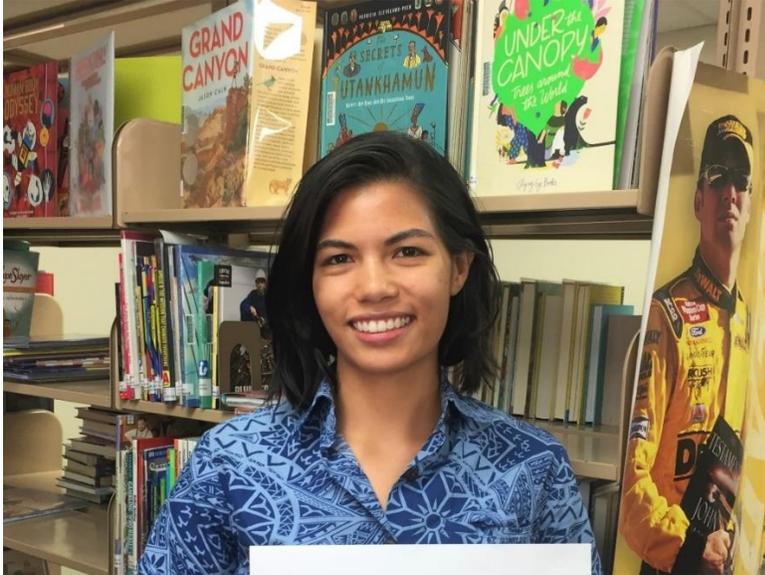


In March 2014, Richard Reyes-Gavilan was appointed the Executive Director of the DC Public Library, having previously worked for almost twenty years at both the New York and Brooklyn public libraries. He was lured to Washington D.C. primarily to oversee the \$211 million modernization of the Martin Luther King Jr. Memorial Library, the city's only building designed by legendary architect Ludwig Mies van der Rohe. The library is expected to open in 2020 and will serve as an inspirational destination for innovation, civic empowerment, and delight. Reyes-Gavilan is also aggressively building and renovating neighborhood libraries all over the District of Columbia. Two new libraries in the West End and Cleveland Park neighborhoods were awarded the American Institute of Architect's D.C. Chapter Design and Urban Catalyst awards, respectively. Mr. Reyes-Gavilan holds a bachelor's degree in English from the State University of New York at Albany, where he was recently recognized with the 2019 Excellence in Public Service award, and a master's degree in library and information science from the University of Texas at Austin.

**Lisa Shaw**  
**Workforce Development Specialist**  
**Maine Library**

Lisa Shaw is the Rural & Small Libraries and Workforce Development Specialist for the Maine State Library. She currently serves on the city of Bangor's planning board, as president of the board of directors for the Bangor Area Homeless Shelter, as board secretary for NAMI Maine, and as the Advocacy Chair for the Association of Rural and Small Libraries. Lisa was previously the library director for Caribou Public Library in Caribou, Maine, and worked for several years with Maine Department of Labor's Bureau of Employment Services. Lisa partners on projects that include the National Digital Equity Center, Maine Technology Users Group and Maine Broadband Coalition, distributed ledger technology for workforce credentials, and the Lumina Foundation funded All Learning Counts. Lisa lives in Bangor, Maine, with her husband, one of her two kids, and two cats.

**Nicole Umayam**  
**Digital Inclusion Library Consultant**  
**Arizona State Library, Archives and Public Records**



As the Digital Inclusion Library Consultant at the Arizona State Library, Archives and Public Records, Nicole supports small, rural, urban, tribal, and academic libraries throughout Arizona on digital equity initiatives including wi-fi hotspot and laptop lending, tech training for librarians, community-based digital preservation, and improving library broadband networks. This work was kick started through participation in the National Digital Inclusion Alliance’s pilot project, the Digital Inclusion Corps. She has a Master’s Degree in applied linguistics and a Master’s Degree in Library and Information Science from the University of Oklahoma.

## **Panel 2: Libraries and Community Partnerships**

### **MODERATORS' BIOS:**

**Laura Berrocal**  
**Senior Director, Policy and External Affairs**  
**Charter Communications**



In her role as Senior Director of Policy and External Affairs at Charter Communications, Laura Berrocal specializes in policy and communications strategy development. In this capacity, Berrocal enables the company to work collaboratively with industry stakeholders and leading national organizations to drive legislative and regulatory solutions that benefit the communities Charter serves, its customers, and the company's business development objectives.

Prior to joining Charter, Berrocal served as Director of External Affairs at CTIA, where she managed the wireless association's grassroots, grasstops, and third party relationships. In this role, Berrocal was responsible for developing and implementing policy communications strategies to educate communities, including state and local policymakers, on CTIA's work across the wireless technology sector.

Previously, Berrocal served as Vice President of Public Policy and Legislative Affairs for Net Communications, where she managed legislative, business development, and communications strategies for Fortune 500 companies and industry trade associations spanning the technology, telecommunications, energy, and utility sectors. Berrocal has also worked with several leading national and international organizations, where she has provided public policy counsel and developed results-driven communications and educational campaigns in the areas of technology, telecommunications, energy, and health.

Berrocal holds a Master of Public Administration (MPA) degree from The George Washington University Trachtenberg School of Public Policy and Public Administration (TSPPPA) and a B.A. in Political Science and Professional Studies in Spanish from Temple University. She was recently reappointed to serve on the Federal Communications Commission Advisory Committee on Diversity and Digital Empowerment (ACDDE).

**Felicia West**  
**Policy Advisor to the Chairman**  
**Public Service Commission**  
**District of Columbia**



Felicia West, Policy Advisor to the Chairman Public Service Commission of the District of Columbia Felicia West currently serves as policy advisor to Chairman Willie L. Phillips at the Public Service Commission of the District of Columbia (PSC). Ms. West is an experienced regulatory attorney and has over fifteen years of administrative law experience, including compliance and enforcement. She has consulted for private companies on issues related to telecommunications, healthcare, electricity, aviation and transportation issues. Prior to joining the PSC, Felicia West served as a senior attorney with the Florida Public Service in the Office of the General Counsel, Competitive Markets and Enforcement. In this capacity, Ms. West worked on various telecommunications issues including licensing and certification of telecommunications companies, consumer complaints, arbitration and disputes between telecommunications companies. She also routinely advised counties and municipalities on right-of-way and preemption issues. Ms. West is an active member of the National Association of Regulatory Utility Commissioners (NARUC) where she currently serves on the NARUC Staff Committee on Electricity and Staff Subcommittee on Supplier and Workforce Diversity. She has held several leadership positions: Chair, Florida Bar Consumer Protection Law Committee; Fellow, American Bar Association Young Lawyer Leadership Program, Council Member, American Bar Public Utility, Communications and Transportation Section; and Chair, Howard County Consumer Protection Advisory Board and Member, Federal Communications Commission Advisory Committee on Diversity and Digital Empowerment. Ms. West has a Juris Doctor and a Bachelor of Science in Finance from the University of Florida. She is also a member of the Florida Bar and Maryland Bar, and is a certified mediator in both jurisdictions.

**PANELISTS' BIOS:**

**Broderick Johnson**  
**Senior of Counsel**  
**Covington & Burling, LLP**  
**Chair, My Brothers' Keeper Foundation**



Broderick Johnson is a public policy and political strategist with more than three decades of leadership at the highest levels of government and the legal profession. He provides strategic leadership advice and counsel to clients on legislative, regulatory, legal, and political issues. His experience includes telecommunications and technology, workforce development, tax policy, education, sports and entertainment, and financial services matters.

Mr. Johnson has the distinction of having been appointed to senior posts under two U.S. Presidents. He served as Assistant to the President and Cabinet Secretary under President Barack Obama. In that role, he was the President's primary liaison to members of the Cabinet, directing a team that helped coordinate policy and communications strategy between the West Wing and Federal agencies. President Obama also appointed Mr. Johnson the chairman of the White House's My Brother's Keeper Task Force, an interagency initiative designed to identify and address the disparities that hamper the success of boys and young men of color, and to improve the lives of all youth. In the Clinton White House, he was Deputy Assistant to the President for Legislative Affairs.

Mr. Johnson also has served as a senior advisor for several presidential campaigns, including the Obama-Biden and Kerry Edwards campaigns.

Mr. Johnson served in numerous senior positions on Capitol Hill, beginning in the House Office of the Legislative Counsel, where he drafted such landmark legislation as the Family and Medical Leave Act and the Immigration Reform and Control Act of 1986. He was also chief Democratic counsel to two standing committees, including the House Committee on Education and the Workforce, where he crafted legislative policy and strategy on K-12, higher education, and labor and employment issues. From time to time, Mr. Johnson also serves as an Adjunct Professor of Law at the University of Michigan Law School.

**Cyndee Landrum**  
**Deputy Director for Library Services**  
**Institute of Museum and Library Services**

Cyndee Landrum was appointed as the Deputy Director, Office of Library Services in June 2019. In her current role she collaborates with IMLS's senior leadership to support agency priorities, policy and partnerships, and provide leadership and direction for the library grant programs.

Ms. Landrum oversees the agency's largest program, Grants to States, which is the primary source of federal funding for library services in the United States, and the agency's discretionary grant programs, including National Leadership Grants for Libraries, the Laura Bush 21st Century Librarian program, Native American and Native Hawaiian Library Services, and the newest library grant initiative, Accelerating Promising Practices for Small Libraries.

Over a professional career of more than 20 years, Ms. Landrum has served in public libraries across the country. Prior to her IMLS appointment, she served as CEO-Director of the Evansville Vanderburgh Public Library in Indiana. She also served as assistant director for public services at Oak Park Library in Illinois, assistant director of Mt. Lebanon Public Library in Pittsburgh, and held various positions at the Glendale Public Library in Arizona. She has been active in local, state and national professional associations including serving as president of the Arizona Library Association. Ms. Landrum has also volunteered on local non-profit and municipal boards, including the Evansville Promise Zone Governance Advisory Board.

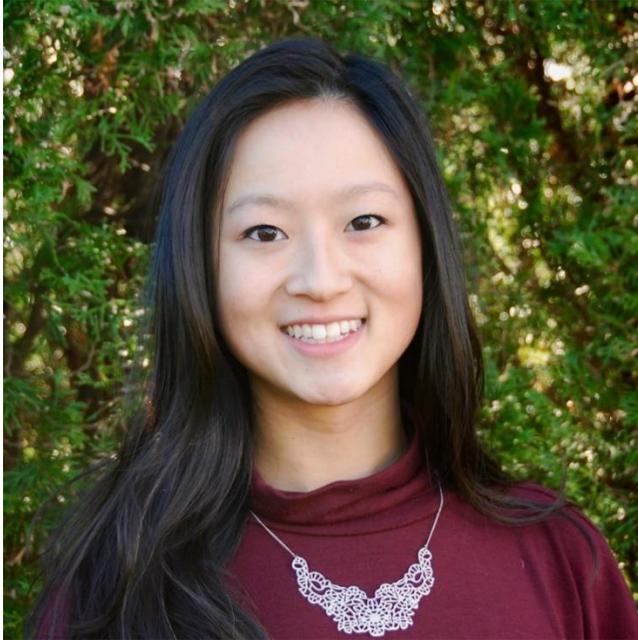
Ms. Landrum has a Bachelor of Arts degree in linguistics from Northwestern University, a Master's degree in Library and Information Science from University of Southern Mississippi and is a doctoral candidate in the School of Library and Information Science at Simmons University.

**Jillian Luchner**  
**Policy Manager**  
**Afterschool Alliance**



Jillian Luchner is policy manager at the Afterschool Alliance, a non-profit research and advocacy organization with the mission to ensure the opportunity of an affordable, accessible, high quality afterschool program for every student in country. The Afterschool Alliance partners and communicates with over 25,000 programs nation-wide, as well as Afterschool Networks in all 50 states, national providers, academic institutions and other partners in family engagement, health and wellness, STEM learning, museums and libraries and more. Programs exist in a variety of settings and include public providers, non-profit and for-profit providers, and religious and civic organizations. The Afterschool Alliance provides independent research on the supply and demand of afterschool and summer programs in its America After 3 PM Report, and collects and disseminates additional research on the effects and impacts of afterschool programs and policy in an impacts database, issue briefs, blogs, and program spotlights. In addition to providing students with positive youth development, opportunities for leadership and social and emotional development, afterschool programs help students engage in their educational pathways improving attendance, behavior and coursework, and often provide the spark that helps students define and develop their passions. Jillian has a Master's of Public Policy specializing in Education from the University of Maryland College Park, and a B.A. In Economics and Political Science from the University of Rochester.

**Emily Ong**  
**Senior Manager of Community Partnerships & Outreach**  
**Girls Who Code**



Emily Ong is the Senior Manager of Community Partnerships & Outreach at Girls Who Code, an international nonprofit leading the movement to close the gender gap in tech. As a passionate advocate of social justice, Emily fosters strong community partnerships with school districts, library networks, and community-based organizations so that every girl has the opportunity to gain the confidence and skills they need to succeed in the 21st century. She has served as a Keynote Presenter, Breakout Presenter, Panelist, Training Facilitator and Exhibitor Representative at several large-scale conferences all across the country, including but not limited to: Apple Education's National Lead and Learn Conference, North Dakota State Library's Renewal Conference, the Utah Afterschool Network's Jumpstart Conference, the National Beyond School Hours Conference, the National American Library Association Conference, the National Computer Science Teachers Association Chapter Leadership Conference, and more.

Before devoting her work to Girls Who Code, Emily had previously served in community organizer roles at GO Project, United Way of NYC, Greater Oaks Charter School, and New York University to fight for positive change within historically underserved communities. She received both her BA and her MPA in Public & Nonprofit Management & Policy from New York University. With this experience, she aspires to bring people together with purpose, creativity, and a steadfast dedication to social justice.

**Jose Antonio Tijerino**  
**President and CEO**  
**Hispanic Heritage Foundation**



JOSE ANTONIO TIJERINO is president and CEO of the Hispanic Heritage Foundation, which focuses on education, workforce, leadership, and culture through service and innovation. Under Tijerino, HHF is recognized as a creative, agile, impact-focused organization boasting a network of vetted 15-35 year-old Latinos mobilized in the tech and STEM fields, entrepreneurship, finance, media, advocacy, and other priorities for America. Tijerino also serves as executive producer of the star-studded Hispanic Heritage Awards at the Kennedy Center, which are broadcast on PBS stations. HHF's dynamic programs have been recognized by The White House, US Congress, Fortune 500 companies, other nonprofits, and the Government of Mexico.

Prior to HHF, Tijerino was an executive at Fannie Mae Foundation, Nike, and Burson-Marsteller and Cohn & Wolfe under the Young & Rubicam umbrella.

Beyond his work with HHF, as a proud immigrant from Nicaragua, Tijerino co-founded The American Project to treat immigrants with dignity; #Mask4Farmworkers campaign during the COVID-19 crisis; #WeDreamAmerica Campaign including a video he co-produced of the national anthem performed by a Grammy-nominated band to promote the patriotism of immigrants; co-founded the DREAM Lead Institute with Trinity University, a leadership institute exclusively for DACA recipients; helped produce the Oyeme! Project with Imagination Stage, a play about the plight of unaccompanied minors; founded the READ (Refugee Education And Development) effort; and has worked extensively in support of

refugee families on the border, for which he was recognized by FWD.US, MALDEF, Government of Mexico, and others.

Tijerino's blogs and media presence have made him a national voice on various issues including diversity, immigration, creativity, and youth empowerment. He attended the Aspen Institute's Ideas Festival and is an Aspen Salinas Fellow; currently serves on Disney's Community Advisory Board; Nielsen's Latino Advisory Council, among others. Tijerino co-founded the Hispanic Leaders Alliance with the NFL, and Latino Magazine featured him on their cover a "Latino Who Make a Difference."

Tijerino has been honored with the prestigious Ohtli Award, which is the highest recognition by the Government of Mexico outside of Mexico; Lifetime Achievement Award by National PTA; Vision Award by Silicon Valley Latino Leadership; Brillante Award by National Society of Hispanic MBAs; Leadership Award from Telemundo; Army Strong Civilian Award by the US Army; Community Service Award by the Governor of Maryland; Cesar Chavez Award by the National Hispanic Leadership Institute; Champion of Digital Equity Award by the Multi-Cultural Telecom & Internet Council (MMTC); Vision Award by the American Latino Museum; the Bravo Award for Public Service; Service Award by the Greater Washington Chamber of Commerce; New Futures Award; and the MALDEF Award for Service, the Ana G. Mendez Presidential Medal, AT&T's Humanity Award, among others.

Tijerino has served on various boards and committees including Harvard's Latino Leadership Initiative at the Kennedy School; University of Maryland's Smith School of Business; Nielsen's Latino Advisory Counsel; University System of Maryland; America's Promise Alliance; Latino Jewish Leadership Council; KID Museum; National Girls Collaborative; Imagination Stage; Crittenton Services; Army's SAY (Strengthen America's Youth) Committee; Creative Thread Foundation; National Building Museum, and Center for the History of the New America, among others.

Tijerino earned a Bachelor of Science from the University of Maryland's School of Journalism and was honored with a Doctorate of Humane Letters from The Chicago School. Tijerino lives in Washington, DC, with his family.

**Katherine Trujillo**  
**Director of Education/Deputy Director**  
**Libraries Without Borders**

Kat Trujillo is the Director of Education/Deputy Director at Libraries Without Borders (LWB), an international nonprofit committed to expanding access to information and education around the world. At present, Kat is responsible for cultivating a culture of continuous improvement within the organization and across its programs, namely LWB's Wash and Learn Initiative and ongoing Covid-19 response efforts. Previously, she worked in the field to establish pop-up library and digital literacy programs in Baltimore, Detroit, the Bronx, San Antonio, Oakland, Ecuador, and Puerto Rico. Before joining LWB, Kat worked to promote equitable access to education, comprehensive immigration reform, and community-led civic engagement at Humanity in Action, White House Domestic Policy Council, Thurgood Marshall College Fund and National Head Start Association. Kat is a proud Cal alum and recipient of the Paul & Daisy Soros Fellowship for New Americans, which funded her graduate studies at The Fletcher School of Law & Diplomacy. She also holds a law degree from the Transitional Justice Institute at Ulster University, where she studied as a George Mitchell Scholar. Kat was born and raised in South Central Los Angeles.

## Summary Remarks

### DEI Members

**Sindy Benavides, CEO**  
**League of United Latin American Citizens**



Sindy Marisol Benavides is a Honduran-American immigrant who has experienced the American dream, and now devotes her career to public service, ensuring that countless young people, women, and immigrants have the same opportunity. She is currently Chief Executive Officer for the League of United Latin American Citizens (LULAC), the oldest Hispanic civil rights organization in the country. She previously served as the Chief Operating Officer and National Director for Civic Engagement and Community Mobilization for LULAC, Vice President of Field & Political Operations for Voto Latino and as Northern Virginia Political Director for the 2012 Kaine for Virginia senatorial campaign. She has also been National Director of Community Outreach for the Democratic National Committee, and Latino Liaison and Director of Gubernatorial Appointments for Governor Timothy M. Kaine.

She received her Bachelor of Arts from Virginia State University in Petersburg, Virginia, where she graduated Valedictorian of her class and studied Political Science with a minor in Spanish. She has also attended American University for her Master's degree in International Affairs and is working on submitting her substantial research paper. Sindy is the founder, co-founder, or founding board member of LULAC Council 4611, VA Latino Higher Education Network (VALHEN), VA Coalition of Immigrant Rights (VACIR), and the Hispanic Organization for Leadership and Action (HOLA). Sindy serves on numerous national diversity and inclusion corporate boards and can be found on Twitter @SindyBenavides. She lives in northern Virginia with her beloved family.

## Closing Observations

**Roy Litland**  
**Associate General Counsel**  
**Federal Regulatory Affairs**  
**Verizon**



Roy Litland is an Associate General Counsel in Verizon's Federal Regulatory & Legal Affairs group. Roy works on issues related to broadband mapping and performance, access to multiple tenant environments, open internet, technology transitions, and wireline infrastructure deployment.

**Shellie Blakeney****Director – Federal Regulatory Affairs T-Mobile USA**

Shellie Blakeney represents T-Mobile before federal government agencies and in industry coalitions. Her general focus is on consumer protection matters, including disabilities access and public safety. Ms. Blakeney joined T-Mobile in 2005 from the Federal Communications Commission where, as an associate chief in the Wireless Telecommunications Bureau, she was responsible for developing policy and regulations on matters involving public safety radio communications. During her tenure at the FCC, Ms. Blakeney also served as Legal Advisor to the Chief of the Wireless Telecommunications Bureau. In that role, she provided counsel to the Bureau Chief on a variety of wireless issues, including matters before the Bureau's Mobility and former Public Safety and Private Wireless Divisions. Currently, Ms. Blakeney represents T-Mobile on the FCC Disability Advisory Committee and is a former member of the Board of Directors for the World Institute on Disability. In addition to these roles, she was appointed to the FCC Advisory Committee on Diversity and Digital Empowerment as T-Mobile's alternate representative and has served as Co-Chair of the Federal Communications Bar Association's Diversity Committee. Ms. Blakeney is a Leadership Council on Legal Diversity Alumna and received the T-Mobile Peak Achievement Award in recognition of her outstanding performance at the company. A graduate of Florida A&M University's School of Business and Industry, Ms. Blakeney received a B.S. in Business Administration. She also holds a J.D. from Syracuse University's College of Law and an M.A. from the S.I. Newhouse School of Public Communications.