

RACHEL E MCKENZIE
Curriculum Vitae (Updated August 21, 2026)

Texas Christian University
Department of Communication Studies
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Google Scholar Webpage: <https://scholar.google.com/citations?user=DEOyq7cAAAAJ&hl=en>

EDUCATION

- Ph.D. in Communication, University of California, Davis, Davis, CA **Jun 2026**
Major Emphases: Interpersonal Communication, Communication Technology, Health Communication
Dissertation Title: Understanding the Effectiveness of Chatbots for College Students' Stress Management: The Impact of Perceived Support. Provider Identity and Self-Disclosure Type
- M.A. in Communication, The Ohio State University, Columbus, OH **May 2020**
Major Emphases: Computer-Mediated Communication, Health Communication
Thesis Title: Independence and Interdependence on Social Media: The Impact of Using Mental Health Instagram Posts to Induce Self-Construals
- B.S. in Neuroscience, Lyman Briggs College, Michigan State University, East Lansing, MI **May 2018**

PROFESSIONAL EMPLOYMENT

- Assistant Professor, Texas Christian University, Department of Communication Studies, Fort Worth, TX **Aug 2026-present**
- Associate Instructor, University of California, Davis, Department of Communication, Davis, CA **Apr 2023-Jun 2026**
- Graduate Teaching Assistant, University of California, Davis, Department of Communication, Davis, CA **Sept 2021-Apr 2026**
- Editorial Assistant, Communication Research **May-Aug 2019**
- Graduate Teaching Assistant, The Ohio State University, School of Communication, Columbus, OH **Aug 2018-Jul 2020**

RESEARCH

Note: Underlined names indicate undergraduate co-authors

Peer-Reviewed Publications

Hwang, L., **McKenzie, R.**, & Feng, B. (2025). Can you read between the lines?: A comparison of human and ChatGPT as support providers. *International Journal of Human-Computer Interaction*. <https://doi.org/10.1080/10447318.2025.2584724>

McKenzie, R., & Hwang, L. (2026). Linguistic Agency and Causality in Support Seeking: Effects on Politeness in Online Support Messages. *Journal of Language and Social Psychology*, 45(3), 532-553. <https://doi.org/10.1177/0261927X251401255>

McKenzie, R., Hwang, L., Feng, B., & Phillips, E. (2025). In-person therapy vs. computer mediated therapy for college students: Single session outcomes and implications for the patient-therapist relationship. *Journal of American College Health*. <https://doi.org/10.1080/07448481.2025.2496979>

McKenzie, R., & Feng, B. (2025). The role of website interactivity in improving depression help-seeking intentions. *Patient Education and Counseling*. <https://doi.org/10.1016/j.pec.2025.109391>

Layug, A., Krishnamurthy, S., **McKenzie, R.**, & Feng, B. (2022). The impacts of social media use and online racial discrimination on Asian American mental health: cross sectional survey in the United States during COVID-19. *JMIR Formative Research*, 6(9), e38589.

Khan, S., Gonzalez, T., **McKenzie, R.**, & Feng, B. (2022). The influence of linguistic agency and causality attribution in support-seeking about depression on perceived stigma and support messages. *Journal of Health Communication*, 27(5), 292-301.

Bluhm, R., Cabrera, L., & **McKenzie, R.** (2019). What we (should) talk about when we talk about deep brain stimulation and personal identity. *Neuroethics*, 1-13.

Cabrera, L. Y., Brandt, M., **McKenzie, R.**, & Bluhm, R. (2019). Online comments about psychiatric neurosurgery and psychopharmacological interventions: Public perceptions and concerns. *Social Science & Medicine*, 220, 184-192.

Cabrera, L. Y., Brandt, M., **McKenzie, R.**, & Bluhm, R. (2018). Comparison of philosophical concerns between professionals and the public regarding two psychiatric treatments. *AJOB Empirical Bioethics*, 9(4), 252-266.

Cabrera, L. Y., Boyce, H. M., **McKenzie, R.**, & Bluhm, R. (2018). Conflicts of interest and industry professional relationships in psychiatric neurosurgery: A comparative literature review. *Neurosurgical Focus*, 45(2), E20.

Cabrera, L. Y., **McKenzie, R.**, & Bluhm, R. (2017). Beyond the technology: Attribution and agency in treatments for mental disorders. *AJOB Neuroscience*, 8(2), 92-94.

Conference Presentations

Hwang, L., **McKenzie, R.**, & Feng, B. (2026, Nov 19-22). *Assessing the Support Capacity of Chatbots in Human-AI Supportive Interactions: A Descriptive Baseline for Chatbot Support Design* [Conference presentation]. National Communication Association 2026 conference, New Orleans, LA, United States.

McKenzie, R., Hwang, L., Brathwaite, K., & Merrill Jr., K. (2026, Nov 19-22). *The Influence of Telehealth and Patient Centered Communication on Social Determinants of Health: A Test of the Structural Influence Model* [Conference presentation]. National Communication Association 2026 conference, New Orleans, LA, United States.

McKenzie, R., Hwang, L., & Feng, B. (2026, Nov 19-22). *Effects of Perceived Identity and Expertise on Human-Chatbot Supportive Interactions for Stress Management* [Conference presentation]. National Communication Association 2026 conference, New Orleans, LA, United States.

Rhea, S.V., **McKenzie, R.**, Nguyen, A., Lopez, S., & Taylor, L. (2026, Nov 19-22). *Understanding fan interaction from the supportive communication perspective: Support seeking and provision behaviors on popular music subreddits* [Conference presentation]. National Communication Association 2026 conference, New Orleans, LA, United States.

Brunner, S., **McKenzie, R.**, & Hether, H. (2026, Jun 4-8). *In Search of Social Support: Engaging Students in an Online Scavenger Hunt to Identify and Analyze Support Messages* [Conference presentation]. International Communication Association 2026 conference, Cape Town, South Africa.

McKenzie, R., & Hwang, L. (2025, Nov 20-23). *Linguistic agency and causality in support seeking: Effects on politeness in online support messages* [Conference presentation]. National Communication Association 2025 conference, Denver, CO, United States.

*Awarded Top Student Paper by the Interpersonal Communication Division

Lee, D., Jia, Y., Hwang, L., & **McKenzie, R.** (2025, Nov 20-23). *Balancing users' expectancies and chatbot supportive capabilities: A cross-regional study on the role of cognitive and affective empathy* [Conference presentation]. National Communication Association 2025 conference, Denver, CO, United States.

McKenzie, R., Hwang, L., & Feng, B. (2025, May 16-18). *Face-to-face therapy vs. computer-mediated therapy for college students: Single session outcomes and implications for the patient-*

therapist relationship [Conference presentation]. Communication Horizons Conference, Davis, CA, United States.

Rhea, S., **McKenzie, R.**, Nguyen, A., Lopez, S., & Taylor, L. (2025, May 16-18). *Understanding fan interaction from the supportive communication perspective: Support seeking and provision behaviors on popular music subreddits* [Conference presentation]. Communication Horizons Conference, Davis, CA, United States.

McKenzie, R., Hwang, L., & Feng, B. (2024, Nov 21-24). *Can you read between the lines?: A comparison of humans and ChatGPT as support providers* [Conference presentation]. National Communication Association 2024 conference, New Orleans, LA, United States.

McKenzie, R., & Hwang, L. (2024, Sep 9-13). *How telehealth visits influence patient centered communication: An analysis of 2022 HINTS Data* [Poster presentation]. International Conference on Communication in Healthcare 2024, Zaragoza, Spain.

Hwang, L., **McKenzie, R.**, & Feng, B. (2024, May 3-5). *A comparison of human and ChatGPT support provision and the influence of support seekers' self-disclosure level on support quality* [Conference presentation]. Communication Horizons Conference, Davis, CA, United States.

McKenzie, R., & Hwang, L. (2023, Nov 16-19). *The influence of linguistic agency and causality on politeness in online support messages* [Research work-in-progress presentation]. National Communication Association 2023 conference, National Harbor, MD, United States.

McKenzie, R., & Feng, B. (2023, May 25-30). *The role of website interactivity in improving depression knowledge and help-seeking intentions* [Conference presentation]. International Communication Association 2023 Conference, Toronto, ON, Canada.

Lin, X., & **McKenzie, R.**, & Feng, B. (2022, November 17-20). *I am what I do: Examination of the impact of cultural identity connotations on engagement in health-promoting behaviors in U.S. and China* [Conference presentation]. National Communication Association 2022 Conference, New Orleans, LA, United States.

McKenzie, R., & Knobloch-Westerwick, S. (2021, May 27-31). *The interdependent independent self-construal and mental health help seeking source preference* [Conference presentation]. International Communication Association 2021 Conference, Virtual Conference.

Merrill, K., Brathwaite, K., **McKenzie, R.**, & Hovick, S. (2021, May 27-31). *Disparities in the patient-provider relationship: Investigating the mediating role of patient-centered communication* [Conference presentation]. International Communication Association 2021 Conference, Virtual Conference.

McKenzie, R., & Li, S. (2020, May 20-26). *Using interactive mental health content to improve college student help seeking* [Conference presentation]. International Communication Association 2020 Conference, Virtual Conference.

INTERNAL GRANTS

University of California, Davis

2024	\$6,000	Dean's Graduate Summer Support Award
2023	\$1,500	Graduate Studies Spring Travel Award

SERVICE

University of California, Davis

2025-2026	Graduate Student Representative to the Graduate Student Assembly
2025-2026	Mondavi Center Administration Advisory Committee
2023-2025	President of the Communication Graduate Organization,
2022-2023	Graduate Student Representative to the Graduate Student Assembly
2022-2023	Graduate Student Representative to the Graduate Council

TEACHING

Instructor of Record at Texas Christian University

Intercultural Communication (Fall Semester, 2026)

Instructor of Record at University of California, Davis

Intercultural Communication (Fall Quarter, 2025; Spring Quarter, 2026)

Interpersonal Communication Technologies (Spring Quarter, 2023)

Empirical Research Methods (Summer Session I, 2023)

Theories of Persuasion (Spring Quarter, 2024)

Teaching Assistant at University of California, Davis

Communication Theories (Winter Quarter, 2024)

Empirical Research Methods (Fall Quarter, 2021, 2022, 2023, 2024; Winter Quarter, 2025)

Intercultural Communication (Spring Quarter, 2025)

Interpersonal Communication (Winter Quarter, 2022; Winter Quarter, 2023; Summer Session I, 2025)

Interpersonal Communication Competence (Spring Quarter, 2025; Winter Quarter, 2026)

Interpersonal Communication Technologies (Spring Quarter, 2022)

Teaching Assistant at The Ohio State University

Introduction to Communication Technology (Fall Semester, 2018; Summer Session, 2020)

Communication Research Methods (Fall Semester, 2019)

Communication & Society (Spring Semester, 2019; Spring Semester, 2020)