

Karen Schriver

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Dr. Karen Schriver is principal of KSA Communication Design and Research, a consultancy in Pittsburgh, Pennsylvania. An internationally recognized expert in communication and information design, Schriver has worked with universities, corporations, and government agencies around the globe. A former professor of rhetoric and document design at Carnegie Mellon University (Pittsburgh), Schriver has also worked with the University of Utrecht (The Netherlands), the University of Washington (Seattle), the Japanese Ministry of Education, the University of California at Berkeley, and University of Stellenbosch (South Africa). She was recently re-elected to the board of directors for the Center for Plain Language (Washington, DC) and elected Life Fellow to the Communication Research Institute.

Karen's book, *Dynamics in Document Design: Creating Texts for Readers* (Wiley, 1997)—now in its 9th printing—is regarded as an essential work in the field. Winner of 10 national awards for research and communication design, Schriver takes a research-based approach to solving problems of communication and draws on the latest empirical research to guide her work. KSA's clients include Apple, IBM, Mitsubishi, AT&T, Sprint, Internal Revenue Service, Sony, Hoffman-LaRoche, Fujitsu, Lutron Electronics, MIT, the Canadian Department of Justice, the New York City Department of Transportation, and Microsoft. She is currently working on two new books—one about nurturing expertise in information design, and another about how the design of text and graphics influences how people read online.