

2024 TRUSST Lab Report:

Advancing the Social Science of Trust

Supervisors

- **Dr. Joe Hamm** – MSU School of Criminal Justice, Environmental Science and Policy Program, Department of Political Science
- **Dr. Jennifer Carrera** – MSU Department of Sociology, Environmental Science and Policy Program

Lab Members

- **Alphan Alpaydin** – MSU Department of Biochemistry and Molecular Biology [BA student]
- **Alexa Banning** – MSU Department of Psychology [BA student]
- **Olatayo Bakare** – MSU Department of Political Science [PhD student]
- **Makayla Burden** – MSU School of Criminal Justice [PhD student]
- **Antonia Gordon** – MSU Department of Political Science [PhD student]
- **Estefania Grignon**
- **Yang Vincent Liu** – MSU School of Criminal Justice [PhD student]
- **Miyeon Kim** - MSU Department of Communication [PhD student]
- **John Ropp** – MSU School of Criminal Justice [PhD student]
- **Travis H. Olson** – MSU Department of Educational Administration [PhD student]
- **Tiffany Williams** – MSU Department of Sociology [PhD student]

Alumni

- **Dr. Katie Darcy** – University of Michigan, Dearborn; Department of Criminology and Criminal Justice Studies
- **Dr. Amanda Isabel Osuna** – University of Tampa, Department of Criminology and Criminal Justice
- **Dr. Jenna Van Fossen** – Clemson University, Department of Psychology

External Advisory Board

- **Dr. Bill McEvily** [Theory Perspective] – University of Toronto Rotman School of Management
- **Michele Chambers** [Practice Perspective] – Michigan Department of Health and Human Services
- **Shani Saxon** [Community Perspective] - Turning Corners Consulting, Inc

Faculty Collaborators

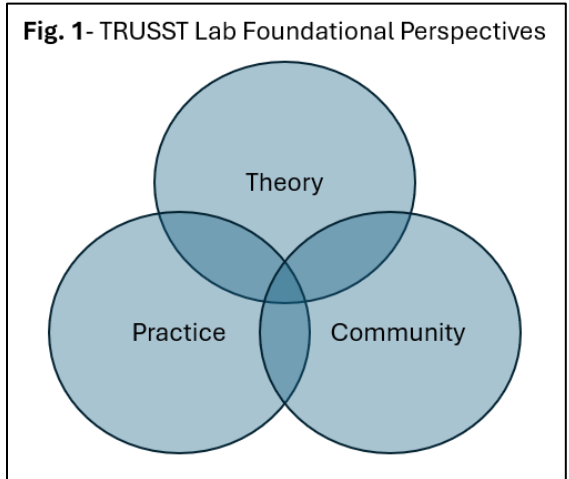
- **Dr. Jamie Bernard** – MSU Department of Pharmacology & Toxicology
- **Dr. Eric Adjei Boakye** – Henry Ford Health System Department of Public Health Science
- **Dr. Jennifer Gomez** – Boston University School of Social Work
- **Dr. Justin Pickett** – University of Albany School of Criminal Justice
- **Dr. Sarah Prior** – MSU Department of Sociology
- **Dr. Samantha Tam** – Henry Ford Health System
- **Dr. Adam Zwick** – MSU Department of Community Sustainability
- **Dr. Andre Wyzykowski** – MSU Department of Computer Science and Engineering

Vision

In many ways, trust has become the centerpiece of most of the major issues in areas as diverse as international relations, politics, health, education, technology, and social order. Navigating pandemics, deploying law enforcement, educating children, leveraging AI, and even democracy itself all imply risk. Although science has much to say about how best to manage modern challenges, it has become increasingly clear that effectively meeting them will require more than expertise in individual disciplinary traditions. Even the most technically sophisticated answers will fall short when they fail to account for subjective feelings of vulnerability and the characteristics of the relationships that make those risks acceptable. We seek to address this by arming the next generation of leaders with a nuanced understanding of trust that draws from our foundational perspectives of theory, practice, and community (see Fig. 1).

The Teaching, Researching, and Understanding the Social Science of Trust Lab was initiated in January of 2020 as a scholarly incubator for PhD-student led trust research with two overarching goals.

- **Goal #1:** We bring together students with varied contexts of interest and disciplinary orientations to collectively work to refine theoretical arguments on trust, focusing especially on leveraging students' unique perspectives to challenge and build upon existing approaches.
- **Goal #2:** By integrating our diverse backgrounds, experiences, and practitioner networks, we also collectively work to ensure the practical impact of our efforts, especially by developing relationships with agencies and institutions with an interest in supporting public trust.



Structure

The lab is currently made up of nine PhD students, two undergraduate students, and two faculty supervisors. The lab meets every other week to report on the status of our lab and synergistic projects, and to work collectively in advancing them. The lab is graciously funded by an anonymous donation. Funding decisions within the lab are collective.

- **Lab projects (LP)** are those that were proposed by a lab student and approved by the lab for inclusion. These projects are conducted entirely within the lab (though they may include outside faculty as collaborators) and are encouraged to make requests for funding from the lab. All lab projects are supported by the entire lab which works collaboratively during the meetings to develop ideas, refine measures, and interpret findings, but authorship is reserved for students who take an active role in data collection, analysis, or writing.
- **Synergistic projects (SP)** are those that are not technically conducted within the lab but that involve at least one lab student and are supported by discussions within the lab. Dissertations are a key example as students must, by design, take complete ownership of these projects. Funding may be requested for these projects as it is available.

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Theoretical Contributions

The TRUSST Lab continues to develop thinking regarding the nature and dynamics of vulnerability as experienced across social contexts. Power and motivation have therefore become subthemes in our primary focus. Thus, while we still conduct work exploring both constructs, this is typically done in service of understanding vulnerability itself. We have therefore contributed significantly to conceptualizing the concept of vulnerability (e.g., Darcy et al., in press; Hamm et al., 2024), cataloguing the vulnerabilities that individuals feel (e.g., Osuna et al., in press, Osuna, 2023), exploring how vulnerabilities evolve within and across relationships (e.g., LP14; Darcy, 2022), and demonstrating when and how vulnerability connects to outcomes like trust and cooperation (e.g., van Fossen et al., 2022; SP11).

To integrate across these efforts, the lab has begun an integrative conceptual piece (LP15) that will bring together our work on vulnerability as a promising theoretical lens for understanding governance relationships. In it, we argue that the key to understanding the quality of the relationship between, for example, the police and the public is understanding the ways that the important stakeholders feel vulnerable to each other. Thus, in contrast to older approaches to governance that prioritize facilitating governance agency agendas or performance indicators, we argue that the goal of governance is to create an environment in which there is sufficient trust to address negative feelings of vulnerability. This, in turn, shifts the metrics of “good governance” away from a focus on performance as perceived by the agency or by the public and toward an understanding that the central indicator is the perceived well-being of our communities.

Our work on vulnerability is beginning to attract attention in a variety of academic and specialist circles. Joe has been invited to present the lab’s vulnerability work to the University of Antwerp’s GOVTrust Centre of Excellence, to the Law and Behavioral Science Group at Arizona State University, and as part of a keynote session during the American Psychology-Law Society’s Annual Meeting. Joe was also invited as a guest on podcasts hosted by TrustTalk (<https://trusttalk.co/>) and the Global Trust Project (<https://www.theglobaltrustproject.com/>).

Practical Contributions

Our lab continues to emphasize partnerships with groups and communities for which trust is a particular concern. In 2024, we published work exploring the development of Floridian’s trust in the National Hurricane Center (van Fossen et al., in press) and the harms that students entrust to their universities in the higher education context (Osuna et al., in press). We are also preparing manuscripts exploring the distinct roles of trust and risk perception in motivating Floridian’s compliance with National Hurricane Center orders to evacuate versus sheltering in place (LP6) and have submitted a manuscript exploring the intergenerational experience of betrayed trust in the city of Flint, Michigan (LP13). We also continue to develop a number of new projects including a collaboration with oncology providers at Henry Ford Health System which will explore feelings of vulnerability and trusted relationships that support cancer treatment patients through their treatment journey (LP14) and our NIEHS-funded collaboration with the Michigan Department of Health and Human Services’ Bureau of Environmental Health to improve trusting relationship with three communities affected by environmental contamination (SP7).

Contributions to Student Training

The TRUSST Lab supports student development in a variety of ways, most critically including collegial and intellectual support for their dissertations, several of which have been funded (Osuna, 2023- the Office of the MSU Provost; SP8- the National Institute of Justice; SP9- Michigan Interdisciplinary Training in Education and Social Science Fellowship) or supported by external agencies (SP6- Michigan Supreme Court Administrative Office).

Lab-supported Dissertations:

- Darcy (2022). Exploring Institutional Sexual Assault, Betrayal, And Trust-Based Harm (complete)
- Osuna (2023). Understanding Vulnerability in the Student/University Relationship (complete)
- SP6. The Influence of Judicial Attitudes on Efficiency, Satisfaction, and Legitimacy Perceptions among Court Users
- SP8. Military Sexual Trauma Among Female Veterans in Michigan: Exploring Experiences, Dynamics, and Responses
- SP9. Assessing Research University Stakeholder’s Trust in and Acceptance of AI Technology
- SP10. Third-party contractors and education stakeholder trust

Sustainability Planning

As we start the fourth year of our existing funding, we have begun to consider opportunities to expand our practical and theoretical impact. We have identified the Levers for Change, Trust in American Institutions Challenge (<https://www.leverforchange.org/challenges/explore-challenges/trust-in-american-institutions/>) as a key opportunity. We have engaged faculty at Michigan State University and the University of Nebraska-Lincoln to explore an opportunity to collaborate with the City of East Lansing to implement a city-wide, trust-building effort. Specifically, we will leverage our interdisciplinary expertise to work with the city to reframe the public engagement efforts of its departments (e.g., libraries, schools, public works, law enforcement) as an effort to understand and center community vulnerabilities. The aim is to recognize that, even in an environment in which the ultimate decisions made by city officials may be severely constrained by a variety of federal, state, and local pressures, it remains possible to effectively communicate that the harms that all individuals fear are understood and important to their city government. Although we expect the challenge to be particularly competitive, we are confident that the effort spent developing this project will yield the relationships necessary to explore other opportunities to support smaller versions via other sources.

Active Lab Project Summaries

LP5. Mobilizing the Law: The Role of Vulnerability and Court Process in the Decision to File a Small Claims Suit

Abstract

This study explores the role of individual perceptions of vulnerability, and how they relate to various dispute resolution processes, in the decision to mobilize legal processes to address a legitimate claim. A sample of MTurk workers completed a survey in response to a hypothetical landlord-tenant dispute. In the survey, respondents were randomized to one of three common dispute resolution methods (i.e., small claims trial, alternative dispute resolution, online dispute resolution) and a control group, and subsequently responded to questions about their willingness to use, and anticipated experiences with, the court via the assigned process. We found that respondents perceived categorical differences in the anticipated harms associated with different processes. Particularly, anticipated experiences with online dispute resolution evoked unique concerns compared to in-person processes. Furthermore, the perception of vulnerability was a significant predictor of a respondent's willingness to mobilize legal processes for the resolution of the hypothetical dispute. Given these results, we recommend that researchers more fully consider the ways vulnerabilities may change as a result of the type of court interaction that may occur. Additionally, greater emphasis should be placed on exploring the individual factors that may motivate an individual to mobilize the law to resolve legal disputes.

Products:

- Ropp, J. W., Meier, E., Van Fossen, J., Osuna, A. I., Darcy, K., Woessner, Z., Hamm, J. A. (in preparation). Mobilizing the law: The role of vulnerability and court process in the decision to file a small claims suit.
- Ropp, J., Hamm, J. A., Meier, E., Darcy, K., Osuna, A., Van Fossen, J., & Woessner, Z. *Choosing to access the courts: The role of vulnerability and court process in the decision to file a small claims suit*. Presented at the 2021 Law and Society Association meeting [held online because of COVID].
- Ropp, J., Darcy, K., Meier, E., Osuna, A. I., Van Fossen, J. A., Woessner, Z., & Hamm, J. A. *Mobilizing the law: The role of vulnerability and court process in the decision to file a small claims suit*. Presented at the 2022 First International Network of Trust meeting in Charleston S.C.
- Ropp, J. W., Darcy, K., Meier, E., Osuna, A. I., Van Fossen, J., Woessner, Z., Hamm, J. A. (2020). Public expectations regarding online dispute resolution: A comparison of dispute resolution processes during the COVID-19 Pandemic. Available at <http://www.trusstlab.com/resources>

LP6. Disentangling Trust and Risk as Drivers of Compliance with a Governance Agency

Progress

Tayo is leading a manuscript with Jenna, Travis, Miyeon, Joe, and Dr. Adam Zwickle (MSU Department of Community Sustainability) which investigates the impact of the perceived risk posed by a hurricane as relative to trust in the National Hurricane Center in driving public willingness to follow the Center's directives to evacuate versus not evacuate. The results suggest that evacuation—as a risk reducing behavior—is more connected to the extent to which the individual feels that the hurricane poses a risk. Not evacuating however—as a risk increasing behavior—is more connected to trust in the Center. The analyses are now complete, and the team is writing up the manuscript.

Products:

- Van Fossen, J., Bakare, O., Zwickle, A. & Hamm, J. A. (in preparation). Should I stay or should I go? A longitudinal analysis of the distinct roles of trust in projected compliance with evacuation and stay at home orders.
- Van Fossen, J., Hamm, J. A., Bakare, O., & Zwickle, A. *Disentangling trust and risk as drivers of compliance with a governance agency*. Presented at the 2023 First International Network of Trust meeting in Helsinki, Finland.

LP13. Examining the Intersection of Generational (Dis)Trust and Cultural Betrayal in Flint, Michigan

Abstract

Betrayal, particularly within marginalized communities, is a complex experience with deep psychological and societal implications. This study explores the generational impacts of betrayal through the experiences of nine participants from three families in Flint, Michigan, who endured compounded betrayal, notably including the Flint Water Crisis. Using a generational case study design, the present study examines how interconnected interpersonal, cultural, and institutional betrayals may coexist, evolve, and influence inter- and intra-personal community dynamics. Findings highlight the multilayered nature of betrayal, where systemic injustices affect cycles of mistrust and trauma across generations. Participants described institutional failures during the water crisis as a pivotal betrayal, with subsequent experiences of racial and economic inequities compounding their preexisting distrust. Despite these challenges, participants demonstrated remarkable resilience through personal faith, community initiatives, and efforts to promote inclusivity. Notably, younger generations expressed optimism and commitment to rebuilding their community, offering hope for future restorative efforts. The findings highlight the importance of understanding the dynamics of distrust and betrayal in marginalized communities and advocates for further research to explore broader, multi-city, and longitudinal perspectives.

Products:

Osuna, A. I., Williams, T., Gomez, J. M., Grignon, E., Castaldelli, G., & Hamm, J. A. (under review). Examining the generational intersection of interpersonal, cultural, and institutional betrayal in Flint, Michigan.

Osuna, A. I., Grignon, E., Hamm, J. A., Gomez, J., Williams, T., & Castaldelli, G. G. *Examining the intersection of generational (dis)trust and cultural betrayal in Flint, Michigan*. Presented at the 2024 American Society of Criminology Meeting in San Francisco, CA.

LP14. Trust in Providers, Community, and Family as Moderators of Cancer Patient Reported Outcomes

Progress:

Miyeon is leading a lab project exploring the extent to which trust moderates the relationship between severity of diagnosis and patient-reported outcomes among cancer patients. The project theorizes that the extent to which patients trust the groups and individuals they hold responsible for protecting their potential for harm after receiving a recent cancer diagnosis can serve to insulate them from the most significant impacts on their subject well-being, perceived disease progression, and prognosis. Dr. van Fossen, Researchers in MSU's Department of Pharmacology and Toxicology, and the Henry Ford Healthcare system's Patient Reported Outcome Measures unit will collaborate with the lab to collect trust data within their standard PROM collection process. The project is currently seeking IRB approval through the Henry Ford Health System.

LP15. Vulnerability as a Lens for Reconceptualizing the Implications of Trust as Policing Theory

Progress:

Joe is leading an integrative conceptual piece that will use the lab's developments in thinking about vulnerability within social systems to argue that they allow for much needed reconceptualization of the reason why trust is important in the relationship between governance agents and the public. Rather than pursuing trust as a license for governance actors to pursue their own agendas, our thinking on vulnerability suggests that trust is important, primarily, because it helps to negate the role that vulnerability plays in stymieing community well-being.

Active Synergistic Project Summaries

SP6. Dissertation Research: The Influence of Judicial Attitudes on Efficiency, Satisfaction, and Legitimacy Perceptions among Court Users

Author:

John Ropp, MSU School of Criminal Justice (Dissertation Chair: Joe Hamm, MSU School of Criminal Justice)

Progress:

John has successfully proposed a dissertation that will use data collected as part of his role with the Michigan Supreme Court Administrative Office to understand relationship between judicial officer attitudes and court user experiences through interviews with Michigan judges and data collected as part of the statewide court user satisfaction survey. The research proposes two primary contributions. First, the work will theoretically integrate the competing propositions of the process-based and dialogic models of legitimacy. Specifically, the proposal hypothesizes that the attitudes of the legal authority itself should relate to the likelihood of an individual experiencing a procedurally fair interaction with a judicial officer. Second, the research identifies three theoretically relevant attitudes that may collect the important variance in judicial officer perceptions. These attitudes are self-legitimacy, self-efficacy, and trust in the public.

SP7. (Dis)Trust, Community Health, and Subjective Well-Being

Progress:

Trust research has long attested to a variety of positive outcomes of trust in governance agencies for communities. In general, the argument goes that communities who trust agencies more, better facilitate the agencies in accomplishing their responsibilities through increases in compliance and cooperation, and through decreases in efforts to monitor or control the agency. Less work, however, has considered the direct impacts of trust despite long-running evidence of the psychological costs of feeling distrust in a valued domain. The current project contributes to this small but growing body of literature by assessing the impact of distrust in government on subjective well-being. In his role as Lead of the Community Engagement Core of the MSU Superfund Research Center, Joe is currently preparing a survey that will be distributed to residents in three communities in Michigan that are dealing with dioxin contamination. The survey will assess the extent to which participants are concerned about the contamination as well as other community health challenges. They will then complete a battery of questions measuring their trust in the agencies responsible for ensuring community health and measures of subjective health and well-being. We expect that concern will have a negative impact on subjective health and well-being but hypothesize that this impact will be attenuated for individuals who report greater trust in the agencies responsible for keeping them safe. More plainly, we argue that—when faced with a salient community health concern—trust plays an inoculating role, severing the impact of that concern on subjective well-being.

Products:

Williams, T., Zwickle, A., Salangi, L., & Hamm, J.A. Fostering trusting relationships between health agencies and citizens: Centering community vulnerability and increasing perceptions of awareness. Presented at the 2024 American Public Health Association meeting in Minneapolis, MN, USA.

SP8. Dissertation Research: Military Sexual Trauma Among Female Veterans in Michigan: Exploring Experiences, Dynamics, and Responses

Author:

Makayla Burden, MSU School of Criminal Justice (Dissertation Chair: Chris Melde, MSU School of Criminal Justice)

Abstract:

The purpose of the project is to understand the military sexual trauma (MST) experiences, which includes sexual harassment and sexual assault, of female veterans in the state of Michigan while they were serving in the U.S. military. The study will address if the structure and culture of the military affects disclosure and reporting. A portion of the research will examine the violation of trust that victims experience from the military; this is often called institutional betrayal. A unique contribution will be examining whether there were any technological aspects (e.g., messages, photographs, videos) involved in the MST. A variety of consequences related to experiencing MST will be evaluated such as the impact on their military career, personal lives, and mental health. Resource availability, including the resources they need in the state of Michigan will be evaluated. In partnership with veteran affairs agencies across the state of Michigan, project activities include utilizing a mixed methods design where participants are recruited across the state to

complete a survey followed by in-depth interviews for participants who want to further their participation in the study. Results will shed light on whether the military's culture and power dynamics are harmful to victims, the consequences of MST, and what the state of Michigan can do to support and provide for survivors.

SP9. Dissertation Research: Assessing Research University Stakeholder's Trust in and Acceptance of AI Technology

Author:

Travis H. Olson, MSU Department of Educational Administration (Dissertation Chair: Brendan Cantwell, MSU Higher, Adult, and Lifelong Education Program)

Abstract:

There is potential for artificial intelligence (AI) technologies driven by big data to help improve organizational efficiencies, increase educators' effectiveness, and assist in addressing educational inequities. At the same time, the implementation and sustained use of these technologies requires the development of new norms between university leaders, employees, and students. The power of AI creates new vulnerabilities, including the potential loss of employees' autonomy and perpetuation of bias within organizational processes. Qualitative studies have shown that concerns over these vulnerabilities and a lack of trustworthiness in leaders and higher education data infrastructure are barriers to new technology use within higher education. In this quantitative survey-based study, I explore staff, faculty, and student perceptions of trustworthiness and their willingness to accept different applications of AI. In addition to introducing new methods and conceptual frameworks for exploring technology adoption in higher education, this study will have practical implications for how organizational leaders can improve trust relationships within changing colleges and universities.

SP10. Dissertation Research: Third-Party Contractors and Education Stakeholder Trust

Author:

Antonia Gordon, MSU Department of Political Science (Dissertation Chair: Sarah Reckhow, MSU Department of Political Science)

Abstract:

U.S. public primary and secondary schools are supported by public funding and taxpayer dollars; however, the use of private, for-profit companies to provide school support provisions has increased over the past forty years. Now, most public-school culinary, classroom aid, health, social work, and staffing needs are provided by third-party contractors with centralized operations outside of schools. There are no laws that prohibit private businesses from providing publicly funded services; however, the use of these entities could undermine trust in local education institutions.

Private companies are often exempt from the regulation and compliance policies that govern public institutions. Without a similar system of checks and balances, private company managed school services are vulnerable to business operational inefficiencies. Failures in contractor quality can negatively impact other, dependent educational functions – leaving public schools to take the wrap for market problems. With universal enrollment and enrollment-based funding becoming common place in state education policy, reduced trust in schools has the potential to negatively impact funding and performance in these institutions. Using interviews with public school stakeholders in Detroit, MI – a school district that experienced food shortages caused by labor strikes at the contractor's distribution point – I explore how failures in contracted services impact stakeholder's trust in public schools.

SP11. The Roles of Control, Trust, and Vulnerability, Postsecondary Data Use

Abstract:

In this conceptual paper, I use sociological theories of quantification and trust to explore how the adoption of big digital technologies in higher education generates new vulnerabilities and systemic distrust, threatening professional relationships between higher education policy actors, administrative leaders, and professionals. Advances in data storage and computing power now make it possible to track and analyze professionals' interactions with one another and students in minute detail. Higher education leaders have embraced data-driven tools in an effort to serve students more effectively, efficiently, and equitably. Yet, both historical evidence and empirical studies suggests that the implementation of new technologies within postsecondary education often generates conflict, threatening the trust necessary for colleges and universities to be effectively governed. In order for all higher education stakeholders to have trust in postsecondary data and to strengthen collaboration through its use, I argue that leaders must accept two truths. First, data use is not only a technical challenge but a deeply social and relational one. Second, as higher education adjusts to the era of big

data, it is imperative that those seeking sustainable and ethical change tend to how new digital technologies often generate vulnerability and distrust. After calling for this more nuanced view of data-driven change, I conclude by outlining the new directions for scholarship and practice that emerge by centering trust and vulnerability in postsecondary education's systemic data use efforts.

Products:

Olson, T. H. (2023, November). Meeting the challenge of quantification in higher education: Building trust in and through data. Presented at the 2023 Association for the Study of Higher Education (ASHE) Conference in Minneapolis, MN.

Lab Curriculum Vita¹

LAB ALUMNI PLACEMENT

N = 3

- Dr. Amanda Isabel Osuna** (MSU School of Criminal Justice, '23; Dissertation Chair: **Joseph A. Hamm**) – University of Tampa, Department of Criminology and Criminal Justice
- Dr. Jenna Van Fossen** (MSU Department of Psychology, '23; Dissertation Chair: Chu-Hsiang (Daisy) Chang) – Clemson University, Department of Psychology
- Dr. Katie Darcy** (MSU School of Criminal Justice, '22; Dissertation Chair: **Joseph A. Hamm**) – University of Michigan, Dearborn; Department of Criminology and Criminal Justice Studies.

EXTERNAL FUNDING SECURED

TOTAL: \$263,392

- Military Sexual Trauma Experiences of Female Veterans in Michigan; *NIJ Graduate Research Fellowship* (2023-2024; PI: **Makayla Burden**; Dissertation Chair: Chris Melde). Total Award: \$116,692
- Unpacking Trust for the Future of Society: *Anonymous Foundation Gift* (2022-2027; PI: **Joseph A. Hamm**). Total Gift: \$100,000
- Speak Up MSU: *Office of the MSU Provost* (2022-2023; PI: **Amanda Osuna**). Total Funds: \$45,500
- Courts and Online Dispute Resolution during the Coronavirus Pandemic: *MSU College of Social Science Thompson Research Scholars* (2020; PI: **John Ropp**). Total Award: \$600
- Trust Before, During, and After Deployment, *MSU Department of Social Work* (2020; PI: **Elizabeth Meier**). Total Award: \$600

COMPLETED DISSERTATIONS

N = 2

- Osuna, A. I.** (2023). Understanding vulnerability, trust, and distrust in the student-university relationship (Dissertation Chair: **Joseph A. Hamm**). *ProQuest Dissertation and Theses Global*. <https://doi.org/doi:10.25335/3d27-j717>
- Darcy, K.** (2022). Exploring Institutional Sexual Assault, Betrayal, and Trust-Based Harm (Dissertation Chair: **Joseph A. Hamm**). *ProQuest Dissertation and Theses Global*. <https://doi.org/doi:10.25335/4dqm-mz48>

PEER REVIEWED PUBLICATIONS

N = 6

- Osuna, A.I., Darcy, K., Prior, S., Olson, T., Hamm, J.A.** (in press). Students' experienced harm at higher education institutions: A qualitative study. *Innovative Higher Education*. <https://doi.org/10.1007/s10755-024-09756-y>
- Van Fossen, J. A., Bakare, O., Olson, T., Zwickle, A., & Hamm, J. A.** (in press). The dynamics of trust in (and trustworthiness of) a government agency: A longitudinal perspective. *American Review of Public Administration*, 55(1), 28-40. <https://doi.org/10.1177/02750740241283031>
- Hamm, J. A., Möllering, G., & Darcy, K.** (2024). Integrating focal vulnerability into trust research. *Journal of Trust Research*, 14(2), 237-255. <https://doi.org/10.1080/21515581.2024.2375802> [open access]
- Hamm, J.A., Carrera, J., Van Fossen, J., Key, K., Woolford, S. J., Bailey, S. B., McKay, A., Evans, L., Calhoun, K.** (2023). Conceptualizing trust and distrust as alternative stable states: Lessons from the Flint Water Crisis. *Ecology and Society*. 28(3), art. 14. <https://doi.org/doi:10.5751/ES-14410-280314> [open access]
- Hamm, J. A., Ropp, J. W., Witwer, A., & Scott, B. A.** (2024). Self-efficacy, prosocial impact, and self-legitimacy as psychological predictors of judicial officer performance. *Public Administration Review*, 84(4), 710-725. <https://doi.org/10.1111/puar.13723> [open access]
- Van Fossen, J. A., Ropp, J. W., Darcy, K., & Hamm, J. A.** (2022). Comfort with and willingness to participate in COVID-19 contact tracing: The role of risk perceptions, trust, and political ideology. *Social Science & Medicine*, 306, 115174. <https://doi.org/10.1016/j.socscimed.2022.115174> [open access]

BOOK CHAPTERS

N = 1

- Darcy, K., Meier, E., Osuna, A. I., Van Fossen, J. A., Ropp, J., & Hamm, J. A.** (in press). Exploring power, vulnerability, and trust in public governance through the lens of Feminist Intersectionality. In F. Six, E. van Zimmeren, J. A. Hamm, K. Verhoest, & D. Latusek (Eds.) *Handbook on Trust in Public Governance* (pp. x). Edward Elgar.

¹ Note. Lab members and alumni are designated in **bold**. Authors who were students during the preparation of the content are underlined.

PRACTITIONER REPORTS

N = 5

- Osuna, A. I., Scarpelli, S., Chan, W., Finley, D., & Hamm, J. A.** (2023). *Speak Up MSU: Understanding student vulnerability, trust, and distrust at Michigan State University*. Report prepared for research partners [Michigan State University Office of the Provost]. Available on request to research partner.
- Hamm, J. A., Ropp, J. W., Scott, B., & Witwer, A. R.** (2021). Virtual Courtroom Survey: Analysis Report. Report prepared for research partners [Michigan Supreme Court Administrative Office]. Available [here](#).
- Osuna, A. I., Darcy, K., Woessner, Z. W., & Hamm, J. A.** (2021). Perceived student vulnerabilities during the COVID-19 Pandemic. Available [here](#).
- Van Fossen, J. A., Ropp, J. W., Darcy, K., Woessner, Z., Osuna, A. I., Meier, E., & Hamm, J. A.** (2020). CyanoHAB Outreach in Michigan: Survey Report. Report prepared for research partners [Michigan Department of Health and Human Services]. Available [here](#).
- Ropp, J. W., Darcy, K., Meier, E., Osuna, A. I., Van Fossen, J., Woessner, Z., Hamm, J. A.** (2020). Public expectations regarding online dispute resolution: A comparison of dispute resolution processes during the COVID-19 Pandemic. Available [here](#).

PRESENTATIONS

N = 13

- Osuna, A. I., Grignon, E., Hamm, J. A., Gomez, J., Williams, T., & Castaldelli, G. G.** *Examining the intersection of generational (dis)trust and cultural betrayal in Flint, Michigan*. Presented at the 2024 American Society of Criminology Meeting in San Francisco, CA.
- Williams, T., Zwickle, A., Salangi, L., & Hamm, J. A.** Fostering trusting relationships between health agencies and citizens: Centering community vulnerability and increasing perceptions of awareness. Presented at the 2024 American Public Health Association meeting in Minneapolis, MN, USA.
- Hamm, J. A., Carrera, J., Van Fossen, J., Key, K., Woolford, S. J., Bailey, S. B., McKay, A., Evans, L., & Calhoun, K.** Conceptualizing trust and distrust as alternative stable states: Lessons from the Flint Water Crisis. Presented at the 2023 First International Network of Trust meeting in Helsinki, Finland. [Finalist for the FINT Best Paper: High Societal Relevance award]
- Osuna, A. I.** *Understanding vulnerability, trust, and distrust in the student-university trust relationship*. Presented at the 2023 First International Network of Trust meeting in Helsinki, Finland.
- Olson, T. H.** *Meeting the challenge of quantification in higher education: Building trust in and through data*. Presented at the 2023 Association for the Study of Higher Education (ASHE) Conference in Minneapolis, MN.
- Van Fossen, J., Hamm, J. A., Bakare, O., & Zwickle, A.** *Disentangling trust and risk as drivers of compliance with a governance agency*. Presented at the 2023 First International Network of Trust meeting in Helsinki, Finland.
- Van Fossen, J., Hamm, J. A., Bakare, O., & Zwickle, A.** *Is trust self-reinforcing? Insights into the dynamics of perceived trustworthiness and organizational trust*. Presented at the 2023 First International Network of Trust meeting in Helsinki, Finland.
- Darcy, K.** *Institutional sexual assault, trust, betrayal, and harm*. Presented at the 2022 First International Network of Trust meeting in Charleston S.C.
- Osuna, A. I., Darcy, K., Woessner, Z., Van Fossen, J. A., Meier, E., Carter, T., Green, B., & Hamm, J. A.** *Student's perceived vulnerability and trust in higher education institutions: A qualitative study*. Presented at the 2022 First International Network of Trust meeting in Charleston, SC.
- Ropp, J., Darcy, K., Meier, E., Osuna, A. I., Van Fossen, J. A., Woessner, Z., & Hamm, J. A.** *Mobilizing the law: The role of vulnerability and court process in the decision to file a small claims suit*. Presented at the 2022 First International Network of Trust meeting in Charleston S.C.
- Van Fossen, J. A., Ropp, J. W., Darcy, K., & Hamm, J. A.** *Willingness to participate in COVID-19 contact tracing: The role of risk perceptions, trust, and political ideology*. Presented at the 2022 First International Network of Trust meeting in Charleston S.C.
- Ropp, J., Hamm, J. A., Meier, E., Darcy, K., Osuna, A., Van Fossen, J., & Woessner, Z.** *Choosing to access the courts: The role of vulnerability and court process in the decision to file a small claims suit*. Presented at the 2021 Law and Society Association meeting [held online because of COVID].
- Viviano, K., Hutzel, L., **Hamm, J. A.**, & Latusek, J. (2021). COVID-19 and the Virtual Courtroom. Presented at the Michigan Judicial Institute Annual Judicial Conference, Online.