

# Chris Lam

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## APPOINTMENTS

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- 2017 – Present: Associate Professor, Department of Technical Communication, University of North Texas
- 2011 – 2017: Assistant Professor, Department of Technical Communication, University of North Texas

## EDUCATION

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- 2009: Ph.D., Technical Communication, Illinois Institute of Technology
- 2006: M.S., Technical Communication and Information Design, Illinois Institute of Technology
- 2004: B.A., History, University of Illinois, Champaign, IL

## PUBLICATIONS

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### Peer-Reviewed Journal Articles

- [21] Lam, C & Wolfe, J. (Accepted, Forthcoming April 2023). “An Introduction to Quasi-Experimental Research for Technical and Professional Communication Instructors. *Journal of Business and Technical Communication*.
- [20] Friess, E., & Lam, C. (2021). “Dude, that Sucks”: Examining Scrum’s Influence on Empathy in Student Teams. *Technical Communication Quarterly*, 30(2), 189-203.
- [19] Lam, C. & Campbell, K.S. (2021). Follow the leader? The Impact of Leader Rapport Management on Social Loafing. *Business and Professional Communication Quarterly*, 84(3), 181-204.
- [18] Lam, C. (2021). Hashtag #TechComm: An Overview of Members, Networks, and Themes from 2016-2019. *Technical Communication*, 68(2), 5-21.
- [17] Lam, C. & Biggerstaff, E. (2019). Research Article Finding Stories in the Threads: Can Technical Communication Students Leverage User-Generated Content to Gain Subject-Matter Familiarity? *IEEE Transactions on Professional Communication*, 62(4).
- [16] Campbell, K.S. & Lam, C. (2019). The Effect of Leader Rapport-Management Feedback on Leader–Member Relationship Quality and Perceived Group Effectiveness in Student Teams. *IEEE Transactions on Professional Communication*, 62(3), 253-262.

- [15] Lam, C. (2018). More than a feeling: Applying a data-driven framework in the technical and professional communication team project. *IEEE Transactions on Professional Communication*, 61(4), 409 – 427.
- [14] Friess, E. & Lam, C. (2018). Cultivating a sense of belonging: Using Twitter to Establish a Community in an Introductory Technical Communication Classroom. *Technical Communication Quarterly*.
- [13] Hannah, M.A. & Lam, C. (2017). Drawing from available means: Assessing the rhetorical dimensions of Facebook Practice. *International Journal of Business Communication*, 54, 3.
- [12] Hannah, M.A. and Lam, C. (2016). Patterns of dissemination: Examining and documenting practitioner knowledge sharing practices on blogs. *Technical Communication*, 63.
- [11] Lam, C., Hannah, M.A., & Friess, E. (2016). Connecting programmatic research with social media: Using data from Twitter to inform programmatic decisions. *Programmatic Perspectives*, 8, 47-71.
- [10] Lam, C. (2016). Correspondence analysis: A statistical technique ripe for technical and professional communication researchers. *IEEE Transactions on Professional Communication*, 59, 299-310.
- [9] Lam, C. & Hannah, M.A. (2016). The social help desk: Examining how Twitter is used as a technical support tool. *Communication Design Quarterly*, 4(2), 37-51.
- [8] Lam, C. (2016). Improving technical communication group projects: An experimental study of media synchronicity theory training on communication outcomes. *Journal of Business and Technical Communication*, 30, 85-112.
- [7] Lam, C. & Hannah, M.A. (2016). Flipping the audience script: An activity that integrates research and audience analysis. *Business and Professional Communication Quarterly*, 79, 28-53.
- [6] Lam, C. (2015). The role of communication and cohesion in reducing social loafing in group projects. *Business and Professional Communication Quarterly*, 78, 454-475.
- [5] Lam, C. (2014). Where did we come from and where are we going?: Examining authorship characteristics in technical communication research. *IEEE Transactions on Professional Communication*, 57(4), 266 -285.
- [4] Boettger, R. & Lam, C. (2013). An overview of experimental and quasi-experimental research in technical communication journals (1992-2011). *IEEE Transactions on Professional Communication*, 56, 272-293.
- [3] Lam, C. (2013). The efficacy of text messaging to improve connectedness and team attitude in student technical communication projects: An experimental study. *Journal of Business and Technical Communication*, 27(2), 180-208.
- [2] Lam, C. (2011). Linguistic politeness in student-team emails: Its impact on trust between leaders and members. *IEEE Transactions on Professional Communication*, 54, 360-375.
- [1] Mackiewicz, J. & Lam, C. (2009). Coherence in Workplace Instant Messages. *Journal of Technical Writing & Communication*, 39, 417–431.

## Peer-Reviewed Conference Proceedings

- [9] Boettger, R., Lam, C. & Palmer, L. (2017). Improving the data information literacies of technical communication undergraduates. *IEEE International Professional Communication Conference*, Madison, Wi.
- [8] Lam, C. & Boettger, R. (2017). An Overview of Research Methods in Technical Communication Journals (2012–2016). *IEEE International Professional Communication Conference*, Madison, Wi.
- [7] Friess, E., Boettger, R., Campbell, K.S. & Lam, C. (2017). Are we missing the boat? A roundtable discussion on research methods and how they define our field. *IEEE International Professional Communication Conference*, Madison, Wi.
- [6] Hayhoe, G., Lam, C., & Brewer, P. (2017). Transforming your conference paper into an article for the IEEE Transactions on Professional Communication. *IEEE International Professional Communication Conference*, Madison, Wi.
- [5] Lam, C. (2016). Can Slack Curb Slacking? Examining the the Importance of Team Communication in Reducing Social Loafing. *IEEE International Professional Communication Conference*, Austin, TX.
- [4] Lam, C. (2014). An Introduction to Correspondence Analysis for Technical Communication Researchers. *IEEE International Professional Communication Conference*, Pittsburgh, PA.
- [3] Lam, C. & Bauer, M. Incorporating experimental designs in business communication research. (2008). *Proceedings of the 73<sup>rd</sup> annual convention of the Association for Business Communication*.
- [2] Lam, C. & Mackiewicz, J. A case study of coherence in workplace instant messaging. (2007). *Proceedings of the 2007 IEEE International Professional Communication Conference*, Seattle, Washington, pp. 1–6.
- [1] Lam, C. Applying the spatial-contiguity effect to software manuals (2006). *Proceedings of the 2006 IEEE International Professional Communication Conference*, Saratoga Springs, NY, pp. 321-327.

## Book Reviews

- Review of *Online Education: Global Questions, Local Answers*. (2007). For *Journal of Business Communication*, 44, pp. 96-100.
- Review of *Guide to Electronic Communications*. (2005). For *IEEE Transactions on Professional Communication*, 48, pp. 332-333.

## Teaching Materials

- Exercise Book and Answer Key for The New Century Handbook*, 2nd ed., by Hult & Huckin. (2007). Needham Heights, MA: Allyn & Bacon. Second author with Professor Kathryn Riley.
- Developmental Exercises and Answer Key for The Little, Brown Handbook, Brief Version*, 3rd ed.

(2007). New York: Longman. Second Author with Professor Kathryn Riley.

*Developmental Exercises and Answer Key for The Little, Brown Compact Handbook*, 6th ed. (2006).  
New York: Longman. Second author with Professor Kathryn Riley.

## GRANTS

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- 2018            \$583,085 [Unfunded] – Beever, J., Pinkert, L.A., Hannah, M.A., Brightman, A. O, and Lam, C. (2018). Evaluating Disciplinary Differences in Ethical Orientation in STEM: Foundations, Frameworks, and Function in Team Science. National Science Foundation.
- 2017:            \$583,085 [Unfunded] – Beever, J., Pinkert, L.A., Hannah, M.A., Brightman, A. O, and Lam, C. (2017). Evaluating Disciplinary Differences in Ethical Orientation in STEM: Foundations, Frameworks, and Function in Team Science. National Science Foundation.
- 2017:            \$366,342 [Unfunded] – Grau, D., Hannah, M.A., Lam, C. (2016). P4: Predicting Timely and Accurate Project Performance Outcomes with Probabilistic Judgment. National Science Foundation.
- 2017:            \$1000 [Awarded] – UNT CLASS Small grant.
- 2016:            \$583,085 [Unfunded] – Beever, J., Pinkert, L.A., Hannah, M.A., Brightman, A. O, and Lam, C. (2016). Evaluating Disciplinary Differences in Ethical Orientation in STEM: Foundations, Frameworks, and Function in Team Science. National Science Foundation.
- 2015:            \$57,507 [Unfunded] - Wulff, Stefanie, Boettger, Ryan K and Chris Lam (2015). Helping students learn to write: Creating an online interface for a corpus of STEM writing, Google Research Award.
- 2014:            \$5000 [Awarded] – University of North Texas, Scholarly and Creative Activities Grant.  
*The role of media choice training on reducing social loafing in group projects.*
- 2013:            \$5000 [Awarded] - University of North Texas, Junior Faculty Summer Research Fellowship.  
*The impact of media choice training on communication and task performance in student projects: An experimental study*
- 2013:            \$4300 [Awarded] – University of North Texas, Research Initiative Grant. *Comprehensively examining research in technical communication scholarship: A two-part empirical study*
- 2012:            \$5000 [Awarded] - University of North Texas, Junior Faculty Summer Research Fellowship.  
*The Efficacy of Text Messaging in Collaborative Writing Projects: An Experimental Study.*
- 2008:            \$1300 [Awarded]- Dissertation Research Grant, Interprofessional Projects Program, Illinois Institute of Technology.

## AWARDS

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- 2019:            Nominated. UNT CLASS Outstanding Teaching Award.
- 2018:            Nominated. UNT CLASS Outstanding Teaching Award.

- 2017: Nominated. CCCC Best Article on Pedagogy or Curriculum in Technical or Scientific Communication.
- 2014: Runner-up. Rudolph J. Joenk, Jr. Award for Best Paper in the *IEEE Transactions on Professional Communication*
- 2010: Nominated for Outstanding IPRO Faculty Award

## **PRESENTATIONS**

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### **Peer-Reviewed Conferences**

- 2018: What are the moral foundations of technical and professional communication? *Association of Teachers of Technical Writing (ATTW)*. Kansas City, Kansas.
- 2017: Are we missing the boat? A roundtable discussion on research methods and how they define our field, IEEE Professional Communication Conference, Madison, Wi.
- 2017: Transforming Your Conference Paper into an Article for the IEEE Transactions on Professional Communication, IEEE Professional Communication Conference, Madison, Wi.
- 2017: Improving the data information literacies of technical communication undergraduates, IEEE Professional Communication Conference, Madison, Wi.
- 2017: An Overview of Research Methods in Technical Communication Journals (2012–2016), IEEE Professional Communication Conference, Madison, Wi.
- 2016: Teaching Citizenship in Group Projects: Practical Insights from Three Studies of Technical Communication Group Projects, *Association for Teachers of Technical Writing (ATTW)*, Houston, TX.
- 2015: Using Twitter Data to Inform Programmatic Directions by Bridging the Academy and Industry, *Council for Professional, Technical, and Scientific Communication*, Logan, UT.
- 2014: Visualizing categorical data: An introduction to correspondence analysis for technical communicators, *International Professional Communication Conference*, Pittsburgh, PA.
- 2012: Conducting sustainable human subjects research, *Association for Business Communication*, Honolulu, HI.
- 2011: Text messaging in workplace contexts: An experimental study, *Association for Business Communication*, Montreal, Quebec.
- 2009: Incorporating methodologies from multiple disciplines to create unique experimental designs in technical communication research, *Modern Language Association*, Philadelphia, Pennsylvania.
- 2009: Directness and linguistic politeness in leader-member discourse, *Association for Business Communication*, Los Angeles, California.
- 2008: Incorporating experimental designs in business communication research, *Association for Business Communication*, Lake Tahoe, Nevada.

- 2007: A case study of coherence in workplace instant messaging, *IEEE International Professional Communication Conference*, Seattle, Washington.
- 2006: Applying the spatial-contiguity effect to software manuals (poster session), *IEEE International Professional Communication Conference*, Saratoga Springs, NY.

### **Invited Talks**

- 2018: Keynote speaker. University of Central Florida Writing and Rhetoric Symposium. *Everything is not as it seems. Can data literacy solve the world's problems?*
- 2014: ACM Chapter on E-Learning and Technical Communication Lecture Series. *Computer-Mediated Communication and Teamwork*. University of Aizu. Aizuwakamatsu, Japan.
- 2013: Department of Technical Communication Advisory Board. *Efficacy of text messaging in student-team projects*.
- 2012: UNT College of Arts and Sciences Brown Bag Lunch: *Trends in empirical research in technical communication*.

### **COURSES TAUGHT**

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#### **University of North Texas**

- TECM 5191: Digital Literacies for Technical Communicators (developed course)  
TECM 5190: Instructional Design (developed course)  
TECM 5195/4190: Technical Editing  
TECM 3200: Information Design for Electronic Media (developed course)  
TECM 4250: Technical Procedures and Manuals  
TECM 4180: Advanced Technical Writing

#### **Illinois Institute of Technology**

- COM 380/580: Structure of Modern English (Co-Instructor)  
COM 425/529: Technical Editing (Co-Instructor)  
COM 421: Technical Communication (classroom and online sections)  
COM 101: University Writing  
COM 111: University Writing for ESL Students  
ENG 051: Advanced Listening Comprehension for ESL Graduate Students  
ENG 053: Research Paper for ESL Graduate Students  
IPRO 353: Commercializing Web-based Software  
IPRO 308: Developing Web-based Applications for the Northern Illinois Hockey League  
IPRO 312: Developing Widgets for Comcast Cable  
IPRO 305: User-Created Map Content  
PA 510: Managerial Communications

### **MENTORSHIP**

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- 2015 – 2016: **Faculty Advisor** to Victor Estrada, MA Student on a year-long independent study to develop a web application for a corpus of technical communication texts.

2016: **Faculty Advisor** to Ariel Bailey, BA Student on a semester-long independent study in advanced web design and development.

## SERVICE

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### Service to the Profession

2018: Reviewer, special issue of TCQ on research.

2018: Expert reviewer for Taylor and Francis on Teaching Content Management Book.

2017: Expert reviewer for Routledge Press book on teamwork

2016 – 2019: Board Member, Advisory Committee of the IEEE Professional Communication Society.

2016 - 2019: Associate Editor, *IEEE Transactions on Professional Communication*

2015-2016: Proceedings Co-Chair, IEEE Professional Communication Society Conference.

2015: Expert reviewer for book proposal to *IEEE/Wiley Book Press* for textbook on data analysis.

2012-2018: Peer reviewer for *Journal of Business and Technical Communication*. (5 articles)

2015-2016: Peer reviewer for *Business and Professional Communication Quarterly*. (3 articles)

2009-2015: Peer reviewer for *IEEE Transactions on Professional Communication*. (4 articles)

2012-2014: Peer reviewer for *Journal of Business Communication*. (2 articles)

### Service to the College/University

2021 – Present **Chair**, Faculty Senate Committee on Committees, University of North Texas.

2021 – Present **Member**, Committee on the Status of People of Color, University of North Texas.

2019 – Present **Senator**, Faculty Senate, University of North Texas.

2018: **Member**, Special committee for the provost on communication collaboration.

Fall 2016 **Member**, CAS Faculty Council

- 2012 – 2015: **Member**, College of Arts and Sciences Computing Committee, University of North Texas.
- 2014 – 2015: **Member**, Faculty Senate Writing Committee for the Policy on Distributed Learning-Creation, Use, Ownership, Royalties, Revision, and Distribution of Electronically Developed Course Materials
- 2015: **Faculty Mentor**, ACCESS Mentoring Program. UNT Division of Student Affairs.

### Service to the Department

- 2020 - Present: **Director of Lower Division Courses**, Department of Technical Communication
- 2018: **Web Developer**, Designed and developed the TC Teaching Repository for departmental use.
- 2018-Present: **Coordinator**, UNT Technical Communication Department's Teaching Roundtable.
- 2017 - Present: **Faculty Advisor**, Student organization for Technical Communication, Department of Technical Communication, University of North Texas
- 2017: **Chair**, Search Committee for Assistant Professor, Department of Technical Communication, University of North Texas.
- 2016: **Chair**, Search Committee for Assistant Professor, Department of Technical Communication, University of North Texas.
- 2015: **Chair**, Search Committee for Lecturer, Department of Technical Communication, University of North Texas.
- 2015—Present: **Member**, Personnel Affairs Committee, Department of Technical Communication, University of North Texas.
- 2015 – Present: **Member**, Chair Search Committee, Department of Technical Communication, University of North Texas.
- 2015 – Present: **Member**, Executive Committee, Department of Technical Communication, University of North Texas.
- 2014 – 2017: **Website Administrator**, Department of Technical Communication, University of North Texas.
- 2014 – Present: **Member**, Graduate Curriculum Committee, Department of Technical Communication, University of North Texas
- 2014: **Member**, Department of Linguistics and Technical Communication, Search Committee for lecturer in technical communication



2013: **Member**, Department of Linguistics and Technical Communication, Search Committee for lecturer in technical communication

**Workshops**

2013: Workshop on HTML/CSS for TECM graduate students enrolled in Instructional Design.

2009: Workshop on Technical writing for advanced undergraduate students. Interprofessional Projects Program at the Illinois Institute of Technology.