Curriculum Vitae
Kim Sydow Campbell, Ph.D.

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Academic Appointments

Faculty Appointments

2016 to date:	**Professor** (tenured)	Department of Technical Communication University of North Texas Denton, Texas
2007 to 2016: 2001 to 2007: 1997 to 2001:	**Professor** **Associate Professor** (tenured) **Assistant Professor**	Department of Management and Marketing Culverhouse College of Business University of Alabama Tuscaloosa, Alabama
1994 to 1997: 1992 to 1994:	**Associate Professor** (tenured) **Assistant Professor**	School of Logistics and Management Air Force Institute of Technology (AFIT) Dayton, Ohio
1990 to 1992:	**Assistant Professor**	Department of English Auburn University Auburn, Alabama
1987 to 1990:	**Graduate Teaching Assistant**	Department of English Louisiana State University Baton Rouge, Louisiana
1985 to 1987:	**Teaching Assistant**	English Language & Orientation Program Louisiana State University Baton Rouge, Louisiana

Related Appointments

2020 to date: **Director of Corporate Relations for the Technical Communication Department**
- Promoting internship and job placement opportunities.
- Supervising internships for academic credit.
- Developing productive relations with industry partners.

2016 to 2020: **Chair of the Technical Communication Department**
- Mentored faculty and staff.
- Supervised curricular development and delivery.
- Supported students in departmental courses and degree programs.
- Managed departmental resources and stakeholder relationships.

2011 to 2016: **Coordinator of Management Communication Specialization for Culverhouse**
- Designed and implemented a three-course specialty for undergraduate- and masters- level students.
- Co-developed a new client-based course, in part based on a partnership with iFixit in San Luis Obispo, California.
- Mentored faculty who teach specialization courses.
- Supervised special projects by specialization students, including alumni surveys/interviews, market research, and website development.

2008 to 2015: **Associate Dean for Accreditation & Continuous Improvement for Culverhouse**
- Managed all assessment of student learning initiatives in one undergraduate, ten masters, and seven doctoral programs for both regional (SACS) & professional (AACSB) accreditation.
- Supervised Office of Academic Affairs review of College degree programs.
- Reported status of accreditation activities to College Board of Visitors.
- Implemented an online student evaluation system, an online syllabus creation/maintenance system, and an online assessment database (WEAVEOnline).

2006 to 2011: **Coordinator of Required Undergraduate Business Communication Course for Culverhouse**
- Co-designed and implemented a consistent curriculum of instruction for an upper-division course delivered by two full-time instructors and around 15 graduate teaching assistants from across campus to approximately 1,750 students annually.
- Recruited, trained, and evaluated instructors and teaching assistants.
- Advised College faculty and administrators on University writing-intensive course requirements.
- Proposed hiring three additional full-time instructors based on a benchmarking study of communication education in AACSB accredited business schools; implemented in 2012.
- Proposed a College-supported communication studio to support students; implemented in 2013.

1998 to 2008: **Editor-in-chief of *IEEE Transactions on Professional Communication***
- Solicited submissions, coordinated peer review of manuscripts, and edited manuscripts according to Institute of Electrical & Electronics Engineers (IEEE) policy, managing an annual budget of $150,000.
- Produced 40 quarterly issues under budget and on schedule.
- In 2007, journal ranked #1 among all the technical communication journals by researchers with degrees in information systems or management; #1 among the technology-based communication journals by researchers with degrees in information systems, management, English, or "other" areas; #2 by researchers with degrees in business communication, communication, or rhetoric; and #3 by researchers with degrees in technical communication.

1988 to 1990: **Science Editor for LSU's School of Veterinary Medicine**
- Provided technical editing services to research faculty and graduate students.

Selected Honors & Awards

2022: **Jay R. Gould Award for Excellence in Teaching Technical Communication** for lifetime achievement by the Society for Technical Communication.

2012: **Kitty O. Locker Outstanding Researcher Award** for lifetime research contribution to the discipline from the Association for Business Communication.

2010: **Southeastern Conference Academic Consortium Leadership Development Fellow** to develop academic leadership knowledge and skills through professional development activities.

2009: **Alfred N. Goldsmith Award for Outstanding Contributions to Engineering Communication** from the IEEE (Professional Communication Society).

2007: **Emily K. Schlesinger Award for Service** from the IEEE (Professional Communication Society).

2006: **Service Learning Award** for implementing a community project in the required undergraduate business communication course from the Institute for Ethics and Social Responsibility at the University of Alabama.

2005: **Derrell Thomas Instructional Excellence Faculty Fellow** for teaching performance by the Culverhouse College of Business at the University of Alabama.

Scholarly Activity

Refereed Journal Articles

1. (Accepted) A Maturity Model for Content Strategy Development and Technical Communicator Leadership. *Journal of Technical Writing & Communication:* Special Issue on Content Strategy. (First author with Val Swisher.)

2. (OnlineFirst) When your boss says, "you need to sound more professional": Writing style and writer attributions. *International Journal of Business Communication*. (First author with Jefrey S. Naidoo and Jordan Smith.)
    *   Supported by a 2013 research grant from the C.R. Anderson Research Foundation of the Association for Business Communication.

3. (2021) Follow the leader? The impact of leader rapport management on social loafing. *Business & Professional Communication Quarterly*, 84(3), 181-204. (Co-author with Chris Lam.)

4. (2020). Hard or soft sell? Understanding white papers as content marketing. *IEEE Transactions on Professional Communication*, 63(1), 21-38. (First author with Jefrey S. Naidoo and Sean M. Campbell.)

5. (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. (First author with Chris Lam.)

6. (2017) Plain style preferences of US professionals. *IEEE Transactions on Professional Communication*, 60(4), 401-411. (First author with Nicole Amare, Erin Kane, Alan Manning, and Jefrey S. Naidoo.)
    *   Supported by a 2013 research grant from the C.R. Anderson Research Foundation of the Association for Business Communication.

7. (2017). Rhetorical moves in high-tech marketing white papers. *Journal of Business & Technical Communication* 31(1), 94-118. (First author with Jefrey S. Naidoo.)

8. (2016). Exploring the social identity threat response framework: Sources, responses, and outcomes. *Equality, Diversity and Inclusion*, 35(3), 205-220. (Co-author with Marilyn Whitman, Diane Johnson, and Oscar Holmes.)

9. (2016). Flipping to teach the conceptual foundations of successful workplace writing. *Business & Professional Communication Quarterly*, 79(1), 54-67.

10. (2015). On the dark side of strategic communication. *International Journal of Business Communication*, 52(1), 122-142. (Co-author with Ronald Dulek.)

11. (2014). Responding to hostility: Evidence-based guidance for communication during planned organizational change. *Business & Professional Communication Quarterly*, 78(2), 197-214. (First author with Pierson Carmichael and Jefrey S. Naidoo.)

12. (2012). Development and validation of a measure of leader rapport management behavior. *Journal of Behavioral & Applied Management*, 13(2), 121-149. (Co-author with Charles White and K. Michele Kacmar.)

13. (2012). Just-in-case and just-in-time use of a video lecture-tutorial to teach students to manage tone in professional writing. *Journal of Organizational Behavior Education*, 5(September), 135-144.

14. (2008). WAC culture shock: Dealing with/in cross-disciplinary contact zones. *Across the Disciplines*, 5(July). (Co-author with Charlotte Brammer and Nicole Amare.)

15. (2007). Necessary evils, (in)justice, and rapport management. *(International) Journal of Business Communication*, 44(2), 161-185. (First author with Charles White and Rita A. Durant.)

16. (2006). Rapport management during the exploration phase of the salesperson-customer relationship. *Journal of Personal Selling & Sales Management*, 26(4), 359-370. (First author with Lenita Davis and Lauren Skinner.)

17. (2006). The sociolinguistic basis for managing rapport when overcoming buying objections. *(International) Journal of Business Communication*, 43(1), 43-66. (First author with Lenita Davis.)

18. (2003). Leader-member relations as a function of rapport management. *(International) Journal of Business Communication*, 40(3), 170-194. (First author, with Diane Johnson and Charles White.)

19. (2003). A learning and institutional framework for understanding telemedicine diffusion and international collaborations. *Health Care Management Review, 28* (1), 68-78. (Co-author with David F. Robinson and Grant T. Savage.)

20. (2001). Peer versus self assessment of oral business presentation performance. *Business (& Professional) Communication Quarterly*, 64(3), 23-42. (First author with David Mothersbaugh, Charlotte Brammer, and Timothy Taylor.)

21. (2000). Research methods coursework in business and technical communication. *Journal of Business & Technical Communication*, *14*(2), 223-241.
22. (2000). Beyond managed costs: Current trends and future issues for health care management. *Health Care Management Review*, *25*(1), 93-108. (Co-author with Grant T. Savage, Todd Patman, and Lora Leigh Nunnelley.)
23. (1999). Collecting information: Qualitative research methods for solving workplace problems. *Technical Communication*, *46*(4), 532-545.
    - Supported by a research grant from the Society for Technical Communication.
24. (1999). Exploring the relationship of style instruction and writing quality. *Business (& Professional) Communication Quarterly, 62*(3), 71-86. (First author with Nicole Ervin Amare and Charlotte Brammer.)
    - Award for Best Paper of 1999 from the Association for Business Communication.
25. (1998). Preferred strategies for responding to hostile questions in public environmental meetings. *Management Communication Quarterly*, *21*(1), 401-421. (First author with Saroya Follender and Guy Shane.)
26. (1996). Responding to hostile questions: More insights from speech act theory. *Technical Communication Quarterly, 5*(2), 151-167. (First author with Frank Parker and Saroya Follender.)
27. (1995). Integrating technical knowledge and managerial skill in the education of environmental professionals. *The Environmental Professional*, *17*(4), 360-365. (First author with James Aldrich.)
28. (1993). Linguistics and writing: A reassessment. *College Composition & Communication*, *44*(3), 25-45. (Co-author with Frank Parker.)
29. (1991). Structural cohesion in technical texts. *Journal of Technical Writing & Communication*, *21*(3), 221-237.
    - Award for Excellence in Technical Communication from the Society for Technical Communication.
30. (1990). Explanations in negative messages: More insights from speech act theory. *(International) Journal of Business Communication*, *27*(4), 357-375.
31. (1990). The oral language acquisition analogy in early literacy research. *Educational Research Quarterly*, *14*(3), 45-50.
32. (1990). *You*-perspective: Insights from speech act theory. *Journal of Technical Writing & Communication*, *20*(2), 189-199. (First author with Kathryn Riley and Frank Parker.)
33. (1990). A lesson in polite compliance: Gawain's conversational strategies in Fitt 3 of *Sir Gawain and the Green Knight*. *The Language Quarterly*, *28*(1), 53-62.

IN PREPARATION

34. Assessing potential content reuse in client-based content strategy projects for technical communication student. For submission to *Technical Communication*. (First author with Val Swisher.)

Research Monograph

1. (1995). *Coherence, Continuity, and Cohesion: Theoretical Foundations for Document Design*. Hillsdale, New Jersey: Lawrence Erlbaum Associates.

    REVIEWS
    - Chuck Campbell for *Technical Communication*, 42(4), 666-667, 1995.
    - Patrick Moore for *Journal of Technical Writing and Communication* 26(3), 343-346, 1996.
    - Lee Brasseur for *Technical Communication Quarterly, 5*(1), 110-113, 1996.

Refereed Book Chapters

1. (2009). The effect of emotional exhaustion and depersonalization on physician-patient communication: A theoretical model, implications, and directions for future research. In *Advances in Health Care Management*, vol. 8, 3-20. United Kingdom: Emerald Publishing. (Co-author with Eric Williams, Ericka Lawrence, and Steven Spiehler.)
2. (2008). Physicians and patients: How professionals build relationships through rapport management. In *Connecting People with Technology: Issues in Professional Communication*, 145-154. Amityville, New York: Baywood Press.
3. (2005). International physician practice: Historical and cross-cultural perspectives on group practice management. In *Physician Practice Management: Essential Operational and Financial Knowledge*, 3-28. Sudbury, Massachusetts: Jones & Bartlett. (Co-author with Grant T. Savage, Leo van der Reis, Richardson Bricken McKenzie and Erin Meeks.)
4. (2004). International health care: A 12-country comparison. In *Health Care Administration: Principles and Practices, 4th ed.*, 3-54. Sudbury, Massachusetts: Jones & Bartlett. (Co-author with Grant T. Savage.)

5. (2000). International health care management: Investigating best practices around the globe. In *Advances in Health Care Management*, vol. 1, 421-465. United Kingdom: Emerald Publishing. (Co-author with Grant T. Savage and Robert Schwarz.).

6. (1992). Repetition and cohesion in technical graphics. In *Studies in Technical Communication*, 73-86. Denton, Texas: University of North Texas Press.

Refereed Conference Proceedings

1. (2014). A genre analysis of white papers in high-tech industries. *Proceedings of the International Professional Communication Conference*; Pittsburgh, Pennsylvania. (Co-author with Jefrey S. Naidoo.)

2. (2005). The rapport management model. *Proceedings of the International Professional Communication Conference*; Limerick, Ireland.

3. (2003). Shaping and reflecting a discipline. *Proceedings of the International Professional Communication Conference*; Orlando, FL. (Co-author with Charlotte Brammer.)

4. (2001). A learning and institutional framework for understanding telemedicine diffusion and international collaborations. *Proceedings of the Southern Management Association Conference*; New Orleans, Louisiana. (Co-author with Grant Savage.)

5. (2000). A review of research on written patient information. *Proceedings of the International Technical Communication Conference*; Orlando, Florida. (First author with Linda Mothersbaugh.)

6. (1998). Exploring the relationship of style instruction and writing quality. *Proceedings of the International Professional Communication Conference*; Quebec City, Canada. (First author with Charlotte Brammer and Nicole Amare.)

7. (1998). Perceptions of environmental risk as a function of the design of risk information. *Proceedings of the International Technical Communication Conference*; Anaheim, California.

8. (1997). Prioritizing research topics and methods in technical and business communication. *Proceedings of the International Professional Communication Conference*; Snowbird, Utah.

9. (1995). Training future Air Force environmentalists. *Proceedings of the Federal Environmental Restoration IV Conference*; Atlanta, Georgia. (Co-author with Steven Lofgren and Michael Shelley.)

Unpublished Conference Presentations

1. (October 8, 2022). Where do you search for business communication research? Exploring results for common databases. Association for Business Communication Convention; Tampa Bay, Florida.

2. (June 14, 2022). How do YOU search for existing knowledge? Listening to academics and practitioners in Association for Business Communication Convention; New Orleans, Louisiana.

3. business/professional/technical communication across the globe. (virtual) (International University Network in Technical Communication the tekom Europe Advisory Board for Professional Development and Training).

4. (October 22, 2021). The role of content operations maturity level in client-based projects by content strategy students. Research Committee at the ABC Conference (virtual) (Association for Business Communication).

5. (October 4, 2017). Support for associate professors and mid-career faculty in technical communication. CPTSC Conference. Savannah, Georgia. (Invited panelist.)

6. (July 24, 2017). Hard- and soft-sell marketing in white papers. ProComm (IEEE Professional Communication Society Conference). Madison, Wisconsin. (Co-author with Jefrey S. Naidoo and Sean M. Campbell.)

7. (October 4, 2016). Best practices for data visualization. ProComm (IEEE Professional Communication Society Conference). Austin, Texas. (Co-author with Jefrey S. Naidoo.)

8. (October 30, 2015). Reader perception of workplace-writer attributes. Association for Business Communication Convention; Seattle, Washington. (Co-author with Nicole Amare, Erin Kane, and Alan Manning.)

9. (October 25, 2013). Outstanding Researcher Keynote: What is outstanding business communication research? Association for Business Communication Convention; New Orleans, Louisiana.

10. (October 25, 2013). Students as document audit examiners. Association for Business Communication Convention; New Orleans, Louisiana. (Co-author with Jefrey S. Naidoo and Joyce Meyer.)

11. (October 18, 2011). Effectiveness of responses to hostile questions in environmental public meetings. International Professional Communication Conference; Cincinnati, Ohio. (Co-author with Emily Howitz.)

12. (October 28, 2010). Transforming professional writing instruction with technology. Association for Business Communication Convention; Chicago, Illinois.

13. (November 7, 2009). Enhancing business communication research through multiple levels of analysis. Association for Business Communication Convention; Portsmouth, Virginia. (Co-author with Steven Ralston.)
14. (November 7, 2009). Exploring the past and shaping the future of business communication programs. Association for Business Communication Convention; Portsmouth, Virginia. (Co-author with Chapman Greer and Joyce Meyer.)
15. (October 31, 2008). Writing center experience as a function of tutor genre knowledge. Association for Business Communication Convention; Lake Tahoe, Nevada. (Co-author with Erin Kane and Luke Niiler.)
16. (May 30, 2008). Managing rapport in the middle. Writing Across the Curriculum Conference; Austin, Texas. (Co-author with Erin Kane and Luke Niiler.)
17. (April 3, 2008). Preparing writers for the realities of review in the workplace. Conference on College Composition & Communication; New Orleans, Louisiana. (Co-author with Stacey Gaines and Erin Kane.)
18. (March 21, 2007). (Re)building knowledge into publications. Association of Teachers of Technical Writing; New York, New York.
19. (October 25, 2006). Writing tutorials and teaching cases: Beyond traditional research articles. International Professional Communication Conference; Saratoga Springs, New York. (Co-author with Nicole Amare.)
20. (May 19, 2006). Dealing with cross-disciplinary culture shock. Writing Across the Curriculum Conference; Clemson, South Carolina. (Co-author with Charlotte Brammer and Nicole Amare.)
21. (August 9, 2004). Improving leader-member relationships. Academy of Management; New Orleans, Louisiana. (First author, with Charles White and Rita Durant.)
22. (October 27, 2002). The interface between theory and practice. International Professional Communication Conference; Santa Fe, New Mexico.
23. (November 3, 2000). Factors affecting quality ratings of oral business presentations. Association for Business Communication Conference; Atlanta, Georgia. (Co-author, with Charlotte Brammer and Tim Taylor.)
24. (September 24, 2000). Journals in professional, technical, and scientific communication: Where are we now and where are we going? Proceedings of the Joint IEEE International Professional Communication Conference and ACM Annual Conference on Computer Documentation; Cambridge, Massachusetts. (Co-author with George F. Hayhoe.)
25. (March, 20, 1999). An assessment of research methods knowledge among business and technical communicators. Association of Teachers of Technical Writing Conference; Atlanta, Georgia. (First author, with Nicole Ervin).
26. (November 5, 1998). The effect of style instruction on future style choice. Association for Business Communication Conference; San Antonio, Texas.
27. (September 23, 1998). Making research usable: Improving access to research results. International Professional Communication Conference; New Orleans, Louisiana.
28. (December 30, 1996). The pragmatics of directive usage among US Air Force officers. Modern Language Association Conference; Washington, DC.
29. (December 28, 1992). Unity in oral, written, and hyperdocument texts. Modern Language Association Conference; New York, New York.
30. (March 24,1991). Structural cohesion in technical discourse. Conference on College Composition and Communication; Boston, Massachusetts.
31. (December 29, 1991). Semantic variation and core semantics. Modern Language Association Conference; San Francisco, California.

Instructional Materials

1. **Video:** (2013-date).YouTube channel
2. **Blog:** (2013-date). ProsWrite.com
3. **Book & Ancillaries:** (2015). *Revising Professional Writing in Science and Technology, Business, and the Social Sciences*, 4th edition. Hilton Head, SC: Parlay Press. (Co-author with Kathryn Riley, Alan Manning, and Frank Parker).
4. **Book:** (2015). *Thinking and Interacting Like a Leader: The TILL System of Effective Leadership Communication*, 2nd edition. Hilton Head, SC: Parlay Press.

   REVIEWS OF 1ST EDITION
   - Joe Downing. (2008). *(International) Journal of Business Communication*, 45(4), 503-507.
   - Nicole Amare. (2006). *Technical Communication, 53(4)*, 476.
5. **Book:** (2003). *Strategic Messaging: The Key to Effective Communication in the World of 21st Century Organizations*. Boston, MA: Pearson Custom Publishing. (Co-author with Ronald E. Dulek and Chad B. Hilton.)

6. **Continuing Education Materials (Peer-Reviewed Digital Course)**: (2009). *Thinking Like a Leader*. Piscataway, NJ: IEEE.
7. **Continuing Education Materials (Peer-Reviewed Digital Course)**: (2007). *Medical Home/Health Literacy*. Montgomery, AL: Alabama Medicaid.

Other Publications

1. **Feature** (2022). Spotlight on a thought leader in business communication: Ronald E. Dulek. *International Journal of Business Communication, 59*(2), 309-311.
2. **Podcast Interview** (2022). Discovering the benefits of academic and corporate partnership. *Inside Tech Comm with Zohra Mutabanna*.
3. **Podcast Interview** (2018). Teaching technical writing. *The Not-Boring Tech Writer*.
4. **Feature Interview** (2016). Amp your career by writing a white paper. *Dice* (by Leslie Stevens-Huffman).
5. **Editorial** (2007). Dank je, domo arigato, and thanks. *IEEE Transactions on Professional Communication, 50*(4), 273.
6. **Editorial** (2001). The old and the new. *IEEE Transactions on Professional Communication, 44*(1), 1-3.
7. **Editorial** (2000). Teamwork requires cooperation, communication. Joint Issue of *IEEE Transactions on Professional Communication* and *Technical Communication, 47*(1), 15-16. (First author with George F. Hayhoe.)
8. **Editorial** (1998). Invitation. *IEEE Transactions on Professional Communication, 41*(2), 93-96.
9. **Book Review** (1994). *The Linguistic Wars* by R.A. Harris. *Journal of Technical Writing and Communication, 24*(4), 485-488.
10. **Book Review** (1992). *Beyond 1984: Doublespeak in a Post-Orwellian Age* by W. Lutz. *Journal of Technical Writing and Communication, 22*(1), 118-120.
11. **Book Review** (1991). *Professions in Theory and History: Knowledge, State and Strategy* (Part I) and *Rethinking the Study of the Professions* (Part II) by M. Burrage and R. Torstendahl. *Journal of Technical Writing and Communication, 21*(4), 436-438.
12. **Book Review** (1989). *A Linguistic Study of American Punctuation* by C.F. Meyer. *College Composition and Communication, 40*(2), 242-243.

Funding Activity

Internal

1. (2006). Leader rapport management. Culverhouse Summer Research Award II ($10,000 funded).
2. (2005). Simulations to teach business communication. (Co-developer with Chad Hilton.) Culverhouse Summer Curriculum Development Award ($8,000 funded).
3. (2004). Anger, organizational justice, and rapport management. Culverhouse Summer Research Award II. ($10,000 funded).
4. (2000). Peer versus self assessment of communication performance. Culverhouse Summer Research Award I ($10,000 funded).
5. (1998). Style instruction and writing quality. Culverhouse Summer Research Award I ($10,000 funded).
6. (1999). Research methods in technical and business communication programs. Culverhouse Summer Research Award I ($10,000 funded).

External

1. (2013). Obstacles to widespread adoption of plain language. C.R. Anderson Foundation of the Association for Business Communication ($3,000 funded).
2. (2013). Obstacles to widespread adoption of plain language. (Co-investigator with James van Scotter, Louisiana State University.) Southeastern Conference Academic Faculty Collaboration Travel Grant ($1,000 funded).
3. (2010). Machine-scoring of business correspondence. Cengage ($10,000 funded).
4. (2004). A cost-benefit analysis of patient-centered methods for developing patient information. Rockefeller Brothers Fund ($47,454 unfunded).
5. (2004). Costs, benefits, and barriers for AskMe3 adoption by Alabama Medicaid providers. (Co-investigator with John Searcy). National Institutes for Health. (Pre-proposal).
6. (2004). Costs, benefits, and barriers for AskMe3 adoption by Alabama Medicaid providers. AskMe3 Foundation ($69,301 unfunded).
7. (2004). A cost-benefit analysis of patient-centered methods for developing patient information. Pfizer, ($94,185 unfunded).

8. (2003). Analyzing quality and cost for method of developing written patient information. (Co-investigator with Melinda Andrus and Melissa Kuhajda). Fannie E. Rippel Foundation (Pre-proposal).
9. (2000). Introducing minority and rural students to business using self-paced web instruction. US Department of Education ($575,921 unfunded).
10. (1998). Enhancement of quality environmental decision-making through creation of more usable publications. National Science Foundation/Environmental Protection Agency ($335,777 unfunded).
11. (1998). Qualitative research methods in technical communication. Society for Technical Communication ($10,000 funded).

Teaching

Courses Taught

UNDERGRADUATE

Business Communication
Technical Writing & Communication
Leadership Communication
Technical Editing
Project Management Communication

Intro to Linguistics
Descriptive English Grammar
Freshman Honors Seminar
Technical Communication Capstone
The Profession of Technical Communication

GRADUATE

Professional Communication Pedagogy
Information Design
Linguistic Theory & Application
Discourse Analysis
Survey of Research Methods
Scholarly Publication
Technical Editing
Style, Voice & Tone in Technical Writing

Principles of Technical Communication
Leadership Communication
Environmental/Risk Communication
Project Management Communication
Professional Briefing
Qualitative Research Methods
Digital Literacies for Tech Comm
Content Strategy for Tech Comm

Selected Training and Guest Lectures Offered

PRESENTING ANALYTICS TO BUSINESS LEADERS

Workshop Leader. MS in Analytics Program; Louisiana State University; Baton Rouge, Louisiana; April 2013, August 2013, June 2014, April 2016, and April 2017.

BUSINESS COMMUNICATION INSIDE THE BUSINESS SCHOOL

Workshop Leader. McCoy College of Business, Texas State University; San Marcos, Texas; September 2015.

RESEARCH PUBLICATION

Workshop Leader. Doctoral program in Information Systems & Decision Sciences; Louisiana State University; Baton Rouge, Louisiana; April 2013.

Senior Faculty. NSF's REU (Research Experiences for Undergraduates) Site for College of Engineering; University of Alabama; Tuscaloosa, Alabama; June-July 2008, May-July 2009, and May-July 2010.

Workshop Leader. Hawaii International Conference on System Sciences; Waikoloa, Hawaii; January 2002.

Guest Speaker. Graduate Program in Technical Communication, School of Engineering, Mercer University; Atlanta, Georgia; March 1999.

LEADERSHIP COMMUNICATION

Guest Speaker. Alpha Kappa Psi Professional Development Series, University of Alabama; Tuscaloosa, Alabama; October 2015.

Workshop Leader. International Professional Communication Conference; Cincinnati, Ohio; October, 2011.

Workshop Leader. Superintendents Academy, University of Alabama; Tuscaloosa, Alabama; August 2006.

Workshop Leader. Leadership Tuscaloosa; Tuscaloosa, Alabama; November 2004.

Workshop Leader. Environmental Chemical Corporation Annual Managers Meeting; San Francisco, California; March 2004.

HEALTH LITERACY

Faculty Leader. Continuing Education Institute for American Public Health Association; Boston, Massachusetts; November 2004, December 2005, and November 2006.

ENVIRONMENTAL COMMUNICATION

Workshop Leader. Society for Technical Communication. Birmingham, Alabama; February 2005.

Guest Speaker. College of Arts & Sciences, Louisiana State University; Baton Rouge, Louisiana; March 1994.

Doctoral Dissertation Committees

CHAIR

1. *Erin Kane. (2010). *Preparing Students to Enter Discourse Communities: The Relation Between Genre Knowledge and Feedback Quality.* (PhD, English: Rhetoric & Composition, University of Alabama)
2. *Alexa Chilcutt. (2009). *Organizational Communication within the Dental Office: Current Practices and the Proposal of a Learning Organization Model.* (PhD, Communication, University of Alabama)
3. *Laura Ware. (2008). *The Meaning of Mission: Toward an Understanding of Organizational Communication in Nonprofits.* (PhD, Communication, University of Alabama)
4. Charles White. (2007). *The Leader-Member Exchange as a Function of Leader Rapport Management Behavior.* (PhD, Management, University of Alabama)
5. *Sahail Assafeh. (2005). *The Relationship between NES and NNES Graduate Students' Perception and Actual Writing Practice of Logical Cohesive Relations in Academic Expository Writing.* (PhD, English as a Second/Foreign Language [ESL/EFL] in Secondary Education, University of Alabama) 2005.
6. Rita Durant. (2002). *Task Narratives and Organizational Learning.* (PhD, Management, University of Alabama)
7. *Charlotte Brammer. (2002). *Effect of Dialect on Writing Errors.* (PhD, Applied Linguistics in English, University of Alabama)

*Designates committees for students outside of my academic department for which I functioned as co-chair.

MEMBER

1. Ashley Mandeville (2017). *The Effects of a Friendship Network on Pluralistic Ignorance of Preferences to Utilize Family-Friendly Benefits.* (PhD, Management, University of Alabama)
2. Thomas Bellairs (2016). *Job Crafting Into One's Future Work Self.* (PhD, Management, University of Alabama)
3. Heather Carrasco (2016). *The Effect of Off-site Audit Work on the Judgment Quality and Development of Staff Auditors.* (PhD Accounting, University of Alabama)
4. Jasmine Bordere (2016). *Is Corporate Social Responsibility Associated with Perceived Financial Reporting Credibility?* (PhD Accounting, University of Alabama)
5. Wayne Crawford. (2015). *The Frustration-Aggression Hypothesis Revisited: A Deviance Congruence Perspective.* (PhD, Management, University of Alabama)
6. Curtis Mullis. (2015). *The Lingering Effects of Multi-tasking on Auditors' Self-Control Resources and Judgment Quality.* (PhD, Accounting, University of Alabama)
7. Ben Commerford (2015). *Do Auditors Constrain the Earnings Impact of Real Earnings Management? An Experimental Investigation.* (PhD, Accounting, University of Alabama)
8. Jamal Maalouf. (2014). *Adherence to Organizational Routines: A Micro-foundations Lens.* (PhD, Management, University of Alabama)
9. Creshema Murray. (2011). *African American Women Executives' Organizational Communicative Experiences: Managing Success, Support, and Workplace Relationship Satisfaction.* (PhD, Communication, University of Alabama)
10. C. Justice Tillman. (2011). *Character, Conditions, and Cognitions: The Role of Personality, Climate, Intensity, and Moral Disengagement in the Unethical Decision-Making Process.* (PhD, Management, University of Alabama)
11. Ericka Lawrence. (2011). *An Examination of the Relationship between LMX Relationship Quality and Work-Family Conflict.* (PhD, Management, University of Alabama)
12. Stacey Gaines. (2010). *Nellie Bly: "The Best Reporter in America": One Woman's Rhetorical Legacy.* (PhD, English: Rhetoric & Composition, University of Alabama)
13. Jackson Hataway. (2010). *An Examination of Organizational Culture and Muted Groups at Sites of International Organization.* (PhD, Communication, University of Alabama)

14. Sandra Braun. (2009). *The Life and Leadership of Dorothy Shaver: Advertising and Public Relations Pioneer and President of Lord & Taylor Dept. Store, 1946-1959.* (PhD, Communication, University of Alabama)
15. Vivek Dalela. (2009). *Repairing Relationships in a Business-to-Business Context.* (PhD, Marketing, University of Alabama)
16. Lauren Skinner. (2007). *Maximizing Retail Service Efficiency: Service Culture within the Supply Chain.* (PhD, Marketing, , University of Alabama)
17. George Dietz. (2005). *A Resource-Advantage Framed Taxonomy of Firm Value Creation Strategies.* (PhD Marketing, University of Alabama)
18. Andrew Turner. (2004). *Keys to Success: Unlocking the Performance Implications of Justice, Commitment, and Trust in Stakeholder Management.* (PhD, Management, University of Alabama)
19. Angela Adema. (2004). *Culture, Crisis, & Catastrophe: An Analysis of NASA's Organizational Communication & Decision Making Practices.* (PhD, Communication, University of Alabama)
20. Nicole Amare. (2003). *Constructing Neo-Aristotelian Ethics in Composition Studies: Authorship, Authority, Plagiarism, and Intellectual Property.* (PhD, English: Rhetoric & Composition, University of Alabama)
21. Timothy Taylor. (2002). *A Historical Understanding of Ecocomposition: The Greening of University Rhetoric.* (PhD. Rhetoric & Composition in English, University of Alabama)
22. Richard D. Parker. (2001). *The Use of Email by Candidates in the 2000 Election for President of the United States of America.* (PhD, Communication, University of Alabama)
23. Jason E. Lueg. (2001). *American Teenagers and the Internet: Consideration of the Future of Consumer Electronic Commerce.* (PhD, Marketing, University of Alabama)
24. R. Charles Viosca, Jr. (2001). *Banner Ad Effects on Web Site Perceptions and Visits: Goal-Based Differences between Searchers and Surfers.* (PhD, Marketing, University of Alabama)

Masters Thesis Committee Chair

MANAGEMENT/HUMAN RESOURCES

1. Pierson Carmichael. (2011). *Responses to Hostile Questions: A Study of Change.* (MA, Management, University of Alabama)
2. Deana Watkins. (2010). *Situational Leadership Theory and Rapport Management Strategy.* (MA, Management, University of Alabama)
3. Patricia Pedersen. (2007). *The Importance and Development of an Equitable Compensation Policy.* (MA, Management, University of Alabama)
4. Brandi M. Langford. (2006). *A Review of Usage of Flexible Work Options and a Proposed Model for Their Adoption.* (MA, Management, University of Alabama)
5. Brian J. Doyle. (2006). *The Effectiveness of Formal Training vs. Informal Training.* (MA, Management, University of Alabama)
6. Brandon Russell. (2005). *Supervisor's Role in Establishing and Maintaining Trust in the Workplace.* (MA, Management, University of Alabama)
7. Andrew Ajamian. (2004). *The Battle of the Ia Drang Valley & The Extended Parallel Process Model.* (MA, Management, University of Alabama)
8. Jacqueline Gardner. (2003). *Leadership Styles and Rapport Management.* (MA, Management, University of Alabama)
9. Charles White. (2002). *Language in Leadership Theory.* (MA, Management, University of Alabama)
10. Jane Munga. (2002). *Predicting Workplace Violence.* (MA, Management, University of Alabama)
11. Steven Fair. (2001). *Employee Retention: Simple Strategies for Building a Stronger Workforce.* (MA, Management, University of Alabama)
12. D. J. Dryer. (2001). *Predictors of Attendance.* (MA, Management, University of Alabama)
13. Hunter Reid Haisten. (1999). *Whistleblowing in the Workplace.* (MA, Management, University of Alabama)

INFORMATION DESIGN

14. Steve Dinzart. (1997). *Perceived Risk as a Function of the Use and Design of a Risk Ladder* (MS, Systems Management, AFIT)
15. Craig Berg. (1997). *Development of an Air Force Stoplist for Automatic Records Classification* (MS, Information Resources Management, AFIT)

16. John Gorla. (1996). *Information Requirements Analysis: A Qualitative Characterization of the Flight-line Expeditor's Communication Functions within the Integrated Maintenance Information System (IMIS).* (MS, Logistics Management, AFIT)
17. David Snoddy. (1996). *Natural Language Processing Techniques for Automatic Air Force Document Classification.* (MS, Information Systems Management, AFIT)
18. Lonny Baker. (1995). *How Location and an Action Standard on a Risk Ladder Affect Perceived Risk* (MS, Engineering and Environmental Management, AFIT)
19. Ronald Shankland. (1995). *Perceptions of Coherence and Usability in Environmental Impact Documents as a Function of Visual and Linguistic Cues* (MS, Engineering and Environmental Management, AFIT)
20. Saroya Follender. (1995). *Formulation of Guidelines for Responding to Hostile Questions in Public Environmental Meetings* (MS, Engineering and Environmental Management, AFIT)
21. Jill Easterly. (1994). *Coherence and Usability of an Environmental Impact Statement* (MS, Engineering and Environmental Management, AFIT)

Undergraduate Honors Thesis Chair

1. Emily Howitz. (2012). *The Influence of Gender and Age on Preferences for Responses to Hostile Questions.* (BS, Marketing, University of Alabama)

Education

PhD in English (Concentration in Rhetoric, Composition and Linguistics)

August 1990   Louisiana State University
                                                                     Baton Rouge, Louisiana

DISSERTATION: *Theoretical and Pedagogical Applications of Discourse Analysis to Professional Writing.*
                 Directed by Frank Parker.

EXAM AREAS: (a) business/technical communication, (b) linguistics, (c) rhetoric/composition,
                 and (d) medieval language and literature.

BA in English (Concentration in Linguistics)

May 1986   Louisiana State University
                                                                     Baton Rouge, Louisiana

Selected Professional Service and Affiliations

The Technical & Business Communication Profession

Editorial Review Boards	▪ *Journal of Business & Technical Communication*, 2003-date.
	▪ *Business (& Professional) Communication Quarterly*, 2008-date.
	▪ *IEEE Transactions on Professional Communication*, 2015-2020.
	▪ *(International) Journal of Business Communication*, 2001-11 and 2020-date.
	▪ *Technical Communication Quarterly*, 1991-94.
Association for Business Communication	▪ Research Committee, 2002-date.
	▪ Association Publications Board, 2008-2011.
Association of Proposal Management Professionals	▪ Member, 2021 to date.
Center for Information-Development Management	▪ Member, 2021 to date.
IEEE Professional Communication Society	▪ Member, Administrative Committee, 1998-2003.
	▪ Chair, Nominations Committee, 2000, 2002.
Society for Technical Communication	▪ Member. 1993- 2006, 2016 to date.
External Reviewer for Promotion & Tenure	▪ More than 25 different institutions across the globe and dozens of scholars of workplace communication, 1999-date.

University/College

University of North Texas	▪ Chair, Department of Technical Communication Promotion & Tenure Committee, 2020-date.
	▪ Member, Department of Theatre Promotion & Tenure Committee, 2021.
	▪ Member, Department of Communication Studies Promotion & Tenure Committee, 2020.
	▪ Member, Department MA Portfolio Review Committee, 2020.

Culverhouse College of Business at the University of Alabama	- Mentor, Undergraduate Faculty Scholars, 1998-2016. - Chair, Management Communication Assistant Professor Search Committee, 2014-15. - Member, Management Communication Instructor Search Committee, 2013-14, 2011-12. - Member, Culverhouse Strategic Planning Committee, 2012-13, and Education Programs Implementation Subcommittee, 2013-14. - Member, Ethics Task Force, 2008-2010. - Member, College Promotion and Tenure Committee, 2007. - Chair, Learning Technology Committee, 2001-03 and member, 1997-2001.
University of Alabama	- Member, University Core Curriculum Committee, 2013-16. - Member, Council of Associate & Assistant Deans, 2010-2015. - Member, University Registrar Advisory Committee, 2010-2015. - Member, University Assessment Council, 2008-2015. - Author, SACS Quality Enhancement Plan Pre-Proposal for Experiential Learning, 2013-14. - Member, University Committee on Academics and Athletics, 2008-2011. - Member, University Committee on Equity and Student-Athlete Welfare, 2006-2008. - Member, University Intercollegiate Athletic Committee, 2002-2005.
AFIT (Air Force Institute of Technology)	- President, Graduate Faculty Council, 1996-97. - Chair, Department Promotion & Tenure Committee, 1995-96.
Auburn University	- Examiner, Core Linguistics MA Exam, 1991-92. - Faculty Search Committee, 1990-1 and 1991-92.