

TRACY CALLAWAY RUSSO
CURRICULUM VITAE

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Communication Studies Department
102 Bailey Hall, 1440 Jayhawk Blvd.
University of Kansas
Lawrence, KS 66045
785-864-9877

EDUCATION

- 1995 Ph.D., Communication Studies, University of Kansas. Dissertation: Differences in Journalists' Identification with the Newspaper and the Profession.
- 1984 M.B.A., With Distinction, Rockhurst University, Executive Fellows Program, Kansas City, Missouri. Thesis: Determining manufacturing cost of goods in a non-manufacturing environment: Production costing at Commodity News Services.
- 1971 M.S., Television-Radio, Syracuse University, Syracuse, New York.
- 1970 B.A., With Distinction, Radio-Television, Indiana University, Bloomington, Indiana.

TEACHING EXPERIENCE

- 2006 – present Associate Professor, with tenure, and Director, Edwards Campus Graduate Program in Communication Studies, University of Kansas
- 2000 – 2006 Assistant Professor, Communication Studies Department, and Director, Edwards Campus Graduate Program in Communication Studies, University of Kansas

Graduate Courses Taught	Survey of Theory and Research in Organizational Communication Proseminar in Communication Studies New Communication Technologies and the Workplace Writing and Speaking for Decision Makers Micro-Level Organizational Communication Field Project in Communication Studies Communication Technology & Organizational Change (<i>online</i>) Seminar in Technology and Communication Seminar in Organizational Attachment Comparative Theories of Communication
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Undergrad Courses	Introduction to Organizational Communication Effects of New Communication Technologies in the Workplace Effective Business Communication
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Individual Communication Dynamics in Organizations (micro)

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Communication Technology & Organizational Change (*online*)
Communication Challenges in Distributed Organizations
Organizational Systems

- 1998-2000 Assistant Specialist, Communication Studies Department, and Director, Edwards Campus Graduate Program in Communication Studies, University of Kansas
- 1995-1998 Assistant Professor, Communication Studies Department, and Director, Edwards Campus Graduate Program in Communication Studies, University of Kansas
- 1991-1995 Graduate Teaching Assistant, Communication Studies Department, University of Kansas
- Courses taught: Introduction to Organizational Communication
Effective Business Communication
Speaker-Audience Communication
- 1984-88 Lecturer, Rockhurst University M.B.A. Program, Kansas City, Missouri
Course taught: Written Business Communication

HONORS AND AWARDS

- 2006, 2009 Donn W. Parson Graduate Faculty Mentorship Award, Communication Studies Department, University of Kansas.
- 2008 Awarded sabbatical, fall semester.
- 2005 Outstanding Faculty Member Award. Selected by Students in Communication Studies (undergraduate communication student group), University of Kansas.
- 2005 Honored with a “Spotlight on Teaching” panel highlighting my teaching and mentoring. National Communication Association meeting, Boston, November.
- 2005 Outstanding Mentor Award, KU Association of Business Doctoral Students, April
- 2003 W. T. Kemper Fellowship for Teaching Excellence. University of Kansas
- 2001-2002 Pew National Fellowship for Carnegie Scholars. One of 30 recipients of the competitive fellowship awarded by the Carnegie Academy for the Scholarship of Teaching and Learning. Supported year-long research on perceptions of presence in online educational environments and related outcomes.
- 2000 Finalist, H.O.P.E. Award (Honor to Outstanding Progressive Educator). University-wide teaching award; senior class selects recipients.
- 1995 Recipient of John and Diana Bartelli Carlin University-wide Graduate Teaching Assistant Award, University of Kansas.
- 1995 Selected to speak on behalf of graduates at doctoral hooding ceremony, Graduate School, University of Kansas, May.

- 1994 E.C. Buehler Teaching Fellowship for teaching excellence, Communication Studies Department, University of Kansas.
- 1994, 1995 International Communication Association Instructional and Developmental Division departmental award for outstanding teaching by a graduate student.
- 1994 Departmental nominee for University-wide dissertation fellowship, University of Kansas.
- 1993 Nominee, Outstanding Woman Teacher, Commission on the Status of Women, University of Kansas.
- 1970-71 Syracuse University Graduate Fellowship
- 1970 Elected to Phi Beta Kappa, Indiana University.
- 1970 WRTV Award for outstanding radio-television student at Indiana University.
- 1965-70 AAUW, Jephtha D. Wisenand, and Indiana University Foundation Scholarships

PUBLICATIONS

- Russo, T.C. (2008). They just don't get it: Responding to generational differences. *Quality Management Forum*
- Russo, T.C., & Ford, D.J. (2006). Teachers' reflection on reflection practice. *Journal of Cognitive Affective Learning*, 2(2), 1-12.
- Russo, T.C., & Koesten, J. (2005). Prestige, centrality and learning: A social network analysis of an online class. *Communication Education*, 54(3), 254-261.
- Russo, T. & Benson, S. (2005). Learning with invisible others: Perceptions of online presence and their relationship to cognitive and affective learning. *Educational Technology and Society*, 8(1), 54-62.
- Spaulding, R. J., Russo, T., Cook, D. J., & Doolittle, G. C. (2005) Diffusion theory and telemedicine adoption by Kansas healthcare providers: Critical factors in telemedicine adoption for improved patient access. *Journal of Telemedicine and Telecare*, 11.
- Russo, T.C., & Campbell, S.W. (2004). Perceptions of mediated presence in an asynchronous online course: Interplay of communication behaviors and medium. *Distance Education*, 25(2), 215-232.
- Campbell, S., & Russo, T.C. (2003). The social construction of mobile telephony: An application of the social influence model to perceptions and uses of mobile phones within personal communication networks. *Communication Monographs*, 70(4), 317-334.
- Chadwick, S. A., & Russo, T. C. (2002). Virtual Visiting Professors: Communicative, pedagogical, and technological collaboration. In P. Comeaux, (Ed.) *Communication and collaboration in the online classroom*, (pp. 75-91). Bolton, MA: Anker.

- Russo, T.C. (2003). Relational communication behaviors and related outcomes in an online class. *Proceedings of the 2003 IS and ITE conference*.
- Benson, S.A. & Russo, T.C. (2002). Distance education: Challenges, paradigms, and pathways for success in microbiology. *Focus on Microbiology Education, 9*, 3-7.
- Sypher, B.D., Russo, T.C. & Curtis, A. (2002). The development of persuasive abilities in college students. *American Communication Journal, 5*(3). Available at <http://www.acjournal.org/holdings/vol5/iss3/special/sypher.htm>.
- Russo, T.C. & Koesten, J. (2002). *Handbook for Effective Business Communication, 3rd Edition*. Kendall-Hunt Custom Publishers.
- Russo, T.C., & Chadwick, S.A. (2001, Spring). Making Connections: Enhancing Classroom Learning with a Virtual Visiting Professor. *Communication Teacher, 15*(3), 7-9.
Also reprinted in Lucas, E.S. (2003). *Selections from the Speech Communication Teacher, 1999-2002*.
- Russo, T.C. (2001). [Operationalizing Mediated Presence: Initial Steps toward a Measure of the Construct](#). Proceedings of the 4th Annual International Presence Workshop, Temple University. Available at <http://matthewlombard.com>
- Stuart, W.D., Russo, T.C., Sypher, H.E., Simons, T.E., Hallberg, L.K. (2001). Influences of sources of communication on adoption of a communication technology. *Diffusing software product and process innovations* (pp. 191-204). Boston: Kluwer Academic Publishers.
- Russo, T.C., & Ford, D. J. (2000). *Handbook for Effective Business Communication, 2nd Edition*. McGraw-Hill Custom Publishers.
- Russo, T.C., Campbell, S., Henry, M.P., & Kosinar, P. (1999). An Online Graduate Class in Communication Technology: Outcomes and Lessons Learned. *Electronic Journal of Communication, 9*. <http://www.cios.org/www/ejc/v9n199.htm#Cours>
- Russo, T.C. (1998). Organizational and professional identification: A case of newspaper journalists. *Management Communication Quarterly, 12*, 72-111.
- Russo, C.W., & Russo, T.C. (1998). *ISO 9000 and service industries: A field guide*. New York: Quality Resources.
- Russo, T.C., Patterson, J.D., II, & Ford, D. J. (1997). *Handbook for Effective Business Communication*. McGraw-Hill Custom Publishers.
- Russo, C. W. & Russo, T.C. (1996, Spring). Maximizing value for training with ISO 9000. *Journal of Instruction Delivery Systems, 12*-15.
- Russo, T. (1994). The process of public speaking. In M.L. Hummert & K.K. Jensen (Eds.) *Handbook of*

Speaker-Audience Communication (Second Edition). New York: McGraw Hill.

Work in Progress

Data analysis for projects identifying students' work values and expectations and employee work values and organizational identification.

Bisel, R.S. & Russo, T.C. (under review at *Communication Quarterly*). Organizational Attachment: Confirmatory Factor Analysis Across Disciplinary Operationalizations

Russo, T.C. (In progress). A community of practice as a socialization site.

Russo, T.C., Beck, S., Asbury, M.E., Faimon, S., Beach, S., Carver, L., Mank, R., Markward, L., Spain, A., Villamil, A., & Osborn, K. (2007). Organizational attachment: A multi-disciplinary comparison of operationalizations. Competitive paper accepted for presentation at the annual meeting of the National Communication Association, Chicago. In preparation for journal submission.

GRANTS

\$275,000 (Submitted to NIH (PA-03-107)) Co-PI. Family, policy and work communication: Intersecting influence on adolescent health. Unfunded.

\$4,365 From Alstom (Switzerland), Ltd. to analyze communication behaviors and related organizational outcomes in an intranet discussion group, 2003.

\$ 500 From Consortium of Universities for International Business Studies to investigate organizational identification among Italian workers. Summer 2001

\$61,666 From Sprint Corporation to develop and assess an asynchronous online course. 1998-2000

\$ 9,959 From KU Center for Research to investigate perceptions of presence in group online environments and associated outcomes.

SCHOLARLY PRESENTATIONS

Russo, T.C. (2009). Organizational identification in the 21st century. Presentation accepted for the annual conference of the National Communication Association, Chicago.

Russo, T.C., Beck, S., Asbury, M.E., Faimon, S., Beach, S., Carver, L., Mank, R., Markward, L., Spain, A., Villamil, A., & Osborn, K. (2007). Organizational attachment: A multi-disciplinary comparison of operationalizations. Competitive paper accepted for presentation at the annual meeting of the National Communication Association, Chicago.

Russo, T.C. & Ford, D.J. (2007). Student resistance to reflection exercises and assignments. Paper accepted for presentation at the annual meeting of the National Communication Association, Chicago.

Russo, T.C. & Ford, D.J. (2007). Student perceptions of the use of reflective learning techniques.

Presented at the annual conference of the International Society for the Scholarship of Teaching and Learning, Sydney, Australia.

Russo, T.C. (2006). A community of practice as a socialization site. Paper presented at the annual meeting of the National Communication Association, San Antonio, November.

Koesten, J., Russo, T.C., & Ford, D.J. (2006). Bringing health messages home: The role of family health history on employee promotion of organizational health messages at home. Competitive paper presented at the annual meeting of the National Communication Association, San Antonio, November.

Russo, T.C. & Ford, D.J. (2006). Student perceptions of the use of reflective learning techniques. Paper presented at the annual meeting of the National Communication Association, San Antonio, November.

Russo, T.C., & Klinkenberg, J. (2006). Groups, links and maps: A review of social network research in organizational contexts. Paper presented at the annual meeting of the National Communication Association, San Antonio, November.

Russo, T.C. (2006). Using jigsaw technique to collaboratively construct knowledge in an advanced organizational communication class. Paper presented at the annual meeting of the National Communication Association, San Antonio, November.

Russo, T.C. (2005). Building a multi-faceted, multi-audience research agenda on SoTL questions. Paper presented at the annual meeting of the National Communication Association, Boston, November.

Russo, T.C. (2004). Reflecting on reflection: Assessment and introspection. Paper presented at the annual meeting of the National Communication Association, Chicago, November.

Russo, T.C. (2003). TransAtlantic virtual student team discussions: Investigating interactive connection, cohesion and affect. Paper presented at the annual meeting of the National Communication Association, Miami Beach, November.

Koesten, J., & Russo, T.C. (2003). Effects of technology immersion and absence in the learning process on learning satisfaction and student evaluations of teachers. Paper presented at the annual meeting of the National Communication Association, Miami Beach, November.

Keyton, J., Russo, T. C., Ozley, R. R., & Pilgram, M. (2003, April). Communication at the crossroads: Organizational communication from the ground up. Organizational and Professional Communication Interest Group, Central States Communication Association, Omaha, NE.

Russo, T.C. (2003). Relational communication behaviors and related outcomes in an online class. Competitive paper presented at the 2003 Informing Science and Information Technology Education conference, Pori, Finland, June. Also published in the conference proceedings.

Russo, T.C. (2003). Learning with invisible others: Perceptions of online presence and their relationship to cognitive and affective learning. Competitive paper presented at the International Communication Association meeting, San Diego, CA, May.

Koesten, J. & Russo, T.C. (2002). Online data capture through discussion postings as a basis for network

analysis. Paper presented at the annual meeting of the National Communication Association, New Orleans, LA, November.

Russo, T.C. (2002). Social presence: Teaching and learning with invisible others. Competitive paper presented at the Rockhurst University Conference on the Scholarship of Teaching and Learning, Kansas City, MO.

Russo, T.C., & Campbell, S.W. (2001). Perceptions of mediated presence in asynchronous online courses. Competitive paper accepted for presentation at the annual meeting of the National Communication Association, Washington, D.C.

Russo, T.C. (2000). Raising a virtual hand: Student tactics to establish presence in online classes. Competitive paper presented to the annual meeting of the Association of Internet Researchers, Lawrence, KS.

Russo, T.C. (2001). Operationalizing mediated presence: Initial steps toward a measure of the construct. Competitive paper presented at the Presence 2001 Conference, Philadelphia, PA. This paper was published in the online conference proceedings.

Russo, T.C., & Morrill, A. (November, 2000). An academic-industry collaboration. Competitive paper presented at the annual meeting of the National Communication Association, Seattle, WA.

Russo, T.C. (November, 2000). Visiting Virtual Professors: Enrichment and support for web-based or web-supported classes. Panel presentation at the annual meeting of the National Communication Association, Seattle, WA.

Russo, T.C. (June, 2000). An industry-academy partnership: Nested online classes for graduate and undergraduate students and corporate workers. Competitive paper presented at the annual meeting of the International Communication Association, Acapulco, Mexico.

Russo, T.C. (November 1999). Web spaces: Geography for experiential learning. Competitive paper presented at the annual meeting of the National Communication Association, Chicago.

Russo, T.C. (November 1999). Evaluation of cognitive, affective, and skill-based outcomes associated with online courses: A proposed research agenda. Paper presented at the annual meeting of the National Communication Association, Chicago.

Russo, T.C. (July 1999). Facilitating and managing online discussions. Online Education Conference, University of Kansas Medical Center, Kansas City, KS.

Russo, T.C. (July, 1999). Demonstration of online class. NCA Summer Conference on Technology, Washington, D.C.

Russo, T.C. (November, 1998). Separation and integration of work and personal lives among home-based teleworkers. Paper presented at the annual meeting of the National Communication Association, New York.

Russo, T.C., & Campbell, S. (November, 1998). An online graduate class in communication technology:

Outcomes and lessons learned. Paper presented at the annual meeting of the National Communication Association, New York.

Russo, T. (1996, November). Ideals as a target of workplace identification: A case study of newspaper journalists. Competitive paper presented at the annual meeting of the Speech Communication Association, San Diego, CA.

Russo, T., Lawson, D.P., & Ward, T.D. (1996, May). Attitudinal analysis of electronic mail use in the college business communication course. Paper presented at the annual meeting of the International Communication Association, Chicago, IL.

Russo, T. (1995, May). Identification among newspaper journalists. Competitive paper presented at the annual meeting of the International Communication Association, Albuquerque, New Mexico.

Russo, T. (1994, October). Identification and commitment in newspaper journalists: A newsroom case study. Competitive paper presented at the Midwestern Organizational Communication Mini-Conference, Lawrence, Kansas.

Sypher, B.D., Russo, T.C. & Curtis, A. (1994, July). The development of persuasive abilities in college students. Competitive paper presented at the International Communication Association Meeting, Sydney, Australia.

OTHER PRESENTATIONS

Presenter, Generational Differences, Breakfast Series, KU Edwards Campus, May 7, 2008

Presenter, Generational Differences, Olathe School Board, Olathe, KS, February 25, 2008

Presenter on a series of applied communication topics as part of the *Professional Edge* speaker series sponsored by the Edwards Campus. Topics included generational differences, emotion in the workplace, and diffusion of innovation.

Invited presenter, "Reaching across time and space: Global distributed organizations." GE Insurance Solutions Womens' Network, July 2005.

Keynote speaker, Kansas Technology and Learning Symposium, June 17, 2004, Wichita. "Planning, talking, sharing, teaching, learning, negotiating, and courting: Mediated communication and its effects."

Presenter, "Moving from e to Me: Effective Facilitation Models," American Society for Training and Development, June 8, 2004, Kansas City.

Keynote speaker, Second Annual Online Academy meeting, May, Lawrence, KS, 2000.

Keynote speaker, Wichita State Symposium on Distance Education, September, 2000. Wichita.

Invited presenter, "Facilitating and managing online discussions." Online Education Conference, University of Kansas Medical Center. Kansas City, KS. 1999

CONVENTION PANELS

Teachers on teaching: Spotlight on Tracy Russo, 2005. Annual meeting of the National Communication Association, Boston, MA.

Pre-conference, The Scholarship of Teaching and Learning. National Communication Association, 2002
The Scholarship of Teaching and Learning, National Communication Association, 2002.

Roundtable Discussion: Communication and technology for sustainable communities (1997, November).
Panel presented at the annual meeting of the National Communication Association, Chicago, IL.

Roundtable reflections on taking the helm: The unique experiences of female educators and administrators in communication (1996, November). Panel presented at the annual meeting of the Speech Communication Association, San Diego, CA.

Teachers on Teaching: Beverly Davenport Sypher (1994, November). Spotlight program focusing on Dr. Sypher's teaching techniques; presented at the annual meeting of the Speech Communication Association, New Orleans, LA.

ACADEMIC ADMINISTRATION

1995- Present Director, Edwards Campus Graduate Program in Communication Studies, University of Kansas. Established and currently administer Master of Arts in Communication Studies program at Kansas City Edwards Campus. Recruit and advise students; develop and maintain administrative procedures; coordinate faculty and other resources from main campus; coordinate with other Edwards Campus professional programs; teach graduate courses in communication studies.

PROFESSIONAL EXPERIENCE

1975-91 Knight-Ridder Financial Information, (KRFI) Leawood, Kansas, a division of Knight-Ridder, Inc., Miami, FL.

1989-91 Vice President -- Administration. Responsible for development of 90,000-square-foot technological headquarters facility and for ten U.S. bureau facilities. Coordinated design and installation of structure, support systems for production and transmission of 24 international news/price products. Led feasibility study for development of new European headquarters, London.

1984-88 Vice President/Operations. Responsible for all customer support from order processing through installation, customer service and field service. Responsible for support of satellite, landline and sideband delivery systems, software support, user training.

1980-84 Vice President/Editorial. Responsible for operation, production, timeliness and quality of 18 news service products and entire U.S. news gathering operation.

- 1976-80 Managing Editor. Also user-architect for KRFI's first computerized newsroom production system.
- 1971-75 The Indiana Forum, Indianapolis, Indiana
Director of Communications. Responsible for production of television programs on public affairs issues; statewide distribution of television programs and related publications; presentation of related information to groups and on radio.

RELATED EXPERIENCE

- 2005 Consultant. Stamp Fulfillment Center, Kansas City, MO. Strategic planning for division of the U.S. Postal Service.
- 1998-2000 Consultant. City of Overland Park, KS. Preparation of strategic plan for communication department
- 1995-1999 Instructor, Kansas Certified Public Manager program, University of Kansas Capitol Center. "Professional Writing and Speaking"
- 1999 Trainer, Kansas Department of Transportation, Inspector General's Office.
- 1997 Keynote presenter, Kansas Department of Transportation Annual Meeting. December 3, Lawrence, KS
- 1997 Consultant. Project to prepare Kansas Quality Award application. Sallie Mae Loan Service Center, Lawrence, KS. (Sallie Mae won the KQA.)
- 1995, 1996 Consultant/Technical writer. Project to prepare Malcolm Baldrige-based quality award application for Sprint Publishing and Advertising, Overland Park, KS
- 1994 Editorial assistant, Rubin, Palmgreen & Sypher (1994). *Communication research Measures: A sourcebook*. New York: Guilford Press. Acquisition of permissions to reprint and preparation of index

INTERNATIONAL EXPERIENCE

- 2001 Taught three-credit-hour summer MBA class in Asolo, Italy. Program sponsored by the Consortium of International Business Schools
- 2001 Invited presentation on strategic presentations, to MBA program at the Consortium of International Business Schools program at Asolo, Italy, March
- 2000, 2001 Taught three-credit-hour undergraduate class anchored with a full week in Paderno, Italy. Classes sponsored by the International Consortium of Business Schools.
- 1990-91 Feasibility study project director and U.S. liaison for new Knight-Ridder Financial Information European headquarters facility, London, England.

SERVICE TO UNIVERSITY AND COMMUNITY

Department

- 1995 - present Director, Edwards Campus Graduate Program in Communication Studies
- 2006 - present Member, Departmental Advisory Committee, Communication Studies Department
- 2003 - present Member, Graduate Advisory Committee, Communication Studies Department
- 2008 Chair, departmental organizational communication faculty search committee
- 2007 Chair, departmental organizational communication faculty search committee
- 2006 Chair, departmental basic course director search committee
- 2003 Member, departmental organizational communication faculty search committee
- 2001 Chair, departmental organizational communication faculty search committee
- 2000 Member, departmental technology and communication faculty search committee
- 1999 Member, departmental organizational communication faculty search committee
- 1998 Member, departmental organizational communication faculty search committee
- 1993-94 Elected Graduate Student Representative, Communication Studies Department, University of Kansas. Served as a voting representative at department faculty meetings.

School

- 2004-2005 Member, College of Liberal Arts and Sciences Academic Misconduct Panel
- 2002-2004 Member, College of Liberal Arts and Sciences Committee on the Budget
- 2004 Member and acting chair, search committee, Academic Advisor, KU Edwards Campus College Graduate programs
- 2001-2007 Member, Phi Beta Kappa selection committee
- 2001-2002 Marshall, CLAS Masters Hooding Ceremony
- 1994-95 Graduate Representative, College Assembly, College of Liberal Arts and Sciences, University of Kansas.

University

- 2007 Presenter, "Approaches for Large Classes," Teaching Summit, University of Kansas, August
- 2005-2006 Lead, Large Class Proseminar, Center for Teaching Excellence, University of Kansas
- 2005 Presenter, "Construct Maps as a Means to Illustrate Students' Critical Thinking," KU Summit 2005, University of Kansas, August
- 2005 - 2007 Presenter, "Young Age as an Advantage," all-University GTA Training, University of Kansas, August
- 2005 Facilitator, "Best Practices for Large Classes," Center for Teaching Excellence, February
- 2004 Member, University Internal Communication Team, addressing communication between faculty and administration
- 2004 Member, search committee for Continuing Education associate dean for distance education.
- 2004 Presenter, "Organizational Culture and Communication," Self Fellows Program, January 14.
- 2004-2006 Presenter, "Young Age as an Advantage," GTA Training, Center for Teaching Excellence, August, February, August.
- 2004 Presenter, "Academic Integrity and Writing," Center for Teaching Excellence GTA training, March.
- 2003 - 2004 Facilitator, "Difficult Students," Center for Teaching Excellence GTA training, September and February.
- 2003 Facilitator, "Using Technology to Facilitate Active Learning," KU Summit 2003, Center for Teaching Excellence, August.
- 2002 Presenter, "Concept Mapping," Center for Teaching Excellence Lunch and Discussion, October
- 2002 Presenter, "Sexual Harassment," KU Business Honor Society, March
- 2000 Presenter, "Community Building in the Scholarship of Teaching and Learning." All-University Teaching Summit III, University of Kansas
- 1999-2001 Member, Edwards Campus grievance committee
- 1999 Member, KU Edwards Campus search committee for Graduate Recruiter
- 1994-1997 Presenter, "Effective Presentations" at University-wide Graduate Teaching Assistant

Training, University of Kansas.

1996-1998 Member, Graduate School Awards Committee, University of Kansas.

1995-1997 Member, Leadership Academy Task Force, a University-wide planning group for outreach and interdisciplinary efforts, University of Kansas.

Professionally-related service outside the university

Local, state and regional

2008 Facilitator at the 2009 National CASTL Institute, Creighton University, June

2005 Presenter, Kansas Honors Program, Hiawatha, March

2004 Facilitator, process improvement planning, Stamp Fulfillment Services, a division of the U.S. Postal Service, September.

1999 Speaker, All-School Symposium, Bishop Seabury Academy, October

1999 Presenter, "Sharpening Your Writing Skills," Kansas Department of Human Resources Managers' Meeting, May 5-6, Topeka

1998 Facilitator, annual planning retreat, Friends of the Spencer Museum, Lawrence, KS, August 22.

1998 Presenter "Audience-Centered Communication" and "Executive Grammar Review," Kansas Department of Human Resources Annual Meeting, Topeka, KS, October 13.

1998 Presenter, "Audience-Centered Communication," Kansas Department of Emergency Preparedness Retreat, Topeka, KS, July 8.

1998 Presentation of "New Communication Technologies," International Association of Business Communicators, Kansas City, MO, March 31.

1997 Guest lecturer, graduate seminar on Information Transfer, Emporia State University, November 16.

1997 Presenter, "Second-Level Effects of New Communication Technologies," American Business Women's Association, Leavenworth, KS, June 17.

1997 Presenter, "Second-Level Effects of New Communication Technologies," International Business Communicators Association, Overland Park, KS, June 26.

1996 Presenter, "New Communication Technology and the Workplace," Spring 1996 Professional Conference of State Government, sponsored by the State of Kansas Department of Administration, Topeka, KS, May.

1995 Keynote speaker, Women's Leadership Conference, University of Kansas, November 12.

National

- 1999-2009 Peer reviewer, *Educational Technology and Society*
- 2007 Member, Editorial Board, *Southwestern Mass Communication Journal*
- 2007 Peer reviewer, *Arts and Humanities in Higher Education*
- 2007 Peer reviewer, *Human Relations*
- 2007 Peer reviewer, *Communication Yearbook*
- 2006 Peer reviewer, *Human Communication Research*
- 2006 Peer reviewer, *Women's Studies in Communication*
- 2005 Peer reviewer, *Electronic Journal of Communication*
- 2000-2005 Peer reviewer, *Management Communication Quarterly*
- 2004 Peer reviewer, *The Information Society*
- 2003-2004 Peer reviewer, *Communication Education*
- 2002 Peer reviewer, *Journal of Applied Communication Research*
- 2002 Peer reviewer, *Southern Communication Journal*
- 1999-2007 Peer reviewer, *Educational Technology and Society*
- 2006, 2007 Paper reader, Organizational Communication Division, National Communication Association
- 2006 Respondent, Organizational Communication Division, National Communication Association
- 2005 Respondent, Scholarship of Teaching and Learning interest group, National Communication Association, Boston, November
- 2004 Member, selection committee, International Communication Association Organizational Communication awards for scholarship
- 2004 Respondent, Organizational Communication Division, National Communication Association, Chicago, November
- 2004 Paper reader, Human Communication and Technology Division, National Communication Association, Chicago, November.

- 2003 Paper reader, Instructional and Developmental Communication Division, National Communication Association, November
- 2003 Respondent, Human Communication and Technology panel, International Communication Association meeting, May
- 2003 Paper reader, ICA Human Communication and Technology Division
- 2003 Paper reader, Scholarship of Teaching and Learning interest group, National Communication Association
- 2002 Paper reader, NCA Human Communication and Technology interest group
- 2002 Web coordinator, American Association on Higher Education, Diversity Community of Practice
- 2000 Respondent, Organizational Communication Division panel, Annual Meeting of the International Communication Association, Washington, D.C.
- 2001 Paper reader, Instructional and Developmental Communication Division, annual Conference of the International Communication Association, Washington, DC
- 2000 Respondent, Organizational Communication Division panel, "When things go wrong: Face-threatening communication in organizations," Annual Meeting of the National Communication Association, Seattle, WA
- 2000 Elected paper reader, Organizational Communication Division, Annual Conference of the National Communication Association, Seattle, WA
- 2000 Paper reader for First Annual Convention of Association of Internet Researchers
- 1999 Discussion leader, Organizational Communication Pre-Conference, Annual Conference of the International Communication Association, San Francisco.
- 1999 Respondent, Organizational Communication Convention Panel, National Communication Association meeting, Chicago, IL
- 1996, 1999 Elected paper reader, Organizational Communication Division, Annual Conferences of the International Communication Association.
- 1997 Panel chair, Communication and Technology for Sustainable Communities. National Communication Association Annual Meeting, Chicago, IL, November
- 1997 Discussion leader, Organizational Communication Pre-Conference, Annual Conference of the International Communication Association, Montreal.
- 1996 Editor of Abstracts of Division IV, Organizational Communication Division, for the Annual Conference of the International Communication Association, Chicago.

1995 Co-editor with Julie Billingsley, Abstracts of Division IV, Organizational Communication Division for the Annual Conference of the International Communication Association, Albuquerque, NM

PROFESSIONAL ORGANIZATIONS

1991-present National Communication Association
International Communication Association
Academy of Management

2004-present International Society for the Scholarship of Teaching and Learning