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EDUCATION

- 1985 Doctor of Philosophy, Bowling Green State University
 Area - Interpersonal and Public Communication
 Cognate – Statistics, Programming, Sociology
- 1982 Master of Arts, Bowling Green State University
 Area - Interpersonal and Public Communication
- 1981 Bachelor of Arts, The Ohio State University
 Area - International Relations

EMPLOYMENT

- 1998 - Present *Full Professor*, Department of Communication Studies
 Eastern Illinois University
- 2003 – 2012 *Chair*, Department of Communication Studies
 Eastern Illinois University
- 2001 - 2003 *Acting Chair*, Department of Speech Communication
 Eastern Illinois University
- 1994 - 1998 *Associate Professor*, Department of Speech Communication
 Eastern Illinois University
- 1989 - 1994 *Manager, Staff Organizational Development*
 Quality Administrator
 Human Resources Development, University of Hartford
- 1992 - 1994 *Part-time Instructor*, Department of Communication,
 Central Connecticut State University
- 1989 - 1993 *Part-time Instructor*, University of Connecticut,
 Hartford Campus

1989 - 1993	<i>Adjunct Faculty</i> , Department of Communication, University of Hartford
1988 - 1989	<i>Manager, Staff Training and Development</i> Human Resources Development, University of Hartford
1989	<i>Part-time Instructor</i> , University of Connecticut, Waterbury Branch
1987 - 1988	<i>Visiting Professor</i> , Department of Communication Sciences, University of Connecticut
1984 - 1987	<i>Assistant Professor</i> , Department of Speech, Marshall University
1983 - 1984	<i>Part-time Instructor</i> , Owens Technical College
1982 - 1984	<i>Graduate Teaching Fellow</i> , Department of Interpersonal and Public Communication, Bowling Green State University
1981 - 1982	<i>Graduate Teaching Assistant</i> , Department of Interpersonal and Public Communication, Bowling Green State University

INSTRUCTIONAL ACTIVITIES

Undergraduate

Organizational Communication	Small Group Communication
Communication and Conflict	Business and Professional Communication
Communication Theory	Persuasive Communication
Public Speaking	Principles of Communication
Interpersonal Communication	Intercultural Communication
Research Methods	Communication Training and Development
Media on the Internet	Myth, Culture, and Society
Networking and Multimedia Design	Computer-mediated Communication
Communication and Social Media	Applied Communication
Dispute Resolution	Communication, Orgs and their Environments

Graduate

Organizational Communication	Small Group Communication
Communication and Conflict	Interpersonal Communication
Communication Theory	Seminar in Mass Communication
Quantitative Research Methods	Communication Training and Development
Leadership	Marketing Communication
Introduction to Graduate Study	Computer-mediated Communication

PROFESSIONAL MEMBERSHIPS

Central States Communication Association
National Communication Association

RELATED ACADEMIC ACTIVITY

Academic Assignments

Peer-Mentor Facilitator, Eastern Illinois University, 2013

Honors Faculty, Eastern Illinois University, 1994 - present

Graduate Faculty, Eastern Illinois University, 1994 - 2012

Study Abroad, Department of Communication Studies, Eastern Illinois University

Site Visit, New Zealand and Australia, Summer 2006

Faculty-led Study Abroad Program, (graduate students) New Zealand and Australia,
Summer 2009

Faculty-led Study Abroad Program, (undergraduate students) New Zealand and Australia,
Summer 2010, 2011, 2013

Site Visit, Barbados, University of the West Indies, Fall 2012, Spring 2013

Co-advisor, Lambda Pi Eta, Communication Honorary. Department of Communication Studies,
Eastern Illinois University. 1998 - 2005

Administrator, Hadwiger Communication Laboratory, Department of Communication Studies,
Eastern Illinois University, 1998 - 2007

Webmaster, Department of Communication Studies, Eastern Illinois University, 1998 - 2009

Coordinator of the Graduate Program, Department of Speech Communication,
Eastern Illinois University, 1995 - 2001

Intern Coordinator and Advisor, Human Resources Development, University of
Hartford. For Graduate and Undergraduate programs in Psychology, Communication and
Management, 1989 - 1994

*Bachelor of General Studies Senior Project Evaluator and Internship
Coordinator*, University of Connecticut - Hartford Campus, 1990 - 1992

Director of the Center for Applied Communication, Marshall University, 1985 - 1987

Director of Individual Events, Marshall University, 1986 - 1987

Society of Yeager Scholars Professor, Marshall University, 1986 - 1987

Academic Advisor, Marshall University Forensics Union, 1986 - 1987

Co-Director, John Marshall High School Forensics Tournament, Marshall University, February, 1987

Director of Debate, Bowling Green State University, 1982 - 1983

Committee and Team Assignments

University Level - Leadership

Council of Chairs, Eastern Illinois University; Member 2001 – 2012; Secretary 2006; Vice-chair 2007 - 2008; Chair 2008 - 2009. Executive Committee 2007 - 2010

This council is the primary administrative group for academic department chairs to advance policy, advocate for actions, network, and coordinate concerns.

Radio/TV Advisory Board, Eastern Illinois University; member 1996 - 1997, 2001 - 2012, Chair 2001 - 2006, 2011 - 2012

The purpose of this board is to review services, facilities, budget, educational programming, distant learning initiatives, and policies of the Radio and Television Center and advise as to whether the educational needs of the University are being met.

Coleman Hall Building Coordinator, Eastern Illinois University; 2002 - 2012

The Building Coordinator receives and transmits information between building occupants and appropriate support units. The Building Coordinator gathers facts and disseminates information concerning the building he or she represents for students, the public, faculty, and staff who are affected by conditions that may arise.

Student Technology Fee Subcommittee, Eastern Illinois University; Member 2005 - 2010; Chair, 2006 - 2010

This committee is responsible for establishing policy for, evaluating use of, allocating over \$1 million per year in student technology fee funds and reporting to students on the use and effectiveness of those funds.

University Level - Membership

Teaching and Learning: Quality, Resources, and Support Subcommittee; 2013 – present

The 2014 North Central Association (NCA) Accreditation Subcommittee is charged with preparing materials for Criterion 3 (Teaching and Learning: Quality, Resources, and Support) of the North Central Association self-study.

Research & Creative Activity Advisory Board; 2013 – 2016

The Research and Creative Activity Advisory Board makes recommendations to the President on awards of President's Fund for Research and Creative Activity (PFRCA) that supports projects with the potential for significant external funding of research and/or scholarship.

Academic Program Elimination Review Committee; 2013 – Present

The Academic Program Elimination Review Committee provides recommendations to the Provost concerning academic programs/academic departments being considered for elimination or reorganization, which would result in the layoff of an employee.

Electronic Learning Materials Committee, Eastern Illinois University; 2012 –2013

This committee is responsible for making a recommendation to University academic committees and administration on how the institution should approach electronic learning materials including eBooks, software, and other available materials.

Academic Technology Advisory Committee, Eastern Illinois University; 2004 - 2012

This committee provides oversight, establishing policy and direction, coordinates with other campus constituents, commits resources and expenditure of University resources for academic technology needs.

Academic Technology and Instructional Support Subcommittee. Eastern Illinois University; 2010 - 2012

This committee provides a practical, problem-solving forum for instructional support and technical support staff. Investigates and recommends technological solutions related to instruction for the University. Past issues include course management and content management software, file sharing, wireless networking, and licensing.

Technology Enhancement and Management Committee, Eastern Illinois University; 2003 - 2012

This committee facilitates the adoption of technology on campus by funding new initiative and training opportunities, provides startup grants and encourages technology innovation.

University Naming Committee, Eastern Illinois University, 2008 - 2009

This committee is responsible for reviewing proposals for the naming of facilities at the University.

What can Banner do for you? Eastern Illinois University, 2008

This committee was responsible for reviewing current information and identifying new information access in the HRIS information system for various job functions within Academic Affairs.

Community College Teachers Symposium Planning Group, Eastern Illinois University, 2005

University Judicial Board, Eastern Illinois University; 1995- 1999

Graduate Assistant Initiative Committee, Eastern Illinois University; 1996

Campus and Community Affairs Advisory Group, University of Hartford; 1990 - 1994

University Process Improvement Teams, University of Hartford; 1992 - 1994

Campus Committee on Civil Behavior, University of Hartford; 1991 - 1992.

University Level - Search Committees

Radio/TV Center Manager, Eastern Illinois University 2005.

Assistant Director Alumni Relations, Eastern Illinois University 2004.

College Level - Membership

Administrative Council, Eastern Illinois University; 2001 - 2012.

Technology Committee, Eastern Illinois University; 1998 - 2000, 2007 - 2008.

College of Science Grievance Committee, Marshall University; 1986 - 1987.

College level - Search Committees

Academic Computing Support Specialist, Eastern Illinois University; 2002.
Director of Academic Computing and Information Technology, Eastern Illinois University;
 2000.

Department Level

Department of Communication Studies, Eastern Illinois University
 School of Communication Working Group, 2001 - 2002
 Department Chair Search Committee, 2000-2001
 Computer-mediated Communication Search Committee, Chair, 2000
 Departmental Self-Study Committee, 2000 - 2001
 Tenure and Promotion Committee, 2000
 Graduate Curriculum Committee, 1995 - 2001
 Strategic Planning Committee, 1994 - 1999
 Public Relations Committee, 1994 - 1999
 Education Certification Committee, 1994 - 1999
 Director of Forensics Search Committee, 1996
 Interpersonal Communication Search Committee, 1995 (2 positions).

Special Assignments, Department of Speech Communication, Eastern Illinois University
 Y2K Departmental Coordinator, 1999
 Computer Technology Coordinator, 1995 - 2001
 Alumni Reception Planner, 1997, 1999.

Department of Speech Communication, Marshall University
 Departmental Tenure and Promotion Committee, 1985 - 1986
 Comprehensive Examination Committee, 1985 - 1987
 Gannett Chair in Journalism Search Committee, Marshall University, 1986
 Undergraduate and Graduate Curriculum Revision Committee, 1986 - 1987.

Association Responsibilities

Vice-chair, proposed Association for Communication Administration Interest Group, National Communication Association. 2007 - 2008.

Secretary, Association for Communication Administration, Startup Advisory Committee,
 2006 - 2007.

Executive Board, Central States Communication Association, 2001- 2004.

Nominating Committee, Central States Communication Association, 2001-2002.

Technology Chair, Central States Communication Association, 2001- 2005.

Chair, Communication Theory Interest Group, Central States Communication Association, 1998-1999.

Vice-Chair, Communication Theory Interest Group, Central States Communication Association. 1997-1998.

Executive Committee, Eastern Communication Association, 1992 - 1993.

Workplace Literacy Conference Planning Committee, Hartford Consortium for Higher Education, 1990 - 1992.

Chair, Theory and Methodology Interest Group, Eastern Communication Association, 1989 - 1992.

Reader and Reviewer

Editorial Board

Human Communication Research, 2006, 2007.

Reviewer

Accounting Education, 2013.

Communication Theory, 2004.

The Illinois Speech and Theater Journal, 1997, 1998, 2002.

Oklahoma Communication Journal, 1995, 1996.

Textbook Reviewer

Wadsworth Publishing Company, 1998.

Houghton Mifflin Company, 1998.

McGraw Hill Publishers, Inc. 1995.

Reader

Association for Business Communication Interest Group, 2007, 2008

National Communication Association

Human Communication and Technology Division, 2008.

National Communication Association

Communication Theory Interest Group

Central States Communication Association, 1995, 1997, 1999.

Organizational and Professional Communication Interest Group

Central States Communication Association, 1996, 1997.

Student Section

Speech Communication Association, 1994.

Theory and Methodology Interest Group

Eastern Communication Association, 1990.

Respondent and Panel Chairperson

Ethnography from business and non-profit organizations. National Communication Association Convention, Seattle, WA, November 11, 2000.

Top Papers in Communication Theory. Central States Communication Association, Detroit, MI, April 13 - 16, 2000.

Prospecting for the Future: Some Trends for Computer Mediated Communication in the 21st Century. Central States Communication Association, Detroit, MI, April 13 - 16, 2000.

A Madness to the Method: Untangling the Process and Outcomes of Computer-mediated Qualitative Data Analysis. Central States Communication Association, Detroit, MI, April 13 - 16, 2000.

Russia in Transition: Studies in the Development of Business Discourse in Organizational Communication. National Communication Association, Chicago, IL, November 7, 1999.

Beam me up Professor: Communication Classrooms in the Twenty-first Century. Central States Communication Association, St. Louis, MO, April, 1999.

Critical Theoretical Approaches to Research Questions: Competitive Papers in Communication Theory. Central States Communication Association, Chicago, IL, April, 1998.

Surfing the Internet and other Related Dramas, Part II. Central States Communication Association, St. Louis, MO, April 9 - 13, 1997.

Surfing the Internet and other related dramas. Central States Communication Association Convention, St. Paul, MN, April 17-21, 1996.

Occupational/Organizational Culture, Popular Culture Association, Philadelphia, PA, April 12 - 15, 1995.

The Reflecting and Shaping of Societal Values Through Communication. Eastern Communication Association, New Haven, CT, April 29, 1993.

Information Seeking and Computer Mediated Communication. Speech Communication Association, Chicago, IL, October 29, 1992.

Competitive Papers in Theory and Methodology: Communication Strategies and Persuasion. Eastern Communication Association Convention, Portland, MA, April 30 - May 2, 1992.

Competitive Papers in Theory and Methodology I. Eastern Communication Association, Pittsburgh, PA, April 25 - 28, 1991.

Building the "New" from the "Old": Family Research Inspired by Communication Theory. Eastern Communication Association, Pittsburgh, PA, April 25 - 28, 1991.

Competitive Papers in Theory and Methodology I. Eastern Communication Association Convention, Philadelphia, PA, April 18 - 23, 1990.

Theory and Method: An Applied Focus, Eastern Communication Association Convention, Ocean City, MD, May 3-6, 1989.

Communication, Conflict and Dealing with the Difficult Personality, Eastern Communication Association Convention, Syracuse, NY, May 18-21, 1987.

Methodological Concerns in the Classroom, Eastern Communication Association Convention, Atlantic City, NJ, May 1, 1986.

Workshops and Presentations

Academic Presentations and Colloquium

Issues in Communication Administration, National Communication Association Convention, San Diego, CA. November 22, 2008.

Behind the Scenes: What it takes to build and maintain a broadcast station Web sites, Broadcast Education Association, Las Vegas, NV, April 2007.

I Sing the Body Electric: An Evaluation of a rural health education program, Eastern Illinois University, November, 2005.

What can you do with a communication degree for Speech Communication Week, Department of Speech Communication, Eastern Illinois University, April 1, 1996.

Resume Writing Seminar, Thomas Hall, Eastern Illinois University, October 22, 1996.

Surfing the Internet, for Speech Communication Week, Department of Speech Communication, Eastern Illinois University, April 1, 1996.

Creating Departmental Homepages. A Technology Forum sponsored by Academic Computing, Eastern Illinois University, April 4, 1996.

Thinking about Graduate School. Department of Speech Communication, Eastern Illinois University, December 4, 1995.

Creating Practical Theory: Conversations, Grammars, and Moral Orders. Department of Speech Communication, Eastern Illinois University, November 7, 1995.

Short Courses

Using the Internet for Testing Purposes, Central States Communication Association, Chicago, April, 1998.

From Teaching to Training: Making the Transition from the Classroom to the Corporate Training Center. Applied Communication Interest Group Conference at the Speech Communication Association Convention, New Orleans, LA November, 1988.

Pragmatics of Communication Training: Hands on Issues. Applied Communication Interest Group Conference at the Speech Communication Association Convention, Boston, MA, November 5, 1987.

Non-Academic Presentations and Workshops

Strategic Planning for the Mortensen Library, University of Hartford, January 8-10, 2002.

Strategic Planning, Mond-Trailmobile, Toronto, Canada, November, 1999.

Meeting Management, Rotary Youth Leadership Training, Monticello, IL, 1997 - 2001.

Local and National Conflict Management Through Community Building. Rotary District Conference, May 1998.

I Sing the Body Electric, Illinois Rural Health Association Conference, Springfield, IL, March 25, 1998.

Regional Educational Technology Program, Regional Office of Education. Charleston, IL, March 20, 1998.

How to setup and manage CBT and WBT, East Central Illinois American Society for Training and Development. February 2, 1998.

The Structure and Role of Electronic villages in East Central Illinois, Illinois Consolidated Telephone Company, January 21, 1998.

Facilitator, Meet the Candidates, Martinsville Education Association, October 27, 1997.

Workshop Facilitator, Growth and Development Workshop, STRS
 Dealing with Difficult People, October 12, 1995
 Conflict Management, December 1, 1995
 Interpersonal Communication in the Work site, February 7, 1996
 Time and Stress Management, April 2, 1996.

Strategic Planning for the Mortensen Library, University of Hartford, January 4-6, 1995.

Training programs, University of Hartford 1987 - 1994. Annual schedule of 25 to 30 workshops.
 Topics included: total quality management; statistical process control; dealing with difficult people; supervisory development; performance management; team and meeting management; facilitation and conflict management.

University of Hartford Labor Negotiation Team 1987 - 1994
 United Auto Workers (first and second contract)
 United Plant Guard Workers of America (second contract).

Witness, Labor Arbitration, UAW vs. University of Hartford 1992.

Dealing with Difficult People. The Learning Exchange. July 28, 1994.

Dealing with Difficult People. The Learning Exchange and the Connecticut Department of Corrections. Norwich, CT June 9 - 10, 1994.

Dealing with Difficult People. The Learning Exchange. May 23, 1994.

Process Measurement. National Association of Fleet Administrators Conference, San Diego, CA, April 19, 1994.

Relationship Development for brokers. Advest, Inc. National Teleconference, March 23, 1994.

Successful Process Management. New Hampshire Purchasing and Material Management Association, Manchester, NH, March 5, 1994.

How to Management Successful Meetings. Student Leadership Conference, University of Hartford, January 29, 1994.

The Secret of Your Success: Building Relationships. Advest, Inc., National Sales Conference, Boston, MA, January 7, 1994.

How Can TQM Save Dollars, Create more Effective and Enjoyable Work? Region Nine Purchasing Conference, Leominster, MA, October 23, 1993.

How to Become more Effective Team Leaders. Student Leadership Conference, University of Hartford, September 18, 1993.

Mapping Strategies to Improve Effectiveness. National Association of Fleet Administrators, Hartford, CT, March 23, 1993.

Professional Communication Issues for Tax Assessors. 1989 Tax Assessor's School, June 7, 1989.

The Assessor as Instructor: Before the Public and Elected Officials. 1988 Tax Assessor's School, June 7, 1988.

Basic Communication Skills Development Program for Client Managers of the West Virginia Department of Health. A State-wide training program, 1987.

Dealing with Difficult People, The Center for Applied Communication, Marshall University, Multiple workshops in 1995-96.

Enhancing your supervisory skills, The Center for Applied Communication, Marshall University, Multiple workshops in 1995-96.

Other Activities

Member, I Sing the Body Electric Project Board. A Rural Teen Health Education Project. 1997 - present.

President, Eastern Coles County United Way Board, 1995 - 2001.

Member, Renaissance Project Board of Directors, Edinburg, Texas, 1997 - 2004.

Member, Emergency Food and Shelter Board, Charleston Illinois, 1996 - 2004.

Member, Newman Center Scholarship Committee, 2006 - present.

Rotary District 6940

Named New Rotarian of the Year, District 6490, 1995

Chair Public Relations Committee. 1998, 1999

Chair District Communication Committee. 2005

Webmaster. 1998 - 2006.

Charleston Rotary Club, Illinois, 1995 - 2012

President 2000 - 2001

Newsletter Editor 1998 - 2000

Vice-president 1999

Public Relations Committee, 1997 - 1999, 2006 - 2007.

Chair, International Student Community Support Group, 1998.

Member, International Student Community Support Group, 1996.

Member, Newman Center Grants and Foundation Fund Committee, 1996.

Chairperson, Human Rights Committee, New England Business Associates. 1988 - 1994.

Small business co-ownership and management. Elite Productions, Inc.

AWARDS

2007 Excellent Service to Nontraditional Students Award given to the Department of Communication Studies, Eastern Illinois University.

2006 Department Chair Leadership Award, Eastern Illinois University.

2004 Excellence in the Use of Technology Award, Eastern Illinois University.

1997 Eastern Illinois University Achievement and Contribution Award. Awarded for contributions in the areas of research, teaching, and service.

1997 Top Paper Award, Central States Communication Association. Co-authored with Angela Jacobs.

GRANTS (Total = \$811,948)

Academic – Research Grants (Total = \$48,800)

Study Abroad Development Grant, Eastern Illinois University, 2013 (\$3,000) Globalizing the Curriculum: University of West Indies.

Redden Foundation Grant, Eastern Illinois University, 2012 (\$1,300). Eye-guide tracker hardware and software.

Sarah Bush Lincoln Health System, Fall, 2002 - 2008 (\$5,000 per year). Continuation Grant: Validation of the ISBE Project, Co-investigators Julie Dietz and Kathy Phillips. Renewed annually for a total grant of \$45,000.

Presidential Research Award, Eastern Illinois University, Summer, 1996 (\$2,500). "A Textual Analysis of four labor disputes: Multiple voices and the creation of meaning."

Redden Foundation Grant, Eastern Illinois University, Summer, 1995 (\$500.00).

Faculty Development Grant, Marshall University, Spring, 1987 "Development of a Text in Business and Professional Communication," (\$1,500.00).

Summer Research Grant, Marshall University Foundation, Summer 1986 (\$2,000.00). "An Investigation into the Nature of Shyness and Other Related Constructs."

Faculty Development Grant, Marshall University, Spring, 1986 (\$1,500.00), "Development of a Text in Business and Professional Communication."

Summer Research Grant, Marshall University Foundation, Summer 1985 (\$1,500.00). "Evaluating Teaching Effectiveness: A Methodological Approach,"

Academic – Administrative Grants (Total = \$791,438)

External Grants (Total = \$198,238)

Illinois Arts Council, 2003 Fund International Speakers (\$2,000).

Sarah Bush Health Foundation, 1999 - 2004 (\$6,300). I Sing the Body Electric Graduate Assistantships

Office of Safety Programs, Summer 2001 (\$6,300), Graduate Assistantship.

Illinois Consolidated Telephone Company Spring 1999 (\$17,500 In kind). Project Access.

Lumpkin Foundation. Spring 1999 (\$8,000). Walking the Talk: encouraging community-based dialogues on volunteerism.

Lumpkin Foundation. Spring 1998 (\$10,800). Walking the Talk: encouraging community-based dialogues on volunteerism.

Illinois Consolidated Telephone Company. Spring 1998 (\$11,585). Our Community Online Web Site.

Health Resources and Services Administration, Fall 1997 (total grant \$289,330) shared by five project partners. Departmental allocation \$68,700. I Sing the Body Electric. Rural Teen Health Education.

Illinois Department of Public Health, Spring 1998 (Total grant \$66,494) shared by five project partners. Departmental allocation \$10,353. I Sing the Body Electric. Rural Teen Health Education.

Internal Grants (Total = \$488,190)

ATAC Funds Spring 2012 (\$33,980) Hadwiger Laboratory Hardware upgrades.

TEAM Grant, Hadwiger Communication Laboratory, \$23,600, 2009.

Hadwiger Communication Laboratory Upgrade Project 2005 - 2007
(\$359,000). Eastern Illinois University.

TEDE Funds Fall 2000 (\$7,800) Avid Edit System (with Mike Bradd)

ATAC Funds Spring 2001 (\$8,000). Hadwiger Laboratory Software upgrades.

ATAC Funds Funds Fall 2000 (\$7,500) Portable Projection System.

ATAC Funds Funds Fall 2000 (\$7,500) Portable Projection System.

ATAC Funds Spring 2000 (\$30,600) Hadwiger Laboratory Upgrades.

ATAC Funds Spring 2000 (\$10,210) Multimedia Classroom.

Non-Academic Grants (Total = \$105,000)

The Charleston Charitable Trust Fund, October 1995 - October 2001. (\$15,000 each year) for the Eastern Coles County United Way.

PUBLICATIONS

Academic

Evaluation of "I Sing The Body Electric" - Innovative adolescent health education program (2007). *Electronic Journal of Health Education*. Co-authored with Kathy Phillips and Julie Dietz.

Communication apprehension in upper level accounting students: An assessment of skill development. (2001). *Journal of Education for Business*. Co-authored with Tim Mills.

Surfing the Internet and other related dramas. (1998). *Speech Communication Teacher*. Co-authored with John Parrish-Sprowl and Rod Carveth.

Chinese Students' Recognition of Typical American Cultural Situations: Implications for English as a Second Language Instruction. (1997). *Journal of the Illinois Speech and Theater Association*. Co-authored with He-ping Cheng.

Decreasing Employment Process cycle Time: A Case Study. In Morgan, & Smith, J. E. (1996) *Staffing the New Workplace: Selecting and Promoting for Quality Improvement*. Milwaukee, WI: ASQC Quality Press.

How to Flow Chart your way to Process Efficiencies. *Fleet Executive* (November, 1994).

Managerial Strategies for Dealing with Difficult Subordinates. *The Southern Communication Journal*. (Spring, 1993). Co-authored with Craig Monroe and Vince DiSalvo.

Communication Apprehension among High School Dropouts. *The School Psychologist* (March, 1992). Co-authored with Craig Monroe and Robert D. Burrell.

Conflict Behaviors of Difficult Subordinates: Effects of Gender. *The Southern Communication Journal*. (Fall, 1990). Co-authored with Craig Monroe, Vince DiSalvo, and James Lewis

Evaluating Teaching Effectiveness: A Methodological Approach. *Bulletin of the Association of Communication Administrators*. (1989). Co-authored with Craig Monroe.

Conflict Behaviors of Difficult Subordinates. *The Southern Communication Journal*. (Summer, 1989). Co-authored with Craig Monroe and Vince DiSalvo.

Communication Apprehension and Avoidance of Post-Secondary Education. *The School Counselor*. (November, 1988). Co-authored with Craig Monroe.

Proprietary

Department of Communication Studies Program Information (2010, 2012, 2013) – eBook publication.

Department of Communication Studies Self-study, Lead Author, Fall 2007.

I Sing the Body Electric evaluation report: Year three. (2007) Sarah Bush Lincoln Health System. Co-authored with Julie Dietz and Kathy Phillips.

I Sing the Body Electric evaluation report: Year two. (2006) Sarah Bush Lincoln Health System. Co-authored with Julie Dietz and Kathy Phillips.

I Sing the Body Electric evaluation report: Year one Follow-up. (2005) Sarah Bush Lincoln Health System. Co-authored with Julie Dietz and Kathy Phillips.

I Sing the Body Electric evaluation report: Year one. (2004) Sarah Bush Lincoln Health System. Co-authored with Julie Dietz and Kathy Phillips.

Department of Communication Studies Procedures Manual, 2002 - 2010

Department of Speech Communication Self-study, Lead Author, Spring 2001.

EIU-CMN Corporate Community: A Corporate Communication Simulation. (2001). Co-authored with Melanie Mills.

Total Quality Management at the University of Connecticut. University of Connecticut (1996).

Process Management for the Quality Program Impaired. (1994) National Association of Fleet Administrators.

The Facilitator's Handbook. University of Hartford (1993).

The Leader's Packet: Forms and tools to Assist the Team Leader in Coordinating a Team for the First Time. University of Hartford (1993).

University of Hartford New Employee Orientation Program Manual. University of Hartford (1993).

A Handbook for Staff. University of Hartford (Revised 1993).

Total Quality Management at the University of Hartford. University of Hartford (1992).

Forms and Procedures Manual (1st & 2nd ed.). University of Hartford (1989 & 1992).

Dialogue for Direction: Performance and Salary Review at the University of Hartford.
University of Hartford (1990).

Orientation: Employment Interviewing and the Orientation Process at the University of
Hartford (1st & 2nd Ed.). University of Hartford (1990 & 1992).

Basic Communication Skills Development Program for Client Managers of the West
Virginia Department of Health. Co-authored with Craig Monroe (1987).

Proceedings

Turning the Titanic: Reinvigorating the academic department. The Academic
Chairpersons Conference, February, 2007.

Dissertation

"A Rose by any other name is *Not* a Rose: An Examination into the Nature of Shyness
and other Related Constructs." Advisor: Raymond K. Tucker.

Directed Student Research

Theses

Cartledge, J. (2002). Is the Internet displacing other types of media? Eastern Illinois
University, Unpublished Master's Thesis.

Cheng, H. (1996). English proficiency and intercultural communication: A study of
Chinese students ability to adapt to American culture. Eastern Illinois University,
Unpublished Master's Thesis.

Farlow, D. (1999). Demonstrating loss of control over technology: A Narrative criticism.
Eastern Illinois University, Unpublished Master's Thesis.

Hazelwood, J. (2002). Anger in black and white: A meta-analysis. Eastern Illinois University,
Unpublished Master's Thesis.

Hlavac, D. (1997). Coopertition: Competitive communication behavior during a
cooperative task. Eastern Illinois University, Unpublished Master's Thesis.

Jacobs, A. (1996). Families and the co-construction of shared experience: A narrative
approach. Eastern Illinois University, Unpublished Master's Thesis.

- Johanpeter, B.. (1998). Integrating web-based training into communication scholarship of computer-mediated communication. Eastern Illinois University, Unpublished Master's Thesis.
- Jones, J. (2002). The rural public television system: The paradox of identity and role. Eastern Illinois University, Unpublished Master's Thesis.
- Kapasi, F. (1996). The role of information and voting cues in the decision-making process of the Illinois Legislators 89th General Assembly. Eastern Illinois University, Unpublished Master's Thesis.
- Martinez, C. (2002). Connecting people: An exploration of building an intranet through autoethnography. Eastern Illinois University, Unpublished Master's Thesis.
- Muhr, A. J. (2000). Embraced: Community and the power of story. Eastern Illinois University, Unpublished Master's Thesis
- Saiani, B. (1997). The inexorable work life of Manoel de Oliveira: Addressing the trends and movements of the 20th Century as a form of understanding the European Film Industry. Eastern Illinois University, Unpublished Master's Thesis
- Shannon, M. (2001). CMC technology in the classroom: A look from a professors point of view. Eastern Illinois University, Unpublished Master's Thesis

Creative Theses

- Brown, T. (2010). Study Abroad Promotional Program. Eastern Illinois University.
- Casey, L. (2006). WEIU Summer Internship Orientation Program. Eastern Illinois University.
- Strong, R. (2010). Hadwiger Laboratory Training Program. Eastern Illinois University.

Creative Projects

- Calendine, J. (2002). Department of Communication Online Orientation Program.
- Parker, J. (2001). An online tutorial and testing system for the Department Lab.
- Rosolowski, S. (2001). Web site, direct mail, and business plan for a public relations firm.
- Blocker, S (2001). Web site, direct mail, and business plan for the University of Chicago Radiology Department.
- Boruhkovich, Y (2001). Web site, direct mail, and business plan for the University of Chicago Radiology Department.

Graduate Student Research

Gruner, S. (2012). An American Female Study Abroad Group in Ireland and Northern Ireland: Their Perceptions of How Others View Them.

Hensley, B. (2009). Intercultural competence and short-term study abroad: One month in New Zealand and Australia.

Undergraduate Student Research

_____ (2013). Does Disney discriminate: the princess and space allocation at Walt Disney World. CMN 4172 student class project.

Bazhenow, L. (2008). The social uses of gossip: Small talk among college students. Unpublished undergraduate honor's thesis.

Ciciora, J. (2011). Security in New Zealand and Australia versus the USA. Supervised with L. Bryan.

Dormagen, J. (2007). Student awareness of local and global environmental issues.

Eckhouse, N. (2011). Cultural Differences in Emergency Preparedness in high risk environments; New Zealand and Australia. Supervised with L. Bryan.

Glaze, K. (2010). The relationship between background music and customers behavior in restaurants and shops. Supervised with M. Mills. Supervised with M. Mills.

Kavanaugh, K. (2011). International dance culture and body movement/language. Supervised with L. Bryan.

Krosher, K. (2011). The changes of communication and interaction between individuals during mealtime. Supervised with L. Bryan.

McElhenny, S. (2011). Energy systems and renewable energy in New Zealand.

White, E. (2011). Restaurant communication styles in New Zealand and Australia. Supervised with L. Bryan.

Undergraduate Student Creative Projects

_____ (2014). Communication theory smartphone application. Internship project.

_____ (2013). Understanding the Digital Native in the Classroom: More of the same or something different? CMN 4651 Student Class project.

Boro, S. (2010). A visual representation of hostels in New Zealand and Australia. Supervised with M. Mills.

Huddelston, M. (2012). Broadcast News Production and Ethics: Video and textual examples.

Hurley, B. (2011). Expression of non-verbal communication through photography. Supervised with L. Bryan.

Luber, N. (2011). Sounds of New Zealand. Supervised with L. Bryan.

CONVENTION PAPERS

I sing the body electric: Health prevention and resiliency through engagement in the arts National Communication Association Convention, Chicago, IL, Nov 15-18, 2007. Co-authored with Kathy Phillips, and Julie Dietz.

I sing the body electric: Innovative adolescent health education program. IAHPERD conference, October 2007. Co-authored with Kathy Phillips, and Julie Dietz.

Motivating and inhibiting factors Influencing higher education faculty like's and dislikes for computer-mediated or online education. National Communication Association Convention, San Antonio TX, Nov 16-19, 2006. Co-authored with Andrew Robinson.

Evaluation of "I Sing The Body Electric:" Innovative adolescent health education program. 2003 AAHPERD National Convention and Exposition, Philadelphia PA., April 1-5, 2003.

Issues of construct validity in the use of extant measures in cross-cultural research on communication anxiety. International Communication Association, Seoul, Korea, July, 2002. Co-authored with Craig Monroe.

Student (re)constructions of the technology class based upon skill level. Central States Communication Association Convention, April 6, 2001.

Creating virtual teams: Learning about the future of communication the hard way. Co-authored with Peggy Byers and John Parrish-Sprowl. National Communication Association Convention, Seattle, WA, November 9, 2000.

An analysis of a data set using CATPAC software, Central States Communication Association, Detroit, MI, April 13 - 16, 2000.

Surfing the Internet IV: The difficulties in studying CMC. Central States Communication Association, Detroit, MI, April 13 - 16, 2000.

The twenty-first century classroom. Central States Communication Association, St. Louis, April 1999.

The arf and barf: Local car hops and the 21st Century. Pre-conference: All About Food And Conversation: an Ethnography Workshop on Daily Consumption And Informal Dialogue. National Communication Association, Chicago, November 2, 1999.

Using an Internet chat room for interactive debate in the organizational communication class. Central States Communication Association, Chicago, April 1998.

A textual analysis of four labor disputes: multiple voices in the creation of meaning. Popular Culture Association, Orlando, April 1998.

- Film and the Internet: Multiple media in support of instruction. National Communication Association Convention, Chicago, November 22, 1997. Co-authored with John Parrish-Sprowl.
- Foster families and the co-construction of shared experiences: A narrative approach. Central States Communication Association Convention, St. Louis, MO, April 9 - 13, 1997. Co-authored with Angela Jacobs. Ranked #2 of 28 papers.
- Chinese students' recognition of typical American cultural situations: Implications for English as a second language instruction. Central States Communication Association Convention, St. Louis, MO, April 9 - 13, 1997. Co-authored with He-ping Cheng.
- Comparing organizational and occupational cultural paradigms. Central States Communication Association Convention, St. Louis, MO, April 9 - 13, 1997.
- The use of the Internet for intercultural instruction. Central States Communication Association Convention, St. Louis, MO, April 9 - 13, 1997.
- Curricular integration using computer-mediated communication: A follow-up. Central States Communication Association Convention, St. Louis, MO, April 9 - 13, 1997. Co-authored with John Parrish-Sprowl.
- Comparing organizational and occupational culture paradigms. Popular culture Association, March 26-29, 1997.
- Surfing the Internet and other related dramas. Central States Communication Association Convention, Saint Paul, MN. April 17 - 21, 1996. Co-authored with John Parrish-Sprowl and Rod Carveth.
- The fall of another American mythic tradition: The construction of Major League Baseball as an economic enterprise. The Popular Culture Association Convention, Las Vegas, NV. March 25 - 28, 1995. Co-authored with Doug Bock.
- Occupational culture: Two case studies of employment decision-making in higher education. The Popular Culture Association Convention, Las Vegas, NV. March 25 - 28, 1995.
- The evolution of the college administrator as an occupational culture: Theoretical and practical concerns. The Popular Culture Association National Convention, Philadelphia, PA, April 13, 1995.
- Managerial strategies for dealing with difficult subordinates. Co-authored with Craig Monroe and Vince DiSalvo. A competitive paper ranked 8 out of 55. Speech Communication Association Convention, Chicago, IL, October 29, 1992.
- A reconceptualization of difficult communication behaviors. Co-authored with Craig Monroe. Eastern Communication Association Convention, Portland, MA., April 30, 1992.
- Communication apprehension among high school dropouts. Co-authored with Craig Monroe and Robert Burrell. Eastern Communication Association Convention, Pittsburgh, PA, April 26, 1991.

Relational warrants in organizational argumentation. Co-authored with Craig Monroe and Bertram Gross. A competitive paper presented at the Speech Communication Association Convention, Chicago, IL, November 1, 1990.

Interactive effects of gender upon conflict between supervisors and difficult subordinates: a log linear analysis. Co-authored with Craig Monroe and Vince DiSalvo. A competitive paper presented at the Speech Communication Association Convention, San Francisco, CA, November 18, 1989.

Bridging the cognitive-experiential gap: Role playing as a teaching/training strategy. Co-authored with Craig Monroe and Cam Brammar. West Virginia Communication Association, Huntington, WV., 1989.

The decline of the middle manager: organizational and American cultural implications. Presented at the Popular Culture Association National Convention, April 5-9, 1989.

Communication apprehension and avoidance of post-secondary education. Co-authored with Craig Monroe. Presented at the Speech Communication Association Convention, New Orleans, LA, November 1988.

The impact of gender between supervisors and difficult subordinates. Co-authored with Craig Monroe and Vince DiSalvo. A competitive paper presented at the International Communication Association Convention, New Orleans, LA, May 29, 1988. Ranked 16 out of 71.

Conflict behaviors of difficult subordinates. Co-authored with Craig Monroe and Vince DiSalvo. A competitive paper presented at the Eastern Communication Association Convention, Baltimore, MD, April 29, 1988.

An experiential approach to the training of health care professionals. Co-authored with Craig Monroe. Paper presented at the Pre-conference Conference on the Pragmatics of Communication Consulting: Hands on Experience. Sponsored by the Speech Communication Association, Boston, MA, November 5, 1987.

Toward a systematic conceptualization of information load in sales communication. Co-authored with John Parrish Sprowl. Paper presented at the International Communication Association Convention, Montreal, Canada, May 22, 1987.

Dealing with the difficult personality. Co-authored with Craig Monroe. Paper presented at the Eastern Communication Association Convention, Syracuse, New York, May 17-21, 1987.

Occupations and organizational culture. An invited paper presented at the Popular Culture Association Convention, Montreal, Canada, March 25-29, 1987.

Humor as a form of cultural isolation: an analysis of West Virginia jokes and anecdotes. Paper presented at the Speech Communication Association Convention, Chicago, Illinois, November 13-16, 1986.

The culture/leadership interaction. Co-authored with Craig Monroe. An Analysis of a Cultural Intervention Program. Paper presented at the International Conference on Communication and Culture. Philadelphia, Pennsylvania, October 9-11, 1986.

Evaluating teaching effectiveness: a methodological approach. Co-authored with Craig Monroe. Paper presented at the Eastern Communication Association Convention, Atlantic City, New Jersey, April 30 - May 3, 1986.

When a movement stalls: Unification strategies in the Democratic Party. Co-authored with Catherine Wright. Paper presented at the Speech Communication Association Convention, Denver, Colorado, November 7-10, 1985.

A conflict approach to organizational culture. Co-authored with Melanie Bailey. Paper presented at the Eastern Communication Association Convention, Providence, Rhode Island, May 3-5, 1985.

Econometric modeling: a modern divination practice. Competitive paper presented at the Popular Culture Association Convention, Louisville, Kentucky, April 3-6, 1985.

A family affair: An analysis of the unification movement in the Democratic Party. Co-authored with Catherine Wright. Paper presented at the Popular Culture Association Convention, Louisville, Kentucky, April 3-6, 1985.

Health care communication: A review of research and practice. Co-authored with Craig Monroe. West Virginia Speech Communication Association, Ripley, WV., 1984.

Metatalk in arguments. Co-authored with Pamela Benoit and Shirley Drew. Paper presented at the Speech Communication Association Convention, Chicago, Illinois, November 4-7, 1984.

Prompting and shutting down arguments: strategies used by the social actor to initiate and terminate argument sequences. Co-authored with Pamela Benoit and Shirley Drew. Paper Presented at the Central States Speech Association Convention, Chicago, Illinois, April 6-8, 1984.

A mythical assessment of organizational culture. Co-authored with Melanie Bailey. Paper presented at the Burke Conference, Philadelphia, Pennsylvania, March 6-8, 1984.

Rhetorical situation: The views of Lloyd Bitzer and Kenneth Burke. Co-authored with Donald Enholm. Paper presented at the Burke Conference, Philadelphia, Pennsylvania. March 6-8, 1984.

Creative Activity

Websites

For profit Sites

Lincoln College
Gano Welding

Insurancebridge
Festival Sausage

Easy Living RV
Elite Productions

Cromwell Radio Group (The Party, Double Q, WMCI)
Lincweb Communications

Academic/Nonprofit Sites

Coles County Electronic Village	MidIllinois Big Brothers Big Sisters
Coles County Historical Society	The Volunteer Project
I Sing the Body Electric Web Site	Central States Communication Association
Department of Communication Studies Web Site	Rotarians Against Malaria
District 6490 Rotary Youth Exchange	
Rotary District 6490	
Association for Communication Administration	
The Rotary Club of Charleston Web Site	
Second Place, The Best of the Rotary Web 1996 International Competition	

Joomla Sites

EIU Communication Studies Advising and Internships (castle.eiu.edu/cmnninternship)
 EIU Communication Studies Hadwiger Communication Laboratory (castle.eiu.edu/commlab)
 EIU Communication Studies Intranet (castle.eiu.edu/cmnnintranet)
 Personal Website (castle.eiu.edu/borzi)

Webisodes

Executive Producer (Produced, directed and edited by Tasha Brown)

University of Otago	Studying Abroad
Studying in New Zealand and Australia	Massey University
Central Queensland University	Griffith University
Excursions	

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Excursions	

Writer, Producer, Director, and Editor

2011 Study Abroad Program: Intercultural Communication and Co-cultural Experiences
 (2010) Length: 4:15.

2013 Study Abroad Program: Intercultural Communication and Co-cultural Experiences
 (2011) Length: 4:57.

Research in Progress

High, low, and no tech: The impact of visual aids, technology use, and delivery method on recall and speaker credibility of college-aged individuals.

Role: Principle Investigator
 Co-Investigators: Rodney Marshall
 Status: Proposal submitted to IRB, data collection begins Fall 2013

Benchmarking the Communication Discipline in post-secondary institutions

Part I: Administrative Surveys
 Role: Principle Investigator
 Co-Investigators: None
 Status: Proposal submitted to IRB, Data collection begins Summer 2013

Part II: Faculty Surveys
 Role: Principle Investigator
 Co-Investigators: None
 Status: Proposal submitted to IRB; data collection begins Fall 2013

Intercultural differences in small business communication: Barbados and the United States

Role: Principle Investigator
 Co-Investigators: Kora Belgrave, UWI
 Status: Proposal submitted to IRB; data collection begins May 2013

The implications of self-managed work teams and problem-based instruction for post-secondary Education.

Role: Principle Investigator
 Co-Investigators: None
 Status: draft of IRB material; research outline and agenda complete

ISBE book-length Manuscript

Role: Principle Investigator
 Co-Investigators: Julie Dietz, Kathy Phillips
 Status: Manuscript outline complete; multiple sample chapters complete; proposal for additional research in draft form for IRB

What are you actually looking at: Implications of eye-glazing technology for interpersonal understandings of eye contact.

Role: Principle Investigator
 Co-Investigators: None
 Status: draft of IRB material completed, research outline and agenda complete, waiting on purchase of eye-glazing technology

Mental health, disabilities, family and school.

Role: Principle Investigator

Co-Investigators: None

Status: Auto ethnographic study, journal data collection ongoing.

Globalizing the curriculum: How to move from study abroad to international curriculum.

Role: Principle Investigator

Co-Investigators: None

Status: Auto ethnographic study, journal data collection ongoing.

ADDITIONAL TRAINING

Moving Methodology: 2012 Organizational Communication Division Preconference. National Communication Association Conference, November 2012.

Applied Organizational Communication: The Role of "Practicality" in Pedagogical and Empirical Approaches. National Communication Association Conference, November 2012.

Desire2Learn Regional User Forum, October , 2012.

Online Course Development Institute, Eastern Illinois University, October 2011 – March 2012.

Faculty Summer Institute, University of Illinois, June 2008.

Leadership: The Chairs' Role in Fostering Collegiality, Academic Chairpersons Conference, February 2007, Orlando, FL.

Program Level Assessment: Making it Work, Academic Chairpersons Conference, February 2007, Orlando, FL.

Changing leadership: Expectations for Chairs. Academic Chairs Conference, February 8-10, 2006, Orlando, FL.

Evaluating College Teaching, Academic Chairpersons Conference, February 2006, Orlando, FL.

Academic Chair retreats, 2000 - 2006. Eastern Illinois University, Charleston, Illinois.

Organizational Communication and Change: Challenges in the Next Century. February 11-13, 1996. Austin TX.

Creating Practical Theory: Conversations, Grammars, and Moral Orders. A workshop hosted by Baylor University, Southwest Texas University, and Texas A&M University. October 19 -21, 1995.

GOAL/QPC 10th Annual Total Quality Management Conference and Workshops, Boston, MA: November 11-13, 1993

GOAL/QPC 9th Annual Total Quality Management Conference and Workshops, Boston, MA:
November 11-13, 1992

TQM in Colleges and Universities: How to Make it Happen. Teleconference October 20, 1992

Statistical Process Control. Argyle and Associates, September 3-4, 1992.

Fourth Annual Symposium on Quality in Academe. July 2-4, 1992.

Xerox Quality Program, Demonstration Project, February 3-5, 1992

Establishing and Developing Self-Directed Workteams. GOAL/QPC, Metheun, MA: January 7-8, 1992.

The Role of Human Resources in Total Quality Management. Wyatt Company, November 15, 1991.
Goal/QPC 8th Annual Total Quality Management Conference and Workshops, Boston, MA:
November 11-13, 1991

Legal Strategies for Coping with Retrenchment. College and University Personnel Association.
Southern New England Chapter. April 12, 1991

Challenge of ADA, Making it Work for You. The Institute for Human Resource Development. May 5,
1990.

Pre-retirement Planning, AARP, July 4-6, 1989. Connecticut Business and Industry Association.

Legal and Legislative Updates for Connecticut. June 16, 1989.

How to Find, Recruit, Interview, and Select Employees, Bryant College, The Center for Management
Development. June 1-2, 1989.

Cultural Diversity in Student Affairs. Connecticut College Personnel Association, April 14, 1989.

Hardware and Software

Office applications

Adobe Creative Suite 3.0, 4.0, 5.5, 6.0, 6.5; Microsoft Office, Microsoft OneNote, Apple Pages,
Keynote, Numbers; Corel Wordperfect Suite; OpenOffice

Video and Audio Editing

Adobe Premiere, Prelude, Final Cut Pro Studio, iMovie, iPhoto, GarageBand.

Statistical and data analysis packages

SPSS, SAS, CATPAC, Numbercruncher

Presentation and Classroom Software

TurningPoint Anywhere and Responseware, Collaborate, WebCT, Desire2Learn, Illuminate,
Capture, Panopto, Kaltura

Server applications

Apache, Bind, Sendmail, Spamassin, MySQL, PHP, Mailman, Majordomo, Webmin, XAMPP,
MAMP, PHPmyadmin, Perl, Webalizer

Operating systems

FreeBSD, Red Hat, Windows OS (NT, 2000, 2003, XP, Vista, 7), MacOS (9.x, 10.x)

Web Design

Dreamweaver, Fireworks, Joomla, Photoshop, Bridge