Heather L. (Rosenfeld) Walter

## EDUCATION

The State University of New York at Buffalo

**Ph.D. in Organizational Communication 1999**

Chair: Dr. Frank Tutzauer

Committee: Dr. George Barnett, Dr. Gerald Goldhaber

**M.A. in Communication 1995**

**B.A. in Communication 1992**

## **PROFESSIONAL EXPERIENCE**

The University of Akron

Associate Professor of Organizational Communication May 2005 - present

Assistant Professor of Organizational Communication August 1999 – May 2005

Director of the School of Communication Nov 2017 - present

Assistant Director of the School of Communication May 2013 – August 2014

Graduate Coordinator May 2010 – May 2013

Center for Conflict Management Faculty Fellow April 2016 – present

## Washburn University

Visiting Lecturer of Communication Fall 1996 – Summer 1999

## SUNY Buffalo

Teaching Assistant Fall 1993 – Summer 1996

Research Assistant Fall 1992 – Spring 1995

## Goldhaber Research Associates

Researcher Fall 1992 – Spring 1993

## **TEACHING & ADVISING**

Courses developed and taught at the University of Akron **Communication in Organizations** (online and traditional) **Analyzing Organizational Communication** (online and traditional) **Interpersonal Communication**

**Interviewing**

**Small Group Communication Group Decision Making Communication & Conflict**

**Introduction to Graduate Studies** – MA level

**Mixed Methods in Communication Research (online and traditional)–** MA level

**Quantitative Methods in Communication –** MA level **Organizational Communication** – MA Level **Communication & Conflict** – MA Level

Courses taught at other Universities **Principles of Communication Organizational Communication Advanced Organizational Communication Mass Communication**

**Interpersonal Communication Advanced Interpersonal Communication Small Group Communication**

Teaching award & Honors

**2017 & 2006 National Residence Hall Honorary Favorite Teacher 2013 -- OCA’s Distinguished Teacher**

Program development

Developed new 100% online MA program in Strategic Communication

* Developed the proposed online MA program
* Provided outreach to interdisciplinary partners (Marketing and Sports Management)
* Created all curriculum proposals (1 new program, 4 mode changes for online , and 15 new courses with necessary materials).
* Completed Chancellor Committee for Graduate Studies Program Development Proposal
* Presented proposal in statewide hearing
* Developed marketing implementation plan
* Approved in March 2020

Teaching evaluations

Teaching evaluations for the years 1999-2007 were conducted with a high 1, low 5. This process flipped in 2007 to a high 5, low 1. All evaluation means have been recoded to match the high 5 and low 1. In most cases the departmental means was between 3.9 and 4.3, resulting in nearly 94% of all evaluations being better than the departmental mean for that semester. A summary of overall course evaluation means is below.



Teaching evaluations have been cataloged since 1999 and are available upon request.

Advising

As an extension of teaching graduate and undergraduate classes, extensive advising has been a regular part of UA life.

Undergraduate advising has included a variety of numbers of students depending on the year.

Advising has also included organizing, staffing, and working at School of Communication Advising Fairs.

The table below indicates the graduate students for whom I have either chaired or sat as a reading member of their MA thesis or project to completion. There are also many other students who have been advised and then either didn’t complete the program or switched to different advisor to pursue an area of expertise outside of my focus.

Advising

|  |  |
| --- | --- |
| *SERVED AS PRIMARY ADVISOR AND CHAIR* | *SERVED AS READER AND COMMITTEE MEMBER* |
| *2020* |  |  |  | Christina Gonzalez | PhD dissertation |
| *2019* | Elliot Georgiadis | MA Thesis |  |  |  |
| *2018* | Kaitlyn Bernauer Stephanie Gunnerson | MA Thesis MA Thesis |  | Ashley Nelson Toqa Hasaan | MA Thesis MA Thesis |
| *2017* |  |  |  | Courtney Sveda | MA Thesis |
| *2016* | Erin Deal | MA Thesis |  | Amy ZiemakRandi Hoy-Rappach | MA ProjectMA Thesis |
| *2015* |  |  |  | Kelly Meyers | MA Thesis |
| *2014* | Devon Skunta-Helmnick Amber GenetRokaih AlMuaallim | MA Project MA Project MA Project |  | Kara Gao | MA Thesis |
| *2013* | Amy Wingerter Kimberly DuCharmeStephanie Everett | MA Project MA ThesisMA Thesis |  | Shawn Starcher Vaughn MyersHeather Rule | MA Thesis MA ThesisMA Thesis |
| *2012* | Shekinah Korn Andrea MitchellCarmen Borzea | MA Thesis MA ThesisMA Project |  |  |  |
| *2011* | Joshua Vochko | MA Thesis |  | Christina Gonzalez | MA Thesis |
| *2010* |  |  |  | Elyse ParksJacqueline Tinnemeyer Abigail Keating | MA Project MA Project MA Project |
| *2009* | Nicole Gaitano | MA Project |  |  |  |
| *2008* | Jamie Aaronson | MA Project |  | Mili BanerjeeJennifer Barber | MA ThesisMA Thesis |
| *2007* | Sapna Sahadevan | MA Thesis |  |  |  |
| *2005* |  |  |  | Paul Madlock | MA Thesis |
| *2004* | Rhonda Williams Varide BhideRoxanne Hall | MA Project MA ProjectMA Project |  | Ivie Ero | MA Thesis |
| *2003* | Donna Burnside | MA Project |  |  |  |
| *2002* | Zeina Abumrad | MA Project |  |  |  |
| *2001* | Kristy Wisner Kristy SelbyDorian Poitier | MA Project MA ProjectMA Thesis |  |  |  |
| *2000* | Panitee Chatpolarak | MA Thesis |  |  |  |

**RESEARCH**

SCHOLARLY PUBLICATIONS – EDITED BOOKS, BOOK CHAPTERS & ARTICLES

**Walter, H.L. &** Rancer, A.S. (2021 in press). Doctors we like, and doctors we don’t: how nonverbal immediacy impacts patient satisfaction. In *Casing Nonverbal Communication* (Eds. C. Lieberman & J. Wrench), Dubuque, IA: Kendall Hunt Publications.

**Walter, H.L.** & Meluch, A.I. (2020). Human Resource Management. In *The Handbook of Media Management and Business* (eds. M. Mahoney & T. Tang), pp. 97-115. Rowan and Littlefield.

**Walter, H. L**. & Meluch, A.I (2020). Measurement in Organizational Communication. In *Communication Research Measures III: a sourcebook* (eds. E. Graham & J. Mazer), pp. 82-93. Routledge Taylor & Francis Group.

Profiles for *Communication Research Measures III: a sourcebook*:

**Walter, H. L**. (2020). Leader-Member Conversational Quality Scale. In *Communication Research Measures III: a sourcebook* (eds. E. Graham & J. Mazer), pp. 290-294. Routledge Taylor & Francis Group.

**Walter, H. L**. (2020). Organizational Assimilation Scale. In *Communication Research Measures III: a sourcebook* (eds. E. Graham & J. Mazer), pp. 315-320. Routledge Taylor & Francis Group.

**Walter, H. L**. (2020). Workplace Communication Behavior Inventory. In *Communication Research Measures III: a sourcebook* (eds. E. Graham & J. Mazer), pp. 515-520. Routledge Taylor & Francis Group.

Rancer, A. S. & **Walter, H.L.** (2019) Lauren’s Job Interviews: Nonverbal violations expectancy theory. In *Casing Communication Theory* (eds. C. Lieberman, E. George, T. Avtgis & A.S Rancer), pp. 207-216. Kendall Hunt Publications.

**Walter, H.L.** & Graham, E. (2016 with minor updated revision in 2018). *Converging Conversations across Contexts*: *an Introduction to Communication*. Cleveland, OH: August Learning Solutions.

**Walter, H.L.** (2016). “Organizational Communication” in *Converging Conversations across Contexts*: *an Introduction to Communication*. (eds H. Walter & E. Graham), pp. 103-119. Cleveland, OH: August Learning Solutions.

**Walter, H.L.** & Graham, E. (2015). *Introduction to Communication: Converging conversations across contexts*, Edited book published for use in the newly developed course in the School of Communication. Plymouth, MI: Hayden McNeil Publishing.

**Walter, H.L.** (2015). “Organizational Communication” in *Introduction to Communication: Converging conversations across contexts* (eds H. Walter & E. Graham), pp. 132-149. Plymouth, MI: Hayden McNeil Publishing.

Anderson, C.M. and **Walter, H. L.** (2012). “Servant Leadership: The story of Dr. Dan Damon.” In *Casing Organizational Communication* (ed J. Wrench), 105-111. Dubuque, IA: Kendall Hunt Publishing Company.

Meluch, A. and **Walter, H. L**. (2012). “Conflict management styles and argumentativeness: Examining the differences between face-to-face and computer-mediated communication.” *Ohio Communication Journal*. 50(1) 31-48.

Pipps,V., Lueck, T., and **Walter, H. L**. (July, 2012). "Adoption of Facebook in the Journalism Classroom: Effectiveness and Decision-Making." *Media Education Research Journal (MERJ) in print and online*. 3(1) 96-103.

**Walter, H. L.** (2010, 2005). The e-mails at the mental health clinic’s intake department. In J. Keyton & P. Shockley-Zalabek (Eds.), *Case Studies for Organizational Communication: Understanding Communication Processes, third edition*. New York, NY: Oxford University Press. (2nd and 3rd editions)

Pipps, V., **Walter, H**., Endres, K., & Tabatcher, P. (2009). Information recall of internet news: Does design make a difference? A pilot study. *Journal of Magazine & New Media Research*, *11*(1), 1-20. Retrieved from [http://aejmcmagazine.asu.edu/current-issue.html](https://exchange.uanet.edu/owa/redir.aspx?C=77e464fe153c45fe9fd4f3c42cd99d15&URL=http%3a%2f%2faejmcmagazine.asu.edu%2fcurrent-issue.html)

**Walter**, H. L., Anderson, C. M., & Martin, M. M. (2005). How subordinates’ Machiavellianism and motives relate to satisfaction with superiors. *Communication Quarterly*, *53*(1), 57-70.

Anderson, C. M., & **Walter, H. L**. (2004). The fun team. In J. Keyton & P. Shockley-Zalabek (Eds.), *Case Studies for Organizational Communication: Understanding Communication Processes, second edition*, Los Angeles, CA: Roxbury Publishing Company.

**Rosenfeld, H. L.** (2000). “Teaching Organizational Analysis” Electronic proceeding from Eastern Communication Association’s annual convention. ERIC Clearinghouse on reading, education, and communication.

Feeley, T. H., Tutzauer, F., **Rosenfeld, H. L**., & Young, M. J. (1997). “Cooperation in an infinite-choice, continuous-time prisoner’s dilemma.” *Simulation & Gaming,* 28(4), 442-459.

# SCHOLARLY PUBLICATIONS –INSTRUCTIONAL MATERIALS

**Walter, H.L**. (2010). The e-mails at the mental health clinic’s instructor’s guide. In J. Keyton & P. Shockley-Zalabek (Ed) *Instructor’s Manual for Case Studies for Organizational Communication: Understanding Communication Processes*. Online teaching manual available on <http://global.oup.com/us/companion.websites/9780195386721/>

Anderson, C. M., & **Walter, H. L.** (2004). The Fun Team: instructor’s guide. In J. Keyton & P. Shockley-Zalabek (Eds.), *Instructor’s Manual for Case Studies for Organizational Communication: Understanding Communication Processes*. Online teaching manual available only at [http://www.roxbury.net](http://www.roxbury.net/), Los Angeles, CA: Roxbury Publishing Company.

SCHOLARLY PRESENTATIONS

Graham, E.E., Tang, T., & **Walter, H.L.** (2020). “Research matters: teaching public speaking before and after the pandemic.” Kent State University Graduate Colloquium. Kent, OH. (October 2020).

**Walter, H. L.** (2018). Review, analysis, and recommendations for measurement in Organizational Communication. Part of a roundtable for *Measurement in Public Relations, Organizational, Sports, and Mass Communication Scholarship* at the annual National Communication Association’s annual convention in Salt Lake City, Utah (November 2018).

Strassle, C., Gamel, B., Hansen, D., Barloewen, M., Bellefeuille, M., Campbell, A., D’Agostino, E.D., Eddy, L., Franklin, J., Hinkle, P., Porco, K., Smith, M., **Walter, H.L.,** Danner, V., and Fink, A. (2017). “Advancing research that matters most to patients’ families: preliminary findings from the Insight CF Registry Research project.” Presented at the annual North American Cystic Fibrosis Conference. Indianapolis, IN. (November 2017).

**Walter, H.L.,** Stansberry, K., Golden, A.S., Gunnerson, S., & Hupp, C. (2015). “Chatter is the Matter: Examining the relationship between organizational social media sentiment and use, corporate reputation, and employee communication satisfaction.” Presented at the annual conference of the Eastern Communication Association in Philadelphia, PA (April 2015).

**Walter, H.L.** (2012). “The Social Network Analysis.” Presented as a part of the panel *Best Practices for Organizational Communication* at Central States Communication Association’s annual convention in Cleveland, OH (April 2012).

Pipps, V., Lueck, T, and **Walter, H.L**. (2012). “Facebook use in the classroom: A pilot study.” Presented as part of the panel *Using New Technology in the Classroom* at Central States Communication Association’s annual convention in Cleveland, OH (April 2012).

Ward, M., Lueck, T., & **Walter, H.L.** (2011). Coverage of domestic violence: a pilot study. Paper presented with the Commission on the Status of Women at the August convention of the Association for Education in Journalism and Mass Communication in St. Louis. August, 2011.

Mitchell, A. & **Walter, H.L**. (2011). Conflict Management Styles and Argumentativeness: Examining the Differences between Face-to-Face and Computer-Mediated Communication. Paper presented at the National Communication Association’s annual convention in New Orleans, LA, November 2011.

Pipps, V., & **Walter, H.L.** (2009). “Post the news and readers will comment. But why?: A pilot study,” paper presented at Convergence and Society: The Changing Media Landscape, Virtual Poster Session: Exploring the Frontiers of Convergence in Reno, Nev. This was a virtual presentation at the poster session via Skype.

**Walter, H.L.** (2009). “Centennial Scholar: Honoring Gerald M. Goldhaber”. Presentation given to the Eastern Communication Association’s Annual Convention. Philadelphia, PA.

Pipps, V., Endres, K., Tabatcher, P., & **Walter, H.**L. (2009) Information Recall of Internet News: Does design make a difference? A pilot study. Paper presented at AEJMC Boston, MA, August 2009. Top 3 Paper award.

**Walter, H.L.** (2008) Student Self-Revelations: “Negotiating classroom examples in light of personal student disclosures.” Presented at the Annual Conference for the National Communication Association, San Diego, CA. Nov 2008.

**Walter, H.L** (2008) “An Unconventional Dialogue About the Classroom: Using student experiences to inform instructor choices.” Presented at the Annual Conference for the National Communication Association, San Diego, CA. Nov 2008.

**Walter, H. L**. (2002). “Publishing at a teaching university.” Roundtable participant at the annual conference for the National Communication Association, New Orleans, LA. November 2002.

**Walter, H. L.** (2001). “Conflict management and measurement in organizations: an exploratory examination of self and peer assessments.” Paper presented at the annual conference of the National Communication Association, Atlanta, GA. November 2001. (refereed).

**Rosenfeld, H. L**. & Tutzauer, F. (2000). “Conflict management styles as a function of communication network role.” Paper presented at the annual conference of the National Communication Association, Seattle, WA. November 2000. (refereed).

**Rosenfeld, H. L.** (2000). “Teaching Organizational Analysis” Paper presented at Eastern communication Association’s annual convention, Pittsburgh, PA, April 2000.

Hiebner, G. C., & **Rosenfeld, H. L**. (1999). “Politeness Statements: An investigation of politeness theory in an organizational setting.” Paper presented at the annual conference for the National Communication Association, Chicago, IL. November 1999. (refereed)

**Rosenfeld, H. L**. (1997). “Conflict resolution and management at Schendel Services.” Consultation and presentation given to the managers at Schendel Services, Topeka, KS. April 1997.

**Rosenfeld, H. L**. (1996). “Communication in individual and group negotiations.” Paper presented at the annual conference for the Eastern Communication Association, New York, NY. March 1996. (refereed)

Tutzauer, F., Feeley, T. H., Young, M. J., & **Rosenfeld, H. L**. (1996). “An introduction to an infinite-choice, continuous-time prisoner’s dilemma” Paper presented at the annual conterence for the International Communication Association, Chicago, IL. May 1996. (refereed)

Tutzauer, F., Feeley, T. H., **Rosenfeld, H. L**., & Young, M. J. (1996). “Communication in an infinite-choice, continuous-time prisoner’s dilemma.” Paper presented at the annual conference for the Eastern Communication Association, New York, NY. March, 1996. (refereed)

**Rosenfeld, H. L.** (1995). “Small group conflict networks, satisfaction, and success.” Paper presented at the annual conference for the International Communication Association, Albuquerque, NM. May 1995. (refereed)

# PUBLIC PRESENTATIONS & PUBLICATIONS

**Walter, H.L.** (2021). **“**Improving advocacy and doctor-patient communication with diagnosis instigated PTSD.” Two-day workshop prepared for the Cody Dierdorf Foundation, Big Sky, Montana, September 2021.

**Walter, H.L.** (2020).“Leadership ideas for fundraising.” Volunteer Leadership Conference. March 2020.

**Walter, H.L.** (2019). “Lunch debt as a societal problem: communication lessons” Virtual training for Elon University Seniors. October 2019.

**Walter, H.L.** (2019)**.** “Communication between parents.” Part of a recorded session for inclusion in

*Bright Beginnings: an online early intervention training for parents of infants with Cystic Fibrosis*. June, 2019.

**Walter, H.L.** (2019). “Communication with CF care team.” Part of a recorded session for inclusion in

*Bright Beginnings: an online early intervention training for parents of infants with Cystic Fibrosis*. June, 2019.

**Walter, H.L.** (2017**).** “Communication for advocacy and telling your story” Speech given to the Volunteer Leadership Conference of the Cystic Fibrosis Foundation, Dallas, TX. April 2017.

**Walter, H.L.** (2016). “Negotiating your first job salary.” Presentation given to the Society for Human Resource Management. The University of Akron’s College of Business Administration. November 2016.

**Walter, H.L.** (2015). “Treatment options in Cystic Fibrosis.” Complex Child e-magazine. April 2015 issue.

**Walter, H.L.** (2014). A communication audit of the Long-Term Care Center. Cleveland OH. March 2014.

**Walter, H.L.** (2012).Post-CF diagnosis PTSD and managing relationships with the CF care team. Speech given to the medical specialists and families. Detroit Children’s Hospital. Detroit, MI. September 2012.

**Walter, H.L. (**2012). PTSD and the Cystic Fibrosis Diagnosis: communication post diagnosis. Speech given to the Cystic Fibrosis Research Institute at their annual conference. San Francisco, CA. August 2012.

**Walter**, H.L. (2011). PTSD in Parents of Children with Cystic Fibrosis. Speech given to the North American Cystic Fibrosis Conference in Los Angeles, CA. November 2011.

**Walter, H.L.** (2011). Communication with your doctor. Presentation for Akron Children’s Hospital education day. April 2011.

**Walter, H.L.** (2010). Health Communication. Presentation for Akron Children’s Hospital education day, April 2010.

**Walter, H.L.** (2009)**.** Communication Network Analysis. Presentation for the Industrial and Organizational Psychology brown bag graduate seminar. July 2009.

**Walter, H.** L. (2008). Organizational and Health Communication. Presentation for Akron Children’s Hospital education day. April 2008.

**Walter, H.L.** (2004). “Communication between the University Park Area and The University of Akron” Consultation and presentation given to University Park Alliance. Spring 2004.

**Walter, H. L.** (2003). “Conflict resolution at home.” Presentation for the Cuyahoga Falls MOMS club. August 2003.

**Walter, H. L.** (2002). “Teamwork workshop.” Presentation for the Area Agency on Aging. August 2002.

**Walter, H**. L. (2002). “Conflict Management” Presentation to the College of Fine and Applied Arts secretarial staff. July 2002.

**Walter, H. L.** (2001). “A communication audit of the office of residence life and housing.” Consultation and presentation on stipend given to the Office of Residence Life and Housing, University of Akron, May 2001.

**Walter, H. L.** (2001). “Resume Writing Workshop.” Presentation for the Leadership Development Program, University of Akron, April 2001.

**Rosenfeld, H. L**. (2000). “Written communication and e-mail in organizations.” Presentation for the Akron Postal Customer Council. May, 2000.

**Rosenfeld, H. L**. (1999). “Conflict resolution in a sorority house.” Presentation for the Washburn University chapter of Alpha Phi, Topeka, KS. January, 1999.

**Rosenfeld, H. L**. (1998). “Residence life team building.” Presentation for Washburn University Residence Life RA Training, Topeka, KS. August, 1998.

**Rosenfeld, H. L**. (1998). “Conflict resolution in a sorority house.” Presentation for the Washburn University chapter of Kappa Alpha Theta, Topeka, KS. October 1998.

**Rosenfeld, H. L**. (1995). “Conflict network analysis in small groups.” Paper presented at the Communication Graduate Student Association Colloquium as the State University of New York at Buffalo’s Department of Communication. February 1995. (invited)

**Rosenfeld, H. L.** (1994). “Conflict management in the residence halls.” Presentation given for the National Council for Student and Residential Life conference at the State University of New York at Buffalo, Buffalo, NY. January, 1994.

SCHOLARLY PUBLICATIONS – works in progress

Meluch, A.I. & **Walter, H.L**. (eds) *Casing Conflict Communication*. Dubuque, IA: Kendall-Hunt Publications. Book contract completed; manuscript will go for publication by end of 2021.

Graham, E.E., **Walter, H.L**. & Tang, T. (in review). “Testing a model of instruction communication: the influence of instructional environment, teacher behaviors, and student characteristics on instructional outcomes.” Paper submitted to National Communication Association’s Instructional Communication division for inclusion in 2021 conference in Seattle, WA.

**PROFESSIONAL EXPERT MENTIONS & SPOKESPERSON**

* Fox8 News interview “UA alumni Matthew Cherry wins Oscar” (February 2020)
* Crain’s Cleveland Business “How businesses should prepare for COVID-19” (March 8, 2020)
* Newsnet 5 “COvid-19: UA goes remote” (March 2020)
* Akron Beacon Journal “clearing school lunch debt” (November 2018)

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## ADDITIONAL PROFESSIONAL TRAINING OR DEVELOPMENT

Design & Development’s 2-week Designing Your Online Course June 2017

Gephi and NodeXL online training April 2017

ITL Gamification Training for Springboard November 2016

Ohio Transfer Module state committee training September 2015

Hiring Process Manager Training November 2013

Using Articulate, Collaborate, and Audacity in Online Courses June 2013

Quality Matters in Online Course Design February 2011

Using Panopto for online courses March 2009

CITI collaborative institutional training initiative for human research 2008/2013 Introduction to Online Learning via the University of Wisconsin-Madison Aug/Sept 2003 WebCT “Communication Tools and Development” Spring 2001

Teaching Portfolio Workshop with Peter Selden January 2001

Teaching Academy’s “Rewarding Excellence in Teaching” Spring 2000 ECA “Pedagogy in the Organizational Communication Classroom” April 2000

**SERVICE**

## UNIVERSITY SERVICE

## **ADMINISTRATIVE APPOINTMENTS**

**Director of the School of Communication Nov 2017 - present**

The School of Communication at the University of Akron houses 4 undergraduate majors in Strategic & Organizational Communication, Public Relations, Media Studies, and the newly acquired Bachelor of Organizational Supervision. There are also 10 undergraduate minor programs, 5 certificate programs, and two MA programs. Three of the undergraduate programs and one of the MA programs are delivered 100% online.

The School is also home to the radio station WZIP, the television station ZTV, and the newspaper *The Buchtelite*. All faculty and staff associated with these curricular and co-curricular programs report to the Director. In addition, as Director, the following duties are some of the regular tasks:

* *Provide leadership and direction to a staff of two administrative assistants and broadcast engineer, plus a faculty of 12 full time tenure and non-tenure track.*
* *Supervise Part-time Faculty (approx. 35-40), which includes interviewing, hiring, assisting, training and evaluation.*
* *Facilitate the movement of the Bachelor of Organizational Supervision to the School of Communication (including all coursework and 20 part-time faculty).*
* *Advocate for departmental hires (temporary, full and/or part-time), managed all hiring processes*
* *Responsible for scheduling over 150 sections each semester. And the adjustment of schedules when radical (like COVID) or more routine issue change them.*
* *Coordinate scheduling needs with other departments that required speech classes either in face-to-face or distance learning formats*
* *Develop interdisciplinary coursework management with the departments of Management, Philosophy, Psychology, and Sports Management for certificates and EXL Center interdisciplinary courses*
* *Developed partnerships with external organizations for recruiting and credit generating programs, including:*
	+ *Six District Educational Compact*
	+ *Devil’s Strip Media*
* *Provided approval for transfer credit acceptance*
* *Met with students and managed complaints, concerns, or appeals.*
* *Developed and maintained relationships with Alumni, creating a new Alumni Board.*
* *Spearheaded a new marketing campaign including new print material brochures, giveaways, and online marketing efforts.*
* *Managed recruitment and coordinated with college advising.*
* *Coordinated the absorption of CAST Bachelor of Organizational Supervision into the School of Communication.*
* *Event planning including 40th Anniversary CommCon, alumni events, faculty acknowledgement, and social events.*
* *Oversight for building management and upgrades (recent accomplishments included upgrading the Converged Social Media Lab, adding a dynamic Hyperwall to the building Lobby, upgrade carpet, furniture, and classroom spaces)*
* *Negotiated equipment, student, and production contracts for use of podcasting studios, radio station, and tv station (partnerships with Bliss Instititute, eSPorts, and FOX8 News)*
* *Teach one class per semester*

**Assistant Director of the School of Communication May 2013 – August 2014**

Duties include working independently and closely with the director in the following:

* *Contributed to scheduling*
* *Provided Part-time Faculty and TA oversight*
* *Coordinated scheduling needs with other departments that required speech classes either in face-to-face or distance learning formats*
* *Created and updated PT Faculty Handbook.*
* *Served as the School’s centralized point for all tenure and non-tenure track hiring.*
* *Met with students and managed any complaints, concerns, or appeals.*
* *Curricular oversight for course substitutions, honor’s projects, and MA theses*

**Graduate Coordinator of the School of Communication** **May 2010 – May 2013**

* *Developed and implemented* a new MA curriculum
* *Managed TAs*
* *Chaired admissions, steering, and graduate committees*
* *Advised all incoming MA students*
* *Created and conducted yearly student orientation*
* *Provided outreach to potential students at graduate fairs and academic conferences.*
* *Taught the Introduction to Graduate Studies course.*

**Center for Conflict Management Faculty Fellow April 2016 – present** Teach, advise, and contribute to the center’s certificate in Conflict Transformation & Social Entrepreneurship.

## **Committees**

IN THE SCHOOL OF COMMUNCATION

Search Committees

* + chair for Administrative Assistant 2021
	+ member for TT Health Communication 2016
	+ chair for Director 2015-2016
	+ chair for Organizational Com Asst Professor 2012
	+ chair for Organizational Com lecturer 2011
	+ member for NTT PR position Summer 2013
	+ chair for School Director 2009-2010
	+ member for New Media position 2007-2009

Internal Committees

* + Curriculum Committee 8 terms, chair twice
	+ Scholarship Committee 5 terms
	+ ByLaws Committee 2 terms, chair once
	+ PR Committee
	+ Faculty Support Committee
	+ Advisory Committee to the Director 3 terms
	+ Assessment committee
	+ Workload policy committee

Planning and events

* + 40th Anniversary Communication Conference Chair, April 2018
	+ Retirement party Chair, May 2018
	+ Alumni board and planning for homecoming Chair, 2018-2019

Departmental Representative

* + Major Mosaics
	+ Graduate Fairs
	+ High School Open House
	+ Visit days
	+ Direct Admit Orientation
	+ Graduate Research Experience

Advising

* + Undergraduate and graduate student career and course advising
	+ Undergraduate honor’s thesis advising
	+ MA Thesis & Project advising

Guest Lecturer

* + Intro to Graduate Studies about Organizational Communication
	+ Intro to Communication
	+ EOC and Public Speaking

SERVICE TO THE UNIVERSITY

Search committee, Director Regional Campuses 2021

Search committee, VP & Chief Diversity Officer 2021

Search committee, Director Bliss Institute 2021

Achievement Awards Review Committee 2020 & 2021

President’s Strategic Plan Collaborative Fall 2019-Spring 2020

Search Committee, VP Communications & Marking Fall 2019

Advisory committee for University branding Fall 2019

University Orator 2003-2018

University Council Communications Committee 2018-2020

* + Vice Chair, Interim Chair 2018-2019

Center for Conflict Management Faculty Fellow 2016 -- present Ohio TAG

* + Speech Communication representative to Ohio TAG Committee 2015 – present
	+ Curriculum reviewer
	+ Communication sub-committee for Ohio Transfer Manual transfer pathways 2017 – present
	+ Ohio Arts & Humanities Design Cluster Faculty Panel 2017

Campus Trainings or guest lectures

* + Negotiation training for the Society of Human Resource Management Spring 2016
	+ Conference on Undergraduate and Graduate Student Research Spring 2011
	+ Audit for the University Park Alliance University Park Outreach Taskforce Spring 2004
	+ Trainer for College Secretarial training on Conflict Management July 2002
	+ Consulting audit conducted for the Office of Residence Life and Housing May 2001
	+ Lecturer for the Leadership Development Program April 2001
	+ Guest lecturer for University Orientation class about conflict management Fall 2000
	+ Focus group attendee for “Rewarding excellence In teaching” Fall 2000
	+ Faculty Resource Programming guide for Residence Life & Housing since 1999

College committees

* + Buchtel College Council 2012 – 2016
		- Executive committee
		- Vice chair
	+ Strategic Planning Committee to the Dean 2016
	+ College Tellers Committee 2012
	+ Convergence Committee 2011
	+ Akron Experience Communication & Academic Integration Committee 2011-2012

University committees

* + University Council Communications Committee (Chair/director Rep) 2018- 2020
	+ Campus rebranding committee 2019
	+ Distance Learning Review Committee (DLRC) 2017- 2019
	+ Carnegie Teaching Academy Ambassador 1999-2002

## COMMUNITY AND PROFESSIONAL SERVICE

Editorial Boards

* + Editorial Board member for Ohio Journal of Communication 2016-present
	+ Editorial Board member for CF Research News 2015-present
	+ Editor for Akron Children’s Hospital “Current Features” newsletter 2009-2012

Books, Journal, and Media Reviews

* + Faculty book reviewer for Routledge, Sage, Roxbury Press and Oxford publishing
	+ Management Communication Quarterly Specialist Reviewer
	+ Western Reserve Public Media Strategic Planning review team
	+ Guest reviewer for Ammons Scientific Psychological Reports
	+ Guest reader for Communication Research Reports
	+ Member of peer review board for Thinkwell’s textbooks

Service to Communication associations and colleagues

* + External reviewer for promotion
	+ Reviewer for numerous NCA, ECA, OCA, and CSCA conventions
	+ Respondent for NCA and ECA convention panels
	+ Chair for NCA, ECA, and OCA panels

Community service

* + Board of Trustees Cystic Fibrosis Foundation of Northern Ohio
	+ Executive board SMF N.I.C.E.
	+ Host & founder of annual Alyssa’s Hope Wine & Beer Tasting
	+ CFF National Leadership Council co-chair
	+ Patient Family Research Advisory Council member for the Cystic Fibrosis Foundation
	+ Editorial board for CF Research News
	+ Parent Advisory Committee Walker Cystic Fibrosis Center
	+ Regular speaker for Akron Children’s Hospital education days
	+ Executive Committee member for Uncork a Cure Akron
	+ Board member for CFTechnology nonprofit 501c
	+ Cuyahoga Falls MOMS Club speaker
	+ Trainer for 3 hour Teamwork session for Area Agency on Aging
	+ Postal Customer Council presenter on written communication

## GRANTS

BCAS Online Course Grant to transform Analyzing

Organizational Communication into an online course – 2013-2014 $4500 received

Mark Diamond Research Fund $230 received for

dissertation research -- 1996

## HONORS AND AWARDS

Ohio Communication Association Distinguished Teaching Award October 2013

NRHH Favorite Teacher April 2017 & 2006

Top 3 faculty paper AEJMC August 2009

Top 3 presenter award National Council for Student and residential Life 1995

Teaching Effectiveness Award from the State University of New York at Buffalo 1994