

Heather L. Walter (previously Rosenfeld)

Curriculum Vitae

EDUCATIONAL BACKGROUND

State University of New York (SUNY) at Buffalo

1999	Ph.D. in Organizational Communication
1995	MA in Organizational Communication
1992	BA in Communication

ADDITIONAL PROFESSIONAL TRAINING OR DEVELOPMENT

February 2011	Quality Matters in Online Course Design
March 2009	Using Panopto for online courses
Spring 2009	CITI collaborative institutional training initiative for human research and for workers as research subjects.
Aug/Sept 2003	Introduction to Online Learning web course through the University of Wisconsin -- Madison
Spring 2001	WebCT "Communication Tools and Development"
January 2001	Teaching Portfolio Workshop with Peter Selden
Spring 2000	Focus group for the Teaching Academy's "Rewarding Excellence in Teaching"
April 2000	Panel participant -- ECA "Pedagogy in the Organizational Communication Classroom"

PROFESSIONAL EXPERIENCE

Dates	Organization	Rank
Fall 1999 – present	University of Akron	Associate Professor (starting May 2005) Assistant Professor of Communication

Fall 1996 – Spring 1999	Washburn University	Lecturer of Communication
Fall 1993 – Spring 1996	SUNY at Buffalo	Teaching Assistant
Fall 1992 – 1995	The Research Foundation, SUNY Buffalo	Research Assistant
Fall 1992 -- Spring 1993	Goldhaber Research Assoc.	Researcher

TEACHING

University of Akron

Interviewing (7600:226)

This basic communication class focuses on the practice and skills involved in interviewing.

Interpersonal Communication (7600:235)

This course focuses on communication theory and practices in dyadic relationships.

Group Decision Making (7600:344)

This course focuses on group dynamics and the communication among group members.

Communication in Organizations (7600:435)

This pivotal course in the business & organizational communication major focuses on the theories of organization and how communication impacts the effectiveness of everyday organizational processes. With development, I have created sections both online and face-to-face.

Analysis of Organizational Communication (7600:436)

This advanced course focuses on the practice of how organizations can be assessed in terms of communication.

ST: Communication & Conflict (7600:450)

This special topics course focuses on how communication and its theories can be useful in the resolution of conflict.

Communication in Organizations for the Graduate Student (7600:535)

This graduate level course examines the current literature in the organizational communication research in order to understand the impact of communication on organizational practices.

Introduction to Graduate Studies (7600:600)

Quantitative Methods in Communication – graduate level (7600:603)

Courses at other Universities

Principles of Communication
Organizational Communication
Advanced Organizational Communication
Mass Communication
Interpersonal Communication
Advanced Interpersonal Communication
Small Group Communication

SCHOLARLY PUBLICATIONS

- Walter, H. L.** (2010, 2005). The e-mails at the mental health clinic's intake department. In P. Shockley-Zalabek (Ed.), *Case Studies for Organizational Communication: Understanding Communication Processes, second edition*. Los Angeles, CA: Roxbury Publishing Company. (2nd and 3rd editions)
- Walter, H.L.** (2010). The e-mails at the mental health clinic's instructor's guid. In P. Shockley-Zalabek (Ed) *Instructor's Manual for Case Studies for Organizational Communication: Understanding Communication Processes*. Online teaching manual available only at <http://www.roxbury.net>, Los Angeles, CA: Roxbury Publishing Company.
- Pipps, V., Endres, K., **Walter, H.L.**, & Tabatcher, P. (2009). "Information Recall of Internet News: Does Design Make a Difference? A Pilot Study," *Journal of Magazine and New Media Research*, Fall 2009 (Vol 11, No.1). Retrieved from <http://aejmcmagazine.asu.edu/current-issue.html>
- Walter, H. L.**, Anderson, C.M., & Martin, M.M. (2005). How subordinates' machiavellianism and motives relate to satisfaction with superiors. *Communication Quarterly*.
- 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*. Los Angeles, CA: Roxbury Publishing Company.
- 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>, 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.

PROFESSIONAL PRESENTATIONS AND CONSULTING

- 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 Associations 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.** (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.** and Hill, P.S. (2003). "Conflict management in sororities and fraternities: a look at the impact of race and gender on conflict management in single-gender, single-race organizations." Paper to be presented at the annual conference of the National Communication Association, Miami Beach, FL.. November 2003. (refereed)
- 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).
- 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.
- 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 conference 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

- 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.** (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). "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.

MEMBERSHIP IN PROFESSIONAL SOCIETIES

Eastern Communication Association
National Communication Association
International Communication Association

UNIVERSITY SERVICE

University at Akron service:

Service to School

- Advisor and reader for dozens of MA theses and projects
- Guest Lecturer for Intro to Graduate Studies about Organizational Communication Every fall since 2000
- Major Mosaic representative for School of Communication Fall 2000, 2004, 2009
- School representative for the Faculty Advisory Committee to the Dean 2001-2002, 2007-2008
- Curriculum Committee 1999 – 2000, 2000 – 2001, 2001-2002, 2003-2004
- Scholarship Committee 2000 – 2001, 2001- 2002, 2002 – 2003. 2003 – 2004, 2006-2007
- High School Open House volunteer numerous times

Service to University

- Consulting audit for the University Park Alliance Spring 2004
- University Park Outreach Taskforce Summer 2003 – present
- 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
- Carnegie Teaching Academy Ambassador 1999-2000, 2000-2001, 2001-2002
- Faculty Resource Programming guide for programs in Residence Life & Housing 1999-2002

Washburn University Service

- Chair of 1 year appt. search committee 1998
- Member of search committee 1997, 1998, & 1999
- Communication curriculum committee 1996 – 1999
- Topekans Talk Community, panel facilitator
- Freshman orientation speaker
- Wrote "Teaching Tip" column for *Washburn Update*.
- Casino night volunteer
- Forensics competition judge
- Mentoring program volunteer
- Faculty advisor for several student groups

COMMUNITY AND PROFESSIONAL SERVICE

- Respondent for NCA and ECA convention panels
- Cuyahoga Falls MOMS Club speaker
- Faculty book reviewer for Sage Publications
- Management Communication Quarterly Specialist Reviewer
- Faculty book reviewer for Roxbury Press
- Trainer for 3 hour Teamwork session for Area Agency on Aging
- Guest reader for Communication Research Reports
- Reader for Eastern Communication Association's national convention, interpersonal/organizational division.
- Member of peer review board for Thinkwell's textbooks.

- Postal Customer Council presented on written communication.
- Reader for NCA's national convention, organizational communication division.
- Monument Information Resources – faculty book reviewer for the following books:
 - Adler/Interplay
 - Dewine/The Consultant's Craft: improving organizational communication
 - Folger/Working Through Conflict
 - Miller/Organizational Communication

GRANTS

US Dept of Housing & Urban Dev.	Part of Community Outreach Partnership Center's team -- submitted grant summer 2003
IABC Research Fund	submitted but denied \$20,000 for Conflict Management in a Technological Workplace research – Nov 2000
Mark Diamond Research Fund	\$230 received for dissertation research -- 1996

HONORS AND AWARDS

Teaching Effectiveness Award	University of New York at Buffalo – 1994
Top 3 presenter award	National Council for Student and residential Life -- 1995