

Jo Mackiewicz

Curriculum Vitae

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Education

2001: Ph.D., Applied Linguistics, Georgetown University
Dissertation Advisor: Dr. Andrea Tyler
Dissertation Title: The Co-Construction of Social Relationships in Writing Center Interactions: An Analysis of Politeness Strategies in Discourse Activity Frames
1997: M.A., English Studies and Linguistics, with honors, University of Minnesota Duluth
1995: B.S., English, Magna Cum Laude, University of Wisconsin-Superior

Academic Experience

August 2010: Associate Professor, English Department, Writing Studies Program, Auburn University
2008–2010: Advanced Assistant Professor, English Department, Auburn University
2005–2008: Assistant Professor, Lewis Department of Humanities, Illinois Institute of Technology
2001–2005: Assistant Professor, Composition Department and Linguistics Program, University of Minnesota Duluth
1998–2001: Graduate Fellow, Linguistics Department, Georgetown University
1995–1997: Teaching Assistant, Composition Department, University of Minnesota Duluth

Courses Taught: Technical Communication and Linguistics

Writing in the Globalized Workplace	Applied Linguistics
Grammar and Style in Technical Communication	Introduction to Linguistics
Communication and Culture in Western Europe	Research Methods in Applied Linguistics (Teaching Assistant, Georgetown U.)
Globalization & Localization	Linguistics and Writing (Teaching Assistant, Georgetown U.)
Key Concepts in Technical Communication	
Technical Editing	
Publication Management	
Document Design	
Advanced Writing-Engineering	
Advanced Writing-Science	
Cyber Theory and Practice (& Honors Seminar)	
College Writing	

Administration

2011–present: Managing Editor, *Auburn Speaks*, Auburn University Book Series.
2010–present: Coordinator of Business Writing Prototype, College of Business, Auburn University.
2009–present: Co-director, College of Liberal Arts Usability Research Lab, Auburn University.
2009–present: Co-director, Service Learning Opportunities in Technical Communication (SLOT-C) Database, Auburn University.
2009–2011: Co-director, Instruction in Design, Evaluation, and Accessibility (IDEA) Lab, Auburn University.
2008–2011: Editor-in-Chief, *IEEE Transactions on Professional Communication*.

Publications

Book

Visual Composing: Document Design for Print and Digital Media. (2011). Prentice Hall. (Second author, with Kathryn Riley, 40%).

Article in Preparation

“Scaffolding in Writing Center Conferences.” In preparation for *Writing Center Journal*. (Second author, with Isabelle Thompson, 50%).

Articles in Review

“Editing Online Reviews: Epinions Advisors and the New Business and Technical Editors.” In review at *Journal of Business Communication*.

“Questioning in Writing Center Conferences.” Revised and resubmitted to *Writing Center Journal*. (First author, with Isabelle Thompson, 50%)

Forthcoming Articles and Book Chapters

“Motivational Scaffolding, Politeness, and Writing Center Tutoring.” Accepted for summer 2013 in *Writing Center Journal*. (Second author, with Isabelle Thompson, 50%).

“Connecting Nonprofits and Students: Development of the Service Learning Opportunities in Technical Communication (SLOT-C) Database.” Accepted for *Technical Communication Quarterly*. (Second author, with Susan Youngblood, 50%).

“A Usability Analysis of Municipal Government Websites in Alabama.” Accepted for *Government Information Quarterly*. (Second author, with Norman E. Youngblood, 50%).

“Connecting Research Findings to Business Practice.” In S. Dieltjens, P. Gillaerts, E. de Groot, and G. Jacobs (Eds.), *Linguistic Insights: Studies in Language and Communication*. Brussels, Belgium: Peter Lang. 2012. (100%)

“Relying on Writing Consultants: The Design of a WID Program for a College of Business.” Accepted for April 2012 in *Journal of Business and Technical Communication*. (100%)

Articles and Book Chapters

“Epinions Advisors as Technical Editors: Using Politeness to Motivate Comprehensive Editing.” *Journal of Business and Technical Communication* 25 (2011):421–448. (100%)

“The Co-construction of Credibility in Online Product Reviews.” *Technical Communication Quarterly* 19 (2010): 403–426. (100%)

“Assertions of Expertise in Online Reviews.” *Journal of Business and Technical Communication* 24 (2010):3–28. (100%)

“Coherence in Workplace Instant Messages.” *Journal of Technical Writing and Communication* 39 (2009):417–431. (First author, with Christopher Lam, 60%)

“Color: The Newest Tool for Technical Communicators—Redux.” *Technical Communication* 56 (2009):3–13. (100%)

- “Reviewer Motivations, Bias, and Credibility in Online Reviews.” In S. Kelsey and K. St. Amant (Eds.), *Handbook of Research on Computer Mediated Communication*. Hershey, PA: The Idea Group Publishers, 2008, pp. 252–266. (100%)
- “Comparing PowerPoint Experts’ and University Students’ Opinions about PowerPoint Presentations.” *Journal of Technical Writing and Communication* 38 (2008): 149–165. (100%)
- “Audience Perceptions of Fonts in Projected PowerPoint Text Slides.” *Technical Communication* 54 (2007):295–307. (100%)
- “Perceptions of Clarity and Attractiveness in PowerPoint Graph Slides.” *Technical Communication* 54 (2007):145–156. (100%)
- “Compliments and Criticisms in Book Reviews about Business Communication.” *Journal of Business and Technical Communication* 21 (2007):188–215. (100%)
- “Print and Online Resources about Web Accessibility: An Annotated Bibliography.” *Technical Communication* 53 (2006):79–91. (100%)
- “The Functions of Formulaic and Non-Formulaic Compliments in Interactions about Technical Writing.” *IEEE Transactions on Professional Communication* 49 (2006):12–27. (100%)
- “Hinting at What They Mean: Indirect Suggestions in Writing Tutors’ Interactions with Engineering Students.” *IEEE Transactions on Professional Communication* 48 (2005):365–376. (100%)
- “How to Use Five Letterforms to Gauge a Typeface’s Personality: A Research-Driven Method.” *Journal of Technical Writing and Communication* 35 (2005):291–315. (100%)
- “The Effects of Tutor Expertise in Technical Writing: A Linguistic Analysis of Writing Tutors’ Comments.” *IEEE Transactions on Professional Communication* 47 (2004):316–328. (100%)
- “The State of Online Writing Labs: Have They Fulfilled Their Potential?” In K. St. Amant and P. Zemliansky (Eds.), *Internet-Based Workplace Communication: Industry and Academic Applications*. Hershey, PA: The Idea Group Publishers, 2004, pp. 211–230. (100%)
- “What Technical Writing Students Should Know about Typeface Personality.” *Journal of Technical Writing and Communication* 34 (2004):113–131. (100%)
- “Which Rules for Online Writing Are Worth Following?: A Study of Eight Rules in Eleven Handbooks.” *IEEE Transactions on Professional Communication* 46 (2003):129–137. (100%)
- “Human Subjects Research by Business Communication Students: From Red Tape to Learning Opportunity.” *Business Communication Quarterly* 66 (2003):9–22. (Second author, with Jill Jenson and Kathryn Riley, 30%)
- “Resolving the Directness Dilemma in Document Review Sessions with Non-native Speakers.” *IEEE Transactions on Professional Communication* 46 (2003):1–16. (Second author, with Kathryn Riley, 40%)
- “The Technical Editor as Diplomat: Linguistic Strategies for Balancing Clarity and Politeness.” *Technical Communication* 50 (2003):83–94. (First author, with Kathryn Riley, 60%)
- “Gauging Prescriptivism in Writing Handbooks.” *IEEE Transactions on Professional Communication* 42 (1999):55–58. (100%)

Conference Proceedings Papers

“Reviewers’ Assertions of Expertise in Online Reviews.” IPCC 2008: Opening the Information Economy, (Proceedings of the 2008 IEEE International Professional Communication Conference) (Piscataway, NJ: IEEE, 2008).

“Bias and Credibility in Consumers’ Online Reviews.” Influence and Responsibility: Expanding Roles, Relationships, Requirements. (Proceedings of the 2007 Association for Business Communication Conference).

“The Discourse of Workplace Instant Messages.” IPCC 2007: Engineering the Future of Human Communication, (Proceedings of the 2007 IEEE International Professional Communication Conference) (Piscataway, NJ: IEEE, 2007). (Second author, with Christopher Lam.)

“What’s Not to Like?: Business Students’ Opinions about PowerPoint Slide Design.” Association for Business Communication Conference, October 25–28, 2006, San Antonio, Texas. (First author, with Ginnifer Mastarone and Julia Lee-Kim.)

“Audience Perceptions of Fonts in Projected PowerPoint Text Slides.” IPCC 2006: Racing into the Future, (Proceedings of the 2006 IEEE International Professional Communication Conference) (Piscataway, NJ: IEEE, 2006), 68–76.

“Compliments and Criticisms in Book Reviews from Business and Technical Communication Journals.” In Celebrating the Past, Living the Present, Creating the Future, (Proceedings of the 2005 Association for Business Communication Conference).

“Formulaic Interactions with Engineering Students.” In IPCC 2005: Caengail, (Proceedings of the 2005 IEEE International Professional Communication Conference) (Piscataway, NJ: IEEE, 2005), 414–421. (First author, with Kathryn Riley.)

“Topic-Raising in Tutoring Sessions Involving Writing Tutors and Engineering Students.” In Exploring the Impact of Technology on Business Communication Practice and Pedagogy (Proceedings of the 2004 Association for Business Communication Conference), 54–66.

“Why People Perceive Typefaces to Have Different Personalities.” In IPCC 2004: Communication Frontiers (Proceedings of the 2004 IEEE International Professional Communication Conference) (Piscataway, NJ: IEEE, 2004), 304–313. (First author, with Rachel Moeller.)

“Writing Readable Consent Forms: How Useful Is the Advice Given by IRBs?” In IPCC 2004: Communication Frontiers (Proceedings of the 2004 IEEE International Professional Communication Conference) (Piscataway, NJ: IEEE, 2004), 1–13. (Third author, with Kathryn Riley and John Spartz.)

“What Technical Writing Students Do Know and Should Know about Typography.” In IPCC 2003: The Shape of Knowledge (Proceedings of the 2003 IEEE International Professional Communication Conference) (Piscataway, NJ: IEEE, 2003), 209–222.

“Readability of Model Consent Forms Provided by IRBs.” In IPCC 2003: The Shape of Knowledge (Proceedings of the 2003 IEEE International Professional Communication Conference) (Piscataway, NJ: IEEE, 2003), 145–157. (Second author, with Kathryn Riley.)

“Globalizing Plain English: Can Plain Be Polite?” In The World within the Words: Business Practice in Plain Language (Proceedings of the 2003 Association for Business Communication Conference), 13–21. (Second author, with Kathryn Riley.)

“Balancing Clarity and Politeness in Editing Sessions with Non-Native Speakers.” In IPCC 2002: Reflections on Communication (Proceedings of the 2002 IEEE International Professional Communication Conference) (Piscataway, NJ: IEEE, 2002), 410–422. (First author, with Kathryn Riley.)

“Power in Discourse Frames: The Use of Politeness Strategies to Balance Hierarchy and Equality in Writing Center Tutoring.” *CLIC: Crossroads of Language, Interaction, and Culture* 1 (1999), 77–94.

Reviews and Commentary Articles

“Parsing the Visual Language of Nano-related Images.” Commentary in the Center on Nanotechnology and Society Newsletter. December 2006.

Langer, M. *Creating Resumes, Letters, Business Cards, and Flyers in Word*. For *Business Communication Quarterly* 69 (2006):94–96.

Baney, J. *Guide to Interpersonal Communication*. For *Business Communication Quarterly* 68 (2005):378–381.

Karreman, J., *Use and Effect of Declarative Information in User Instructions*. For *IEEE Transactions on Professional Communication* 48 (2005):105–106.

Johnson–Eilola, J. and Selber, S. A., *Central Works in Technical Communication*. For *IEEE Transactions on Professional Communication* 47 (2004):331–332.

Winsor, D. A., *Writing Power: Communication in an Engineering Center*. For *IEEE Transactions on Professional Communication* 47 (2004):155–156.

Baines, P. and Haslam, A., *Type & Typography*. For *IEEE Transactions on Professional Communication* 46 (2003):246–247.

Houp, K. W., Pearsall, T. E., Tebeaux, E., and Dragga, S., *Reporting Technical Information, 10th Ed.* For *IEEE Transactions on Professional Communication* 45 (2002):314–316.

VanAlstyne, J. S. and Tritt, M.D., *Professional and Technical Writing Strategies*. For *IEEE Transactions on Professional Communication* 45 (2002):203–205.

Crystal, D. *Language and the Internet*. For *IEEE Transactions on Professional Communication* 45 (2002):142–144.

Conference Presentations

“The Technology of Politeness: Interdisciplinarity and the Case of Francis Burney’s *Evelina*.” IPCC 2011: Communicating Sustainability. Cincinnati, Ohio, October 17–19, 2011. (Second author, with Nicholas M. Williams)

“Professional Communication in the College of Business: The Design and Outcomes of a Prototype Program.” IPCC 2011: Communicating Sustainability. Cincinnati, Ohio, October 17–19, 2011. (First author, with Kristen Billy, Ashley Clayson, Grant Hiatt, Pamela Horn, Victoria Lisle, and Jessica Sims)

“Usability of Alabama City Websites.” IPCC 2011: Communicating Sustainability. Cincinnati, Ohio, October 17–19, 2011. (Second author, with Ed Youngblood)

“Developing and Launching the Service Learning Opportunities in Technical Communication (SLOT-C) Database.” Conference of the Council for Programs in Technical and Scientific Communication, Harrisonburg, Virginia, October 6–8, 2011. (First author, with Susan Youngblood)

Invited Talk. “Research on Online Reviews of Products.” Baazarvoice. Austin, Texas, July 20 2011.

Invited Panel Member. “Editors’ Forum.” Association of Teachers of Technical Writing Conference 2011, Atlanta, Georgia, April 6, 2011.

Report on 2009 CPTSC Research Award. “Service Learning Opportunities in Technical Communication (SLOT-C) Database.” Conference of the Council for Programs in Technical and Scientific Communication, Boise, Idaho, October 8–9, 2010. (Second author, with Susan Youngblood)

“Safe Harbors or Open Seas? Navigating Currents in Writing Center Work.” International Writing Centers Association Conference, Baltimore, Maryland, November 4–6, 2010. (Second author, with Isabelle Thompson)

“Epinions Advisors as Technical Editors: Using Politeness across Levels-of-Edit.” IPCC 2010: Communication in a Self-Service Economy. Enschede, the Netherlands, July 7–9, 2010.

Invited Keynote Address. “Research Applied to Business Communication Practice.” Association for Business Communication, Europe Conference 2010, Antwerp, Belgium, May 27, 2010.

“Epinions Advisors as Technical Editors: Using Politeness to Motivate Editing.” Poster Session at the Association of Teachers of Technical Writing Conference 2010, Louisville, Kentucky, March 17, 2010.

“Assertions of Expertise in Product Reviews: Effect on Trustworthiness, Expertise, Credibility, Likelihood to Buy.” Association for Business Communication Conference, November 4–7, 2009, Portsmouth, Virginia.

“The Benefits of Analyzing the Rhetoric of Online Consumer Reviews in Technical Communication Courses.” IPCC 2009: Po’okela. Honolulu, Hawai’i, July 19–22, 2009.

“Using Online Reviews to Teach Ethos, Pathos, and Logos.” Association of Teachers of Technical Writing Conference 2009. San Francisco, California, March 11, 2009.

“Reviewers’ Assertions of Expertise in Online Reviews and Their Effect on Credibility.” Association for Business Communication Conference, Incline Village, Nevada, October 30–November 1, 2008.

Invited Panel Member. “Editors’ Forum.” Conference of the Council for Programs in Technical and Scientific Communication, Minneapolis, Minnesota, October 2–4, 2008.

“Reviewers’ Assertions of Expertise in Online Reviews.” IPCC 2008: Opening the Information Economy. Montreal, Quebec, July 13–16, 2008.

“Bias and Credibility in Consumers’ Online Reviews.” Association for Business Communication Conference, October 10–12, 2007, Washington, D.C.

“The Discourse of Workplace Instant Messages.” IPCC 2007: Engineering the Future of Human Communication, September 30–October 3, 2007. (Second author, with Christopher Lam.)

Invited Presentation. "Parsing the Visual Language of Nano-related Images." Center on Nanotechnology and Society's Chicago Nano Forum: "Risky Business? Risk Perception and Nano Business." March 21, 2007.

"What's Not to Like?: Business Students' Opinions about PowerPoint Slide Design." Association for Business Communication Conference, October 25–28, 2006, San Antonio, Texas. (First author, with Ginnifer Mastarone and Julia Lee-Kim.)

"Audience Perceptions of Fonts in Projected PowerPoint Text Slides." IPCC 2006: Racing into the Future. October 22–25, 2006, Saratoga Springs, New York.

"Audience Perceptions of the Readability, Clarity, and Attractiveness of PowerPoint Slides." Association of Teachers of Technical Writing Conference, October 28, 2006, Chicago, Illinois. (First author, with Ginnifer Mastarone.)

"Balancing Criticism with Compliments: Discourse Strategies in Book Reviews about Business and Technical Writing." Association for Business Communication Conference, October 20–22, 2005, Irvine, California.

"Formulaic Interactions with Technical Writers: An Analysis of Function and Form." IPCC 2005: Caengail. July 10–13, 2005, Limerick, Ireland. (First author, with Kathryn Riley.)

"A Linguistic Analysis of Control: Analyzing Writing Tutors' Suggestions to Engineering Students in Interactions about Professional and Technical Writing." Association for Business Communication Conference, October 2004, Cambridge, Massachusetts.

"Perceptions of Typeface Personality: An Analysis of Quantitative and Qualitative Data." IPCC 2004: Communication Frontiers. September 2004, Minneapolis, Minnesota. (First author, with Rachel Moeller.)

"Writing Readable Consent Forms: How Useful Is the Advice Given by IRBs?" IPCC 2004: Communication Frontiers. September 2004, Minneapolis, Minnesota. (Third author, with Kathryn Riley and John Spartz.)

"What Technical Writing Students Do Know and Should Know about Typeface Personality," IEEE Professional Communication Society Conference, September 2003, Orlando, Florida.

"Readability of Model Consent Forms Provided by IRBs," IEEE Professional Communication Society Conference, September 2003, Orlando, Florida. (Second author, with Kathryn Riley.)

"Globalizing Plain English: Can Plain Be Polite?" Plain Language Symposium, Association for Business Communication Conference, April 2003, Toronto, Ontario. (Second author, with Kathryn Riley.)

"Introduction to IRBs and Human Subjects Research," Association for Business Communication Conference, October 2002, Cincinnati, Ohio. One of three papers on the panel "Human Subject Research by Business Writing Students: From Red Tape to Learning Opportunity," organized with Jill Jenson and Kathryn Riley.

"Balancing Clarity and Politeness in Editing Sessions with Nonnative Speakers," IEEE Professional Communication Society Conference, September 2002, Portland, Oregon. (First author, with Kathryn Riley.)

"Agenda-Setting in Writing Center Tutoring Interactions: A Quantitative and Qualitative Analysis," International Writing Centers Association Conference, April 2002, Savannah, Georgia.

“Maintaining the Appearance of the Ideal Tutoring Text: Collusion in Writing Center Discourse,” Conference on College Composition and Communication, March 2002, Chicago, Illinois.

“Transferring Responsibility with Politeness: An Analysis of Writing Center Peer Tutor Talk,” Conference on College Composition and Communication, March 2001, Denver, Colorado.

“Stating the FTA as a General Rule: Displacement of Authority in Writing Center Tutoring Interaction,” Georgetown University Round Table 2001, March 2001, Washington, D.C.

“The Co-construction of Authority with Modality in a Writing Center Tutoring Interaction,” Georgetown University Round Table 2000, May 2000, Washington, D.C.

“Discourse Framing and the Resulting Negative Politeness Forms in Writing Center Tutoring Interactions,” Language, Identity, and Social Interaction Conference, April 1999, Santa Barbara, California.

Awards

- 2011: (nominated May 2011) NCTE’s 2012 Technical and Scientific Communication Award in the category of Best Article Reporting Qualitative or Quantitative Research in Technical or Scientific Communication.
- 2004: Society for Technical Communication’s 2003 Frank R. Smith Outstanding Journal Article: “The Technical Editor as Diplomat: Linguistic Strategies for Balancing Clarity and Politeness” for Distinguished Technical Communication.
- 2004: Research Award: College of Liberal Arts, University of Minnesota Duluth.
- 2004: Teaching Award: College of Liberal Arts, University of Minnesota Duluth.

Research Support

- 2009: Council for Programs in Technical and Scientific Communication Grant to develop a service learning database for technical communication projects. (\$1500).
- 2009: Summer Research Grant and Single-Semester Leave, Auburn University.
- 2006: Cyberinfrastructure Institute at University of California at San Diego, July 24–28, 2006. Research related to organizing a data set and data mining.
- 2004: Single-semester leave to analyze data and to write research articles on tutors’ suggestions and compliments in interactions with engineering students.
- 2001–2004: Research Committee Travel Grants to fund conference travel (6 x \$500).
- 2003: Grant-in-Aid to study tutoring interactions about technical writing, University of Minnesota (\$11,487).
- 2001–2004: Chancellor’s Small Grants to fund research on tutoring, readability, and typography, University of Minnesota Duluth (6 x \$400–750).
- 2002: Faculty Summer Research Fellowship, University of Minnesota (\$10,000).

Professional Service

- 2011–present: Member, Research Foundation, Association for Business Communication.
- Dec. 2010: Reviewer, Special issue of *Journal of Business Communication*.
- Oct. 2009: Reviewer, 2010 Association of Teachers of Technical Writing Conference.
- 2005–present: Editorial Board, *Business Communication Quarterly*.
- June 2009: Member, Marketing, Management, and Applied Business Panel, Aalto University Research Assessment Exercise, Helsinki, Finland.
- 2007–2009: Reviewer, proceedings of the International Professional Communication Conference.
- 2007–2008: Reviewer, *Journal of Business and Technical Communication*.
- 2007–2008: Marketing Chair, 2008 International Professional Communication Conference.

2006–2008: Reviewer, *Technical Communication*.
2006: Judge, Chicago STC Competition (Technical Publications).
2003–2007: Reviewer, *IEEE Transactions on Professional Communication*.
2005–2007: Editor of Book Reviews, *Business Communication Quarterly*.
2004–2007: Contributor, “Recent and Relevant” article summaries for *Technical Communication*.
2005: Reviewer, proceedings of the International Professional Communication Conference.
2004: Reviewer, proceedings of the Association for Business Communication Conference.

Department, College, and University Service

At Auburn University:

2011–present: Chair, CLA Research Committee.
2010–2011: Member, Auburn University Student Communications Committee.
2010: Member/chair, CLA Dean’s ad-hoc Committee to investigate English department governance structure.
2009–present: Recruiter, Master of Technical and Professional Communication Program.
2008–present: Member, English Department, Undergraduate Studies Committee.

At Illinois Institute of Technology:

2007–2008: Faculty Advisor, Alpha Sigma Alpha sorority.
2007: Member, Committee on Teaching Load Policy for Lewis Department of Humanities.
2005–2007: Member, Search Committee, Assistant Professor of Technical Communication.

At University of Minnesota Duluth:

2003–2004: Organizer, Word Association Colloquia.
2002–2004: Co-investigator, Center for the Study of Information Design and Processing.
2002–2004: Co-investigator, Usability Study Group.
2001–2004: Member, College of Liberal Arts, Academic Affairs Committee.
2002–2003: Member, Committee to develop a certificate in Professional and Technical Writing.
2001–2002: Search Committee, Assistant Professor of Journalism.

Memberships

Association for Business Communication
Association of Teachers of Technical Writing
IEEE Professional Communication Society
National Council of Teachers of English

Auburn University Graduate Student Advising-MTPC Committees

- Chair, Kelcie Sharp, Expected graduation spring 2013.
- Chair, Myles Cryer, Expected graduation spring 2013.
- Chair, Sarah Stude, Expected graduation spring 2013.
- Member, Kelsey Loftin, Expected graduation spring 2013.
- Chair, Jill Tomberlin, Expected graduation spring 2012.
- Member, Kristen Billy, Expected graduation spring 2012.
- Member, Kathleen Smith, Expected graduation spring 2012.
- Member, Grant Hiatt, Expected graduation spring 2012.
- Member, Kristina Litchford, Expected graduation spring 2012.
- Chair, Ashley Clayson. Graduated spring 2011.
- Chair, Dan Chadwick, Graduated spring 2011.
- Chair, Robyn Wilborn, Graduated spring 2011.

- Member, Katie Meersman, Graduated spring 2011.
- Member, Matthew Hooper (Education). Graduated summer 2010.
- Chair, Cassity Hughes. Graduated spring 2010.
- Chair, Karen Hunley. Graduated spring 2010.
- Member, Emily Maffett. Graduated spring 2009.
- Member, Angela Fletcher. Graduated spring 2009.

IIT Graduate Student Advising–MS Committees

- Chair, Alison Keilty. Graduated spring 2008. Title: “Marketing a Center for Communication across the Curriculum.”
- Chair, Jackie Yi-Chun Lin. Graduated spring 2008. Title: “Testing the Usability of Small Screens.”
- Chair, Joseph Norton. Graduated spring 2008. Title: “A Handbook for Learning Chinese Characters.”
- Chair, Kwaku Sarpong. Graduated spring 2008. Title: “Installing, Developing, and Maintaining Websites with the Opensource CMS Joomla.”
- Chair, Julia Lee-Kim. Graduated fall 2007. Title: “Professional QuickNotes: Netnography.”
- Chair, Marina Lin. Graduated fall 2007. Title: “Designing a Template for Online Technical Communication Courses.”
- Chair, Ginnifer Mastarone. Graduated spring 2007. Title: “Evaluation of Completeness, Comprehension, and Credibility on an E-Health Website.”
- Member, Edith Rodriguez Villanueva. Graduated spring 2007. Title: “A Video-Based Component for Writing in the Workplace.”
- Member, Candace Stoakley. Graduated spring 2007. Title: “Theoretical Exam Questions for Field Technical Engineers within Motorola’s Professional Certification Program.”
- Member, Kejun Xu. Graduated spring 2007. Title: A Quick Guide for Multinationals to Develop Websites for Chinese Locales.”
- Member, Sumana Ravilla. Graduated fall 2006. Title: “Developing an Institutional Database Website.”

Graduate Student Mentoring: Student Publications (in chronological order)

- Lee-Kim, Julia. (March 2008). “Keep Your Site Competitive.” *Intercom*, 16–19; (April 2007). “Netnography Simplified: A Guide to Tracking Consumers’ Online Behavior.” *Intercom*, 4–7; (2007) Book Review: *6 Habits of Highly Effective Bosses*. For *Business Communication Quarterly* 70:104–108; (2006). “What’s Not to Like?: Business Students’ Opinions about PowerPoint Slide Design.” Proceedings of the Association for Business Communication Conference.
- Lin, Marina. (February 2008). “Localizing Sans Clichés” *Intercom*; 14–19; (2006). Book Review: *Making Meaning*. For *Business Communication Quarterly* 69:341–344.
- Lam, Chris. (2007). “The Discourse of Workplace Instant Messages.” Proceedings of the 2007 IEEE International Professional Communication Conference.
- Rodriguez Villanueva, Edith. (2007). Book Review: *Technical Editing*, 4th ed. For *Business Communication Quarterly* 70:267–270; (2006). Book Review: *Speaking Professionally*. For *Business Communication Quarterly* 69:351–354; (2006). Recent and Relevant abstracts for *Technical Communication* 53:381.
- Mercuri, Renée I. A. (2007). Book Review: *Cross-Cultural Communication*. For *Business Communication Quarterly* 70:118–124; (2006). Book Review: *From the Kitchen Table to the Conference Table*. For *Business Communication Quarterly* 69:240–244.
- Mastarone, Ginnifer L. (2006–2007). Recent and Relevant abstracts for *Technical Communication*; (2006). “What’s Not to Like?: Business Students’ Opinions about PowerPoint Slide Design.” Proceedings of the Association for Business Communication Conference; (2006). Book Review: *Creating Dynamic Multimedia Presentations Using Microsoft PowerPoint 2003*, 3rd ed. For *Business Communication Quarterly* 69:237–240.

- Kato, Todd. (2007). Book Review: *Brand Clout*. For *Business Communication Quarterly* 70: 256–259.
- Wendt, Lynn. (2007). Book Review: *Leading Groups and Teams*. For *Business Communication Quarterly* 70:125–127.
- Chase, Julia. (2006). Book Review: *The Elements of Résumé Style*. For *Business Communication Quarterly* 69:339–341.
- Tusin, Joshua. (2006). Book Review: *Guide to Media Relations*. For *Business Communication Quarterly* 69:344–348.