

**Peggy B. Fisher**  
**Assistant Teaching Professor**  
**Department of Communication Studies**  
**Ball State University**

**Education**

<u>Degree</u>	<u>Date</u>	<u>University</u>	<u>Major</u>	<u>Minor</u>
PhD	1986	Bowling Green State University	Interpersonal and Public Communication	NA
MA	1983	Bowling Green State University	Interpersonal and Public Communication	NA
BA	1982	Bowling Green State University	Interpersonal and Public Communication	Human Resources

**Employment**

Assistant Professor of Teaching: August 1995-Present. Ball State University, Department of Communication Studies, Muncie, IN. Full-time Contract, Graduate Faculty status, Certified CITI training 2016

Assistant Professor: January 1987-May 1995. Saint Mary's College, Department of Communication, Dance and Theatre. Notre Dame, IN.

Communications Specialist: Chamber of Commerce of St. Joseph County: Summer 1989. South Bend, IN.

Doctoral Teaching Fellow. Academic Years 1984-1986. Bowling Green State University, Department of Interpersonal and Public Communication. Bowling Green, OH.

**Fields of Professional Specialization**

Experiential Education, Organizational Communication, Focus Group Research, Jury Research, Interpersonal Communication, Interviewing Skills, Nonverbal Communication, Motivational Speaking, Training

**Teaching**

**Immersive Learning (Formerly Building Better Communities)**

1. Open Door Health Services. Bringing In and Branding Out: Recruiting Employees and Building Community Connections. Fall 2018
  - Work with HR director on the following initiatives: Create talent acquisition content including an updated Website landing page, updated promotional materials, and assess, recommend and implement new training for staff
  - Review and make recommendations for the New Patient Orientation process and paperwork

- Produce videos on maladies for ODHS target audience
  - Create age-appropriate educational materials on wellness and healthy habits
  - Organize and design community gardens
  - Assist with grant writing
  - Create and produce a “Welcome” video for new and potential hires
  - Design, implement and present research on community wellness needs--including focus groups with target audience, interviews, and surveys
2. Muncie Civic Theatre. *Creating Community Through Drama*. Fall 2017-Spring 2018
- Developing a sustainable volunteer program
  - Expanding the Barrier Free program for children and adults with special needs
  - Organizing and promoting the New Year’s Eve event
  - Connecting theatre opportunities and events better with Ball State University students and parents
  - Underwriting and fundraising
  - Promoting events and shows
  - Assisting with staging, makeup, costumes, props
  - Developing materials for the theatre museum
  - Researching and implementing a new recycling program
3. Boys & Girls Club, Muncie. *Engaging the Next Generation of Leaders: Character and Leadership Development at the Boys & Girls Club of Muncie*. Fall 2016-Spring 2017
- Developed and implemented a series of five interactive seminars on leadership for club teens
  - Researched poverty in east central Indiana
  - Researched leadership philosophies and skill development
  - Researched educational needs specific to teens
  - Conducted and analyzed pre- and post-tests
  - Volunteered at the club
4. Cancer Services of East Central Indiana Little Red Door. *Building Better Health: Developing a Community Gold Standard*. Fall 2015-Spring 2016
- Assisted with annual fundraiser by soliciting donations, publicity/promotions, logistics
  - Developed educational materials for high school students on HPV vaccinations, men’s cancer, and healthy habits
  - Developed Caring for the Caregiver resources and handouts
  - Wrote stories, produced videos, promoted and interviewed participants for the Facing Cancer project
  - Researched cancer clusters for a series of articles in the *Muncie Star Press*
5. Innovation Connector. *Promoting Co-Working Space*. Fall 2014-Spring 2015
- Developed marketing program, judged, trained contestants and facilitated The Big Pitch contest

- Learned about Co-working space
  - Marketed and developed communication strategies for the Downtown Business Connector
  - Assisted local co-working space, Creative Sanctuary 765, with programming ideas and marketing
6. IU Health Ball Memorial Hospital and CASA of Delaware County. *Compassion Fatigue in Delaware County: A Community-Wide Assessment*. Fall 2013-Spring 2014
- Learned about the causes, symptoms, and ways to prevent compassion fatigue (CF)
  - Engaged in fundraising to pay for medical staff and volunteer CF toolkits
  - Constructed a CF toolkit for employees and volunteers, containing a variety of preventative items such as mandalas, journals, scented candles, etc.
  - Wrote handbook titled *Compassion Fatigue: A Guide to Understanding, Treating and Preventing Compassion Fatigue*
  - Developed an Ipad app for CF
7. Grace Episcopal Church. *Connecting Community and Congregation*. Fall 2012-Spring 2013
- Developed strategic plan for marketing church resources to local community
  - Researched community lifestyles, preferences, communication options
  - Produced three programs connecting church members with the community that were implemented
  - Studied options for use of new digital signage both inside and outside the church
8. TEAMwork for Quality Living. *Poverty Awareness Year Ambassadors*. Fall 2012-Spring 2013
- Designed and implemented social media campaign for Poverty Awareness Year (PAY) activities and events
  - Revised outdated job descriptions for TQL staff
  - Developed Volunteer Recognition Guide, containing information about successful volunteer recognition programs and little-to-no-cost ideas for recognizing volunteers
  - Conducted Personal Care Items drive that served over 80 families
  - Organized PAY event, focusing on child abuse awareness and prevention titled #500 Balloons also raised \$1,500.00 for the local CASA
  - Constructed, distributed and analyzed satisfaction surveys for all PAY events
9. TEAMwork for Quality Living. *Nonverbal Communication: Poverty Awareness Year Ambassadors*. Fall 2012
- Studied lifestyles, challenges and opportunities of those living in poverty
  - Researched nonverbal communication with a focus on symbolic cues of those in poverty

- Employed nonverbal communication concepts such as color, space, placement, etc. to design a visual display educating people about life in poverty
10. Innovation Connector Ambassadors. *Mentorship and the Innovation Connector: A Gateway for Business Assistance*. Fall 2012-Spring 2013
- Organized sustainable mentoring initiative for small business leaders and owners, including an Advisory Board, online and face-to-face mentoring options, workshops, and webinars for L-Inc.
  - Conducted needs analysis including interviews and focus groups with small business owners and mentor resources
  - Developed strategic marketing plan for L-Inc. including promotional materials, social media, and recruitment presentations
  - Organized kickoff event for L-Inc. including format, logistics, catering, and promotional materials
11. Court Appointed Special Advocates for Children. *Developing Volunteer Training and Recruitment Strategies for Court Appointed Special Advocates*. Fall 2011-Spring 2012
- Conducted needs assessment of the volunteers, and developed programs to keep them engaged and enthusiastic
  - Presented training session for the Spring CASA class
  - Planned inaugural fundraising event: I Run for a Child, 5k run/walk and hog roast. This included logistics, recruitment, marketing, signage, securing sponsorships, and entertainment. Raised over \$3,000.00
  - Created Non-Advocate volunteer position involving a complete reorganization of existing staff duties/job descriptions, marketing the new position, interviewing candidates, and situating the new volunteer position within the office system
12. Senior Corps of Retired Executives. *SCORE: Counselors to America's Small Business*. Fall 2010-Spring 2011
- Won national SCORE award with Anderson Chapter for our collaboration
  - For the first time in SCORE history a student group organized a fully functioning and sustainable branch of SCORE.
  - Accomplished in nine months what usually takes 18 months
  - Successfully recruited SCORE mentors/volunteers and clients to maintain the newly established Muncie branch
13. Livable Communities-Muncie Action Plan (MAP). *Bridging the Gap*. Spring 2010
- Explored opportunities and positive community attributes for an aging local population
  - Presented community involvement ideas to the MAP Committee
  - Recommended development of a SCORE branch in Delaware County where retired business leaders can remain engaged and contribute to the community's economic health

14. Virginia B. Ball Center for Creative Inquiry. *Aging Well in East Central Indiana*. Fall 2009
  - Researched, designed and published website devoted to wellness opportunities in Delaware County <http://www.rediscoverdelawarecounty.com>. The site was maintained by the Mayor's office until she left office in 2012
  - Organized a wellness fair along with our final community presentation including marketing, producing both radio and TV PSAs, posters, brochures and flyers
  - Project was covered in the *Ball State Alumnus Magazine*, Fall, 2009 (<http://en.calameo.com/read/0000149475fc691fbbb3e>)
  
15. Habitat for Humanity. *Habitat for Humanity and the Home Discount Center*. Fall 2008-Spring 2009
  - Wrote and implemented strategic marketing plan for newly renovated ReStore
  - Developed, administered and analyzed customer satisfaction survey
  - Conducted feasibility study for ReStore can collection program. Collection campaign began Spring, 2010
  
16. IU Health Ball Memorial Hospital. *Nursing Magnet Certification*. Fall 2007-Spring 2008,
  - Produced assessment survey for Volunteer Resources
  - Developed Emergency Department needs assessment including observations, interviews and focus groups with former patients and medical staff. Many recommendations have been implemented.
  
17. CVC Communications. *Branding and Storytelling*. Fall 2006-Spring 2007
  - Updated contact and media lists
  - Provided ideas for e-newsletters and developed communication pieces
  - Developed sales protocol for new division of the organization

### **Online Course Development**

1. Business and Professional Communication. Recent highlights consist of updated videos for exercises in the interviewing and business presentation sections of the course.
2. Nonverbal Communication
3. Interviewing

### **Other Class Projects**

1. Who Are You?, Spring, 2009. Purchased disposable cameras for all my students and had them take photos of things that represent "them." Developed interactive exhibit in which students organized their black and white descriptive photographs and posted them in the hallway. Visitors could read their descriptions, as well as write their own thoughts on their own identities.
  
2. Public Speaking PSA, Spring, 2009. Public Speaking (COMM 210) students used their oral presentation skills to develop videos that could be used for public service announcements on topics such as having a designated driver and surviving your freshman

year of college. This project won the Top Paper Award at the Central States Communication Association conference, April 2011.

3. “Sales Day” Fundraiser, Spring, 2009. Students in the Business and Professional Teaching class organized into groups and developed products that they sold. All proceeds went to charity.
4. Service Learning, 2002-2004. Took COMM 277 students to St. Mary Catholic School to read stories to elementary school students.

### **Award**

1. Spring, 2011: Earned national SCORE Collaboration Award with the Anderson, IN chapter for the successful installation of the SCORE branch in Muncie, IN.

### **Grants Related to Teaching: \$36,260.00**

1. Fall, 2018: Immersive Learning Grant, \$500.00 to pay for training
2. Spring, 2017: CCIM Mini Grant, \$200.00 for Immersive Learning student travel
3. Spring, 2017: Immersive Learning Travel Grant, \$960.00 for student travel to Central States Communication Association conference
4. Spring, 2016: Immersive Learning Travel Grant, \$2,500.00 for student travel to Central States Communication Association conference
5. Fall, 2016: CCIM Mini Grant, \$450.00 for Immersive Learning project supplies
6. Spring, 2014: Immersive Learning Micro Grant, \$200.00 to offset cost of Compassion Fatigue Toolkit
7. Spring, 2013: Immersive Learning Micro Grant, \$250.00 to pay for mandatory Poverty Awareness training for students
8. Fall, 2006-Spring, 2007: Business Fellows, \$5,600.00 to cover project fees and expenses for Nursing Magnet Certification
9. Spring 2006: Business Fellows, \$16,050.00 to cover project fees and expenses for working with CVC Communications
10. 1999-2000: Instructional Development Grant, \$1,000.00 to develop and edit digital videos for COMM 251
11. 1998-1999: Faculty Development Grant, \$1,500.00 from the George and Frances Ball Fund for Academic Excellence and the 21<sup>st</sup> Century Fund to assist with printing internship materials and working on web development of internship information

12. 1997-1998: Provost Grant, \$3,200.00 to purchase computer equipment to assist with the development of COMM 251 web materials
13. 1997-1998: Dean's Grant, \$350.00 to purchase computer equipment to assist with the development of COMM 251 web materials
14. 1996-1997: Teleplex Grant, \$4,000.00 to develop web material for COMM 251

## Research

### Publications

#### Handbook/Books

1. Cleveland, D., Dicker, A., Fisher, P.B., Kellermeyer, F., Simler, N., Spicer, C., & Young, M. (2014). *Compassion fatigue: A guide to understanding, treating and preventing compassion fatigue*. Muncie, IN: Ball State University.
2. Byers P.Y. (Ed.). (1997). *Organizational communication: Theory and behavior*. Boston: Allyn and Bacon Publishers.
3. Byers, P.Y. (1997). *Instructor's manual for organizational communication: Theory and behavior*. Boston: Allyn and Bacon Publishers.

#### Chapters and Reprinted Selections

1. Fisher, P.B. (2018). The history of organizational communication. In T. Thompson (Ed.), *Communication, organization, adaptation: Mindfulness in organizing* (pp. 18-33). Cleveland, OH: August Learning Solutions.
2. Fisher, P.B. & Bilbrey, S. (2014). The role of food insufficiency in poverty. In TeamWork for Quality Living (Ed.), *Happy anniversary? The 50 year war on poverty* (pp. 57-60). Muncie, IN: Delaware County Poverty Awareness Coalition.
3. Byers P.Y., Zeller, R., & Byers, B. (2002). Focus group methods. In M. W. Wiederman, & B. E. Whitley (Eds.), *Handbook for conducting research on human sexuality* (pp. 173-195). Nahway, NJ: Erlbaum.
4. Byers, P.Y. (1997). The process and perspectives of organizational communication. In P.Y. Byers, (Ed.), *Organizational communication: Theory and behavior* (pp. 3-38). Boston: Allyn and Bacon Publishers.
5. Byers, B., Zeller, R., & Byers, P.Y. (1993). Birthdate and mortality: An evaluation of the death-dip/death-rise phenomenon. In B. Byers, (Ed.). *Readings in social psychology: Perspective and method* (pp. 54-63). Boston: Allyn and Bacon Publishers. (Original work published in 1991).

### Refereed Publications

1. Fisher, P.B. (Summer, 2011). We threw away the syllabus: Lessons learned in a public speaking classroom, *NSEE Perspectives*, (1), 27-34.
2. Klingel-Dowd, S., Fisher, P.B., & Fisher, M.D. (Summer, 2008). Creating graduate education partnership within the university and community, *National Society for Experiential Education Quarterly*, 33(2).
3. Byers, P.Y., & Weber, C.S. (1995). The timing of speech anxiety reduction treatments in the public speaking classroom. *Southern Communication Journal*, 60(3), 246-256.
4. Byers, P.Y., & Overdorf, S.A. (1993-1994). Female perspectives on romantic marital jealousy. *The Speech Communication Annual*, 8, 61-80.
5. Byers, P.Y., & Wilcox, J.A. (1991). Focus groups: A qualitative opportunity for researchers. *The Journal of Business Communication*, 28(1), 63-78.
6. Byers, B., Zeller, R., & Byers, P.Y. (1993). Birthdate and mortality: An Evaluation of the death-dip/death-rise phenomenon. *Sociological Focus*, 24(1), 13-28.
7. Byers, P.Y., & Tucker, R.K. (1987). Factorial validity of Merz's psychological reactance scale. *Psychological Reports*, 6, 811-815.

#### **Published Reviews**

1. Byers, B., & Byers, P.Y. (1994). The deadly deception. *Journal of Criminal Justice and Popular Culture*, 2(4), 93-95.

#### **Non-Refereed Publications**

1. Fisher, P.B., Davis, S., Esmail, E., Goubeaux, C., Kammeyer, K., Lloyd, Chelsey, Mueller, F., Payne, J., Saffell, A., Ta, B., Thomas, L., Wells, M., & Wineland, C. (August, 2011). *We are open for business: Guidelines for students wanting to start a branch of SCORE* [White Paper]. Housed in the National SCORE repository.
2. Byers, P.Y., & Byers, B. (1998). *Focus group research and juries: Literature and applications* [White paper]. Collected Papers of the National Jury Project: Midwest. Also included in the Depository of the American Society of Trial Consultants.
3. Byers, P.Y. (1998). Case studies in the organizational communication course: Applying textbook concepts to real-life organizations. East Lansing, MI: National Center for Research on Teacher Learning. (ERIC Document Reproductive Service No. ED 421 727).
4. Byers, P.Y., Wilcox, J.R. (1998). *Focus groups: An alternative method of gathering qualitative data in communication research*. East Lansing, MI: National Center for Research on Teacher Learning. (ERIC Document Reproduction Service No. ED).

#### **Scholarly Presentations**

##### **Panel and Paper Presentations**

1. Fisher, P.B. (April, 2018). *Advice from the experts on getting tenure, publishing, teaching, and moving into administration: Mentoring and networking in*



- Organizational and Professional Communication*. Panel presentation at the Central States Communication Association conference, Milwaukee, WI.
2. Fisher, P.B. (April, 2018). *Making a difference in the community: The rewards and challenges of connecting with nonprofit organizations*. Paper to be presented at the Central States Communication Association conference, Milwaukee, WI.
  3. Fisher, P.B., & Aldridge, S. (April, 2017). *Co-working spaces: Communication's role in peer relationships and creating a sense of community*. Paper presented at the Central States Communication Association conference, Minneapolis, MN.
  4. Fisher, P.B. (April, 2017). *Creating a culture of leadership for at-risk teens: A student perspective on experiential education*. Panel presentation at the Central States Communication Association conference, Minneapolis, MN.
  5. Fisher, P.B. (April, 2016). *Double duty: Being both the site and academic supervisor*. Panel presentation at the Central States Communication Association conference, Grand Rapids, MI.
  6. Fisher P.B. (April, 2016). *Building a foundation for experiential learning and internships: Issues related to managing, assessing, mentoring and placing students*. **Top Panel Award**. Paper presented at the Central States Communication Association conference, Grand Rapids, MI.
  7. Fisher, P.B. (April, 2015). *In their voice: How experiential education and internships bridge organizational communication concepts and application*. Panel presentation at the Central States Communication Association conference, Madison, WI.
  8. Fisher, P. B. (April, 2013). *Assessing personal branding in the classroom*. Panel presentation at the Central States Communication Association conference, Kansas City, MO.
  9. Fisher, P.B., & Roth, M. (March, 2012). *Connecting the campus and the community through internships*. Panel presentation at the Central States Communication Association conference, Cleveland, OH.
  10. Fisher, P.B., & Fisher, M.D. (November, 2011). *Meeting our students' needs: Can FIRO theory foster social presence in online education?* Paper presented at the Sloan International Conference on Online Learning, Orlando, FL.
  11. Fisher, P.B. (April, 2011). *A hands-on way to teach public speaking: Analysis of an experiment in a public speaking classroom*. **Trank Award for Top Paper**. Paper presented at the Central States Communication Association conference, Milwaukee, WI.
  12. Fisher, P.B., & Byrnes, K. (November, 2007). *From interns to consultants: Broadening the view of the student-client relationship in a Business Fellows program*. Panel presentation at the National Communication Association conference, Chicago, IL.
  13. Fisher, P.B. (November, 2006). *Maintaining our connections: Strategies for dealing with problem internships*. Panel presentation at the National Communication Association conference, San Antonio, TX.

14. Fisher, P.B. (November, 2005). *What are advertisers really saying: An analysis of nonverbal messages*. Paper presented at the National Communication Association conference, Boston, MA.
15. Byers, P.Y., Fisher, M. D., & Thompson, T.N. (November, 2004). *A metaphoric analysis of parking appeals*. Paper presented at the National Communication Association conference, Chicago, IL.
16. Byers, P.Y. (November, 2004). *Group sales presentations*. Paper presented at the National Communication Association conference, Chicago, IL.
17. Byers, P.Y. (November, 2002). *Nonverbal messages in advertising*. Paper presented at the National Communication Association conference, New Orleans, LA.
18. Byers, P.Y. (November, 2002). *Developing a senior writing portfolio*. Paper presented at the National Communication Association conference, New Orleans, LA.
19. Byers, P.Y. (November, 2001). *Senior portfolio and assessment tools*. Paper presented at the National Communication Association conference, Atlanta, GA.
20. Parrish-Sprowl, J., & Byers, P.Y. (April, 2001). *Student (Re) construction of directed online discussions: Arguments, case studies, and presentations*. Paper presented at Central States Communication Association conference, Cincinnati, OH.
21. Byers, P.Y. (November, 2000). *Evaluating the web: An annotated bibliography of web materials*. Paper presented at the National Communication Association conference, Seattle, WA.
22. Byers, P.Y., Parrish-Sprowl, J., & Borzi, M. (November, 2000). *Creating virtual teams: Learning about the future of communication the hard way*. Paper presented at the National Communication Association conference, Seattle, WA.
23. Byers, P.Y., & Thompson, T. (November 2000). *Computer mediated communication apprehension: A state university perspective*. Paper presented at the National Communication Association conference, Seattle, WA.
24. Byers, P.Y. (November 1999). *A study of how trial consultants plan, conduct, and analyze focus groups*. Paper presented at the National Communication Association conference, Chicago, IL.
25. Byers, P.Y. (April, 1999). *Writing in higher education: Teaching business writing in the speech department*. Paper presented at the Central States Communication Association conference, St. Lois, MO.
26. Byers, P.Y., Shue, L., & Byers, B. (November, 1998). *Didn't mean to let you down: Reflecting on the content of suicide notes*. Paper presented at the National Communication Association conference, New York, NY.
27. Byers, P.Y. (April, 1998). *Case studies in the organizational communication course*. Paper presented at the Central States Communication Association conference, Chicago, IL.

28. Byers, P.Y., & Byers, B. (November, 1997). *The use of focus groups as a research method in litigation analysis*. Paper presented at the National Communication Association conference, Chicago, IL.
29. Byers, P.Y. (November, 1997). *Teaching the college course in Organization Communication: Traditional and contemporary issues*. Short course presented at the National Communication Association conference, Chicago, IL.
30. Byers, P.Y., Thompson, T., & Byers, B. (April, 1997). *Teaching about ethnomethodology and social interaction through norm breaking*. Paper presented at the Central States Communication Association conference, St. Louis, MO.
31. Byers, P.Y., & Byers, B. (March, 1996). *Focus groups and jury research: Literature and applications*. Paper presented at the Academy of Criminal Justice Sciences conference, Las Vegas, NV.
32. Byers, P.Y., Parrish-Sprowl, J., & Kordsmeier, M. (November, 1995). *Transforming to teams: Interviews as interventions*. Panel presentation at the Speech Communication Association conference, San Antonio, TX.
33. Byers, P.Y., & Eichenmeyer, L. (November, 1994). *Content analysis of women in local and college newspapers during the "Year of the Woman."* Paper presented at the Speech Communication Association conference, New Orleans, LA.
34. Byers, P.Y. (November, 1993). *Women in Communications, Inc: Networking, mentoring and starting a student chapter*. Panel presentation at the Speech Communication Association conference, Miami, FL.
35. Byers, P.Y., & Weber, C.S. (November, 1993). *The timing of visualization treatment and its effect on public speaking anxiety*. Paper presented at the Speech Communication Association conference, Miami, FL.
36. Byers, P.Y. (November, 1993). *On teaching the advanced public speaking course*. Paper presented at the Speech Communication Association conference, Miami, FL.
37. Byers, P.Y. (November, 1992). *War stories: Perceptions of worst case breakups*. Paper presented at the Speech Communication Association conference, Chicago, IL.
38. Byers, P. Y. (November, 1992). *Teaching the college course in organizational communication: Traditional and contemporary perspectives*. Short course presented at the National Communication Association conference, Chicago, IL.
39. Byers, P. Y. (November, 1992). *Approaches to teaching the introductory and advanced research methods courses at the undergraduate level*. Paper presented the Speech Communication Association conference, Chicago, IL.
40. Byers, P.Y., Goodnow, M.A., Smith, S., & Kavanaugh, B. (November, 1991). *Making the first move: Nonverbal courtship initiation*. Paper presented at the Speech Communication Association conference, Atlanta GA.
41. Byers, P.Y. (November, 1991). *Oral communication skills: Proficiency and assessment*. Paper presented at the Speech Communication Association conference, Atlanta GA.

42. Byers, P.Y., & Overdorf, S.A. (November, 1991). *A descriptive analysis of female perspectives of romantic marital jealousy*. Paper presented at the Speech Communication Association conference, Atlanta, GA.
43. Byers, P.Y. (April, 1991). *Learning by doing in the undergraduate methods course: Content analysis*. Paper presented at the Central States Communication Association conference, Chicago, IL.
44. Byers, P.Y. (April, 1990). *Romantic marital jealousy: Using focus groups to study intimate communication*. Paper presented at the Central States Communication Association conference, Detroit, MI.
45. Byers, P.Y., & Tucker, R.K. (April, 1990). *Jealousy and envy*. Paper presented at the Central States Communication Association conference, Detroit, MI.
46. Byers, P.Y., & Wilcox, J.R. (November, 1988). *Focus groups: An alternative method of gathering qualitative data in communication research*. Paper presented at the Speech Communication Association conference, New Orleans, LA.
47. Byers, P.Y., & Thompson, T. (May, 1987). *Transcending the green-eye'd monster: Burkean applications on romantic jealousy*. Paper presented at the Eastern Communication Association conference, Atlantic City, NJ.
48. Byers, P.Y. (April, 1987). *A Burkean perspective of romantic jealousy*. Paper presented at the joint meeting of the Central States Communication Association and Southern States Communication Association conference, Chicago, IL.

### **Awards**

1. Top Panel Award, April, 2016. *Building a foundation for experiential learning and internships: Issues related to managing, assessing, mentoring and placing students*. Paper presented at the Central States Communication Association conference.
2. Trank Award, Spring 2011. Top Paper in the Basic Course Division. *A hands-on way to teach public speaking: Analysis of an experiment in a public speaking classroom*. Central States Communication Association conference.

### **Additional Scholarship & Training**

1. January, 2018: Authentic Leadership. Training and Development, Ball State University
2. October, 2017: Building Multigenerational Teams. Shafer Leadership Academy
3. February, 2017: Engaging Community Series: Local Funding Options in Delaware County. Office of Community Engagement
4. April, 2017: Let's Make a Down and Dirty Content Strategy that Works. East Central Indiana Social Media Group
5. March, 2015: Managing Media with My Mediasite. iLearn, Ball State University
6. May, 2015: Mastering the Group Meeting, Mastering the One-on-One Meeting. Shafer Leadership Academy

7. June, 2015: Nonprofit Social Media Forum. East Central Indiana Social Media Group
8. September, 2015: Tell Great Stories. East Central Indiana Social Media Group
9. April, 2014: Speaking with Spark. Training and Development, Ball State University
10. September, 2014: Generation Y Not?: Making an Impact on your Community. Shafer Leadership Academy
11. September, 2014: 30 Tools, 30 Minutes: Digital Tools for Engagement. East Central Indiana Social Media Group
12. October, 2014: Idea Mapping: A Whole Brain Visualization Tool. Training and Development, Ball State University
13. October 2013: Managing Media with My Mediasite. iLearn, Ball State University
14. January, 2011: Blackboard: Designing and Effective Course Site. Information Technology Training Ball State University
15. April, 2011: Department of Labor Crackdown on Unpaid Interns: What Employers Need to Know, Webinar, Career Services, Ball State University
16. April, 2011: Moving Your Course Online: Policy Procedure and Process. Innovations in Teaching, Assessment & Scholarship, Ball State University
17. November, 2010: Developing Online Courses: Building a Community of Learners. Information Technology Training, Ball State University
18. November, 2010: Developing Online Courses: Content, Delivery & Instruction Part 2. Information Technology Training, Ball State University
19. November, 2010: Panopto training. Information Technology Training, Ball State University
20. November, 2009: Intergenerational Conversation. Department of Sociology, Ball State University
21. January, 2006: Digital Media in the Classroom. Technology Training, Ball State University
22. September, 2006: Promoting Personal and Academic Integrity. Teaching and Learning, Ball State University
23. Fall 2004: Content Management for Web Development: Introduction to Vignette Part I. Technology Training Support Services, Ball State University
24. October, 2004: Writing for Action. Training and Development, Ball State University
25. January, 2003: Interviewing: Selecting the Best. Training and Development, Ball State University
26. November, 2003: Legal Issues in Internships Webinar. Career Services, Ball State University
27. February, 2001: Web Page/Site Design. The Center for Teaching Technology, Ball State University

28. November, 1997: Putting Your Course Online Webinar. The Center for Teaching Technology, Ball State University
29. March, 1997: Creating Web Pages Using Adobe's Pagemill. University Computing Services, Ball States University
30. March, 1997: Creating Multimedia with Digital Chisel. Faculty Enhancement Series, Ball State University
31. April, 1997: Creating Web Pages: Design Issues. University Computing Services, Ball State University
32. January, 1996: Campus Internship Chat. Career Services, Ball State University
33. Fall, 1995: Teaching Portfolios and Teaching Methods. The Center for Teaching and Learning, Ball State University

## Service

### University

#### 2018-2019

- Faculty Council Library Committee
- Community Assets and Needs working group for the Strategic Planning Committee

#### 2017-2018

- Academic Ethics Committee Ad Hoc member

#### 2016-2017

- Contract Faculty Affairs Committee

#### 2015-2016

- Contract Faculty Affairs Committee

#### 2014-2015

- Faculty Advisor—Up 'Till Dawn, St. Jude Hospital
- Academic Ethics Committee Ad Hoc member

#### 2013-2014

- Academic Ethics Committee

#### 2012-2013

- Academic Ethics Committee

#### 2011-2012

- Academic Ethics Committee

#### 2010-2011:

- Academic Ethics Committee

2008-2009

- Academic Ethics Committee

2007-2008

- Academic Ethics Committee

2006-2007

- Dissertation Committee for Marjorie Greene, Educational Leadership
- Honors Thesis Advisor for Jennifer Terrance

2005-2006

- Dissertation Committee for Marjorie Greene, Educational Leadership
- Reviewed panel presentations and offered feedback for Business Fellow participants

2004-2005

- Dissertation Committee for Marjorie Greene, Educational Leadership
- Career Center Comprehensive Program Review Committee member
- Mentor Honors College Student

2003-2004

- Dissertation Committee for Marjorie Greene, Educational Leadership
- **Chair**--University Traffic Appeals Subcommittee
- Greek Week Homecoming Royalty screener

2002-2003

- University Traffic Appeals Subcommittee
- UniverCity Planning Committee

2001-2002

- University Traffic Appeals Subcommittee
- High School Multicultural Day presenter
- UniverCity presenter

1999-2000

- Departmental Representative to the Campus Internship Workshop Series  
University College
- **Chair**-publicity for the BSU Women's Club

1998-1999

- Departmental Representative to the campus internship workshop series sponsored  
by the University College
- **Chair**-publicity for the BSU Women's Club

1997-1998

- Departmental Representative to the campus internship workshop series sponsored by the University College
- **Chair**-publicity for BSU Women's Club

**College**

2017-2018

- Dean's Mobile Communication Interest Group
- CCIM Special Events Committee—helped plan and facilitate CCIM Career Forum

2016-2017

- Dean's Marketing Advisory Group
- Dean's Mobile Communication Interest Group

2015-2016

- Dean's Marketing Advisory Group

2014-2015

- Dean's Marketing Advisory Group

2013-2014

- Dean's Marketing Advisory Group

2012-2013

- Dean's Marketing Advisory Group

2011-2012

- Dean's Marketing Advisory Group

2010-2011

- Dean's Marketing Advisory Group

2007-2008

- ITAG representative

2006-2007

- Secretary-Symposium '08 Committee

2005-2006

- CCIM Style Guide Committee
- Symposium '08 Committee
- Honors Writing Program reviewer

2004-2005



- Participant in Dean's Search interviews
- Honors Writing Program reviewer

2001-2002

- CCIM representative for the ISGC NASA Committee

1997-1998

- CCIM Essay Contest judge

**Department**

2018-2019

- **Team Captain**-United Way of Delaware County
- **Chair**-Instructional Resources and Technology Committee
- Chair's Advisory Committee

2017-2018

- **Team Captain**-United Way of Delaware County
- **Chair**-Instructional Resources and Technology Committee
- Chair's Advisory Committee
- Senior Portfolio Reviewer
- Knott Scholarship Committee
- COMM representative during summer orientation
- Graduate Program Review participant
- Centennial Celebration Committee

2016-2017

- **Team Captain**-United Way of Delaware County
- **Chair**-Instructional Resources and Technology Committee
- Chair's Advisory Committee
- Senior Portfolio Reviewer
- Knott Scholarship Committee
- COMM representative during summer orientation
- Graduate Program Review participant
- Ad Hoc Homecoming Committee

2015-2016

- **Team Captain**-United Way of Delaware County
- **Chair**-Instructional Resources and Technology Committee
- Chair's Advisory Committee
- Senior Portfolio Reviewer
- Knott Scholarship Committee
- COMM representative during summer orientation

2014-2015

- **Team Captain**-United Way of Delaware County

- **Chair**-Instructional Resources and Technology Committee
- Chair's Advisory Committee
- Senior Portfolio Reviewer
- Knott Scholarship Committee
- COMM representative during summer orientation
- Graduate Comprehensive Exam Committee

2013-2014

- **Team Captain**-United Way of Delaware County
- **Chair**-Instructional Resources and Technology Committee
- Chair's Advisory Committee
- Senior Portfolio Reviewer
- Knott Scholarship Committee
- COMM representative during summer orientation
- Undergraduate Advisor
- Graduate Comprehensive Exam Committee

2012-2013

- **Team Captain**-United Way of Delaware County
- **Chair**-Instructional Resources and Technology Committee
- Chair's Advisory Committee
- Senior Portfolio Reviewer
- Knott Scholarship Committee
- COMM representative during summer orientation
- Undergraduate Advisor
- Graduate Comprehensive Exam Committee

2011-2012

- **Team Captain**-United Way of Delaware County
- **Chair**-Instructional Resources and Technology Committee
- Chair's Advisory Committee
- Senior Portfolio Reviewer
- Knott Scholarship Committee
- COMM representative during summer orientation
- Undergraduate Advisor
- Graduate Comprehensive Exam Committee

2010-2011

- **Chair**-Instructional Resources and Technology Committee
- Chair's Advisory Committee
- Senior Portfolio Reviewer
- Knott Scholarship Committee
- COMM representative during summer orientation
- Undergraduate Advisor

- Graduate Comprehensive Exam Committee

2009-2010

- **Chair**-Instructional Resources and Technology Committee
- Chair's Advisory Committee
- Senior Portfolio Reviewer
- Knott Scholarship Committee
- COMM representative during summer orientation
- Undergraduate Advisor
- Graduate Comprehensive Exam Committee
- Administrative Coordinator Search Committee

2008-2009

- **Chair**-Instructional Resources and Technology Committee
- Chair's Advisory Committee
- Senior Portfolio Reviewer
- Knott Scholarship Committee
- COMM representative during summer orientation
- Undergraduate Advisor
- Graduate Comprehensive Exam Committee
- Scholarship Revision Committee
- Search Committee for tenure line position in Organizational Communication

2007-2008

- **Chair**-Instructional Resources and Technology Committee
- Chair's Advisory Committee
- Senior Portfolio Reviewer
- Knott Scholarship Committee
- Nitcavic Diversity Scholarship Committee
- COMM representative during summer orientation
- Undergraduate Advisor
- Graduate Comprehensive Exam Committee
- Ad Hoc Committee to review scholarship processes

2006-2007

- **Chair**-Instructional Resources and Technology Committee
- Chair's Advisory Committee
- Senior Portfolio Reviewer
- Knott Scholarship Committee
- COMM representative during summer orientation
- Undergraduate Advisor
- Graduate Comprehensive Exam Committee
- Assisted with COMM 210 test-out speeches

2005-2006

- **Chair**-Instructional Resources and Technology Committee
- Chair's Advisory Committee
- Senior Portfolio Reviewer
- Knott Scholarship Committee
- COMM representative during summer orientation
- Undergraduate Advisor
- Graduate Comprehensive Exam Committee
- Faculty coach for pageant and employment interviews
- Lilly II Mentor for Undergraduates at NCA
- Welcome Week participant for prospective COMM majors
- Basic Course Director Search Committee

2004-2005

- **Chair**-Instructional Resources and Technology Committee
- Chair's Advisory Committee
- Senior Portfolio Reviewer
- Knott Scholarship Committee
- COMM representative during summer orientation
- Undergraduate Advisor
- Graduate Comprehensive Exam Committee
- Faculty coach for pageant and employment interviews
- Lilly II Mentor for undergraduates at NCA

2003-2004

- **Chair**-Instructional Resources and Technology Committee
- Chair's Advisory Committee
- Senior Portfolio Reviewer
- Knott Scholarship Committee
- COMM representative during summer orientation
- Undergraduate Advisor
- Lilly II Mentor for undergraduates at NCA
- Cardinal Preview Day representative

2002-2003

- **Chair**--Instructional Resources and Technology Committee
- Chair's Advisory Committee
- Senior Portfolio Reviewer
- Knott Scholarship Committee
- COMM representative during summer orientation
- Undergraduate Advisor
- Social Functions Committee

2001-2002

- **Chair**-Social Functions Committee
- **Chair**-Library and Educational Resources Committee
- Senior Portfolio Reviewer
- Knott Scholarship Committee
- COMM representative during summer orientation
- Undergraduate Advisor
- Debate Tournament judge
- Speech Tournament judge
- Curriculum and Program Development Committee member

2000-2001

- **Chair**--Library Educational Resources Committee
- **Chair**--Social Functions Committee
- Senior Portfolio Reviewer
- COMM representative during summer orientation
- Undergraduate Advisor
- Debate Tournament judge
- Speech Tournament judge
- COMM Website development
- Search Committee for new Chair

1999-2000

- **Chair**--Library and Educational Resources Committee
- **Chair**--Social Functions Committee
- Knott Scholarship Committee
- COMM representative during summer orientation
- Undergraduate Advisor
- Debate Tournament judge
- Speech Tournament judge
- Curriculum and Program Development Committee member
- Graduate Recruitment Power Point presentation developer
- COMM “table” at the “Millennium Sunday” event organizer

1998-1999

- **Chair**-Social Functions Committee
- **Chair**-Library and Educational Resources
- COMM representative during summer orientation
- Undergraduate Advisor
- Speech Tournament judge
- Assumed teaching responsibilities for a section of COMM 210 beginning week 10
- 210 Graduate Assistant mentor

1997-1998

- **Chair**-Social Functions Committee

- Organized a professional etiquette dinner for graduate students
- COMM representative during summer orientation
- Undergraduate Advisor
- Speech Tournament judge
- Resume writing workshop for graduate students

1995-1996

- Social Functions Committee
- Alan Huckleberry Communication Graduate Conference reader
- COMM representative during summer orientation

**Professional**  
**Central States Communication Association**

2017-2018

- Undergraduate Honors Conference Reviewer
- Organizational and Professional Communication Division Reviewer
- Instructional Resources Division Reviewer
- Respondent, CSCA conference
- Elected Vice Chair for 2019 conference

2016-2017

- Undergraduate Honors Conference Reviewer
- Organizational and Professional Communication Division Reviewer
- Instructional Resources Division Reviewer

2015-2016

- Undergraduate Honors Conference Reviewer
- Organizational and Professional Communication Division Reviewer
- Instructional Resources Division Reviewer

2014-2015

- **Division Chair**-Conference Organizer, Organizational and Professional Communication Division

2013-2014

- **Vice Chair**-Organizational and Professional Communication Division
- Organizational and Professional Communication Division Social Media Coordinator

2012-2013

- Instructional Resources Reviewer
- Organizational and Professional Communication Division Reviewer
- Organizational and Professional Communication Division Social Media Coordinator

2011-2012

- Instructional Resources Reviewer
- Organizational and Professional Communication Division Reviewer

2010-2011

- Instructional Resources Reviewer
- Organizational and Professional Communication Division Reviewer

1990-1991

- **Secretary**-Kenneth Burke Society CSCA Chapter

**National Communication Association**

2008-2009

- Experiential Education Division Reviewer
- G.I.F.T.S Reviewer

2007-2008

- Experiential Education Division Reviewer
- G.I.F.T.S Reviewer

2006-2007

- Experiential Education Division Reviewer
- G.I.F.T.S Reviewer

2000-2001

- Communication and Law Division Reviewer
- G.I.F.T.S Reviewer

**Other**

2008

- Reviewed book: Anderson, R., and Killenberg, G. M., *Interviewing: Speaking, listening and learning for professional life*, 2<sup>nd</sup> edition, Oxford University Press

2007

- Reviewed book: Guffy, M. E., *Business communication: Process and product*, 6<sup>th</sup> edition, Cengage Learning

2005

- Reviewed book, Allan, M. D., Telephone focus group: Strengths, limitations, and practical considerations for Field Methods, Sage Publications

2002

- Reviewed book, Zaremba, A., *Organizational communication: Foundations for business and management*. Thompson South-Western Publisher

1998-2001

- **Associate Editor**, *Quarterly Journal of Speech*

1987-1994

- Established and maintained the Saint Mary's College Chapter of Women in Communications, Inc. Liaison with the Michiana Professional Chapter

1990

- Workshop facilitator- "Course Design and Teaching Style." for the Department of Business Administration and Economics at Saint Mary's College, Notre Dame, IN

1989-1991

- Editorial board, *Michigan Association of Speech Communication Journal*

1983-1986

- Speech Team Judge and Coach, Bowling Green State University

1982-1983

- Graduate Student Representative to Department of Interpersonal and Public Communication, Bowling Green State University

**Service to Community, Surrounding Area, State, Region, Nation, International Community**

2017-Present

- Dream Nest: A Division of Hillcroft Services: Founder, Fundraising Chair, Construction Volunteer. Along with two others, organized a new organization dedicated to remodeling bedrooms for children with special needs in Delaware County, IN. This included developing a business plan, connecting with like-minded organizations, all graphic design, branding, social media, website design, construction and fundraising. [www.dreamnesthillcroft.org](http://www.dreamnesthillcroft.org)

1999-Present

- IU Health Ball Memorial Hospital: Volunteer in Neonatal Intensive Care Unit, Cancer Center, Discharge, ICU/CCU, Transport, Distribution Services, and Emergency Department. Responsibilities have included assisting with triage intake, patient comfort care, assisting with minor medical procedures, comforting inconsolable infants, completing required paperwork, delivering medical equipment, delivering blood and medicine to medical staff, answering phones, organizing infant clothes, blankets and bedding, transporting patients.
- Awarded the 1,000 hour pin in the Spring of 2017

1999-Present



- Feed My Sheep Muncie, Inc.: Served approximately 1,300 people on Thanksgiving Day and raised \$15,000.00 annually. Provided over 900 bags of groceries to guests and satellite distribution centers.
  - Volunteer Coordinator (2016). Responsible for recruiting and managing over 200 volunteers to help over a 24-hour period. This included coordinating applicants and open positions, regular communication with volunteers, overseeing volunteer check-in, orientation, and scheduling.
  - Chair, Board of Directors (2010-2015). Led organization during reorganization in which we received our official 501c3 IRS nonprofit status. Oversaw organization of county-wide food drive, promotions, fundraising, volunteer recruitment, and hot meal.
  - Chair County-Wide Food Drive (2006-2014). This included coordinating pick-up and delivery of over 100 collection totes for community-wide food drive to schools and organizations, promote throughout local schools, the community, and BSU.
  - Volunteer (1999-Present). Participate in sorting donated food, hot meal preparation, clean up, children's activities, serving food, delivering to the homebound, running errands, picking up donations, cleaned tables.

#### 2014-Present

- St. Mary Church: Parish Council Board Member, Parish Life and Community Chair

#### 2003-2008

- Cancer Services of Delaware County Little Red Door: Board of Directors Member

#### 2008

- Muscular Dystrophy Association: "MDA Lock-Up" participant

#### 2002-2007

- St. Mary School: Science Fair Judge in Behavioral Sciences
- Library Volunteer

#### 2002-2003

- Indiana Public Radio: Phone bank volunteer

#### 2001

- Muncie Sunrise Rotary: Presented *Managing your nonverbal image*

#### 2001-2006

- Boy Scouts of America St. Mary School Troop: Secretary, coordinated popcorn sales events, organized bell ringing at Muncie Mall, and other scout-related activities

#### 1999-2004

- Haltman Village Swim Club
  - Board President (2001-2004). Responsible for hiring pool manager, guard staff, concession staff, balancing budget, pool repair, coordinating special events, coordinating swim team
  - Board Member (1999-2000). Duties included interviewing all staff, assisting with events, managing facility repairs, coordinating pool parties and other special events.

1995

- United Way of St. Joseph County-Retired and Senior Volunteer Program: Responsible for organizing training seminars and workshops for local nonprofit agencies, fundraising, soliciting patrons/donors, and public relations

1993

- WSBT TV, South Bend, IN: Consultant for Sales Department, conducting and analyzing focus groups

1987-1995

- Community Resource Center:
  - Board of Directors (1987-1995)
  - Chair of Nominating Committee (1988-1989)
  - Vice-president (1989-1990)
  - Secretary (1991)
  - Special Advisor to the Hotline, Crisis Intervention Service (1987-1990)

1987-1989

- Chamber of Commerce of St. Joseph County: Commerce/Career Fair, Job Shadow Program, and other projects-administrative and promotional consulting

**Community and Campus Presentations**

2018

- COMM TA instructional video participant
- *How to Find an Internship*. Lambda Pi Eta, Ball State University

2017

- *Interviewing Skills*. Harney Elementary School, Lebanon, IN

2014

- *Advice for Teaching Online*. Interview included as part of an educational video, iLearn, Ball State University
- *Professionalism in the Interview and on the Job*. Guest presentation, SPTA 485 class

2013

- *Internship Strategies*. Lambda Pi Eta, Ball State University

2010

- *Developing an Elevator Pitch*. Phi Delta Theta fraternity
- *Teaching an Immersive Learning Class*. Office of Teaching and Learning Workshop, Ball State University

2009

- *Moving from Interns to Consultants: Broadening the View of the Student-Client Relationship*. Office of Teaching and Learning, Ball State University

2008

- *Understanding Body Language*. Training and Development, Ball State University
- *Excuse Me, but Your Attitude is Showing: Nonverbal Communication and Customer Service*. Dining Services, Ball State University

2005

- *Professionalism: Getting Others to Like and Respect You*. Training and Development, Ball State University
- *God Working in our Lives*. St. Mary Church Youth Group
- *The Good, the Bad and the Ugly: Managing Conflict*. Training and Development, Ball State University
- *Presentation Skills*. St. Mary School 8<sup>th</sup> Graders prior to their “We the People” contest
- *Communication Crisis: Recognizing and Dealing with Difficult People*. Training and Development, Ball State University

2004

- *Best Practices in Internships*. Career Center, Ball State University
- *Body Talk: Communicating Nonverbally*. Training and Development, Ball State University
- *What is an Interview Guide* with Marisa Fink. College of Science and Humanities Task Force on Diversity, Ball State University
- *Internships in the Department of Communication Studies*. NCASC

2003

- *Getting Through It*. National Cancer Survivor’s Day, Delaware County, IN
- *Interviewing Skills*. UniverCity, Ball State University
- *Cancer Talks*. Kappa Delta Sorority, Ball State University

2002

- *Opportunity Knocks*. Howick Hall Cancer Awareness Program, Ball State University
- *Skills You Need to Succeed*. High School Multicultural Day, Ball State University

1998

- *Interviewing and Resume Skills*. Alpha Omega Pi sorority, Ball State University

- *Impression Management at Work and Technology and Pedagogy*. Communication Studies Week, Bowling Green State University

1997

- *Career Trends, Cover Letters, Resumes and Interviewing Skills for Underserved Women*. Delaware County Chamber of Commerce women's conference.

1995

- *Nonverbal Communication: Body Language and the Use of Time and Space*. Center for International Programs, Ball State University

1990

- *Assessing Oral Communication Skills*. Curriculum Development Workshop. Saint Mary's College, Notre Dame, IN

1989

- *Specific Models of Professional Program Integration in a Liberal Arts Institution*. Curriculum Development Workshop, Saint Mary's College, Notre Dame, IN

### **Awards/Recognitions**

2018

- Community Connections Award. College of Communication, Information and Media

2013

- Featured as an "Everyday Hero" in *The Star Press* for my community outreach

2012

- Community Connections Award. College of Communication, Information and Media

2006

- Core Competency Award for Outstanding Social Responsibility. College of Communication, Information and Media

2003

- Ball State University Faculty Homecoming Queen