

Curriculum Vita
Laura Leigh Shue O'Hara

Department of Communication Studies
Letterman Building 364
Muncie, IN 47306
765-285-1998
lohara@bsu.edu

Education

Ph.D. 1998	Ohio University, School of Interpersonal Communication Primary Area: Organizational Communication Related Area: Rhetoric
MA 1994	Central Missouri University Primary Area: Speech Communication
BA 1992	Missouri Western State University Primary Area: Theatre

Professional Employment Prior to Arrival at Ball State University

Date:	September 1996-May 1997
Position:	Teaching Assistant
University:	The Ohio University School of Interpersonal Communication
Date:	September 1994-May 1996
Position:	Graduate Assistant
University:	The Ohio University School of Medicine
Date:	August 1992-May 1994
Position:	Teaching Assistant
University:	Central Missouri University Department of Communication

Employment at Ball State University

Assistant Professor, August 1997-August 2003
Associate Professor, August 2003-current

Field(s) of Professional Specialization

Organizational Communication, Health Communication, Intercultural Communication, and
Communication Education

Primary Role in Department

Relationship building has been—for as long as I can remember—my most cherished value. It is also fundamental to my teaching, research, and service roles in the Department of Communication Studies at Ball State University.

Relationship building is a central component of the content of the courses I teach. However, I take particular pride in the fact that relationship building is also a fundamental component of the processes I use when teaching these courses. I strive always to build strong and productive relationships with students, treating them with respect, kindness, positivity, and warmth. I affirm the *person*, even when the circumstances are difficult. I act with fairness and integrity—setting out clear standards and abiding by those standards—while weighing carefully extenuating circumstances. I am dependable, available, and generous with my time. Students know they can count on me to respond to them in thoughtful, timely ways. I communicate passion, enthusiasm, and good humor in my teaching practice, which as my teaching evaluations reveal, often translates into students who are also passionate and enthusiastic about learning in my courses. I also use teaching as a vehicle to build strong relationships between Ball State and wider communities, integrating a multitude of appropriate and relevant active-learning strategies into my teaching practice at every level from 100-seat core-curriculum courses to 15-seat graduate seminars. These practices—which are consistent with the university’s mission—benefit our community in myriad ways and add value to my courses by helping students relate course material to their own and others’ lives.

The value of relationship building also extends to the content of my scholarship, in which I generate new insights about numerous types of relationships—primarily in the areas of organizational communication, health communication, intercultural communication, and more recently—graduate education. Specifically, I seek to understand how certain types of relationships (e.g., patient-physician, expatriate-host, protégé-mentor) are socially constructed, and hence, how they can be re-constructed in a way that positively impacts those relationships and the material outcomes derived from those relationships. Relationship building is also evident in the community of scholars with whom I work. Although I have a number of “single-author” publications, I derive my greatest scholarly reward by engaging in collaborative projects with colleagues both inside and outside of our discipline. Not only have I expanded my understanding of communication processes in a variety of contexts via these collaborations; I have both shared and learned valuable lessons about the various processes of research.

Finally, I envision my service role as primarily a relationship building enterprise. Many of my service activities (particularly workshops and lectures) have focused on how to build stronger relationships in many contexts. Many of my service activities (particularly my work on Ball State’s Faculty Senate and Professional Affairs Council) have focused on enacting organizational policies that enhance our academic community. My service efforts (particularly my orchestration of alumni and student organization activities) have extended well beyond department walls to forge strong and productive relationships between the Department of Communication Studies, the College of Communication, Information and Media, Ball State University, and many wide-ranging communities.

Evidence of Outstanding Classroom Instruction

Courses Taught

Course Number	Course Name	Undergraduate/Graduate Course Designation	Dates Taught	Includes Significant Experiential or Service-Learning Component
210	Fundamentals of Public Speaking	Undergraduate	1998-2012	
290	Intercultural Communication	Undergraduate	1997-current	Yes
325	Interviewing	Undergraduate	1999	
440	Interpersonal Communication	Undergraduate	1997-2005	
441	Organizational Culture	Undergraduate	1998-2005	Yes
442	Communication & Conflict Management	Undergraduate	1998-current	Yes
452	Applied Organizational Communication	Undergraduate	1998-2003	Yes
540	Interpersonal Communication	Graduate	1997-2003	
605	Qualitative Research Methods	Graduate	2005-2012	Yes
640	Interpersonal Communication in Contexts	Graduate	2006	
650	Communication Training in Organizations	Graduate	1997-2003; 2013-current	Yes
653	Communication Consulting in Organizations	Graduate	1998-2003; 2013-current	Yes
690	Intercultural Communication	Graduate	2003; 2010; 2012	

Brief descriptions of Significant Experiential or Service-Learning Component

Course	Description of Experiential or Service-Learning Component
290 Intercultural Communication	Students practice intercultural communication skills in a semester-long assignment requiring them to: 1) select an international conversation partner whom they do not currently know; 2) gain that partner's commitment to participate in the activity; 3) plan a number of activities with that conversation partner--including both structured interviews and unstructured conversations; 4) complete two papers (one paper is based on research they do about their partner's culture and the conversations they have with their partner. The other paper requires students to reflect on their own intercultural interaction skills).
441 Organizational Culture	Students use ethnographic techniques in a semester-long assignment in which they research an organizational culture, analyze it using theories learned in class, and diagnose potential organizational issues/solutions based on their analysis.
442 Communication & Conflict Management	Students volunteer with all four units comprising the Boys & Girls Club of Muncie to observe—over time—conflict issues experienced by youth within these units. Students work in groups to interview organizational leaders and workers to see what they perceive as important conflict training needs for these youth. Student groups use this information to design, develop, and deliver targeted conflict training at these organizations.
452 Applied Organizational Communication	Student teams partner with various community agencies to perform semester-long communication audits for non-profit organizations in the community. Sample of partner agencies: Ball Memorial Center Hospitality House, Ball Memorial Hospital; Cardinal Health Systems; Deltec Systems; Department of Information Systems and Operation Management, Ball State University; First Merchants Bank; the Graduate School, Ball State University; Hoosier Heartland Chapter of the American Red Cross; Isonogel Center; Minnetrista Cultural Center; Muncie Children's Museum.
605 Qualitative Research Methods	Students conduct semester-long studies of people's communicative behaviors/processes as they occur in natural settings. Students spend significant time "in the field" conducting interviews and observations. Students report their findings in an extensive academic paper and conference-style presentation in which they tie their findings to communication theories.
650 Communication Training in Organizations	Students partner with various community agencies to ascertain agencies' communication training needs. Students use this information to design, develop, and deliver targeted communication training at these organizations. Sample of partner agencies: Bethel AME Church; Bridges of Indiana; Britton-Gallagher; Admissions Department, Ball State University; Foundation, Ball State University; Indiana ARC; Indianapolis Interpreters; Little Red Door; Mathematics Department, Ivy Tech University; Motivate Our Minds; Muncie Civic Theatre; the Oaks Church; Ovid Community Church; the Peace Center, Ball State University; Saint Maria Goretti Church; Second Harvest Food Bank; Student Life, Ball State

	University; Whitely Community Council Neighborhood Association; Windmere Estates.
653 Communication Consulting in Organizations	Student teams partner with various community agencies to perform semester-long communication audits for non-profit organizations in the community. Sample of partner agencies: Academic Technology Solutions, Ball State University; Open Door-Ball Memorial Hospital Health Clinic; Planned Parenthood; Second Harvest Food Bank; St. Joseph Hospital of Kokomo; TEAMwork for Quality Living; Unified Media Lab/Ball State University; Work One.

Course Evaluation Summaries

Metric Used: IOTA 360: My Course Evaluations																
Rating Scale: 1 = Poor to 5 = Excellent																
Course	Explains Objectives	Clear Content	Engages Student in	Respectful	Opportunities to Engage	Timely Feedback	Available	Clear Objectives	Meets Objectives	Assignments Relate to	Clear Grading	Broadens Perspectives	Concern for Progress	Organization	Mean Rating	
290 S18	4.38	4.42	4.23	4.56	4.42	4.27	4.50	4.35	4.31	4.40	4.31	4.23	4.35	4.54	4.37	
650 S18	4.86	4.86	5.00	5.00	5.00	4.86	4.86	4.86	4.86	4.71	4.33	5.00	5.00	4.86	4.87	
290 F17	4.71	4.67	4.49	4.74	4.71	4.60	4.66	4.71	4.59	4.63	4.63	4.66	4.41	4.76	4.69	
442 F17	4.63	4.50	4.69	4.56	4.75	4.63	4.69	4.63	4.63	4.44	4.50	4.69	4.25	4.56	4.59	
290 S17	4.69	4.69	4.54	4.69	4.72	4.61	4.72	4.72	4.69	4.67	4.66	4.66	4.66	4.61	4.66	
650 S17	4.63	4.75	4.75	4.88	4.88	4.88	4.75	4.38	4.50	4.86	4.38	4.63	4.88	4.75	4.71	
290 F16	4.57	4.51	4.48	4.80	4.76	4.29	4.49	4.49	4.51	4.66	4.45	4.61	4.20	4.65	4.51	
442 F16	4.22	4.00	4.22	4.33	4.22	4.22	4.11	4.00	4.00	4.00	4.00	4.33	4.44	4.22	4.19	

Metric Used: Digital Measures															
Rating Scale: 1 = Poor to 5 = Excellent															
Course	Explains Objectives	Clear Content	Effective Examples	Respectful	Feedback Helps My	Available	Concern for Progress	Organization	Compared to Other	Clear Objectives	Effective in Meeting	Assignments Related to	Clear Grading	Broadens Perspectives	Mean Rating
290 S16	4.65	4.42	4.61	4.64	4.48	4.52	4.29	4.65	4.29	4.52	4.42	4.65	4.42	4.71	4.52
650 S16	4.80	4.80	4.80	5.00	4.80	4.40	5.00	4.40	4.60	5.00	4.60	4.80	4.80	4.80	4.75
290 F15	4.60	4.64	4.66	4.72	4.50	4.64	4.12	4.58	4.45	4.54	4.50	4.60	4.28	4.50	4.52

442 F15	4.47	4.47	4.71	4.77	4.82	4.81	4.88	4.53	4.77	4.18	4.53	4.53	4.35	4.65	4.60
290 S15	4.21	4.16	4.27	4.41	3.93	4.00	3.54	4.21	373	4.25	4.13	4.21	4.04	4.30	4.10
653 S15	4.40	4.40	4.30	4.80	4.70	4.60	4.70	4.30	4.30	4.50	4.40	4.60	4.40	4.30	4.48
290 F14	4.42	4.45	4.45	4.48	4.34	4.39	3.98	4.42	4.17	4.34	4.32	4.31	4.30	4.30	4.33
442 F14	4.61	4.61	4.72	4.72	4.50	4.72	4.82	4.59	4.71	4.61	4.56	4.61	4.50	4.78	4.65
290 S14	4.46	4.46	4.49	4.56	4.26	4.35	4.06	4.50	4.13	4.29	4.27	4.29	4.13	4.33	4.32
650 S14	4.57	4.43	3.86	4.71	4.57	4.27	4.43	4.43	4.00	4.71	4.43	4.57	4.43	4.86	4.44
290 F13	4.40	4.40	4.44	4.40	4.09	4.37	4.00	4.33	3.67	4.35	4.22	4.27	4.16	4.35	4.25
442 F13	4.16	4.16	4.05	4.47	4.10	4.37	4.00	4.11	4.00	4.16	4.16	4.21	4.11	4.32	4.17
290 S13	4.52	4.43	4.46	4.46	4.32	4.46	4.07 4	4.56	4.04	4.57	4.46	4.60	4.70	4.54	4.42
653 S13	4.75	4.50	4.50	4.88	4.50	4.63	4.88	4.75	4.50	4.75	4.50	4.63	4.63	4.88	4.60
290 F12	4.60	4.49	4.75	4.74	4.47	4.56	4.30	4.47	4.26	4.58	4.46	4.56 1	4.37	4.53	4.50
442 F12	4.61	4.48	4.43	4.35	4.44	4.44	4.26	4.39	4.04	4.44	4.26	4.21	4.13	4.47	4.35
690 F12	4.43	4.29	4.29	4.57	4.29	4.29	4.14	4.71	4.29	4.29	4.29	4.42	4.33	4.43	4.36
290 S12	4.14	4.11	4.27	4.38	4.07	4.13	4.14	4.16	3.89	4.21	4.23	4.36	4.13	4.25	4.18
605 S12	4.40	4.20	4.40	4.80	4.00	4.60	4.60	4.40	4.20	4.20	4.20	4.40	3.40	4.60	4.30
290 F11	4.39	4.39	4.42	4.45	4.27	4.32	3.96	4.34	4.04	4.30	4.17	4.37	4.23	4.37	4.29
442 F11	4.72	4.83	4.83	5.00	4.56	4.67	4.50	4.50	4.67	4.56	4.56	4.89	4.44	4.50	4.66
290 F10	4.47	4.40	4.43	4.70	4.27	4.40	4.07	4.45	4.22	4.48	4.40	4.53	4.32	4.52	4.41

Metric Used: BSU Standard Evaluation Form					
Rating Scale: 1 = Poor to 5 = Excellent					
Course	Explains Course Content Clearly	Concerned About Student Progress	Organizes Course Material Well	Compared to Other BSU Instructors	Mean
290 S10	4.48	4.39	4.58	4.46	4.48

605 S10	4.61	4.72	4.67	4.39	4.60
290 F09	4.35	4.03	4.40	3.98	4.19
290 S09	4.37	4.16	4.45	4.37	4.34
605 S09	4.25	4.92	4.67	4.83	4.67
290 F08	4.53	4.24	4.69	4.49	4.49
442 F08	4.69	4.88	4.94	4.71	4.81
290 S07	4.45	4.47	4.51	4.28	4.43
605 S07	4.77	4.62	4.77	4.69	4.71
290 F06	4.31	4.08	4.32	4.27	4.25
442 F06	4.81	4.56	4.74	4.78	4.72
290 S06	4.81	4.74	4.71	4.84	4.78
605 S06	4.89	4.89	4.89	4.67	4.84
640 S06	4.67	4.67	4.67	4.67	4.67
290 F05	4.76	4.24	4.67	4.61	4.57
440 F05	4.56	4.76	4.76	4.80	4.72
442 F05	4.75	4.96	4.79	4.71	4.80
290 S05	4.72	4.38	4.41	4.48	4.50
441 S05	4.67	4.87	4.80	4.93	4.82
605 S05	4.92	5.00	4.92	4.67	4.88
290 F04	4.67	4.43	4.57	4.63	4.58
442 F04	4.68	4.73	4.77	4.82	4.75
210 SUM04	4.65	4.50	4.50	4.50	4.54
290 SUM04	4.15	4.31	4.15	4.31	4.23
440 F03	4.60	4.45	4.65	4.45	4.54

442 F03	4.56	4.70	4.63	4.59	4.62
290 S03	3.87	4.00	4.00	3.80	3.92
452 S03	4.63	4.75	4.69	4.69	4.69
653 S03	3.90	4.30	4.10	4.10	4.10
441 F02	4.61	4.65	4.70	4.61	4.64
442 F02	4.71	4.53	4.82	4.71	4.69
540 F02	4.00	4.08	4.25	3.92	4.06
653 SUM02	4.13	4.63	4.21	4.00	4.24
653 S02	4.75	4.75	4.75	4.25	4.63
290 S02	4.61	4.58	4.79	4.58	4.48
440 F01	4.25	4.25	4.50	4.50	4.38
441 F01	4.85	4.69	4.62	4.77	4.73
442 F01	4.41	4.56	4.52	4.67	4.54
540 F01	3.80	4.90	4.00	4.20	4.23
290 S01	4.36	4.21	4.46	4.11	4.29
452 S01	4.93	4.93	4.86	5.00	4.93
653 S01	4.50	4.20	4.40	4.50	4.52
440 F00	4.75	4.25	4.75	4.63	4.60
441 F00	4.67	4.92	4.58	4.75	4.73
442 F00	4.69	4.94	4.56	4.56	4.69
540 F00	4.50	4.71	4.50	4.00	4.43
290 S00	4.64	4.14	4.57	4.79	4.54
452 S00	4.75	5.00	4.75	5.00	4.88
653 S00	3.75	4.75	3.75	3.75	4.00

440 F99	3.75	4.50	4.00	4.75	4.25
441 F99	4.70	4.80	4.50	4.70	4.68
540: SEC 002 F99	4.33	5.00	3.83	4.17	4.33
540: SEC 800C F99	4.40	4.80	4.40	4.80	4.60
325 S99	4.91	4.64	4.82	4.64	4.75
452 S99	4.60	5.00	4.60	5.00	4.80
653 S99	4.78	5.00	4.78	4.67	4.81
290 F98	4.67	4.58	4.50	4.64	4.58
441 F98	4.10	4.63	3.83	4.50	4.27
540 F98	4.18	4.00	4.18	3.60	4.00
210 SUM98	4.76	4.41	4.47	4.59	4.56
210 SUM98	4.18	4.05	4.05	3.95	4.06
290 S98	4.20	4.10	4.10	4.00	4.10
442 S98	4.30	4.70	3.95	4.05	4.25
290 F97	4.53	4.41	4.53	4.41	4.47
540 F97	4.22	5.00	4.22	4.56	4.50
650 F97	3.29	4.57	3.29	3.57	3.68

Grade Distributions

Course	A	B	C	D	F
290 Spring '18	10	40	31	11	8
650 Spring '18	12	2	0	0	0
290 Fall '17	19	31	35	8	9
442 Fall '17	16	15	4	1	1
290 Spring '17	12	48	22	13	4
653 Spring '17	11	2	0	0	1
290 Fall '16	9	48	32	6	4
442 Fall '16	7	17	1	3	0
290 Spring '16	15	41	36	8	4
650 Spring '16	12	2	0	0	0

290 Fall '15	15	35	32	5	4
442 Fall '15	12	15	3	1	1
290 Spring '15	12	58	27	4	2
653 Spring '15	12	2	0	0	0
290 Fall '14	7	54	30	9	2
442 Fall '14	10	10	7	5	1
290 Spring '14	17	48	25	9	0
650 Spring '14	3	4	0	0	0
290 Fall '13	16	45	33	5	2
442 Fall '13	7	20	8	1	0
290 Spring '13	17	35	21	6	4
653 Spring '13	6	4	1	0	0
290 Fall '12	15	47	31	5	2
442 Fall '12	16	9	3	0	3
690 Fall '12	5	4	0	0	1
290 Spring '12	13	58	31	7	4
605 Spring '12	5	5	1	0	0
290 Fall '11	14	52	30	4	2
442 Fall '11	12	13	1	1	0
Spring '11	ON SABBATICAL				
290 Fall '10	13	41	23	6	5
690 Fall '10	3	5	0	0	0
290 Spring '10	13	42	22	5	6
605 Spring '10	14	4	0	0	0
290 Fall '09	7	34	28	8	3
442 Fall '09	6	13	6	3	3
605 Spring '09	10	4	0	0	0
290 Spring '09	11	12	18	6	
290 Fall '08	9	27	25	6	3
442 Fall '08	7	10	7	2	1
Spring '08	ON RESEARCH LEAVE				
290 Fall '07	12	27	22	3	3
442 Fall '07	8	14	9	1	1
290 Spring '07	9	12	22	5	4
605 Spring '07	9	5	0	0	0
290 Fall '06	12	25	21	10	6
442 Fall '06	8	11	7	2	0
290 Spring '06	17	10	8	2	0
605 Spring '06	11	7	1	0	0
640 Spring '06	6	4	2	0	0
290 Fall '05	6	19	10	2	0
440 Fall '05	3	12	7	1	1
442 Fall '05	11	8	6	1	2
290 Spring '05	13	16	5	5	1
441 Spring '05	9	4	3	2	0

605 Spring '05	8	4	0	0	1
290 Fall '04	4	18	10	3	3
440 Fall '04	2	11	6	0	0
442 Fall '04	11	10	5	1	1
333 Fall '03	0	4	0	0	0
440 Fall '03	1	10	7	3	3
442 Fall '03	9	11	5	4	2
690 Fall '03	4	1	0	0	0
290 Spring '03	5	15	11	2	0
452 Spring '03	10	5	1	0	0
653 Spring '03	9	2	0	0	0
441 Fall '02	11	10	3	1	0
442 Fall '02	4	14	9	1	1
540 Fall '02	8	4	1	0	0
653 Summer '02	20	0	0	0	0
290 Spring '02	8	13	8	1	1
653 Spring '02	6	3	0	0	0
440 Fall '01	5	0	0	0	0
441 Fall '01	6	2	4	1	0
442 Fall '01	13	12	4	0	0
540 Fall '01	8	3	0	0	0
290 Spring '01	15	12	0	1	0
452 Spring '01	11	3	0	0	0
653 Spring '01	5	5	0	0	0
440 Fall '00	5	3	0	0	0
441 Fall '00	7	7	0	0	2
442 Fall '00	12	4	2	1	1
540 Fall '00	10	6	0	0	0
290 Summer '00	4	3	2	0	0
440 Summer '00	2	1	0	0	0
540 Summer '00	2	0	0	0	0
290 Spring '00	7	18	3	2	0
452 Spring '00	8	1	1	0	0
653 Spring '00	4	0	0	0	0
325 Spring '99	6	9	2	0	1
452 Spring '99	8	2	1	0	0
653 Spring '99	10	0	0	0	0
210 Summer '98	7	9	0	0	0
210 Summer '98	7	14	1	0	0
290 Spring '98	8	3	1	1	0
442 Spring '98	9	12	1	1	0
653 Spring '98	6	0	0	0	0
290 Fall '97	5	8	3	0	0
540 Fall '97	6	1	0	1	0
650 Fall '97	8	2	0	0	0

Thesis Chairpersonships and Independent Studies*Graduate Theses*

Student	Year(s)
Keegan Bosch	2017-18 (current)
Seth Johnson	2015-16
Krishan Siriwardhana	2015-16
Mizuki Hamazawa	2014-15
Caleb Green	2013-14
Elena Chudnovskaya	2012-13
Julia Osso	2008-11
Brandi Frisby	2006-07
Stephanie Vertrees (co-director)	2005-06
Daniel Sciboz	2002-03

Undergraduate Theses (Honors College)

Student(s)	Year
Alex Romoser	2015-16
Ashley Carsten	2014-15
Rachel Marten & Leanne Fabellar	2011-12
Nicole Lengerich,	2006-07
Lauren Edwards	2003-04
Karen Cundiff	1999-00

Independent Studies

Student	Course	Year
Samantha Starcher	COMM 696	2016
Chad Allen	COMM 452	2012
Zachary Jordan, Kortnie Kammayer, & Paula Truex	COMM 452	2011
Emma Parsons	COMM 441	2009
J.D. Dalfanso	COMM 404	2009
Larry Fruitkin	COMM 290	2000
Brian Horton	COMM 360	1999
Meggan Ratterman	COMM 290	1999
Juneyeta Gates	COMM 496	1998
Tania Heath	COMM 496	1998
Joseph Culp	COMM 441	1998
Jennifer Bomholt	COMM 696	1998
Greg Christman	COMM 360	1998

Evidence of Other Outstanding Instructional Activity

Grants Supporting Education Initiatives

Lead Author: *Provost's International Initiative Grant* (2009). Six-person team (CCIM faculty) awarded **\$40,000.00** to develop a study abroad exchange with Hong Kong Baptist University.

Sole Author: *Center for Media Design Stipend* (2005). Awarded **\$20,000** to create six assets/case studies to serve as "living illustrations" of the group communication process to be used as ancillary material for Beebe & Masterson's *Communicating in Small Groups: Principles and Practices* (8th ed).

The Virginia Ball Center for Creative Inquiry Faculty Fellowship (2004). Awarded **\$52,500** to fund project entitled, "Making your way back: Compassion, community, creativity." Directed 15 interdisciplinary students who produced video documentaries about recovering from loss of home.

Icommunication Faculty fellowship (2002). Awarded **\$14,619.00** to design/facilitate a collaborative intercultural communication graduate course between BSU and Pontifica Universidad CatholicRS University, Porto Alegre.

Excellence in Leadership Teaching Award, Provost and the Office of Leadership and Service Programs (2000). Awarded **\$3,000** to adapt an existing course (COMM 442: Communication and Conflict Management) to enhance students' leadership development and moral responsibility through servant leadership Directed 55 undergraduate students (enrolled in COMM 442: Communication and Conflict 2001-2002) in 11 conflict management workshops for classes at Muncie Central and Daleville High Schools.

Diversity Associate, Diversity Associates Program (1999). Awarded **\$1,350.00** to adapt an existing course (COMM 290: Intercultural Communication) to integrate service learning into the course. Students enrolled in COMM 290: Intercultural Communication, edited short documentaries of their intercultural ethnographic projects. Aired on WIPB as part of the "Many Faces/Many Voices" campaign.

Service-learning Stipend, Office of Teaching and Learning (1998). Awarded **\$750.00** to adapt an existing course (COMM 442: Communication and Conflict Management) to integrate service learning into the course.

Additional Immersive Education Initiatives

Instructor: *Global Media Network Project* (2005). Designed/facilitated collaborative intercultural communication undergraduate course between BSU (COMM 290: Intercultural Communication) and *The Pontifical Catholic University of Rio Grande do Sul* in Porto Alegre, Brazil.

Facilitator: *Global Media Network Project* (2004-2009). Presented principles of intercultural communication theory to students at *Kyung-Hee University (KHU), Seoul, South Korea*. Facilitated discussion between KHU students and BSU students.

Consortium Partner: *Project RENEUUS: Regional Educational Network between the European Union and the United States (FIPSE-funded initiative)* (2002-2005). Collaborated with Colleagues at Wright State University, University of Memphis, Catholic University of Salamanca (Salamanca, Spain), to design an innovative interdisciplinary academic program in regional planning, development, and leadership.

Facilitator: *Service-learning Interpersonal Communication Training* (2001). Directed six undergraduate students (enrolled in COMM 440: Interpersonal Communication) in two interpersonal communication workshops for the students at Muncie Central High School.

Professional Development in Teaching

Blackboard exams (2014). Attended two training sessions to learn how to adapt “paper exams” to electronic format via Blackboard. Have instituted electronic exams in all large-lecture courses since this training.

I-clicker technology workshop (2010). Attended a week-long workshop to learn theory and practice of i-clicker technology. Have instituted i-clicker technology all large-lecture courses since this training.

University Core-Curriculum Workshop (1998). Attended a week-long workshop designed to teach faculty how to effectively assess their core curriculum course offerings.

Lilly Conference on College Teaching (1997). Attended workshops/discussion/research presentations on implementing service-learning pedagogy. Miami University, Oxford, OH. Have instituted a wide variety of service-learning pedagogies/published academic research on service-learning since this training.

Evidence of Research/Development/Creative Endeavors Activities

Funded Grants: Primary Role

Co-Author (w/C.K. Shue): *ASPIRE Research Grant* (2010). Awarded **\$6,299.00** to support analysis of 51 video-taped patient-physician medical visits to compare actual behaviors in the visit with patient-reported data regarding an intervention we designed to help patients who experience diabetes and low-health literacy to communicate more effectively with their physicians during these visits.

Co-Author (with M. Meyer): *Central States Communication Association's Federation Prize* (2003). Awarded **\$3,000** to explore how National Women's Music Festival participants and Ball State University students communicate about diversity. April 2001.

Sole Author: *New Faculty Grant* (1999). Awarded **\$1494.00** by the Office of Academic Research and Sponsored Programs to develop formative research examining how osteopathic and allopathic physicians currently view the legitimacy of osteopathic medicine. Project entitled "Have osteopathic physicians gained legitimacy?"

Funded Grants: Contributing Role

Research Team Member (with D. Marini, J. McKenzie, & C.K. Shue): *BSU's DigitalMediaExchange/Office of Information Technology* (Summer 2007 – Summer 2009). Awarded **\$14,000** to develop an interactive mediated method for sharing diabetes management information with patients. I contributed to the project by reviewing data determining patient and physician educational material needs, authoring and revising the scripts (communication messages) for each of the videos, reviewing quality improvement data regarding patients' views of the first video, and the crafting of the assessment study.

Publications

- O'Hara, L.**, Lower, L., Mulvihill, T. (in press). Mentoring graduate students in the publishing process: Methods to make it manageable and meaningful. *International Journal of Teaching & Learning in Higher Education*.
- O'Hara, L. L.**, & Shue, C. K. (2018). Discourses of diabetes management in patient-physician interactions. *The Qualitative Report*, 23, 1282-1300. Retrieved from <https://nsuworks.nova.edu/tqr/vol23/iss6/2>.
- O'Hara, L.** (2017). Discursive struggles in 'diabetes management': A case study using Baxter's relational dialectics 2.0. *The Western Journal of Communication*, 81, 320-340. doi: 10.1080/10570314.2016.1241425.
- Chudnovskaya, E., & **O'Hara, L. S.** (2016). Experiences of Danish business expatriates in Russia: Power distance in organizational communication. *Journal of Intercultural Communication Research*, 45, 261-281. doi: 10.1080/17475759.2016.1188408.
- O'Hara, L. S.** & Shue, C. K. (2015). Low-health literacy and the clinical encounter: Promoting understanding for patients through effective communication. *Contemporary Case Studies in Health Communication: Theoretical and Applied Approaches* (2nd ed., pp. 73-84). Dubuque, IA: Kendall Hunt.
- O'Hara, L. S.** & Shue, C. K. (2014). A sensitive question: Asking about race in a research interview. *The Qualitative Report*, 19, 1-21. Retrieved from <https://nsuworks.nova.edu/tqr/vol19/iss44/2>
- O'Hara, L. S.** (2013). Race tensions: How white women researchers deal with an uncomfortable question. *Ohio Communication Journal*, 51, 302-324.

Shue, C. K., & **O'Hara, L.** (2012). Usability: Patient-physician interactions and the EMR. In S. Jones & F. Groom (Eds.), *Healthcare and Information & Communication Technologies* (pp. 123-144). Boca Raton, FL: CRC Press.

Shue, C.K., **O'Hara, L.L.S.**, Marini, D., McKenzie, J., Schreiner, J.D. (2010). Diabetes and low-health literacy: A preliminary outcome report of a mediated intervention to enhance patient-physician communication. *Communication Education*, 59, 360-373.

McKenzie, J. Shue, C.K., **O'Hara, L.**, Marini, D., Flanagan, J.R. (2008). Improving communication between patients with diabetes and their physicians, *Health Education & Behavior*, 35, 599-601.

O'Hara, L., & Meyer, M. (2004). Keeping it real: The self-directed focus group as an alternative method for studying the discursive construction of prejudice. *The Journal of Intergroup Relations*, 31, 25-54.

Meyer, M., & **Shue O'Hara, L.** (2004). When they know who we are: The National Women's Music Festival comes to Ball State University. In P. M. Buzzanell, H. Sterk, & L. Turner (Eds.), *Gender and Communication in Applied Contexts* (pp. 3-23). Thousand Oaks, CA: Sage.

O'Hara, L.L., & Meyer, M. (2003). "I never felt more uncomfortable in my life": University students' discursive constructions of "The lesbian convention." *Communication Studies*, 54, 137-153. doi: 10.1080/10510970309363276

Shue, L. (2001). Service learning: Students' transformative journey from communication studies graduate to communication professional. *Southern Communication Journal*, 66, 251-266. doi: 10.1080/10417940109373203

Shue, L., & Beck, C.S. (2001). Stepping out of bounds: Performing feminist pedagogy with a dance education community. *Communication Education*, 50, 125-143.

Creative Projects

O'Hara, L. (2006). Allyn & Bacon Small Group Communication Digital Assets. Created five digital case studies to be used as ancillary materials for an undergraduate text in small group communication. I supervised four students in the editing of the project. The case studies were compiled from over 60 hours of footage from the intensive small group immersion experience of five college students.

Manuscripts in Review

Chudnovskaya, E. & **O'Hara, L.S.** Indulgence verses restraint: Examining a new cultural dimension through the experiences of Danish expatriates in Russia. *International Journal of Cross Cultural Management*. **Submission Date: March 27, 2017; Invitation to Resubmit: October 16, 2017; Resubmission: November 14, 2017**

Conference Research Papers

O'Hara, L. & Shue, C. K. (2017, November). Discursive struggles in 'diabetes management': Examining the proximal not-yet-spoken link. The Health Communication Division, National Communication Association, Dallas, TX. **Selected as the top paper for the division.**

Shue, C. K., & **O'Hara, L. L. S.** (2016, April). Physician messages and patient self-efficacy: Promoting conversationally induced reappraisals. Paper presented at the Kentucky Conference on Health Communication, Lexington, KY.

O'Hara, L. (2015, September). The discursive struggles of "diabetes management": A case study employing Baxter's *relational dialectics 2.0*. Paper presented at the Discourses of Health and Medicine Symposium, Cincinnati, OH.

Chudnovskaya, E. V., & **O'Hara, L.** (2015, November). Indulgence versus restraint in Russia: Reflections on a new cultural dimension. Paper presented to the Business Communication Division of the National Communication Association, Las Vegas, NV.

Chudnovskaya, E. V., & **O'Hara, L.** (2014, November). Experiences of business expatriates in Russia: Power distance in organizational communication. Paper presented to the Business Communication Division of the National Communication Association, Chicago, IL. **Selected as a top three paper for the division.**

Shue, C. K., & **O'Hara, L. S.** (2014, April). Insights into chronic disease struggles: Examining the dialectical utterance chain in conversations about diabetes management between patients and physicians. Paper presented to the Kentucky Conference on Health Communication, Lexington, KY.

Osso, J. M., & **O'Hara, L. S.** (2013, November). Do they really want us here? International students' experience at Midwestern State University. Paper presented to the International and Intercultural Division of the National Communication Association, Washington, DC.

O'Hara, L., Shue, C.K., Marini, D., McKenzie, J., Flanagan, J.R., & Daniel, L. (2009, November). A simple demographic question: A discursive negotiation of face when asking the "race question." Paper presented to the language and Social Interaction Division of the National Communication Association, Chicago, IL. **Selected as a top four paper for the division.**

Shue, C. K., **O'Hara, L.L.S.**, Marini, D., McKenzie, J., Flanagan, J.R. (2008, November). Diabetes and Low Health Literacy: Designing a Mediated Intervention to Enhance Patient-Physician Communication. A paper presented to the Scholar-2-Scholar Division of the National Communication Association, San Diego, CA.

Meyer, M., & **O'Hara, L.L.** (2003, November). When they know who we are: The National Women's Music Festival comes to Ball State University. Paper presented at the meeting of the National Communication Association, Miami Beach, FL.

O'Hara, L.L., & Meyer, M. (2003, October). The role of self-directed focus groups in studying the discursive construction of prejudice. Paper presented at the meeting of the Organization for the Study of Communication, Language, and Gender, Cincinnati, OH.

O'Hara, L.L., Meyer, M. (2003, April). "I never felt more uncomfortable in my life": University students' discursive constructions of "the lesbian convention." Paper presented at the meeting of the Central States Communication Association, Milwaukee, WI.

O'Hara, L.L. (2001, April). Student Narratives of service learning. Paper presented at the meeting of the Southern Communication Association, Lexington, KY.

O'Hara, L.L. (2001, March). Civic engagement through service learning in a capstone communication course. Presented at the Ball State University Conference on the Scholarship of Teaching & Learning, Muncie, IN.

Shue, L. (2000, November). Service learning: Students' transformative journey from communication studies graduate to communication professional. Paper presented at the meeting of the National Communication Association, Seattle, WA.

Meyer, M., **Shue, L., & Toth, B.** (2000, October). The national women's music festival comes to Ball State University: An exploration in feminist ethnography. Paper presented at the annual meeting of The Organization for the Study of Communication, Language, and Gender, Milwaukee, WI.

Shue, L.L., Saris, R.N., Meyer, M.E., Williams-Hawkins, M. (1999, May). Causing a STIR: Lessons learned from a "scholarshop" in transformative intellectualism and reflexivity. Paper presented at the annual meeting of the Eastern Communication Association, Charleston, WV.

Shue, L.L., & Lacroix, C. (1998, November). The problem with problem-based learning: Organizational members make sense of pedagogical change in a medical school curriculum. Paper presented at the annual meeting of the National Communication Association, New York, NY.

Shue, L.L., & Lacroix, C. (1998, November). Teaching an old system new tricks: Organizational members' use of metaphor to make sense of a pedagogical innovation. Paper presented at the annual meeting of the National Communication Association, New York, NY.

Byers, P.Y., **Shue, L.L., & Byers, B.** (1998, November). Didn't mean to let you down: Metaphoric reflections on the content of suicide notes. Paper presented at the annual meeting of the National Communication Association, New York, NY.

Shue, L. (1997, April). Second class doctors: Using a Foucaultian perspective to examine the osteopathic struggle for legitimacy in an allopathic medical system. Paper presented at the annual meeting of the Eastern Communication Association, Baltimore, MD. **Selected as a top three paper for the health communication division.**

Shue, L. (1997, April). The Victorian woman visits the twentieth century: A possibility for expanded gender images in Bram Stoker's Dracula. Paper presented at the annual meeting of the Eastern Communication Association, Baltimore, MD. **Selected as a top three paper in the mass communication division.**

Shue, L. (1997, April). A weird lullaby: Exploring audial metaphor in The Piano. Paper presented at the meeting of the Eastern Communication Association, Baltimore, MD.

Shue, L., & Beck, C. (1996, May). Walking the talk in toe shoes: Performing pedagogical philosophy within a performance environment. Paper presented at the annual meeting of the International Communication Association, Chicago, IL.

Shue, L. (1995, November). The keys to my heart. . . and other parts of me: A metaphoric analysis of The Piano. Paper presented at the annual meeting of the Speech Communication Association, San Antonio, TX.

Shue, L. (1993, November). Incorporating gender communication into the basic business course. Paper Presented at the annual meeting of the Speech Communication Association, Miami Beach, FL.

Conference Poster Presentations/Roundtables/Short Courses

O'Hara, L., Shue, C. K., & Bunch, J. (2011, October). The role of physician communication in the self-efficacy of patients experiencing diabetes. Poster presentation at the Health Literacy Conference, Chicago, IL.

O'Hara, L., Shue, C. K., & Whitt, J. (2010, October). Communication indicators of low-health literacy: A descriptive study. Poster presentation at the Health Literacy Conference, Bethesda, MD.

Shue, C. K., O'Hara, L., McKenzie, J. & Bird, J.C. (2009, October). Low-Health literacy: Message construction and measurement challenges. Poster presentation at the Health Literacy Conference, Washington, D.C.

Shue, C. K., O'Hara, L., Marini, D., Flanagan, J.R., & McKenzie, J., & Brown, S.C. (2009, April). Low health literacy, diabetes, and patient-physician communication: An interdisciplinary collaboration. Presented at the Center for Disease Control's Diabetes Translation Conference, Long Beach, CA.

O'Hara, L., O'Hara, M., Peterson, R. (2004, October). Unexpected discoveries: The Virginia Ball Center for Creative Inquiry immersion seminars. Presented at the meeting of the Association for General and Liberal Studies, Kansas City, MO.

Meyer, M., & **O'Hara, L.L.** (2003, November). When they know who we are: The National Women's Music Festival comes to Ball State University. Poster session presented at the Focus on Excellence Seminar for Funded Research Projects. Sponsored by the Office of Academic Research and Sponsored Programs, Muncie, IN.

O'Hara, L.L. (2002, November). Communication students in action in the community. Panel presentation at the meeting of the National Communication Association, New Orleans, LA.

O'Hara, L.L., Klingel-Dowd, S., & Smith, K. (2002, October). A roadmap for success: A template for creating an international learning environment through new media technology. Panel presentation at the meeting of the Association for Business Communication, Cincinnati, OH.

O'Hara, L.L., Klingel-Dowd, S., & Smith, K. (2002, March). Pioneers in the global marketplace: Creating an international learning environment through new media technology. Presented at the Ball State University Conference on the Scholarship of Teaching & Learning, Muncie, IN.

Shue, L. (2000, November). Being engaged by building communities. Panel presentation at the meeting of the National Communication Association, Seattle, WA.

Shue, L. (2000, November). Ethnography as a vehicle for teaching intercultural understanding. Panel presentation at the meeting of the National Communication Association, Seattle, WA.

Gray, J. I., **Shue, L.**, & Stevenson, M.R. (2000, June). The diversity associates' program: A model for faculty development. Presentation at the National Conference on Race & Ethnicity in American Higher Education, Santa Fe, NM.

Stevenson, M., Mulder, S., Williams-Hawkins, M., Meyer, M., Ho, T., **Shue, L.**, & Gray, J. (2000, March). Integrating diversity into the Ball State curriculum. Panel presented at the Ball State University Conference on the Scholarship of Teaching & Learning, Muncie, IN.

Bruess, C., Byers, L.A., Hart, R., Shue, C.K., & **Shue, L.L.** (1999, November). Beyond the university, into the community: Service learning in the communication course. Short course conducted at the meeting of the National Communication Association, Chicago, IL.

Brown, T., Bruess, C., Byers, L.A., Shue, C.K., & **Shue, L.L.** (1999, November). Teaching outside the lines: Facilitating critical thinking in the communication classroom. Roundtable discussion presented at the annual meeting of the National Communication Association, Chicago, IL.

Advanced Study and Professional Memberships

1993-Current: Membership in the National Communication Association. Affiliated with the Ethnography Division, the Organizational Communication Division, and the Health Communication Division. Attended all but five of the annual meetings since 1993.

2011: Attended intensive training on the *Roter Interactional Analysis System* (RIAS) in Baltimore, MD. RIAS is a highly specialized system used to code and measure medical interactions and the most widely used of its kind.

1997-1999: Membership in the Eastern Communication Association, 1997-1999.

1997-Current: Membership in Phi Kappa Phi Honor Society (inducted April, 1997/charter member of BSU's chapter, 2003).

Service to Academic Community

National		
Dates	Position	Service Activity
2017-current	Selection Committee Member	Stephen E. Lucas Debut Publication Award, <i>National Communication Association</i>
2017-current	Reviewer	<i>Journal of Applied Communication Research</i> . Debbie Dougherty, Editor
2016-current	Reviewer	<i>Journal of Intercultural Communication Research</i> . Steven Croucher, Editor
2015-current	Reviewer	Organizational Communication Division, National Communication Association
2013-current	Reviewer	Health Communication Division, National Communication Association
2017-18	Thesis Committee Member	Meagan Mullen College Student Affairs Leadership Grand Valley State University
2017	Reviewer	Ethnography Division, National Communication Association
2013	Reviewer	<i>Contemporary Case Studies in Health Communication: Theoretical & Applied Approaches</i> (2 nd ed). Maria Brann, Editor
2012	Reviewer	<i>The Howard Journal of Communications</i> , Special Issue on "Theorizing Co-Cultural Communication." Mark Orbe, Editor
2011-2013	Reviewer	<i>Western Journal of Communication</i> , William Eadie, Editor
2002	Reviewer	<i>Southern Journal of Communication</i> , Joy L. Hart, Editor

Ball State University			
Dates	Position	Service Activity	
2018	Member	BSU "Outstanding Awards" Selection Committee	
2017-current	Faculty Mentor	PhD Pathways Program	
2011-current	Doctoral Committee Member (comprehensive exams & dissertation)	Samantha Martin (2017-current)	Educational Leadership & Adult Education
		Katharine Herbert (2017-current)	Educational Leadership & Adult Education
		Katherine Greene (2015-current)	English
		James Reddiger (2011-14)	Educational Leadership & Adult Education
2004-current	Faculty Marshal	All but four BSU Commencements (three per year)	
2003-current	Member	Phi Kappa Phi Honor Society, BSU Chapter	
2011-13	Officer at Large	Phi Kappa Phi Honor Society, BSU Chapter	
2006-07	Student Advisor	Phi Kappa Phi Honor Society, BSU Chapter	
2005-06	President	Phi Kappa Phi Honor Society, BSU Chapter	
2003-04	Communications Officer	Phi Kappa Phi Honor Society, BSU Chapter	
2013-15	Member	University Faculty Senate (UFS)	
2013-15	Secretary	UFS: Salary & Benefits Committee	
2014-15	Member	UFS: Agenda-setting Committee	
2014-15	Secretary	UFS: Academic Freedom & Ethics Committee	
2012	On-camera Talent	BSU "roll out the red" (student engagement faculty training initiative: series of training films)	
2009 (fall)	Substitute Member	University Faculty Senate	
2008-16	Member	Graduate Faculty Council	
2008-13	Member	Immersive Learning Task Force	
2006	Member	Search Committee: Diversity Policy Institute Director	
2005	Member	Search Committee: BSU Provost	
2004-06	CCIM Representative	Core-curriculum Task Force II	

2002-04	CCIM Representative	Core-curriculum Task Force I
2002 (fall)	Substitute Member	University Faculty Senate
2001-02	Member	Student Center Task Force: Designed focus group protocols and facilitated focus groups to gauge BSU faculty members' commitment to a new student center
2001	Member	Search Committee: Assistant Director/Career Services Center
1999-2005	Member	Professional Affairs Council
2004-05	Vice Chair	Professional Affairs Council
2001-04	Secretary	Professional Affairs Council
2002	Chair	Professional Affairs Council Ad Hoc Committee to Establish Hiring Policy to Consider Applicants' Spouses/Partners in Formal Hiring Decisions.
2000-01	Chair	Professional Affairs Council Ad Hoc Committee to Establish Extension of University Benefits to University Employees' Same-sex Domestic Partners.
1999-2000	Member	Campus Task for Service Learning and Civic Engagement

College of Communication, Information & Media		
Dates	Position	Service Activity
2014-current	Member	Special Events Interest Group
2004-current	Faculty Marshall	All but four CCIM Commencements
2002-current	Faculty Representative	Dean's List Ceremony (attended all but two during time period displayed)
2017, 2016, 2015, 2003, 2002, 2001, 1999	Faculty Representative	Cardinal Preview Days
2010-11	Member	Health Promotion Interest Group
2011-12 2006-07 2000-01	Secretary	CCIM Promotion & Tenure Committee
2008-10 2005-07	Member	International Program Interest Group
2002-03	Member	Thesis Committee: Apapan Kulapongse
2001	Departmental Representative	Unit Head's Retreat
2004-05	Member	Dean's Search Committee
1999-2000	Member	Communication Week Committee
1997-2003	Member	Multicultural Day Planning Committee

Department of Communication Studies			
Dates	Position	Service Activity	
2015-current	Planner/Facilitator	“Come Back to COMM”: Alumni Events (workshops, luncheons, talk-backs involving approximately 150 alumni, who have spoken with approximately 400 current students about career-building.	
2015-current	Chair	World Tour Scholarship Committee	
2011-current	Reviewer	Academic Honors in Writing Program	
2006-current 1997-98	Member	Curriculum Planning & Development Committee (CPD)	
2013 (spr.)	Interim Chair	CPD	
2010-11	Self-study Team Member	CPD: ICHE Accreditation Report	
2008-current	Secretary	CPD	
1997-current	Member	Thesis Committees	
		Lisa Carlson (2013-14)	
		Katie Sroufe (2012-13)	
		Maxwell Norris (2009-10)	
		Emily Douglas (2006-07)	
		Joshua Hammonds (2004-05)	
		Mark Dochterman (2003-04)	
		Betsy McCann (2001-02)	
		Sook Young Lee (1998-99)	
		Amanda Wilson (1998-99)	
Amber Anderson (1998-99)			
1998-current	Member	Comprehensive Examination Committees	
		Number of students	Year
		3	2017
		1	2016
		4	2015
		3	2014
		3	2013
		5	2012
		4	2011
		4 (coordinated exam process)	2010
		4 (coordinated exam process)	2009
		5	2008
		4	2007
		7 (coordinated exam process)	
		7 (coordinated exam process)	2006

		7	2005
		4	2004
		4	2003
		2	2002
		1	2001
		5	2000
		2	1999
		2	1998
2000-17	Academic Advisor	Advised approximately 25 students per year	
2015	Member	Search Committee: On-line Organizational Communication Faculty	
2015	Member	Search Committee: Organizational Communication Faculty	
2014	Chair	Richard Nitcavic Graduate Scholarship Committee	
2013-14	Member	Richard Nitcavic Graduate Scholarship Committee	
2013-14	Member	Knott Undergraduate Scholarship Committee	
2012-14	Writer	COMMENTARY (an electronic alumni newsletter published approximately three times per year)	
2011-12 2006-07 2000-01	Chair	Promotion & Tenure Committee	
2010	Interim Director	Graduate Program	
2009-10	Mentor	New Faculty Mentorship	
2008-2009	Author	Successfully proposed the institution of the Intercultural Communication course (COMM 290) into the University Core Curriculum.	
2008-09	Member	Search Committee: Basic Course Director	
2006-16	Faculty Advisor	Lambda Pi Eta Honor Society	
2006	Member	Search Committee: Basic Course Director	
2006	Co-Advisor	National Communication Association Student Club	
2000-04	Member	Library Resource Committee	
2005-06 2001-02 1997-98	Member	Departmental Social Functions Committee	
2001-02	Departmental Liaison	Brayton-Clevenger Living Learning Community	
2000-01	Member	Search Committee: Departmental Chair	
1999	Writer	Communication Studies Alumni Newsletter	

Other Service to Academic Community

Lectures/Class Discussion

Dates	Topic	Audience
2001-current	Informal discussions about my research, teaching, and service interests	COMM 601: Introduction to Graduate Studies
2012	Research, education, and community outreach: An intervention to educate patients with low-health literacy and diabetes	EDAC 632: Organizing adult and community education programs
2005-2011 (6 times total)	Techniques for conducting sensitive interviews	Virginia B. Ball Center for Immersive Learning
2006 2002	My last lecture (on my academic philosophy)	Graduate Students in Secondary, Higher, and Foundations of Education Program
2004-2008 (9 times total)	Cultural patterns of Hall and Hofstede	Khung Hee University, Seoul, South Korea (international teleconferences)
2002-2006 (4 semesters total)	Cultural patterns in persuasion	COMM 320: Undergraduate Persuasion Course
2001-2005 (8 semesters total)	Dealing with speech anxiety	COMM 210: Undergraduate Public Speaking Course (very large lecture; multiple sections each semester)
2003	Ethnographic research and the National Women's Music Festival (co-presenter: Marcy Meyer)	Sociology Colloquium Series
2003	Intercultural communication patterns	BSU's "Far East Exchange Program" w/visiting students from Deyang, China
2003	Cross cultural and international communication	COMM 240/COMM 102A: Joint Class Interpersonal Communication Seminar between Ball State University and Indiana State University
2002	Reviewing quantitative data analysis for organizational communication audits	COMM 452: Applied Communication
2002	Enhancing your Psychological Science major with a Communication Studies minor	PSYCH 395/295: Psychological Science Department
2000-2001	Working more effectively in groups	PSYCH 476: Psychological Science Department
1999-2000	Intercultural audience analysis	COMM 210: Undergraduate Large Lecture Public Speaking Course

Workshops/Training/Group Facilitation

Dates	Training/Facilitation Topic	Audience
2012-Current	Publishing as a graduate Student (with various co-presenters during six years)	Ball State Graduate Students
2017	Ethnography in medical contexts (co-facilitator: Carolyn Shue)	BSU Anthropology Graduate Seminar
2013	Conflict in Teams	College Mentors for Kids
2010	Dealing with power dynamics in clinic (co-facilitators: Jeffrey Bird & Carolyn Shue)	Ball Memorial Hospital
2009	Challenges of graduate student pedagogy (co-facilitators: Thalia Mulihill & Thomas Wiedman)	BSU's Office of Teaching and Learning Advancement
2008	Enhancing wellness in clinic culture (co-facilitator: Lori Byers)	Ball Memorial Hospital Family Practice Clinic
2008	Using Gandhian principles to engage in interpersonal conflict	The Unitarian Universalist Church (Wednesday discussion)
2005	Difficult conversations in the workplace	Indiana Women in High Tech Industries
2005	The art of having difficult conversations (co-facilitator: Terri Best)	BSU Staff and Faculty
2005	Go Team! Doing what it takes to be a valuable team member (co-facilitator: Terri Best)	BSU Staff and Faculty
2003	When the task gets tough, together teams hang tight	Junior High "J" Day (sponsored by the Journalism department)
2003	Focus groups assessing Ball State Students' perceptions of the new movie downloading service "Movielink." (four focus groups)	BSU Center for Media Design
2003	Immersive Learning: The Virginia Ball Center for Creative Inquiry	Muncie Rotary Club
2002-2003	Digging deeper into cliques	College Awareness Day (CCIM initiative to recruit minority high school students to BSU)
2002	Digging deeper into cliques	WIPB and Safe School Commission Safe Night
2002	Designing and implementing a training seminar: A checklist to get you started	BSU Chapter: Communication Association Student Organization
2001	The power of music in our lives	CCIM High School Multicultural Day

2001	Act like a man/Act like a woman	CCIM High School Multicultural Day
2001	Communication and understanding between the genders: Is it possible? (co-facilitator: Michael O'Hara	BSU Alumni Association
2001	Communication and understanding between the genders: Is it possible? (co-facilitator: Michael O'Hara	Association of Lifelong Learners
2001	Communication and understanding between the genders: Is it possible? (co-facilitator: Michael O'Hara	BSU Women's Club
2001	Do you have what it takes to be a consultant?	Center for Organizational Resources
2001	Alpha-Beta Workshop for New Teachers	Office of Teaching and Learning Advancement
2001	Media Literacy	College Awareness Day
2001	Women's Educational Experiences	BSU Residence Hall Council
2001	Presentation Skills	Center for Information Communication Sciences
2001	Awareness of stereotypes	Muncie Central High School
2000	Improving interpersonal relationships at work	BSU Associates
2000	Communication in close relationships	Sum it up: WIPB program
2000	Images of race and gender in rap music (co-facilitator: Marcy Meyer)	CCIM Communication Week
2000	Racism in the media today (co-facilitators: Tendayi Kumbula and Maria Williams-Hawkins)	CCIM Communication Week
2000	Talking about diversity	Burriss High School, Muncie, IN
1998-2000	Success at BSU	BSU new Faculty: Alpha Day
1999	Getting into graduate school: Advice from the experts	Taylor University
1999	Gender differences in the workplace (co-facilitator: Marcy Meyer)	Women in Business Unlimited, Muncie-Delaware County Chamber of Commerce, and East Central Indiana Small Business Development Center
1999	Dealing with culture shock: Pre-departure Orientation	BSU Center for International Programs
1999	Rappin' 'bout rap	CCIM High School Multicultural Day
1999	Service-learning	BSU Faculty: Office of Teaching and Learning Advancement
1998	Understanding rap and 'Men in Black'	CCIM High School Multicultural Day

Evaluation of Peers and Programs

Dates	Role	Organization
2002	Evaluator for faculty proposals	Provost and the Office of Leadership and Service Programs: Excellence in Leadership Teaching Award
2000	Internal Adjudicator	Center for Information & Communication Science's (CICS) external ICHE evaluation.
2000	Reviewer	Office of Academic Research & Sponsored Programs: Graduate student funding competition

Evaluation of/Participation in Student Competitions

Dates	Role	Organization
2012	Judge	BSU Worlds Format Debate Tournament
2001-11 2014-17	Judge	National Educational Debate Association Tournament
2006	Judge	BSU Business Fellows Professional Development Training Seminar
2003	Master of Ceremonies (with Michael O'Hara)	BSU Homecoming Talent Search
2003	Judge	National Forensics Association Tournament
2003	Judge	BSU Greek Week Talent Show
2001		
2000-02	Judge	Age of Aquarius Forensics Tournament
2001	Judge	Rotary Regional High School Speech Tournament
1998		
2001	Judge	CCIM Week Student Competition
1999		
1999	Paper Panel Respondent	TCOM 204 Diversity Workshop

Professional Service to Non-academic Community

Dates	Role	Organization
2015 2012	On-air talent promoting support for station	WIPB-TV
2007-08	Consultant. accessed partners' perception of the Community Access Network (CAN) an initiative to create a stronger network of United Way partners. Conducted three focus groups, analyzed transcriptions, and compiled survey report on the findings.	United Way of Delaware County

2006-07	Board Member	Hoosier Heartland Chapter of the American Red Cross
2000-11	Worship Associate Prepare “program of service” for church services and support minister in church services (e.g., perform readings, make announcements, lead singing).	Unitarian Universalist Church of Muncie
2006-2016	Planned, facilitated, organized “Foster Children’s Holiday Party” (approximately 75 guests annually).	Division of Children’s Services of Delaware County
2006-08	Lead the fund-raising efforts at the church, design brochures for each year’s campaign, design and write all campaign materials, plan events, host events, conduct focus groups with congregation members.	Stewardship Committee: Unitarian Universalist Church of Muncie
2006	Communication Consultant: Coached candidate on public presentation skills.	Ms. Sue Errington: Democratic Candidate for the Indiana Senate in District 26
1999-00	Member	WIPB-TV Diversity Committee
2003-04	Team organizer	American Cancer Society’s Relay for Life: \$9,000 raised.

Additional Accomplishments

Date	Award	Awarding Body
2017	University Outstanding Teacher	Ball State University
2017	Top Paper Award	Health Communication Division National Communication Association
2013	Outstanding Faculty Award	College of Communication, Information & Media
2010	Excellence in Research (co-recipient: Carolyn K. Shue)	Communication Studies Department
2005	Commitment to Community Award	College of Communication, Information & Media
2005	Finalist: Brian Douglas Hiltunen Faculty Award for Outstanding Contribution to the Scholarship of Engagement.	Indiana Campus Compact
2003	Excellence in Teaching	Communication Studies Department
2002	Commitment to Social Responsibility Award	College of Communication, Information & Media
2002	Outstanding Faculty Member	Mortar Board National Honor Society