

Curriculum Vitae

Carolyn Karmon Shue, PhD

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EDUCATION

- PhD 1997 Ohio University, School of Interpersonal Communication, Athens, OH
Primary Area: Interpersonal Communication Research
Related Area: Organizational Communication
Program Advisor: Elizabeth Graham, PhD
Dissertation: *I Know Just When it Happened: A Turning Point Analysis of Change in Interpersonal Relationships between Alzheimer's Patients and Their Loved Ones*
- MA 1995 Ohio University, School of Interpersonal Communication, Athens, OH
Primary Area: Organizational Communication
Related Area: Interpersonal Communication
Program Advisor: Claudia Hale, PhD
Thesis: *A New Approach to Examining Symbolic Interdependence in the Dyad*
- BA 1993 Western Michigan University, Department of Communication, Kalamazoo, MI
Major: Organizational Communication
Minor: Economics
Program Advisor: Steve Rhodes, PhD

TEACHING & ACADEMIC EXPERIENCE

Professor 2005-Present Department of Communication Studies, College of Communication, Information, and Media
Ball State University, 2000 W. University Ave. LB 363, Muncie, IN 47306

Graduate Courses:

- Interpersonal Communication
- Quantitative Research Methods
 - Interpersonal Communication in Context
 - Health Communication
 - Communication Theory

Undergraduate Courses:

- Health Communication
- Applied Organizational Communication
- Public Speaking
- Communication Inquiry
- Communication Theory

Research Associate/Assistant Professor 2001-2005 Office of Medical Education and Research, University of Missouri, Kansas City – School of Medicine
2411 Holmes Street, Kansas City, MO 64108

Responsibilities: Communication Instruction; Curriculum Assessment; Educational Outcomes Analysis; Standardized Assessment of Students' Communication Skills; Developing and Conducting Research Projects; Grant Acquisition and Implementation

Assistant Professor 1997-2001 Department of Communication, College of Arts and Sciences, Washburn University
1700 SW College Avenue, 266 Morgan Hall, Topeka, KS 66621
Courses:

<ul style="list-style-type: none"> ■ Introduction to Human Communication ■ Organizational Communication* ■ Advanced Organizational Communication* ■ Training and Development ■ The Psychology and Communication of Relationships** 	<ul style="list-style-type: none"> ■ Communication Research Methods ■ Small Group Communication ■ Persuasion* ■ Public Speaking ■ Advanced Interpersonal Communication
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*(Denotes courses taught both as traditional [face-to-face] courses and mediated [web-based and interactional video] courses.)

***(An interdisciplinary course offered to both undergraduate and graduate [MLS] students.)

Teaching Associate 1994-1997 School of Interpersonal Communication, College of Communication, Ohio University
202 Lasher Hall Athens, OH 45701
Courses:

<ul style="list-style-type: none"> ■ Interpersonal Communication ■ Fundamentals of Human Communication* 	<ul style="list-style-type: none"> ■ Statistics ■ Small Group Communication ■ Public Speaking
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*(Co-instructor, mass lecture, 420 students)

Graduate Associate 1993-1994 Academic and Clinical Education, College of Osteopathic Medicine, Ohio University
Summer 1995
Responsibilities: Curriculum Development and Assessment of the Year 3 and Year 4 Medical Education Program; Assisted with Manual Writing; Compiled Assessment Reports, Educational Materials, and Additional Communications

PUBLICATIONS

Conner, B., McCauliff, K., **Shue, C. K.**, & Stamp, G. (in press). Understanding mansplaining. *Women & Language*.

O'Hara, L. L. S. & **Shue, C. K.** (2018). Discourses of diabetes management in patient-physician interactions. *The Qualitative Report*, 23, 1282 – 1300. <https://nsuworks.nova.edu/tqr/vol23/iss6/2/>

Stamp, G. & **Shue C. K.** (2017). Interpersonal communication. In M. Allen (Ed.), *The SAGE Encyclopedia of Communication Research Methods*. Sage Publications, Inc.

Shue, C. K., Whitt, J. K., Daniel, L., & Shue, C. B. (2016). Promoting conversations between physicians and families about childhood obesity: Evaluation of physician communication training within a clinical practice improvement initiative. *Health Communication*, 31, 408-416.

O'Hara, L. L. S. & **Shue, C. K.** (2015). Low-health literacy and the clinical encounter: Promoting understanding for patients through effective communication. In M Brann (Ed.), *Contemporary Case Studies in Health Communication: Theoretical & Applied Approaches* (2nd ed., pp. 73-84). Dubuque, IA: Kendall Hunt.

O'Hara, L. L. S. & **Shue, C. K.** (2014). A sensitive question: Asking about race in a research interview. *The Qualitative Report*, 19, 1-21. <http://www.nova.edu/ssss/QR/QR19/ohara88.pdf>

Shue, C. K., McGeary, K. A., Reid, I., Khubchandani, J., & Fan, M. (2014). Health care reform: Understanding individuals' attitudes and information sources. *BioMed Research International*, <http://dx.doi.org/10.1155/2014/813851>

Stamp G. & **Shue, C. K.** (2012). A review of research trends over the past 20 years in family communication research. *Handbook of Family Communication* (2nd ed., pp. 11-28). New York: NY: Routledge.

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. (2011). Factors that promote and prohibit access to participants in the clinical setting: A review of response

rates from a health communication intervention study. *Patient Education and Counseling*, 82, 488-494.

Shue, C. K. (2010). Accrediting and licensing standards as evidence of impact. *Health Communication*, 25, 563-564.

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

Shue, C. K., and Arnold, L. (2009). Medical students' interviews with older adults: An examination of their performance. *Health Communication*, 24, 146-155.

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(5), 599-601.

Arnold, L., **Shue, C. K.**, Kalishman, S., Prislun, M., Pohl, C. Pohl, H. & Stern, D. (2007). Can there be a single system for peer assessment of professionalism among medical students? A multi-institutional study. *Academic Medicine*, 82(6), 578 - 586. *** **Selected as Editor's Choice**

Shue, C. K., Byers, L. A., & Graham, E. E. (2005). Critical incidents and communication during the progression of Alzheimer's disease from the perspective of family caregivers. *Alzheimer's Care Quarterly*, 6(3), 233 - 244.

Shue, C. K., McNeley, K., & Arnold, L. (2005). Changing medical students' attitudes about older adults and future older patients. *Academic Medicine*, 80, S1 – S5.

Shue, C. K., Arnold, L., & Stern, D. (2005). Maximizing participation in peer assessment of professionalism: The students' speak. *Academic Medicine*, 80, S6 – S9.

Arnold, L., **Shue, C. K.**, Kritt, B., Ginsburg, S., & Stern, D. (2005). Medical students' views on peer assessment of professionalism. *Journal of General Internal Medicine*, 20(9), 819 – 824.

Byers, L. A., & **Shue, C. K.**, Marshall, L. L. (2004). The interplay of violence, relationship quality, commitment, and communication in abusive relationships. *Texas Speech Communication Journal*, 29, 43-51.

Graves, D., **Shue, C. K.**, & Arnold, L. (2002). The role of spirituality in patient care: Incorporating spirituality training into medical school curriculum. *Academic Medicine*, 77, 1167.

Arnold, L., **Shue, C. K.**, & Jones, D. (2002). Implementation of geriatric education into years 1 & 2 of a Baccalaureate – M.D. degree program. *Academic Medicine*, 77, 933-934.

Graham, E. E., & **Shue, C. K.** (2001) Reflections on the past, directions for the future: A template for the study and instruction of interpersonal communication. *Communication Research Reports*, 17, 337-348.

Hancox, M. G., **Karmon, C. L.**, & Smith, M. J. (1996). *Fundamentals of human communication: A resource book for students*. New York: McGraw-Hill.

WORKS IN PROGRESS

Stamp. & **Shue, C. K.** (In Progress). Measures of Interpersonal Communication and Instrument Reviews. *Communication Research Measures* (3rd Ed).

CONFERENCE RESEARCH PAPERS

O'Hara, L. L. S. & **Shue, C. K.** (2017, November). *Discursive struggles in "diabetes management": Examining the proximal not-ye-spoken link*. Paper presented to the Health Communication Division of the National Communication Association, Dallas, TX.*** **Top Paper**

Maison, K. & **Shue, C. K.** (2017, November). *Shared and competing meaning structures within university sexual violence policies*. Paper presented to the Language and Social Interaction Division of the National Communication Association, Dallas, TX.

- Conner, B., McCauliff, K., **Shue, C. K.**, & Stamp, G. (2017, November). *Explaining mansplaining*. Paper presented to the Interpersonal Communication Division of the National Communication Association, Dallas, TX.
- 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.
- Shue, C. K.**, Stamp, G., & McCauliff, K. (2014, November). *Theory instruction into practice: An analysis of theory textbooks and NCA published research articles*. Paper presented to the Instructional Division of the National Communication Association, Chicago, IL.
- Shue, C. K.**, & O'Hara, L. 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 at the Kentucky Conference on Health Communication, Lexington, KY.
- Shue, C. K.**, McGeary, K. A., Reid, I., Khubchandani, J., & Fan, M. (2013, November). *Health care reform: Understanding individuals' attitudes and information source*. Paper presented to the Political Communication Division of the National Communication Association, Washington, DC.
- Shue, C. K.**, Whitt, J. K., Daniel, L., & Shue, C. B. (2013, November). *Promoting the clinical management of childhood obesity and conversations with parents about unhealthy pediatric weight: Evaluation of a clinic-wide practice improvement intervention*. Paper presented to the Health Communication 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. *** **Top Paper**
- O'Hara, L. L. S., **Shue, C. K.**, Marini, D., Flanagan, J. R., & McKenzie, J. (2008, November). *Diabetes and low health literacy: Designing a mediated intervention to enhance patient-physician communication*. Paper presented to the Health Communication Division – Scholar to Scholar Session of the National Communication Association, San Diego, CA.
- Shue, C. K.**, & Byers, L. A. (2005, November). *Themes in stories family members told while recounting the progression of Alzheimer's disease and related disorders*. Paper presented to the Commission on Communication and Aging of the National Communication Association, Boston, MA. *** **Top Paper**
- Shue, C. K.**, McNeley, K., & Arnold, L. (2005, November). *Changing medical students' attitudes about older adults and future older patients*. Paper presented at the Research in Medical Education Annual Meeting at the Association of American Medical Colleges, Washington, D.C.
- Shue, C. K.**, Arnold, L., & Stern, D. (2005, November). *Maximizing participation in peer assessment of professionalism: The students speak*. Paper presented at the Research in Medical Education Annual Meeting at the Association of American Medical Colleges, Washington, D.C for presentation and publication.
- Shue, C. K.**, & Arnold, L. (2003). *Medical students' interactions with older adults: An examination of their performance*. Paper presented to the Commission on Communication and Aging of the National Communication Association, Miami Beach, FL.
- Byers, L. A., **Shue, C. K.**, & Marshall, L. L. (2001, November). *The interplay of violence, relationship quality, commitment, and communication in relationships: An examination of the dyad and the family*. Paper presented at the Family Communication Division of the National Communication Association, Atlanta, GA.
- Shue, C. K.** (2000, November). *The ebb and flow of relationships: An examination of patterns of relationship change in relationships where one partner has Alzheimer's disease*. Paper presented at the Commission on Communication and Aging of the National Communication Association, Seattle, WA. *** **Top Paper**
- Forbach, G. B., & **Shue, C. K.** (2000). *Comparing traditional with mediated courses: Highlighting the benefits and challenges of utilizing technology*. Paper presented at the Stop Surfing-Start Teaching National Conference, Charleston, SC.

- Shue, C. K.** (1999, November). *I think they should do this: The use of case studies as critical thinking exercises in computer-mediated and face-to-face courses*. Paper presented at the Challenging Boundaries Series of the National Communication Association, Chicago, IL.
- Karmon, C. L., & Graham, E. E.** (1998, November). *I know just when it happened: An analysis of turning points, communication, and change in relationships where one partner has Alzheimer's disease*. Paper presented at the National Communication Association, New York, NY. *** **Top Paper**
- Karmon, C. L.** (1997, November). *Alzheimer's disease and communication: An examination of problematic communication*. Paper presented at the National Communication Association, Chicago, IL.
- Graham, E. E., & **Karmon, C. L.** (1997, November) *Reflections on the past, directions for the future: A template for the study of interpersonal communication*. Paper presented at the meeting of the National Communication Association, Chicago, IL.
- Karmon, C. L.** (1997, April). *Negotiation as a dispute resolution mechanism for organizational members: The influence of fairness and interpersonal relationships*. Paper presented at the meeting of the Central States Communication Association, St. Louis, MO. *** **Top Student Paper**
- Karmon, C. L.** (1997, April). *Breaking the code of silence in the nursing home: A pilot study examining conversation construction among residents*. Paper presented at the meeting of the Southern States Communication Association, Savannah, GA. *** **Top Student Paper**
- Karmon, C. L.** (1997, April). *Experiential learning in public speaking and interpersonal communication courses*. Paper presented at the meeting of the Southern States Communication Association, Savannah, GA.
- Karmon, C. L.** (1996, November). *A new approach to examining symbolic interdependence in the dyad*. Paper presented at the meeting of the Speech Communication Association, San Diego, CA.
- Wilcoxson, K. T., Orbe, M. P., & **Karmon, C. L.** (1996, November). *Rap music as African American cultural expression: An exploration of European American youth perceptions*. Paper presented at the meeting of the Speech Communication Association, San Diego, CA.
- Wilcoxson, K. T., **Karmon, C. L.**, & Orbe, M. P. (1996, November). *It's an age thing: A comparison of high school and college student's perceptions of rap music*. Paper presented at the meeting of the Speech Communication Association, San Diego, CA.
- Karmon, C. L.** (1996, March). *Words of wisdom on writing from one generation of scholars to another*. Paper presented at the meeting of the Ohio University, College of Communication, Tenth Annual Communication Research Conference, Athens, OH.
- Love, D. E., & **Karmon, C. L.** (1995, November). *The influence of traditional Hispanic culture on message design*. Paper presented at the meeting of the Speech Communication Association, San Antonio, TX.

CONFERENCE PRESENTATIONS AND POSTERS

- Brown, R., Daniel, L., Benn, J., & **Shue, C. K.** (2017, May). *Screening for substance misuse, depression, and anxiety in a family medicine residency clinic: An examination of preliminary outcomes*. A poster presentation for the Society of Teachers of Family Medicine Conference, San Diego, CA.
- Schreiner, M. Whitt, J. K., Brown, R., Ernstberger, L., Shue, C. B., Wilson, J., & **Shue, C. K.** (2015, March). *Evaluation of a Family Medicine Residency's Focused Procedure Month*. A poster presentation for the PDW and RPS Residency Education Symposium, Kansas City, MO.
- Whitt, J. K., Schreiner, M., Daniel, L., Bunch, J., Shue, C. B., & **Shue, C. K.** (2013, November). *Three ways to utilize practice improvement to improve clinic processes, resident training, and community outreach*. A poster presentation for the Society of Teachers of Family Medicine Conference, San Diego, CA.

- Khubchandani, J., Fan, M., **Shue, C. K.**, & McGeary, K. A. (2013, April). *Understanding state-level attitudes toward healthcare reform*. A platform presentation for the Society for Public Health Education, Orlando, FL.
- Whitt, J. K., **Shue, C. K.**, Daniel, L., & Young, A. (2012, November). *Evaluation of a resident training curriculum on unhealthy pediatric weight through process improvement*. A poster presentation for the Society of Teachers of Family Medicine Conference, Greenville, SC.
- Seabert, D., Daniel, L., **Shue, C. K.**, & Vctor-Suits, C. (2012, October). *Family supper time!: A Collaborative approach to obesity prevention*. A poster presentation for the American School Health Association. San Antonio, TX.
- Young, A., Whitt, J. K., Daniel, L., & **Shue, C. K.** (2012, May). *Performance improvement focused on the clinical management of unhealthy pediatric weight*. A poster presentation for the Indiana Academy of Family Physicians, Indianapolis, IN. *****2nd Place Poster Award**
- Whitt, J.K., **Shue, C.K.**, Rhodes, H. (2012, May). *Medical home process improvement*. Invited poster and platform presentation for the final meeting of the Medical Home Learning Collaborative, an Indiana Community Integrated Systems of Services project, Indianapolis, IN.
- O'Hara, L. L. S., **Shue, C. K.**, & Bunch, J. T. (2011, October). *Examining communication and self-efficacy as elements of an intervention focused on low-health literacy and diabetes management*. A poster presentation for the 3rd Annual Health Literacy Conference, Chicago, IL.
- O'Hara, L. L. S., **Shue, C. K.**, & Whitt, J. K. (2010, October) *Communication indicators of low-health literacy in diabetes management appointments: A descriptive study*. A poster presentation for the 2nd Annual Health Literacy Conference, Bethesda, MD.
- Shue, C. K.** (2009, November). *(Dis)courses of stability and change: Same old people doing some new things with some good results*. A roundtable discussion (panel presenter) presented to the Communication Assessment Division of the National Communication Association, Chicago, IL.
- Shue, C. K.**, O'Hara, L. L. S., McKenzie, J., & Bird, J. (2009, October) *Low-health literacy: Message construction and measurement challenges*. A poster presentation for the 1st Annual Health Literacy Conference, National Academy of Science, Washington, DC.
- Shue, C. K.**, O'Hara, L. L. S., Marini, D., Flanagan, J. R., McKenzie, J., & Brown, S. C. (2009, April). *Low health literacy, diabetes, and patient-physician communication: An interdisciplinary collaboration*. Research project presented to the Center for Disease Control's 2009 Diabetes Translation Conference, Long Beach, CA.
- Shue, C. K.**, Arnold, L., & Stern, D. (2005, April). *Peer assessment of professionalism: A survey of medical students' views and preferences*. Poster presented to the Central Group on Educational Affairs (Research in Medical Education), Madison, WI.
- Arnold, L., **Shue, C. K.**, Kritt, B., Ginsburg, S., & Stern, D. (2004, November). *Peer assessment provides unique insight into professional behavior: The students' perspective*. Research Abstract presented at the Association of American Medical Colleges, Washington, D.C.
- Shue, C. K.**, McNeley, K. & Arnold, L. (2004, June). *Geriatrics/Gerontology curriculum: Changing medical students' attitudes about older adults and future older patients*. Poster presented at the Geriatrics Curriculum Conference for the Association of American Medical Colleges, St. Louis, MO.
- Arnold, L., Kritt, B., **Shue, C. K.**, Ginsburg, S., & Stern, D. (2003, November). *Towards assessing professional behaviors of medical students through peer observations*. Research Abstract presented at the Association of American Medical Colleges, Washington, D.C.
- Turner, J. L., Arnold, L., & **Shue, C. K.** (2003, November). *Programs to enhance professional growth: Longitudinal preclinical "field experiences."* Mini-Workshop Session presented at the Association of American Medical Colleges, Washington, D.C.
- Shue, C. K.**, Graves, D., & Arnold, L. (2003, March). *The interplay of communication competence, apprehension, anxiety,*

and performance in the assessment of medical students' communication abilities. Poster presented at the Central Group on Educational Affairs (Medical Education), Iowa City, IA.

- McNeley, K., **Shue, C. K.**, & Arnold, L. (2003, March). *Changing medical students' knowledge of, attitudes about, and contact with older adults: Measuring the impact of a geriatrics/gerontology curriculum initiative.* Poster presented at the Central Group on Educational Affairs (Research in Medical Education), Iowa City, IA. *****Top Poster**
- Kamal, A., & **Shue, C. K.** (2003, March). *Staying on the medical school island: Medical students' stress and their use of diverse coping strategies.* Poster presented at the Central Group on Educational Affairs (Research in Medical Education), Iowa City, IA.
- Lindemann, J., **Shue, C. K.**, Viggiano, T. R., & Battistella, M. (2002, November). *Curriculum Evaluation Systems: Moving from the Course Evaluation to a Systematic Evaluation of the Curriculum.* Small Group Discussion presented at the American Association of Medical Colleges Annual Meeting, San Francisco, CA.
- Graves, D., **Shue, C. K.**, & Arnold, L. (2002, September). *The role of the chaplain in patient care: Medical student's revelations.* Poster presented at the Spirituality in Health Care Conference, Kansas City, MO.
- Shue, C. K.**, & Arnold, L. (2002, March). *Is timing really everything? Examining the factors of final exams, grades, and availability in course evaluation ratings.* Poster presented at the Central Group on Educational Affairs (Research in Medical Education), Chicago, IL.
- Shue, C. K.**, Jones, D., Arnold, L., Dedon, J., Breytspraak, L., Graves, D., Jonas, H., Finke, D., & Nelson, B. (2002, March). *The utilization of retired physicians as small group facilitators for experiential learning in geriatrics education.* Poster presented at the Central Group on Educational Affairs (Medical Education), Chicago, IL.
- Shue, C. K.**, Viggiano, T. R., & Cameron, T. (2002, March). *The promises and pitfalls of course/clerkship evaluation execution utilizing computer technology.* Small Group Discussion presented at the Central Group on Educational Affairs (Medical Education), Chicago, IL.
- Jones, D., Makoul, G., **Shue, C. K.**, Turner, J. & Morrison, L. (2002, March). *Checklists for performance-based assessments.* Presentation for the Standardized Patient Special Interest Group at the Central Group on Educational Affairs (Medical Education), Chicago, IL.
- Breytspraak, L., Dedon, J., Arnold, L., Jonas, D., **Shue, C.K.**, Jones, D., Graves, D. (2002, March). *Outcomes of a medical student/mentor relationship.* Poster presented at the Association for Gerontology in Higher Education, Pittsburgh, PA.
- Friedland, M. L., McNeley, K., Arnold, L., Willoughby, T. L., & **Shue, C. K.** (2001, November). *Using student performance outcomes to encourage good teaching.* Poster presented at the Association of American Medical Colleges, Washington, D.C.
- Arnold, L., Breytspraak, L., Dedon, J., Graves, D., Jonas, H., Jones, D., McNeley, K., & **Shue, C. K.** (2001, November). *Implementation of geriatric education into the first and third years of a combined degree program.* Poster presented at the Association of American Medical Colleges, Washington, D.C.
- Breytspraak, L., Dedon, J., Arnold, L., Jonas, H., Graves, D., McNeley, K., Jones, D., & **Shue, C. K.** (2001, November). *Enhancing geriatrics training through an elder mentor/student relationship for first- and second-year medical students.* Poster presented at the Gerontological Society of America, Chicago, IL.
- Arnold, L., Breytspraak, L., Dedon, J., Graves, D., Jonas, H., Jones, D., McNeley, K., & **Shue, C. K.** (2001, November). *The mentor on aging program at the UMKC School of Medicine.* Presentation to the BA/MD group meeting at the Association of American Medical Colleges, Washington, D.C.
- Shue, C. K.** (2000, November). *Service-learning to transform the interpersonal course.* Program presented at The Engaged Discipline Series of the National Communication Association, Seattle, WA.
- Shue, C. K.** (2000, November). *Experiential learning activities for the interpersonal communication course.* Program presented at the Commission on Experiential Learning in Communication of the National Communication Association, Seattle, WA.

Shue, C. K. (2000, November). *Engaging students in the organizational communication course: An examination of pedagogical tools for face-to-face and mediated instruction*. Program presented at the Commission on Experiential Learning in Communication of the National Communication Association, Seattle, WA.

Shue, C. K. (1999, November). *Beyond the university, into the community: Service learning in the communication course*. Short course presented at the meeting of the National Communication Association, Chicago, IL.

Karmon, C. L. (1998, November). *Service learning in the communication course: Learning beyond the classroom walls*. Chair of table talk presented at the National Communication Association, New York, NY.

Karmon, C. L., & Gibson Hancox, M. (1997, April). *From sleepy Sally to chatty Chad: Developing effective classroom management techniques*. Program presented at the Central States Communication Association, St. Louis, MO.

HONORS AND DISTINCTIONS

2014 Faculty Teaching Award, College of Communication Information, and Media, Ball State University	2012; 2008 Faculty Research Award, College of Communication, Information, and Media, Ball State University
2011 – 2013, Faculty Fellow, Global Health Institute, Ball State University	Faculty Advisor Honor for directing Sarah Kwak’s master’s thesis, “There’s No ‘I’ in Team: A Study of Physician-Nurse Dyads in the Healthcare Setting,” which was selected as the Ball State University Alumni Association Distinguished Thesis for 2008-2009

2012-2013; 2009 – 2010; 2006-2007 Faculty Research Award, Department of Communication Studies, Ball State University	NONOSO, Honorary Washburn University Women’s Organization
Seven Top Paper Awards at Communication Conferences; Two Top Poster Awards at a Medical Education Conferences	Phi Kappa Phi Honor Society
Outstanding Doctoral Graduate Student, 1996-1997, Ohio University	Mortar Board, Senior Honor Society
International Communication Association Outstanding Graduate Teaching Award, 1997, Ohio University	Phi Eta Sigma Honor Society
Teaching Assistantship, School of Interpersonal Communication, Ohio University	Alpha Lambda Delta Honor Society

GRANTS

Grants: Awarded/Principal Investigator

Lilly V Grant, Ball State University <i>The Assessment of Resident Physicians’ Interpersonal and Communication Skills and Professionalism.</i> \$12,996 Award	ASPIRE Grant, Ball State University <i>Patient-Physician Communication: Conversation Analysis.</i> \$6300 Award
Summer Assessment Grant, Ball State University <i>Shifting from Course-based Assessment to Programmatic Assessment.</i> \$1000 Award	Summer Assessment Grant, Ball State University <i>Graduate Program Assessment.</i> \$1000 Award
Summer Assessment Grant, Ball State University <i>Portfolios and the Assessment of Communication Learning Outcomes.</i> \$1000 Award	Summer Assessment Grant, Ball State University <i>Designing a Virtual Assessment Repository</i> \$1000 Award
Summer Assessment Grant, Ball State University <i>Evaluating the Results of Two New Assessment Efforts.</i> \$1000 Award	The Jack and Laura Richmond Grants for Service Learning <i>Service Learning in the Small Group Communication Course: Providing Service to the Community.</i> \$1000 Award
John Houk Memorial Research Grant Recipient <i>I know just when it happened: An analysis of turning points, communication, and change in relationships where one partner has Alzheimer’s disease.</i> \$300 Award	

GRANTS

Grants: Implemented/Contributing Role

AIM-HI (American’s in Motion – Healthy Interventions), An American Academy of Family Physicians Initiative, Family Medicine Residency Program Childhood Obesity Grant received by IU-Health Ball Memorial Hospital Family Medicine Residency Program <i>Home for Supper: Creating Family Mealtimes that Sustain Body, Mind, and Spirit.</i> Evaluation Component, Grant Application Writing \$30,000 Award	The Digital Media Exchange through The Office of Information Technology <i>Providing Low Literacy Medical Patients with Technologically Enhanced Patient Education Materials.</i> Needs Assessment, Review Scripts (communication messages), Review of Quality Improvement Data, Pilot Assessment Study \$14,700 Award
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NBME Stemmler Medical Education Research Fund <i>Toward Assessing Professional Behaviors of Medical Students through Peer Observation.</i> Data Collection, Data Analysis, Manuscript Writing \$70,000 Award	Arnold P. Gold Foundation/Sarah Morrison Bequest for Basic Research in Internal Medicine <i>Promoting Professionalism among Medical Students, Residents, and Faculty through Humanistic Narratives</i> Data Collection \$35,000 Award
NBME Stemmler Medical Education Research Fund Invitational Grant <i>Toward Assessing Professional Behaviors of Medical Students through Peer Observation: A Multi-Institutional Study.</i> Data Collection, Data Analysis, Manuscript Writing \$82,000 Award	John A. Hartford Foundation/Association of American Medical Colleges <i>Enhancing Gerontology/Geriatric Education in Undergraduate Medical Education.</i> Course Material Development, Instruction, Assessment \$100,000 Award

SERVICE

Ball State University

Department of Communication Studies Service

Year(s)	Position	Service Activity
2009 – Present 2008 2007 – 2008 2005 – 2006	Chair Co-Chair Member	Curriculum and Program Development Committee
2009 – Present	Coordinator	Department Curriculum Assessment Program
2009 – Present	Advisor	Undergraduate Academic Advisor
2008 – Present	Coordinator	Departmental Honors Program
2013 – Present	Member	Chair’s Advisory Committee
2017-2019 2013-2014 2007 – Present	Chair Member	Promotion and Tenure Committee
2015	Member	Search Committee: Department Academic Advisor Position
2015	Member	Search Committee: Organizational Communication Contract Position
2013-2014	Interim Primary Department Advisor	Department of Communication Studies
2014	Coordinator	Department Scholarship Selection Process
2010-2011	Member	Department of Communication Studies Self Study Team
2006 – Present	Member	Graduate Faculty/Thesis and Comprehensive Exam Committee Chair or Member Participant in the Graduate Recruitment Webinar
2008-2009	Member	Search Committee: Basic Course Director Position
2015-2016 2008-2009	Mentor	Faculty Mentor
2008, 2009	Member	RGN Graduate Scholarship Committee
2016	Chair	Knott Undergraduate Scholarship Committee
2008, 2011, 2012	Member	Knott Undergraduate Scholarship Committee
2014, 2015	Member	World Tour Scholarship Committee
2007, 2009, 2010, 2011, 2016	Recipient	Office of Academic Assessment and Institutional Research Summer Assessment Grants to review Department of Communication Studies assessment processes
November 2007	Judge	Crossfire Debate, National Educational Debate Association Fall Championship Tournament, Ball State University

Summer 2006	Member	Search Committee: Interpersonal Communication Position
Summer 2006	Member	Search Committee: Organizational Communication Position
2005 – 2006	Member	Social Functions Committee
2005 – 2006	Member	Chair Selection Committee
2005 – 2006	Reviewer	Honors in Writing Program

College and University Service

Year(s)	Position	Service Activity
2012-2018 2018 - Present 2011 – 2012	CCIM Representative Alternate CCIM Representative	Institutional Review Board, Ball State University
2015 – Present	Member	BSU Higher Learning Commission Advisory Group
2017 – Present	Member	CCIM Strategic Planning Taskforce
2017-2019 2013-2014	Secretary Chair	CCIM Promotion and Tenure Committee CCIM P&T Appeals Committee
2016 – 2018	Member	CCIM Writing Exam Task Force
2018 – Present	Member	Advisory Council on Scholarship
2013-2014	Member	University Academic Planning Steering Committee
2014	Mentor	PhD Pathways Program
2012 – Present	Member	CCIM Graduate Program Committee
2011 – 2012	Member	Criterion 1 BSU Higher Learning Commission Accreditation Process
2010	Participant	Healthcare Studies Initiative
2010	Presenter	Tech4U, Program Assessment Based on Student Learning Outcomes
2009 – 2012	Member	CCIM Health Communication Special Interest Group
2009	Co-Facilitator	UCC-21 Tier 3 Proposal Writing Workshop
2008 – 2012	Member	College of Communication, Information, and Media Vision Team
2007 – 2009	Member	Ball State University Research Committee, College of Communication, Information and Media Representative
2009	Member	Selection Committee Member - 2009 Senior Distinguished Service Award

University of Missouri, Kansas City – School of Medicine

Year(s)	Position	Service Activity
2004	Consultant	Statistics and SPSS for Graduate Students & New Users (A UMKC Campus Service)
2004	Member	Nominating Committee – Council on Selection and Council on Curriculum
2003	Member	Faculty (non-tenure, non-clinical) Promotions Guidelines Committee
2003 – 2005	Member	Journal Club: Medical Education and Research
2003 – 2005	Member	Research Group: Medical Education and Research
2002 – 2003	Member	Faculty Teaching Evaluation Committee (A UMKC Campus Wide Committee)
2001 – 2003	Advisor	Independent Student Research Projects 2002: <i>Assessing the utility of personal digital assistants in the implementation of national standards for the diagnosis, stratification, and treatment of hypertension</i> 2001: <i>Survivor: Medical students' stress, their coping strategies, and "Staying on the Medical School Island"</i> ♦ Both students received awards for their project presentations during the UMKC-SOM Student Research Day.
2002 – 2005	Co-Developer – Facilitator	Year 1 Docent Group Team Building Session – New Student Orientation
2001 – 2003	Member	Year 1 & 2 Geriatrics Curriculum Committee
2001 – 2005	Member	CUREVAL - Curriculum and Evaluation Coordinating Committee
2001 – 2005	Facilitator	Year 1 Diversity Discussion – <i>The Spirit Catches You and You Fall Down</i> – New Student Orientation
2001 – 2005	Member	Instructional Technology Committee
2001 – 2003	Member	LCME - Library and Information Services Committee (created in preparation for the Liaison Committee on Medical Education (LCME) accreditation process)
2001 – 2003	Member	LCME – Learning Objectives Committee (created in preparation for the Liaison

		Committee on Medical Education (LCME) accreditation process)
2002 – 2003	Facilitator	Year 1 Geriatrics Curriculum Kick-Off

Washburn University

Department of Communication Service

Year(s)	Position	Service Activity
1998-2000	Chair	Department of Communication Assistant Professor Search
1998-1999	Chair	Department of Communication Director of Debate and Forensics Search
1999-2001	Advisor: Independent Student Research Projects	Washburn University's Annual Student Research Forums 2001: <i>Communication within the agricultural organization</i> 2000: <i>Teachers' responses to fear appeals</i> 1999: <i>Beyond the marriage partners: The impact of divorce on children's communication</i>
2000-2001	Advisor	Lambda Pi Eta National Communication Honors Society
2000-2001	Coordinator	Principles and Practices of Human Communication Course Standardization
1997-2001	Creator	Department of Communication Website and PowerPoint Promotional Program
1998-2001	Representative	College Faculty Committee, College of Arts and Sciences
1999-2001	Representative	Majors Fair, Department of Communication, College of Arts and Sciences
1997-1998	Member	Department of Communication Assistant Professor Search
1998	Assistant	An International Symposium on Global Communication: America in the World Today
1998	Representative	Senior Day, Department of Communication, College of Arts and Sciences
1998	Judge	Kasie Forensics Tournament
1998-2001	Judge	Department of Communication Speak-Off

College of Arts and Sciences Service

Year(s)	Position	Service Activity
2000-2001	Member	Resources Committee, Subcommittee of the College Faculty Committee
1999-2000	Chair	Professional Development Committee, Subcommittee of the College Faculty Committee
1998-1999	Member	Professional Development Committee, Subcommittee of the College Faculty Committee
1998-1999	Member	Dean's Evaluation Committee

University Service

Year(s)	Position	Service Activity
1999-2001	Instructor	2+2 Degree Completion Plan, On-line Course Development and Execution Program
1999-2000	Member	Honorary Degree Committee
1998-1999	Chair	Honorary Degree Committee
2000	Discussant	Hands-on WebCT Training
1999	Presenter	Faculty Time and Talent: In-Class vs. On-line
1998-2000	Mentor	Washburn University's Faculty Mentor Program
1999-2000	Volunteer	High Q Super Saturday Tournament
1998	Presenter	Washburn University's Summer Orientation Program
1998	Presenter	Sigma Phi Epsilon, Washburn University

Ohio University

Year(s)	Position	Service Activity
1996	Coordinator	Graduate Student Teleconference, School of Interpersonal Communication
1996	Presenter	Teaching Assistant Training, School of Interpersonal Communication
1995	Facilitator	Statistics Review Session, Lambda Pi Eta, School of Interpersonal Communication
1995	Presenter	Graduate Student Issues Discussion, School of Interpersonal Communication

Professional Service

Year(s)	Position	Service Activity
2012 - Present	Reviewer	<i>Health Communication</i>
2010 - Present	Reviewer	<i>Patient Education and Counseling</i>

2011	Reviewer	<i>International Journal of Aging and Human Development</i>
2008 - 2010	Reviewer	<i>The Journal of the American Medical Association</i>
2017 - 2018 2015 - 2017	Chair Member	Gerald R. Phillips Award for Distinguished Applied Communication Scholarship – National Communication Association
2015	Group Facilitator	Discourses of Health and Medicine Conference, Cincinnati, OH
2014, 2015	Secretary	Communication Assessment Division, NCA
2014, 2015	Reviewer	Communication Assessment Division, NCA
2010, 2011	Presenter	IU-Health, Ball Memorial Hospital Grand Rounds
2008, 2009	Member	Ball Memorial Hospital GMCE Core Competency Sub-Committee
2009	Panel Respondent	Unit Sponsor: Applied Communication Division Panel: Communicating Diabetes: The Social Construction of a Disease
2005	External Reviewer	Department of Communication, Washburn University, Senior Portfolio Assessment as a Measure of Curriculum Outcomes
2004 – 2006	Reviewer	Research in Medical Education (RIME), Central Group on Educational Affairs
2004 – 2006	Reviewer	Research in Medical Education (RIME), Association of American Medical Colleges
2003 – 2006	Reviewer	The Edward J. Stemmler, MD Medical Education Research Fund, National Board of Medical Examiners
2003	Moderator	Research in Medical Education (RIME) Oral Abstract Presentations, <i>Communication</i> , Association of American Medical Colleges
2002 – 2006	External Reviewer	Senior Portfolios, Communication Studies and Theater Department, Missouri Western State College
2002	Panel Chair	Research in Medical Education (RIME) Paper Session, Central Group on Educational Affairs
2001-2002	Reviewer	Innovations in Medical Education, Central Group on Educational Affairs
2000	Panel Chair	Unit Sponsor: Commission on Communication and Aging, NCA Panel: Meanings of Frailty, Reminiscence, and Interdependence in Later Life
1999-2000	Reviewer	Commission on Communication and Aging, NCA
2000	Book Reviewer	Houghton Mifflin Company
2000	Reviewer	Special Student Issue of the <i>Kentucky Journal of Communication</i>

Community Service Related to Professional Training

Year(s)	Position	Service Activity
1999	Judge	Kansas State High School Activities Association
1998	Assistant Project Director	Women and Community Life: Past Perspectives, Future Paths, Kansas Humanities Council and The Brown Foundation
1997-Present	Member	P.E.O. – A philanthropic educational organization

TRAINING AND CONSULTING

- 2006- Present Consultant, IU Health BMH Family Medicine Residency Program Muncie, IN.
- Present Consult on research projects, scholarly activity, and practice improvement projects.

- 2002 Consultant/statistician, Parents as Teachers Program, U.S.D. #501 School District, Topeka, KS. Consulted on and computed statistics for learning outcomes and assessment project.

- 2000 Trainer/presenter, Washburn University, Faculty/Staff Development Workshop Series, Topeka, KS. Conducted training sessions on communication competence, assertiveness, compliance gaining and listening skills.

- 1998 Facilitator, Washburn University, Topeka Talks Series, Topeka, KS. Conducted brainstorming sessions for area civic leaders on the issue of diversity.

- 1996 Trainer/presenter, Ohio University College of Osteopathic Medicine, Area Health Education Center (AHEC/CHEAO) workshop, Jackson, OH. Conducted training sessions for health care providers on effective conflict management and listening skills.

- 1996 Consultant/statistician, School of Interpersonal Communication, Ohio University, Athens, OH. Consulted on and computed statistics for research project.
- 1996 Trainer/presenter, Hocking College, Office of Financial Aid, Nelsonville, OH. Conducted workshop for group of financial aid officers on team building and communication skill improvement.
- 1996 Trainer/presenter, Ohio University College of Osteopathic Medicine, Area Health Education Center (AHEC/CHEAO) workshop, Zanesville, OH. Conducted training sessions for health care providers on effective conflict management and listening skills.
- 1996 Trainer/presenter, Graduate Teaching Associate Training Seminar, Ohio University, Athens, OH. Conducted workshop on effective classroom management in the introductory speech course.
- 1996 Consultant/presenter, Office of Student Activities, Ohio University, Athens, OH. Consulted on the development of a long-term organizational development and assessment program. Conducted group decision-making and planning intervention.

REVISED (8/18)