

Scott David Moore

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California State University, Fresno  
Department of Communication  
5201 North Maple Ave (M/S SA46)  
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**Education**

Doctor of Philosophy (Ph.D.)  
University of Oklahoma, Department of Communication, Norman, Oklahoma August 4, 1997  
Dissertation Chair: H. Dan O'Hair  
Dissertation Title: *The Effect of Health Delivery Systems on Provider-Patient Communication*

Master of Arts (M.A.)  
University of Oklahoma, Department of Communication, Norman, Oklahoma December 17, 1993

Bachelor of Arts (B.A.)  
Austin College, Sherman, Texas. May 19, 1991  
Double Major in Communication and Psychology  
Departmental Honors in Communication  
Undergraduate Honors Thesis Title: *A Comprehensive Analysis of Formal Corporate Communication.*  
Psi Chi National Honor Society

**Academic Appointments**

California State University, Fresno (Fresno, CA)

Professor of Communication. 2008 to present.  
Associate Professor of Communication. 2003 to 2008. (Tenured 2003)  
Assistant Professor of Communication. 1997 to 2003.

Special Assignment: Administrator of 2011 University Summer Session, August 2010 to August 2011. Division of Continuing and Global Education.  
Chair, *ad interim*, Department of Philosophy, January 2007 to August 2009.  
Graduate Faculty Member. 1997 to present.  
College of Arts & Humanities Honors Program Faculty Mentor. 2009-2011.  
Craig School of Business Honors Program Faculty Mentor. 2004 to 2005.  
Graduate Program (M.A.) Coordinator. 1999 to 2002.

University of Oklahoma (Norman, OK)

Academic Administrator, Assistant Academic Coordinator and Grant Co-Principal Investigator, Department of Defense Joint Program in Communication. University of Oklahoma, College of Continuing Education. 1996 to 1997.

Graduate Research Assistant: Department of Defense Communication Graduate Program (Department of Defense Joint Program in Communication), OU Department of Communication/College of Continuing Education. 1994 to 1996.

Graduate Teaching Assistant: OU Department of Communication. 1992 to 1994.

Austin College (Sherman, TX)

Communication/Inquiry Leader. Fall, 1990. Undergraduate Student Teaching Position. Aided faculty members in the delivery of an introductory course in psychology.

## **Publications**

- Miller, C. H., Adame, B. J., & Moore, S. D. (in-press). Vested interest theory and disaster preparedness. *Disasters*.
- O'Hair, H. D., Ploeger, N. & Moore, S. D. (2010). Advances in applied communication research. In J. W. Chesebro (Ed.), *A century of transformation: Studies in honor of the 100<sup>th</sup> anniversary of the Eastern Communication Association* (pp. 89-106). New York: Oxford University Press.
- Moore, S. D., Wright, K., & Bernard, D. R. (2009). Influences on health delivery system satisfaction: A partial test of the ecological model. *Health Communication, 24* (4), 285-294.
- Adame, B., Moore, S. D., & Fowler, C. (2009). An account for system influence in the analysis of patient satisfaction. *Emporia State Research Studies, 45* (1), 1-5.
- Schmidtke, J. M., Badhesha, R. S., & Moore, S. D. (2008). The effects of diversity training on specific and general attitudes toward diversity. *Multicultural Education & Technology Journal, 2*(2), 87-106.
- Wright, K., & Moore, S. D. (Eds.). (2008). *Applied health communication*. Cresskill, NJ: Hampton Press.  
*Book Reviewed by:*  
Athena du Pré (University of West Florida). (2008) *Health Communication, 23*, 492-494.  
Katherine Clegg Smith (Johns Hopkins). (2009). *Journal of Communication, 59*, E28-E30.
- Moore, S. D. & Thurston, G. (2008). Cultural competence and organizational barriers to the delivery of healthcare. In K. Wright & S. D. Moore (Eds.), *Applied health communication* (pp. 105-124). Cresskill, NJ: Hampton Press.
- Ayotte, K. J., & Moore, S. D. (2008). Terrorism, language and community dialogue. In D. O'Hair L. Ledlow, R. L. Heath, K. J Ayotte, & G. R. Ledlow (Eds.), *Terrorism: Communication and rhetorical perspectives* (pp. 67-92). Cresskill, NJ: Hampton Press.
- Ledlow, G., Moore, S. D., & O'Hair, D. (2007). Environmental influences on cancer care and communication. In D. O'Hair, G. L. Kreps, & L. Sparks (Eds.), *Handbook of communication and cancer care* (pp. 97-114). Cresskill, NJ: Hampton Press.
- Husain, M. E., & Moore, S. D. (2007). Communication and childhood cancer. In D. O'Hair, G. L. Kreps, & L. Sparks (Eds.), *Handbook of communication cancer care* (pp. 263-279). Cresskill, NJ: Hampton Press.
- Ledlow, G., O'Hair, H. D., & Moore, S. (2003). Predictors of communication quality: The patient, provider, and nurse call center triad. *Health Communication, 15*(4), 431-455.
- Moore, S. D., O'Hair, D., & Ledlow, G. (2002). The effects of health delivery systems and self-efficacy on patient compliance and satisfaction. *Communication Research Reports, 19*(4), 362-371.
- Conlee, C. J., & Moore, S. D.\* (2001). Using gender differences and patient satisfaction as predictors to patient attitudes. *Emporia Journal of Research Studies, 42*, 52-76. \*Ordering of Authors Alphabetical, Equal Authorship.
- Moore, S. D., & Clarke, S. R. (1997). The effects of social matching on small group idea generation productivity. In S. Amin & R. Fullerton (Eds.), *Contemporary Business Readings* (pp. 74-79). Cumberland, MD: Academy of Business Administration.
- O'Hair, D. H., Allman, J., & Moore, S. D. (1996). A cognitive-affective model of relational expectations in the provider-patient context. *Journal of Health Psychology, 1*(3), 307-322.

Clarke, S. R., & Moore, S. D. (1995). Decision making and problem solving variables in communication and management. In S. Amin (Ed.), *Trends in modern business* (pp. 103-110). Cumberland, MD: Academy of Business Administration.

Moore, S. D. (1994). *A comparison of socialization research*. (ERIC Document Reproduction Service No. ED 368 015).

### **Competitive Conference Presentations**

Adame, B. J., Miller, C. & Moore, S. D. (2010). The role of vested interest in disaster preparedness. Competitive paper to be presented to the Communication and Social Cognition division of the National Communication Association, San Francisco, CA.

Wright, K., Bernard, D., Banas, J. & Moore, S. D. (2010). A communication competence approach to healthcare worker conflict, job stress, job burnout & job satisfaction. Competitive paper to be presented to the Health Communication division of the National Communication Association, San Francisco, CA

Ploeger, N., O'Hair, H. D., & Moore, S. D. (2008). Celebrating advances in applied communication research. Competitive paper presented to the Applied Communication Division of the National Communication Association, San Diego, CA.

Moore, S., Wright, K., & Bernard, D. (2008). Influences on Health Delivery System Satisfaction: A Partial Test of Street's Ecological Model. Competitive paper presented to the Health Communication Division of the International Communication Association, Montréal, Québec, Canada.

Moore, S. D., Adame, B., Fowler, C., Schulz, M., Stuber, D., Risch, K., & Hendricks, L. (2008). An account for system influence in the analysis of patient satisfaction. Competitive paper presented to the Health Communication Interest Group of the Western States Communication Association, Denver, CO.

Moore, S. D., Wright, K., Bernard, D. & Schulz, M. (2007). Influences on health delivery system satisfaction: A structural equation model analysis. Competitive paper presented to the Health Communication Interest Group of the National Communication Association, Chicago, IL.

Moore, S. D., & Thurston, J. (2007). Systemic and institutional barriers to the delivery of healthcare. Competitive paper presented to the Health Communication Interest Group of the Western States Communication Association, Seattle, WA.

Schmidtke, J. M., Badhessa, R. S., & Moore, S. (2006). The effect of diversity training on knowledge acquisition and attitudes toward diversity. Competitive paper presented to the Human Resources Division of the Academy of Management, Atlanta, GA.

Parrott, R., Nussbaum, J. F., Moore, S. D., Sparks, L., O'Hair, H. D., Ellingson, L., Fowler, C., Wright, K. B., Kreps, G. L., & Stewart, J. A. (2005). Applied health communication research: Challenges and future directions. Competitive panel presented to the Health Communication Division of the National Communication Association, Boston, MA.

Ayotte, K. J., & Moore, S. D. (2004). Debating the language of terror: The politics of naming and the promise of public debate. "Top Three" in Argumentation and Forensics. Competitive paper presented to the Argumentation and Forensics Division of the National Communication Association, Chicago, IL.

Clarke, S. R., & Moore, S. D. (2000). The impact of public information on injury prevention legislation. "Top Three Paper" in Communication & Law. Competitive paper presented to the Freedom of Speech, Communication and Law Interest Group of the Western States Communication Association, Sacramento, CA.

Moore, S. D. (2000). Defining business and professional communication skills and knowledge pertinent to business and industry. Panel presentation to the Organizational Communication Interest Group of the Western States Communication Association, Sacramento, CA.

- Morris, M. M., O'Hair, H. D., & Moore, S. D. (2000). Communication education programs for working professionals. Competitive paper presented to the Instructional and Developmental Communication Interest Group of the International Communication Association, Acapulco, Mexico.
- Conlee, C. J., & Moore, S. D. (1999). Patient satisfaction as a predictor to patient attitudes and propensity toward change: Gender differences. Competitive paper presented to the Western States Communication Association, Health Communication Interest Group, Vancouver, BC, Canada.
- Moore, S. D. (1998). An analysis of health delivery systems' impact on provider-patient interaction. Competitive paper presented to the National Communication Association, Health Communication Division, New York.
- Moore, S. D. (1998). The organizational influence on doctor-patient interaction. "Top Five Paper" in Organizational Communication. Competitive paper presented to the Organizational Communication Interest Group, of the Western States Communication Association, Denver, CO.
- Clarke, S. R., Moore, S. D., & O'Hair, H. D. (1998). An Empirical investigation of deterrence theory on occupant protective issues. "Top Three Paper" in Health Communication. Competitive paper presented to the Health Communication Interest Group, of the Eastern States Communication Association, Saratoga Springs, NY.
- Moore, S. D., & O'Hair, H. D. (1997). Patient expectations of communication within managed care systems. Competitive paper presented to the Organizational Communication Division of the Western States Communication Association, Monterey, CA.
- Moore, S. D., & Clarke, S. R. (1996). The effects of social matching on small group idea generation productivity. Competitive paper Presented to the Academy of Business Administration, Organizational Communication Division, Miami, FL.
- Moore, S. D., O'Hair, D. H., & Allman, J. (1996). The influence of relational expectations on patient-provider communication. "Top Three Paper" in Health Communication. Competitive paper presented to the Health Communication Interest Group of the Eastern States Communication Association, New York.
- O'Hair, H. D., Allman, J., & Moore, S. D. (1996). A cognitive-affective model of relational expectations in the provider-patient context. Competitive paper presented to the Health Communication Division of the International Communication Association, Chicago, IL.
- Clarke, S. R., & Moore, S. D. (1996). The effects of social matching by controlled suggestion on idea generation productivity. Competitive paper presented to the Organizational Communication Division of the International Communication Association, Chicago, IL.
- Clarke, S. R., & Moore, S. D. (1996). Gandhi and non-violence: The political humor of a social movement. Competitive paper presented to the Political Communication Division of the International Communication Association, Chicago, IL.
- Clarke, S. R., & Moore, S. D. (1995). Decision making and problem solving variables in communication and management. Competitive paper presented at the meeting of the Organizational Communication Interest Group of the Academy of Business Administration, Reno, NV.
- Downs, T. M., & Moore, S. D. (1995). The importance of assimilation activities to employee development: Implications for the empowerment of employees. Competitive paper presented at the meeting of the Organizational Communication Interest Group of the Western States Communication Association, Portland, OR.
- Moore, S. D. (1994). A comparison of socialization research. Competitive paper presented to the Organizational Communication Interest Group of the Western States Communication Association, San José, CA.
- Moore, S. D. (1993). Donald Cushman: A summary. Competitive paper presented at the meeting of Sooner Conference (Student Conference), Norman, OK.

### **Unpublished Manuscripts**

Moore, S. D. (1997). The effects of health delivery systems on provider-patient interaction. Unpublished doctoral dissertation. University of Oklahoma, Norman, Oklahoma.

Moore, S. D. (1991). A comprehensive analysis of formal corporate communication. Unpublished bachelor's honors thesis. Austin College, Sherman, TX.

### **Grants and Contracts**

California State University, Fresno, 2011 (\$5,000). Research Activity.

California State University, Fresno, 2010 (\$5,000). Research Activity.

Office of the Chancellor, California State University, 2009-2011. California State University Doctoral Incentive Program (CDIP) Collaborative Research Funding (\$2,000 split between mentor and student). Collaborative grant to facilitate research and mentoring between faculty mentor (Moore) and student Bradley Adame, a matriculated doctoral student at the University of Oklahoma and CDIP scholar.

California State University, Fresno Graduate Student Research and Creative Activities Merit Award, 2009 (\$1,000 to student). Faculty Advisor to student Matt Schulz. Award facilitates collaborative research between student and faculty advisor.

California State University, Chancellor's Doctoral Initiative Program, 2007-2010 (\$40,000 to student). Faculty sponsor to student Bradley Adame, matriculated doctoral student at the University of Oklahoma.

California State University, Fresno, 2009 (\$5,000). Research Activity.

State of California, Lottery Grant, 2001 (\$748). Educational Equipment Enhancement.

California State University, Fresno, Division of Graduate Studies, 2001 (\$500).

California State University, Fresno, Division of Graduate Studies, 2000 (\$500).

Department of Defense Joint Program in Communication, 1997 (\$2,675,000). Co-Principal Investigator (CPI), Academic Administrator and Assistant Academic Coordinator. University of Oklahoma, College of Continuing Education.

### **Competitively funded Sabbaticals**

2011. Academic administration and skill development of multivariate data analysis (\$20,000 internal release).

2004. Research in support and development of *Applied Health Communication* edited volume (\$20,000 internal release).

### **Courses Taught/Supervised (Excludes Courses under Philosophy Department Chair's Supervision)**

#### California State University, Fresno

Comm 7 Persuasion

Comm 8 Group Discussion

Comm 100 Theories of Human Communication

Comm 150 (cross listed as Gerontology 150) Communication & Aging

Comm 166 Communication Research Methods

Comm 168 Organizational Communication

Comm 170 Business and Professional Speaking

Comm 176 Communication Consulting & Training

Comm 179 Communication Internships  
Comm 215 Graduate Seminar in Health/Risk Communication  
Comm 264M Graduate Seminar in Strategies and Applications in Communication Research  
Comm 268 Graduate Seminar in Organizational Communication  
Comm 276 Graduate Seminar in Communication Training & Development

CSUF 2011 Summer Session Administrator (Responsible for university-wide Summer Session).

#### University of Oklahoma

Comm 1113 Principles of Communication  
Comm 3263 (Advanced) Organizational Communication  
Comm 3810 Communication Theory & Research Methods  
Comm 3810 Communication Strategy & Tactics  
Comm 3810 Public Affairs & Communication Capstone  
Comm 6970 Graduate Communication Theory & Research Methods  
Comm 6970 Graduate Communication Strategy & Tactics  
Comm 6970 Graduate Public Affairs & Communication Capstone

#### Invited Lectures

University of Oklahoma. *Making Communication Theory Accessible to Students: The 2010 Dr. T.W. Adams Distinguished Alumni Lecture*, College of Arts & Sciences (2010).

AVID & Puente First Generation Program. *The Importance of Higher Education to First Generation and At Risk Student Populations* (2010).

Naval Postgraduate School, Monterey, CA. *Influences on Organizational System Satisfaction: A Partial Test of the Communicative Ecological Model* (2009).

California State University, Fresno. *Professional Jurists and the Sixth Amendment: A Response to William Saroyan's "Slaughter of the Innocents"* (2008).

Chapman University. Health Literacy across the Continuum of Cancer Care Symposium. Orange, CA. *Self-Efficacy as Health Literacy in the Negotiation of Systemic Health Bureaucracy* with Mr. Bradley Adame (2007).

Montclair State University, Montclair, NJ. *Scripts and Expectations: In Unexpected Places*. (2007).

University of Southern Indiana, Evansville, IN. *Scripts and Expectations: In Unexpected Places*. (2007).

Fairfield University, Fairfield, CT. *Scripts and Expectations: In Unexpected Places*. (2007).

University of California, San Francisco, Fresno Medical Education Program. Fresno, CA. Featured Speaker: *Communication in the Provider-Patient Context* with Dr. Robert Powell (2003). Presentation to the Medical Campus Faculty. Faculty Development Workshop; State of California Category I professional certification.

Public Relations Student Society of America. Fresno, CA. Featured Speaker in *Public Relations and Organizational Communication* (2001).

KJEO Channel 47 (CBS) On-Camera Interview as Expert in Communication and Social Influence. Responded to President Clinton's *Children and Violence PSA/Ad Campaign* (1999).

Alpha Delta Sigma National Honor Society. Fresno, CA. Featured Speaker in *Organizational Communication* (1998).

### **Editorial Boards**

*Western Journal of Communication*. Member of the Editorial Board & Associate Editor. (2005 to present and ongoing through 2011).

- Cheree Carlson, Editor (2005-2009).
- Brian Ott, Editor (2009-2011).

*Communication Research Reports*. Member of the Editorial Board. (2005 to present and ongoing through 2011).

- Lisa Sparks, Editor (2005-2007).
- Wendy Samter, Editor (2007-2011).

*Communication Studies*. Member of the Editorial Board. (2003 to 2006).

- Jim Query, Editor.

*Journal of Applied Communication Research*. Member of the Editorial Board & Associate Editor. (2000-2002).

- Dan O'Hair, Editor.

*International Journal of Patient Education and Counseling*. Member of the Editorial Board. Special Issue of "Translational Community-Based Health Communication Interventions to Promote Cancer Prevention and Control for Vulnerable Audiences." (2007-2008).

- Gary Kreps, Guest Editor.

*Electronic Journal of Communication/La Revue Electronique de Communication*. Member of the Editorial Board. Special Issue of "Health Communication and Information Technology." (2000).

- Gary Kreps, Guest Editor.

### **Professional Appointments**

Scientific Advisory Board (2007-present). University of Oklahoma Center for Risk and Crisis Management.

### **California State University Educational Workshops**

CSUF Personnel Action Workshop (2009). Provided by the CSUF office of Academic Personnel Services. Fresno, CA. *Assigning Work to Faculty (Collective Bargaining Criteria), Non-renewal and Layoff of Incumbent Faculty*.

CSUF Department Chair's Retreat (2009). Provided by the CSUF office of the Provost. Friant, CA. *Resolving Conflict in Tough Times. Assigning Work to Lecturers. Developing Alternate Funding. Faculty Workload. Student Ratings and Peer Review of Instruction. Absence Management. Student job Descriptions. SupportNet Student Support*.

International Faculty Immigration Workshop (2008). Provided by the CSUF offices of Academic Personnel Services, Human Resources and the Wolfsdorf Immigration Law Group.

CSUF Department Chair's Retreat (2008). Provided by the CSUF office of the Provost. Fish Camp, CA. *Student Ratings and Peer Review of Instruction. Assigning Work to Lecturers. Principles of Good Practice for Assessing Student Learning*.

Sexual Harassment Prevention for Staff & Administration (2009-faculty, 2008-administration, 2006-faculty).

Manager Performance Appraisal Training (2007). Provided by the CSUF office of the Director of Human Resources. *Contractual rights/obligations of bargaining unit employee's in the evaluation process. Creating performance appraisals of staff employees*.

CSUF Department Chairs' Retreat (2007). Provided by the CSUF office of the Provost. Fish Camp, CA. *Diversifying the Faculty: Practical Tools for Faculty Recruitment and Retention. Immigration Law and Faculty Recruitment. Assistive Technology. Student Ratings and Peer Review of Instruction*.

New Department Chairs' Workshop (2006). Provided by the CSU Chancellor's office. Long Beach, CA.

Equal Employment Opportunity / Affirmative Action Training (2005). Provided by the CSUF office of the Director of Human Resources.

### **Non Academic Employment**

Northern Telecom, Inc. Cost Recovery Specialist. 1991 to 1992. Analyzed cost per service figures and tracked cost recovery programs. Created technical reports on central office telecommunication switching devices. Created marketing materials.

Northern Telecom World Trade. Product Specialist, International Product Line Management, 1990. Drafted technical specifications for international telecommunication switching equipment. Investigated market potential of foreign countries for digital cellular switching equipment.

Northern Telecom, Inc. International Sales and Marketing, 1989. Created and produced marketing materials for various traditional and cellular products. Mediums included print, slide, transparency and computer generated products.

Northern Telecom, Inc. DCS Sales and Marketing, 1988. Provided sales and marketing support for integrated telecommunications technology. Investigated market potential for banking industry; recommended specific financial targets.

### **Administrative Service**

Special Assignment (2010-2011): Administrator of CSUF Summer Session (Summer 2011). Division of Continuing and Global Education.

President (2011-2012); President-elect; Vice President (2010-2011). The Honor Society of Phi Kappa Phi, Chapter 062.

Member (2010-2011). Faculty search committee: Director of Forensics, tenure-track.

Equal Employment Opportunity Representative (2010 to 2011). Faculty Search Committee. CSUF Special Education Program.

Equal Employment Opportunity Representative (2010 to 2011). Faculty Search Committee. CSUF Armenian Studies Program.

Member (2009). Strategic Budget Planning Committee, CSUF College of Arts & Humanities.

Member & Sub-group Scribe (2009). CSUF President's Budget Summit.

Equal Employment Opportunity Representative (2009 to 2010). Faculty Search Committee. CSUF Armenian Studies Program.

Reviewer (2008-2009). Full-Professor Post-Promotion Peer Review Committees, Departments of Mass Communication & Journalism, Philosophy, Communication, and Art & Design.

Equal Employment Opportunity Representative (2008). Faculty Search Committee. Costume Designer. CSUF Department of Theatre Arts.

Member (2008). Program Site Review Team: CSUF General Education Program.

Member (2008-2009). Administrative Review Team. CSUF Associate Vice President for Grants and Sponsored Research.

Chair, *ad interim* (January 2007 to August 2009). CSUF Department of Philosophy.

Member (January 2007 to August 2009). College of Arts & Humanities Dean's Cabinet.

Faculty Mentor (2007 to present). Faculty Mentor to new CSUF tenure-track Assistant Professor with specialization in Organizational Communication (Dr. Marnel Niles).

Equal Employment Opportunity Representative (2006 to 2007). Faculty Search Committee. Language or Cognitive Development or Developmental Neuroscience. CSUF Department of Psychology.

Chair (2006 to 2007). Consultative Body aka Department Peer Review Committee (Department Personnel Committee; Chair of the department tenured faculty). CSUF Department of Communication.

Chair (2006 to 2007). Faculty Search Committee. Small Group and Organizational Communication. CSUF Department of Communication.

Chair (2006). Faculty Search Committee. Persuasion and Social Influence. CSUF Department of Communication.

Chair (2005 to 2007). Department Research Committee (Departmental Institutional Review Board). CSUF Department of Communication.

Chair (2005). Range Evaluation Committee for Armenian Studies' faculty member. CSUF College of Arts and Humanities.

Faculty Mentor (2005 to present). Faculty Mentor to new CSUF tenure-track Assistant Professor with specialization in Interpersonal Communication (Dr. Craig Fowler).

Chair (2005 to 2006). Faculty Search Committee: Rhetorical Studies. CSUF Department of Communication.

Chair (2004 to 2005). Faculty Search Committee: Interpersonal Communication. CSUF Department of Communication.

Chair (2004 to 2005). Faculty Search Committee: Persuasion and Social Influence. CSUF Department of Communication.

Chair (2003). Health Communication Interest Group, Western States Communication Association. Interest Group Planner for the 2004 Albuquerque convention.

Member and Chair (1998 to 2003). CSUF Extended Education Advisory Board.

Graduate Program Coordinator (1999 to 2002). CSUF Department of Communication.

Member (1999 to 2002). CSUF Academic Senate's Nominations and elections subcommittee. Chair, *ad interim*, 2002.

Member and Chair (1999 to 2002). CSUF College of Arts & Humanities Executive Committee.

Member (2000). Steering Committee of the Western States Communication Association annual convention in Sacramento, CA.

Secretary (1999). Organizational Communication Interest Group, Western States Communication Association.

Director (1997 to 2007). Center for Communication Research and Training, California State University, Fresno.

Chair (1997). Health Communication Interest Group, Eastern Communication Association. Interest Group Planner for the 1998 New York convention.

### **Academic Service**

Textbook Reviewer (2010). Bedford/St. Martin's

Webmaster and Site Designer (2010-present). Phi Kappa Phi Honor Society, Chapter 062.

Member (2009 to present) Vice-President (2010-present). Phi Kappa Phi CSUF Chapter, Leadership Council.

Member (2008, 2009). Resolutions Committee. National Communication Association.

Member (2008). CSUF Faculty Electronic Recruitment Committee (web design).

Panel Co-Chair (2007). Health Satisfaction: Influences and Directions. Competitive Panel presented to the Health Communication Interest Group of the Western States Communication Association. Seattle, WA. (with Dan O'Hair).

Founder and Faculty Advisor (2004 to 2006). Lambda Pi Eta (LPH), Sigma Epsilon Chapter. The national undergraduate honor society of the National Communication Association, CSUF chapter.

Member (2005 to 2008). CSUF University Student Petitions and Appeals Committee (SPAC).

Webmaster (2005 to present). Designer, developer and webmaster to former CSUF Department of Communication web site (<http://comm.csufresno.edu>). Webmaster to current website (<http://www.csufresno.edu/communication>).

Mentor (2004 to 2005). CSUF Craig School of Business Honors Program Faculty Mentor to undergraduate student (Mr. Raj Singh Badhesha).

Program Facilitator (2004). Health Communication & Organizational Communication Interest Groups, Western States Communication Association. Spotlight on Scholarship: Everett Rogers' Contribution to the fields of Health Communication & Organizational Communication.

Legislative Delegate (2004). Delegate to the Legislative Assembly of the Western States Communication Association. Representing the Health Communication Interest Group.

Panel Chair (2004). Health Communication Interest Group. Western States Communication Association, Albuquerque, New Mexico Convention. Top Three Papers in Health Communication.

Textbook Reviewer (2002). Persuasion. McGraw Hill.

Paper Reviewer (2002). Health Communication Interest Group, Western States Communication Association.

Faculty Advisor (2002 to 2007). Delta Upsilon ( $\Delta Y$ ) Fraternity. California State University, Fresno chapter.

Faculty Advisor (2001 to present). Sigma Chi ( $\Sigma X$ ) Fraternity. California State University, Epsilon Eta chapter.

Panel Chair (2001). Applied Communication Interest Group of the National Communication Association, Atlanta, Georgia. Investigating technology through applied communication research.

Manuscript Reviewer (2001). *Electronic Journal of Communication/La Revue Electronique de Communication*. Special Issue of "Health Communication and Information Technology."

Paper Reviewer (2001). Health Communication Interest Group, Western States Communication Association.

Paper Reviewer (2001). Applied Communication Interest Group, National Communication Association.

Panel Respondent (2001). "Radical(izing) issues in group and organizational contexts." Applied Communication Interest Group of the National Communication Association, Atlanta, Georgia.

Legislative Delegate (2000). Delegate to the Legislative Assembly of the Western States Communication Association. Representing CSUF.

Manuscript Reviewer (2000). *Journal of Communication*.

Textbook Reviewer (1999). *Health Communication*. Allyn and Bacon.

Paper Reviewer (1999). Organizational Communication Interest Group, Western States Communication Association.

Paper Reviewer (1999). Health Communication Interest Group, Western States Communication Association.

Panel Respondent (1999). "Competitive papers in organizational communication playing the organizational game: Humor, negotiations, & metaphors." Organizational Communication Interest Group of the Western States Communication Association, Vancouver, BC, Canada.

Textbook Reviewer. Health Communication (1998). Allyn and Bacon.

Paper Reviewer (1998). Health Communication Interest Group, Western States Communication Association.

Legislative Delegate (1998). Delegate to the Legislative Assembly of the Western States Communication Association. Elected to represent the Health Communication Interest Group.

Paper Reviewer (1998). Organizational Communication Interest Group, Western States Communication Association.

Panel Respondent (1998). "Competitive papers: Supportive connections and communication in the management of stressors." Health Communication Interest Group of the Western States Communication Association, Denver, CO.

Legislative Delegate (1997). Delegate to the Legislative Assembly of the Western States Communication Association. Elected to represent the Health Communication Interest Group.

Panel Chair (1997). Western States Communication Association, Communication and Instruction Interest Group, Monterey, CA: The Creation and/or Maintenance of Learning Communities on College and University Campuses.

Panel Respondent (1997). "Top Three in Health Communication." Health Communication Interest Group of the Eastern Communication Association. Baltimore, MD.

Paper Reviewer (1996). Health Communication Interest Group, Eastern Communication Association.

Panel Respondent (1996). Academy of Business Administration, Organizational Communication Interest Group, Miami, FL: Interpersonal Communication in the Workplace.

Workshop Instructor (1996). Communication Workers of America (CWA). Conducted two sessions of a six hour workshop on Communication Skills for second-year Union Stewards. Norman, OK (compensated).

Legislative Delegate (1996). Delegate to the Legislative Assembly of the Western States Communication Association, Representing the University of Oklahoma.

Panel Chair (1996). Western States Communication Association, Organizational Communication Interest Group, Pasadena, CA: Critical Discourse Analysis and Critical Issues in the 1990's.

Workshop Assistant (1995). International Graduate Teaching Assistant Workshop, Norman, OK. Coordinated logistical organization of students and instructors. Trained new International Graduate Teaching Assistants on proper lecturing and discussion techniques. Facilitated cultural adaptation for classroom interaction.

Academic Liaison (1995). Bi-Regional Civil Air Patrol Public Affairs Conference. September 1995, Norman, OK.

Administrator and consultant (1995). Oklahoma Community Awareness Program (OCAP II), Facilitator Workshop.

Instructor and Lecturer (1994). International Graduate Teaching Assistant Workshop, Norman, OK. Trained new International Graduate Teaching Assistants on proper lecturing and discussion techniques. Facilitated cultural adaptation for classroom application.

Panel Chair (1993). Organizational Communication Panel. Sooner Conference, Norman, OK.

**Master of Arts Advisees (only Chaired committees listed, additional committee memberships not listed)**

Oswald, Joshua (2012, projected). *Self efficacy in the Extended Parallel Process Model and Reactance research [working title]*.

Russo-Lacaze, Ersilla (2011, projected). *Variable analytic research in communication and management [working title]*.

Schulz, Matthew (2010). *The Role of Communication in a Consumer-Driven Health Care Market: An Analysis of Medical Setting Uncertainty and Health System Satisfaction*. Master of Arts Degree in Interdisciplinary Studies (Public Administration & Communication). Thesis awarded the CSUF Graduate Student Research and Creative Activities Merit Award (competitive). Thesis competitively selected for presentation at the CSUF Graduate Research competition (2010).

Navarro, Justin (2009). *The Genocide Olympics: Eric Reeve's Narrative as Counterpublic Creation*.

Risch, Krystin (2008). *Further Analysis of the Provider-Patient Relationship: A Cultural Application of the Szasz-Hollender Model into the Hmong Population*.

Stuber, Diana (2007). *An Interdisciplinary Approach to Diversity Training*.

Adame, Bradley (2007). *Cancer Care Delivery to Specialized Populations*. Student matriculated into the Doctoral Program in Communication at the University of Oklahoma. Recipient of the 2007 California State University System Chancellor's Doctoral Incentive Program.

Nelson, Rachelle (2004). *A Skills Based Approach to Improving the Physician-Patient Relationship*.

Conway, Scott (2002). *Advertising Planning – The Effects & Roles of Attitudes*.

Avera, Joshua (2002). *An Interdisciplinary Ontological Approach to Intercultural Communication*.

Garcia (nee Charest), Rebecca (2001). *Verbal Aggressiveness in Superior-Subordinate Communication*.

Young (nee McCroskey), Denise (2000). *Communication with the Alzheimer's Patient*.

Parisi, Tiffany (1999). *The Evolution of the Patient as Consumer: An Examination of Social & Economic Factors Responsible for the Shift of American Patients as Health Care Consumers*.

Rood, Jessica (1999). *The Insight of Stories: Valuing Narrative in the Field of Communication*.

**CSUF Craig School of Business Undergraduate Honors Program Advisee**

Badhesha, Raj Singh (2005). *Diversity training: The effects of awareness training on overall cultural awareness*.

**CSUF College of Arts & Humanities Undergraduate Honors Program Advisee**

Ong, Rachel (2009-2010). *A literature review of women in organizations and gender stereotypes*.

**Professional Consultations**

University of Oklahoma Center for Risk and Crisis Communication. (2008). Strategic Planning Consultation.

Marjaree Mason Center of Fresno (2005). Consultation of domestic violence curriculum and instructional delivery.

The State of Oklahoma, Department of Mental Health, Domestic Violence and Substance Abuse Services, (2000).

Communication Workers of America (CWA), (1996).

**Honors/Recognitions**

“Outstanding Faculty Publications.” An exhibit to honor works by Fresno State faculty sponsored by the CSUF library. March, 2011.

Dr. T.W. Adams Distinguished Alumni Lecturer. University of Oklahoma, College of Arts & Sciences, Norman, OK 2010.

The National Honor Society of ΦΚΦ (Phi Kappa Phi). Honorary Membership, Inducted by Chapter 062 of California State University, Fresno, 2010.

Eastern Communication Association. *Centennial Scholar of Communication*, 2009.

Grand Consul’s Citation, Sigma Chi Fraternity, 2007.

Nominee, Outstanding Greek Advisor. California State University, Fresno, 2007. (Nominated by Undergraduate Students).

Nominee, Provost Award for Distinguished Achievement in Research, Scholarship or Creative Activities. California State University, Fresno, 2007 (Nominated by Department Colleague).

Nominee, Provost Award for Distinguished Achievement in Research, Scholarship or Creative Activities. California State University, Fresno, 2006 (Nominated by Department of Communication).

Top Three Paper in Argumentation and Forensics. National Communication Association, Chicago, IL. Argumentation and Forensics Division of the National Communication Association, 2004.

“Outstanding Faculty Publications.” An exhibit to honor works by Fresno State faculty sponsored by the CSUF library. March, 2004.

Nominee, Provost Teaching Award: Graduate Teaching and Mentoring, California State University, Fresno, 2000 (Nominated by Graduate Students).

Top Paper in Communication Law. Western States Communication Association, Communication Law and Freedom of Speech Interest Groups, 2000.

Faculty Recognition from Provost/Dean. California State University, Fresno, 1999.

Top Paper in Organizational Communication. Western States Communication Association, Organizational Communication Interest Group, 1998.

Top Three Paper in Health Communication. Eastern Communication Association, Health Communication Interest Group, 1998.

Outstanding Graduate Teaching Award, Department of Communication, University of Oklahoma, AY 19950-1996.

Top Three Paper in Health Communication. Eastern Communication Association, Health Communication Interest Group, 1996.

Departmental Honors in Communication Arts, Austin College, 1991.

The National Honor Society of  $\Psi\chi$  (Psi Chi), inducted at Austin College, 1990.

State of Texas Governor's Commendation, 1984.

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