

## **San Bolkan**

Associate Professor  
California State University, Long Beach  
1250 Bellflower Boulevard – MS2009 AS-350  
Long Beach, CA 90840-2009  
san.bolkan@csulb.edu

---

### **EDUCATION**

#### **University of Texas at Austin (2007)**

Ph.D., Communication Studies: Interpersonal Communication

#### **San Diego State University (2002)**

M.A., Communication Studies: Interpersonal Communication

#### **University of San Diego, (2000)**

B.A., Communication Studies: Minors in English and Philosophy  
Dean's List First Honors, Departmental Honors

### **PUBLICATIONS**

#### **BOOKS**

2. **Bolkan, S.** (in press). *Making an impact: Facilitating student success with lessons from instructional communication and educational psychology*. Dubuque, IA: Kendall Hunt.
1. **Bolkan, S.** (2010). *So you are going to college? Things you wish you knew before heading to class*. San Diego, CA: Cognella.

#### **PEER REVIEWED ARTICLES**

47. **Bolkan, S.** (in press). Threat, coping, and cost: Protection motivation in the context of consumer complaining. Manuscript in press in *Communication Research*.
46. **Bolkan, S.** (in press). Development and validation of the clarity indicators scale. Manuscript in press in *Communication Education*.
45. **Bolkan, S.** (in press). The importance of instructor clarity and its effect on student learning: Facilitating cognitive elaboration by reducing cognitive load. Manuscript in press in *Communication Reports*.

44. **Bolkan, S.**, Goodboy, A. K., & Myers, S. A. (in press). Conditional processes of effective instructor communication and increases in students' cognitive learning. Manuscript in press in *Communication Education*.
43. **Bolkan, S.**, & Griffin, D. J. (in press). Students' use of cell phones in class for off-task behaviors: The indirect impact of instructors' teaching behaviors through boredom and students' attitudes. Manuscript in press in *Communication Education*.
42. **Bolkan, S.**, & Rains, S. A. (in press). The legitimization of paltry contributions (LPC) as a compliance gaining technique: A meta-analysis testing three explanations. Manuscript in press in *Communication Research*.
41. **Bolkan, S.**, & Goodboy, A. K. (2016). Rhetorical dissent as an adaptive response to classroom problems: A test of protection motivation theory. *Communication Education*, 65, 24-43.
40. **Bolkan, S.**, Goodboy, A. G., & Kelsey, D. (2016). Instructor clarity and student motivation: Academic performance as a product of students' ability and motivation to process instructional material. *Communication Education*, 65, 129-148.
39. Goldman, Z., Goodboy, A. K., & **Bolkan, S.** (2016). A meta-analytical review of students' out-of-class communication and learning effects. *Communication Quarterly*, 64, 476-493.
38. Griffin, D. J., **Bolkan, S.**, Holmgren, J. L., Tutzauer, F. (2016). Central authors and journals in communication: Analyzing an authorship network. *Scientometrics*, 106, 91-104.
37. **Bolkan, S.** (2015). Students' affective learning as affective experience: Significance, reconceptualization, and future directions. *Communication Education*, 64, 502-505.
36. **Bolkan, S.** (2015). Intellectually stimulating students' intrinsic motivation: The mediating influence of affective learning. *Communication Reports*, 28, 80-91. **Most read article of 2015 for this journal.**
35. **Bolkan, S.**, & Goodboy, A. K. (2015). Exploratory theoretical tests of the instructor humor-student learning link. *Communication Education*, 64, 45-64.
34. **Bolkan, S.**, & Goodboy, A. K. (2015). Personal, cognitive, and emotive antecedents of consumers' choices regarding complaint messages. *Western Journal of Communication*, 79, 413-434.
33. Goodboy, A. K., Booth-Butterfield, M., **Bolkan, S.**, & Griffin, D. J. (2015). The role of instructor humor and students' educational orientations in student learning, extra effort, participation, and out-of-class communication. *Communication Quarterly*, 63, 44-61.

32. Goodboy, A. K., **Bolkan, S.**, & Goldman, Z. (2015). Students' imagined interactions as intrapersonal explanations for instructional dissent. *Communication Reports*, *48*, 115-127.
31. Griffin, D. J., **Bolkan, S.**, & Goodboy, A. K. (2015). Academic dishonesty beyond cheating and plagiarism: Students' interpersonal deception in the college classroom. *Qualitative Research Reports in Communication*, *16*, 9-19.
30. Titsworth, S., Mazer, J. P., Goodboy, A. K., **Bolkan, S.**, & Myers, S. A. (2015). Two meta-analyses exploring the relationship between clarity and student learning. *Communication Education*, *64*, 385-418.
29. **Bolkan, S.**, & Goodboy, A. K. (2014). Communicating charisma in instructional settings: Indicators and effects of charismatic teaching. *College Teaching*, *62*, 136-142.
28. **Bolkan, S.**, Griffin, D. J., & Goodboy, A. K. (2014). Communicating consumer complaints: Message content and its perceived effectiveness. *Communication Quarterly*, *62*, 357-380.
27. Dillow, M. R., Goodboy, A. K., & **Bolkan, S.** (2014). Attachment and the expression of affection in romantic relationships: Consideration of the mediating role of romantic love. *Communication Reports*, *27*, 102-115.
26. Goldman, Z., **Bolkan, S.**, & Goodboy, A. K. (2014). Revisiting the relationship between teacher confirmation and learning outcomes: Examining cultural differences in Turkish, Chinese, and American classrooms. *Journal of Intercultural Communication*, *43*, 45-53.
25. Holmgren, J. L., & **Bolkan, S.** (2014). Instructor responses to rhetorical dissent: Student perceptions of justice and classroom outcomes. *Communication Education*, *63*, 17-40.
24. **Bolkan, S.**, & Goodboy, A. K. (2013). No complain, no gain: Students' organizational, relational, and personal reasons for withholding rhetorical dissent from their college instructors. *Communication Education*, *62*, 278-300.
23. Cargile, A. C., & **Bolkan, S.** (2013) Mitigating inter- and intra-group ethnocentrism: Cultural knowledge doesn't help but embracing uncertainty does. *International Journal of Intercultural Relations*, *37*, 345-353.
22. Goodboy, A. K., & **Bolkan, S.** (2013). Instructional dissent as a function of student conflict styles. *Communication Research Reports*, *30*, 259-263.

21. **Bolkan, S.**, Goodboy, A. K., & Bachman, G. F. (2012). Antecedents of consumer repatronage intentions and negative word-of-mouth behaviors following an organizational failure: A test of investment model predictions. *Journal of Applied Communication Research*, *40*, 107-125.
20. **Bolkan, S.**, Griffin, D. J., Holmgren, J. L., & Hickson, M. III. (2012). Prolific scholarship in communication studies: Five years in review. *Communication Education*, *61*, 380-394.
19. **Bolkan, S.**, & Holmgren, J. L. (2012). "You are such a great teacher and I hate to bother you but...": Instructors' perceptions of students and their use of email messages with varying politeness strategies. *Communication Education*, *61*, 253-270.
18. **Bolkan, S.**, & Goodboy, A. K. (2011) Leadership in the classroom: The use of charismatic leadership as a deterrent to student resistance behaviors. *Journal of Classroom Interaction*, *46*, 4-10.
17. **Bolkan, S.** & Goodboy, A. K. (2011). Behavioral indicators of transformational leadership in the college classroom. *Qualitative Research Reports in Communication*, *12*, 10-18.
16. **Bolkan, S.**, & Goodboy, A. K. (2011). Consumer complaining behavior, imagined interactions, and communication traits: Cognitive processing following an organizational failure. *Communication Quarterly*, *59*, 465-483.
15. **Bolkan, S.**, Goodboy, A. K., & Griffin, D. J. (2011) Intellectual stimulation and student approaches to studying: Enhancing quality learning through intrinsic motivation. *Communication Research Reports*, *28*, 337-346.
14. Goodboy, A. K., & **Bolkan, S.** (2011). Attachment and the use of negative relational maintenance behaviors in romantic relationships. *Communication Research Reports*, *28*, 327-336.
13. Goodboy, A. K., & **Bolkan, S.** (2011). Student motives for communicating with instructors as a function of perceived instructor power use. *Communication Research Reports*, *28*, 109-114.
12. Goodboy, A. K., **Bolkan, S.**, Myers, S. A., & Zhao, X. (2011). Student use of relational and influence messages in response to perceived instructor power use in American and Chinese college classrooms. *Communication Education*, *60*, 191-209.
11. **Bolkan, S.**, & Goodboy, A. K. (2010). Transformational leadership in the classroom: The development and validation of the student intellectual stimulation scale. *Communication Reports*, *23*, 91-105.

10. **Bolkan, S.**, Goodboy, A. K., & Daly, J. A. (2010). Consumer satisfaction and repatronage intentions following a business failure: The importance of perceived control with an organizational complaint. *Communication Reports*, 23, 14-25.
9. Goodboy, A. K., **Bolkan, S.**, Beebe, S. A., & Schultz, K. (2010). Cultural differences in students' use of rhetorical and relational communication behavior with instructors in the United States and China. *Journal of Intercultural Communication*, 39, 1-12.
8. Goodboy, A. K., Myers, S. A., & **Bolkan, S.** (2010). Student motives for communicating with instructors as a function of perceived instructor misbehaviors. *Communication Research Reports*, 27, 11-19.
7. **Bolkan, S.**, & Andersen, P. A. (2009). Image induction and social influence: Explication and initial tests. *Basic and Applied Social Psychology*, 31, 317-324.
6. **Bolkan, S.**, & Daly, J. A. (2009). Organizational responses to consumer complaints: An examination of effective remediation tactics. *Journal of Applied Communication Research*, 37, 21-39.
5. **Bolkan, S.**, & Goodboy, A. K., (2009). Transformational leadership in the classroom: Fostering student learning, student participation, and teacher credibility. *Journal of Instructional Psychology*, 36, 296-306.
4. Goodboy, A. K., & **Bolkan, S.** (2009). College teacher misbehaviors: Direct and indirect effects on student communication behavior and traditional learning outcomes. *Western Journal of Communication*, 73, 204-219.
3. Goodboy, A. K., Martin, M. M., & **Bolkan, S.** (2009). The development and validation of the student communication satisfaction scale. *Communication Education*, 58, 372-396.
2. Goodboy, A. K., Weber, K., & **Bolkan, S.** (2009). The effects of instructor nonverbal and verbal immediacy on recall and multiple student learning outcomes. *Journal of Classroom Interaction*, 44, 4-12.
1. **Bolkan, S.**, & Daly, J. A. (2008). Organizational responses to consumer complaints: A re-examination of the impact of organizational messages in response to service and product-based failures. *Journal of Consumer Satisfaction, Dissatisfaction, and Complaining Behavior*, 21, 1-22.

## INVITED ARTICLES

1. Goodboy, A. K., Myers, S. A., & **Bolkan, S.** (2012) Personalized education and student motives for communicating with instructors: An examination of Chinese and American classrooms. *China Media Research*, 8, 94-100.

## **CONFERENCE PAPERS**

40. **Bolkan, S.** (2016). Development and validation of the clarity indicators scale. Paper to be presented to the National Communication Association: Philadelphia, PA. **Top 3 paper, Instructional Development Division.**
  
39. **Bolkan, S.,** Goodboy, A. K., & Myers, S. A. (2016). *Conditional processes of effective instructor communication and increases in student cognitive learning.* Paper to be presented to the National Communication Association: Philadelphia, PA. **Top 2 paper, Instructional Development Division.**
  
38. **Bolkan, S.** (2015). *Threat, coping, and cost: Protection motivation in the context of consumer complaining.* Paper presented to the National Communication Association: Las Vegas, NV.
  
37. **Bolkan, S.,** & Holmgren, J. L. (2015). *The importance of instructor clarity and its effect on student learning: Facilitating cognitive elaboration by reducing cognitive load.* Paper presented to the National Communication Association: Las Vegas, NV.
  
36. **Bolkan, S.,** & Goodboy, A. K. (2015). *Rhetorical dissent as an adaptive response to classroom problems: A test of protection motivation theory.* Paper presented to the National Communication Association: Las Vegas, NV. **Top 4 paper, Instructional Development Division.**
  
35. **Bolkan, S.,** & Rains, S. A. (2015) *The legitimization of paltry contributions (LPC) as a compliance gaining technique: A Meta-analysis testing three explanations.* Paper presented to the National Communication Association: Las Vegas, NV.
  
34. Titsworth, S., Mazer, J. P., Goodboy, A. K., **Bolkan, S.,** & Myers, S. (2015). *Two meta-analyses exploring the relationship between clarity and student learning. Communication Education, 64,* 385-418. Paper presented to the National Communication Association: Las Vegas, NV. **Top paper, Instructional Development Division.**
  
33. **Bolkan, S.** (2014). *Humor and student learning: A test of instructional humor processing theory and an alternative explanation using self-determination theory.* Paper presented to the National Communication Association: Chicago, IL.
  
32. **Bolkan, S.,** & Goodboy, A. K. (2014). *Communicating charisma in instructional settings: Indicators and effects of charismatic teaching.* Paper presented to the Western States Communication Association: Anaheim, CA.
  
31. **Bolkan, S.,** Griffin, D. G., & Goodboy, A. K. (2014). *Communicating consumer complaints: Message content and its perceived effectiveness.* Paper presented to the Western States Communication Association: Anaheim, CA.

30. Dillow, M. R., Goodboy, A. K., & **Bolkan, S.** (2014). *Attachment and the expression of affection in romantic relationships: Consideration of the mediating role of romantic love*. Paper presented to the Southern States Communication Association: New Orleans, LA. **Top paper, Interpersonal Communication Division.**
29. Goodboy, A. K., **Bolkan, S.**, & Goldman, Z. (2014). *Classroom communities of dissent: Exploring students' imagined interactions and complaints with low affect instructors*. Paper presented to the Eastern States Communication Association: Providence, RI.
28. Goldman, Z., **Bolkan, S.**, & Goodboy, A. K. (2014). *Revisiting the relationship between teacher confirmation and learning outcomes: Examining cultural differences in Turkish, Chinese, and American classrooms*. Paper presented to the Eastern States Communication Association: Providence, RI. **Top 4 paper, Instructional Communication Division.**
27. **Bolkan, S.**, & Goodboy, A. K. (2013). *No complain, no gain: Students' organizational, relational, and personal reasons for withholding rhetorical dissent from their college instructors*. Paper presented to the Eastern Communication Association: Pittsburgh, PA. **Top 3 paper, Instructional Communication Division.**
26. Goodboy, A. K., & **Bolkan, S.** (2013). *Instructional dissent as a function of student conflict styles*. Paper presented to the Eastern Communication Association: Pittsburgh, PA.
25. Goodboy, A. K., Booth-Butterfield, M., **Bolkan, S.**, & Griffin, D. J. (2013). *The role of instructor humor and students' educational orientations in student learning, extra effort, participation, and out-of-class communication*. Paper presented to the International Communication Association: London, UK. **Top 4 paper, Instructional Communication Division.**
24. Griffin, D. J., **Bolkan, S.**, Tutzauer, F., & Holmgren, J. L. (2013). *Central authors and journals in communication: Analyzing an authorship network*. Paper presented to the American Political Science Association's Annual Political Networks in an Interdisciplinary World Conference: Bloomington, IN.
23. Holmgren, J. L., & **Bolkan, S.** (2013). *Instructor responses to rhetorical dissent: Student perceptions of justice and classroom outcomes*. Paper presented to the National Communication Association: Washington, D.C. **Top paper, Instructional Communication Division**
22. **Bolkan, S.**, & Holmgren, J. L. (2012). "You are such a great teacher and I hate to bother you but...": *Instructors' perceptions of students and their use of email messages with varying politeness strategies*. Paper presented to the National Communication Association: Orlando, FL.

21. Cargile, A. C., & **Bolkan, S.** (2012) *Mitigating inter- and intra-group ethnocentrism: Cultural knowledge doesn't help but embracing uncertainty does*. Paper presented to the National Communication Association: Orlando, FL.
20. **Bolkan, S.**, Goodboy, A. K., & Bachman, G. F. (2011). *Antecedents of consumer repatronage intentions and negative word-of-mouth behaviors following an organizational failure: A test of investment model predictions*. Paper presented to the National Communication Association: New Orleans, LA.
19. **Bolkan, S.**, Goodboy, A. K., & Griffin, D. J. (2011). *Intellectual stimulation and student approaches to studying: Enhancing quality learning through intrinsic motivation*. Paper presented to the National Communication Association: New Orleans, LA.
18. Goodboy, A. K., & **Bolkan, S.** (2011). *Attachment and the use of negative relational maintenance behaviors in romantic relationships*. Paper presented to the National Communication Association: New Orleans, LA.
17. Goodboy, A. K., & **Bolkan, S.** (2011) *Student motives for communicating with instructors as a function of perceived instructor power use*. Paper presented to the Eastern Communication Association: Washington, DC.
16. **Bolkan, S.**, & Goodboy, A. K. (2010). *Transformational leadership in the classroom: The development and validation of the student intellectual stimulation scale*. Paper presented to the National Communication Association: San Francisco, CA.
15. **Bolkan, S.**, & Goodboy, A. K. (2010). *Consumer complaining behavior, imagined interactions, and communication traits: Cognitive processing following an organizational failure*. Paper presented to the National Communication Association: San Francisco, CA.
14. Goodboy, A. K., **Bolkan, S.**, Myers, S. A., & Zhao, X. (2010). *Student use of relational and influence messages in response to perceived instructor power use in American and Chinese college classrooms*. Paper presented to the National Communication Association: San Francisco, CA. **Top 3 paper, Instructional Development Division.**
13. Goodboy, A. K., Myers, S. A., & **Bolkan, S.** (2010). *Student motives for communicating with instructors as a function of perceived instructor misbehaviors*. Paper presented to the Eastern Communication Association: Baltimore, MD. **Top 3 paper, Instructional Communication Division.**
12. **Bolkan, S.**, & Goodboy, A. K. (2009). *Behavioral indicators of transformational leadership in the college classroom*. Paper presented to the National Communication Association: Chicago, IL. **Top 4 paper, Instructional Development Division.**



11. **Bolkan, S.**, & Goodboy, A. K. (2009) *Consumer communicative impact: The importance of making a difference with an organizational complaint*. Paper presented to the National Communication Association: Chicago, IL. **Best Overall Scholar to Scholar Presentation.**
10. **Bolkan, S.**, & Goodboy, A. K. (2009). *Transformational leadership in the classroom: Fostering student learning, student participation, and teacher credibility*. Paper presented to the Eastern Communication Association: Philadelphia, PA.
9. Goodboy, A. K., Weber, K., & **Bolkan, S.** (2009). *The effects of instructor nonverbal and verbal immediacy on recall and multiple student learning outcomes*. Paper presented to the Eastern Communication Association: Philadelphia, PA.
8. **Bolkan, S.**, & Daly, J. A. (2008). *Organizational responses to consumer complaints: A re-examination of the impact of organizational messages in response to service and product-based failures*. Paper presented to the National Communication Association: San Diego, CA.
7. **Bolkan, S.**, & Goodboy, A. K. (2008). *Charisma in the classroom: A pilot study examining the difference between instructors' nonverbal and immediacy behaviors*. Paper presented to the Eastern Communication Association: Pittsburg, PA.
6. Goodboy, A. K., & **Bolkan, S.** (2008). *College teacher misbehaviors: Associations with student communication behaviors and traditional learning outcomes*. Paper presented to the National Communication Association: San Diego, CA.
5. Goodboy, A. K., Martin, M. M., & **Bolkan, S.** (2008). *Student communication satisfaction: The development of a global measure of interactional satisfaction with instructors*. Paper presented to the Eastern Communication Association: Pittsburg, PA.
4. **Bolkan, S.**, & Daly, J. A. (2007). *Organizational responses to consumer complaints: An approach to understanding the effectiveness of remedial accounts*. Paper presented to the National Communication Association: Chicago, IL.
3. **Bolkan, S.** (2005). *Deception detection in personal narratives*. Paper presented to the National Communication Association: Boston, MA.
2. Daly, J. A., & **Bolkan, S.** (2005). *A new measure of apprehension: Sales anxiety*. Paper presented to the National Communication Association: Boston, MA.
1. **Bolkan, S.**, & Andersen, P. A. (2003). *Image-induction: Persuasion through commitment*. Paper presented to the International Communication Association: San Diego, CA.

## GRANTS

1. **Bolkan, S.**, & Goodboy, A. K. (2009). Relational power, instructional influence theory, and rhetorical and relational goals theory: A cross-cultural study of leadership and learning. Grant awarded through the Teaching and Learning Enhancement Center, Bloomsburg University: \$2750.

## MISCELLANEOUS

2. **Bolkan, S.** (2015). Communicating humor in the classroom helps fulfill students' basic needs. *Communication Currents*.
1. **Bolkan, S.** (2011). PowerPoint deck created for instructors to accompany the text: Beebe, S., & Mottet, T. *Business and professional communication: Principles and skills for leadership* (2<sup>nd</sup> Edition). New York: Pearson.

**PROFESSIONAL EXPERIENCE****ASSOCIATE PROFESSOR**

2013-Current

**ASSISTANT PROFESSOR**

2009-2013

*California State University, Long Beach*

Responsible for the following courses:

1. Advanced Interpersonal Communication
2. Communication Theory
3. Public Speaking
4. Communication in Multi-National Organizations
5. Research Methods in Communication
6. Communication in Bargaining and Negotiation
7. Business and Professional Communication
8. Quantitative Research Methods (Graduate)
9. Instructional Communication (Graduate)

- Thesis chair: Spencer Dalby (2017).
- Thesis chair: Jennifer Holmgren (2013). Thesis published in *Communication Education*
- Thesis committee member: Nicholas Mathews (2015). Thesis published in the *Western Journal of Communication*

**ASSISTANT PROFESSOR**

2007- 2009

*Bloomsburg University of Pennsylvania*

Responsible for the following courses:

1. Public Speaking
2. Communication Training and Development in Organizations
3. Communication in Close Relationships
4. Corporate Communication
5. Interpersonal Communication

- Selected as one of the “most influential” instructor by students (2007-2008)
- Nominated as an outstanding professor at Bloomsburg University (2007-2008)
- Directed 6 undergraduate student research projects for Corporate Communication (Spring, 2009)

## **ACADEMIC SERVICE**

*California State University, Long Beach*

### **DISCIPLINE**

- Chapter written on “Instructor Humor” for the National Communication Association’s Educational Policies Board to facilitate professional development efforts beyond the Discipline (Fall, 2016)
- External reviewer for promotion and tenure: University of Arizona, school of information (Summer, 2016)
- Member Time and Place Committee: Western States Communication Association (2014-2017)
- Member NCA Legislative Assembly (2012-2014)
- Member, Editorial Review Board for *Communication Education* (2011-2013; 2014-2016)
- Member, Editorial Review Board for *Language and Communication Quarterly* (2012-Current)
- Member, Editorial Review Board for the *Western Journal of Communication* (2014-Current)
- Member, Editorial Review Board for *Communication Reports* (Fall, 2014)
- Guest reviewer for *Communication Research, Journal of Communication, Journal of Applied Communication Research, Journal of Educational Psychology, Psychological Reports, Communication Research Reports, Western Journal of Communication, Asia Pacific Education Review, Learning and Individual Differences, Communication Quarterly, Southern Communication Journal, and Communication Reports, Communication Methods and Measures.*
- Volunteer reviewer and respondent for the National Communication Association, Communication and Social Cognition Division (2016)
- Volunteer reviewer and respondent for the National Communication Association, Instructional Communication Division (2010, 2011, 2013, 2014)
- Volunteer reviewer and respondent for the National Communication Association Applied Communication Division (2010, 2011, 2012)
- Reviewer, NCA Instructional Development Division Article of the Year (2012, 2015)
- Volunteer reviewer and respondent for the Western States Communication Association, Organizational Communication Division (2014)
- Volunteer reviewer for the Eastern States Communication Association, Instructional Communication Division (2014)
- Volunteer reviewer for the National Communication Association, Communication and Social Cognition Division (2015, 2016)

### **UNIVERSITY**

- University Data Analysis Fellow (Fall 2015-Spring 2017)
- Faculty Development Fellow, Lecturer (Spring 2016)
- Faculty Development Fellow, New Faculty Mentor (Fall 2016 – Spring 2017)
- CLA Faculty Representative, Honors Advisory Council (Spring, 2016 – Spring 2018)
- Lecturer, University Supplemental Instruction Leaders Orientation (3 lectures, Fall 2016)
- Student Research Competition Juror (2015)

- Alternate, Program Assessment and Review Council (Fall 2014)
- Created informational addendum to IRB procedures for CSULB researchers
- Guest respondent for the rehearsal for the CSULB's Student Research Competition (Spring, 2012)
- USU Program Council "Battle of the Beats" guest judge (Fall, 2010)

### **COLLEGE**

- Member, College Faculty Council (Fall 2012 – Spring 2014)
- Member, ad hoc committee for the investigation of the viability of an interdisciplinary studies major (College Faculty Council; Fall 2012-Spring 2013)

### **DEPARTMENT**

- Retention Tenure and Promotion Committee (chair 2014-15, member 2015-16)
- Member, Graduate Committee (2014-15, 2015-16)
- Chair, Local Host Committee for the Western States Communication Association (Fall 2013 – Spring 2014)
- Chair, Curriculum Committee (Fall 2013 – Spring 2014)
- Developed department report regarding online learning in communication studies
- Member, Department Chair Nomination Committee
- In charge of developing department self-study: Curriculum comparisons with national and CSU communication departments (Spring, 2012)
- Member, Grade Appeals Committee (Fall, 2009 – Spring 2014; Chair 2013/2014)
- Member, Personnel Committee (Fall 2012 – Spring 2014)
- Responsible for department notes during faculty meetings (Fall 2008 – Spring 2012)
- Head of the committee to re-write the Standard Course Outline for Communication Theory (core course; Fall, 2011)
- Head of the committee to re-write the Standard Course Outline for Communication Theory & Research II (core graduate course; Spring, 2014)
- Member, comprehensive exam committees: Joshua Hamzahee, Joshua House, Ben Miller, Ashley Snakenborg-Seers, Kelsey Paiz
- Special Studies Advisor, Serena Gardea, Master's level class in Training and Development in Organizations (Spring, 2010)
- Special Studies Advisor, Jennifer Holmgren, undergraduate research project (Spring, 2011)
- Special Studies Advisor, Jennifer Holmgren, SPSS and Social Scientific Research (Fall, 2012)
- Guest speaker: Delta Zeta Sorority (Fall, 2012, Spring 2013)

### *Bloomsburg University of Pennsylvania*

- Guest reviewer for *Basic and Applied Social Psychology*
- Guest reviewer for the *Journal of Social and Personal Relationships*
- Faculty Advisor to the student chapter of the National Communication Association (2008-2009)
- Faculty Advisor to the Students in Free Enterprise Business Chapter (2008 – 2009)
- Member, Promotion Committee (2008 – 2009)
- Member, Curriculum Committee (2008 – 2009)

- Member, Search and Screen Committee (2008 – 2009)
- Member, Planning and Assessment Committee (2008 – 2009)