About 1

CPTSC 2015 Schedule at a Glance 5

CPTSC 2015 Detailed Schedule 6

CPTSC 2015 Topics 20

CPTSC 2015 Presenters 36

ABOUT

Program Committee

Program Chair

Ryan Moeller, Utah State University

Review Coordinators

Emily Petersen, Utah State University Kirk St. Amant, East Carolina University Rebecca Walton, Utah State University

Program Coordinator

Kirk St. Amant, East Carolina University

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Tracy Bridgeford & Kirk

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Alex Ilyasova, Member-at-

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Carpenter, Russell, East Kentucky University

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deWinter, Jennifer, Worcester Polytechnic Institute Dragga, Sam, Texas Tech University

Eyman, Doug, George Mason University

Harner, Sandi, Cederville University Henschel, Sally, Midwestern State University

Hirst, Russel, University of Tennessee Knoxville

Hopton, Sarah Beth, Appalachian State University Jones, Natasha, University of Central Florida Kitalong, Karla Saari, Michigan Techn University Klein, Michael, James Madison University

Matveeva, Natalia, University of Houston-Downtown McNely, Brian, University of Kentucky

Moeller, Ryan, Utah State University Newbold, Curtis, Westminster College

Petersen, Emily, Utah State University

Pflugfelder, Ehren, Oregon State University Rush Hovde, Marj, IUPUI Schreiber, Joanna, Georgia Southern University

Swarts, Jason, North Carolina State University

Walton, Rebecca, Utah State University

Werner, Necia, Carnegie Mellon University

Zachry, Mark, University of Washington

Zemliansky, Pavel, University of Central Florida

Sponsors

A thank you to all of our sponsors.

Special thanks to Bedford/St. Martins and IEEE Wiley for their support and to Oxford for sponsoring our coffee service.

The CPTSC Local Conference Committee would like to thank the staff at the Utah State University Inn and Conference Services for all of their work on the onsite logistics, especially Mara Christensen, Sales and Marketing Director, and Kylie Downs, Program Coordinator. We'd also like to thank the Dean of CHaSS, and our Department Head and staff in the Department of English at Utah State University for supporting our hosting efforts:

John C. Allen, Dean for the College of Humanities and Social Sciences Jeannie Thomas, Department Head for the Department of English Annie Strickland, Budget Officer Lori Hyde, Staff Assistant Carol Hatch, Staff Assistant Kuniko Poole, Staff Assistant.

CPTSC Conference Award Winners

Distinguished Service Award Recipient Sam Geonetta

Diversity Scholarship Recipients
Kesha Acharya, Michigan Technological University
David Young, Texas Tech University

Awards for Excellence in Program Assessment

Award for Excellence in Program Assessment: Implementation

Dr. Lee-Ann Kastman Breuch, University of Minnesota, for her collaborative leadership of the De- partment of Writing Studies in developing and implementing a model of program assessment in its outcomes-oriented design, measurement activities, and transformative curricular results.

Award for Excellence in Program Assessment: Research

Edward M. White, Norbert Elliot, and Irvin Peckham, Very Like a Whale: The Assessment of Writing Programs, Utah State University Press, 2015, for its significant contribution to the field of educa- tional assessment of writing programs, modeling of an innovative theory-driven framework, and use cases that demonstrate assessment complexity in action.

CPTSC 2015 SCHEDULE AT A GLANCE

Thursday, October 1

Registration2:00 pm - 5:00 pm | University Inn

#womeninTC Peer Mentoring3:00 pm - 4:00 pm | University Inn 507

Program Adminsitrator's Round Table4:00 pm - 5:00 pm | University Inn 507

Open Reception and Awards6: 30 pm - 9:00 pm The Italian Place, 48 Federal AveShuttles will run from the University Inn

Friday, October 2: Eccles Conference Center (ECC)

Registration8:30 am - 2:00 pm | Lobby ECC

Session 19:00 am - 10:00am

Coffee Break10:00 am -10:15 am

Session 210:15 am - 11:15 am

Session 311:30 am - 12:30 pm

Lunch on your own12:30 pm - 2:00 pm

Session 42:00 pm - 3:00 pm

Coffee Break3:00 pm - 3:15 pm

Session 53:15 pm - 4:15 pm

Session 64:30 pm - 5:30 pm

Saturday, October 3

CPTSC 2015 Business Meeting9:00 am - 11:00 am | ECC 201/203

CPTSC Excursion1:00 pm - 4:00 pm

Bear River MarshesMeet in the lobby of the University Inn

by 12:45pm to catch the shuttle

CPTSC 2015 DETAILED SCHEDULE

Friday, October 2

All Sessions will take place in the Eccles Conference Center (ECC)

Registration8:30 am - 2:00 pm | Lobby ECC

Session 19:00 am - 10:00 am

Examining the Potential of Ambient Social Media Data on Programmatic Decision Making | ECC 303

Moderator: Laura Vernon

Using Twitter Data to Inform Programmatic Directions by Bridging the Academy and Industry Chris Lam University of North Texas

Using Twitter Data to Bolster Program Identity and Foster Cross-Disciplinary Research Partnerships Mark A. Hannah Arizona State University

Using Twitter Data to Attract Students to Technical Communication Programs Erin Friess
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Advisory Boards, in Research and Practice | ECC 305

Moderator: Ryan Moeller

Beyond Programmatic Assessment: Industry Advisory Boards as Action Research Sites John M. Spartz University of Wisconsin-Stout

Viable, Not Just Triable: Research to Discover the Necessary Conditions for a Program

Lars Söderlund Western Oregon University and Elizabeth Kramer-Simpson New Mexico Tech

Using Research to Build and Benefit from Your Own Advisory Board Ryan P. Weber

University of Alabama at Huntsville

Building From Where Students Are At: Critical Digital Program Development | ECC 307

Moderator: Jennifer Mallette

Flexible Course and Project Design

Ed Nagelhout University of Nevada, Las Vegas

Developing Program and Course Assets

Elisa Cogbill-Seiders University of Nevada, Las Vegas

Interconnected Program and Course Assessment Strategies

Denise Tillery University of Nevada, Las Vegas

Assessing Consistent Sections of Advanced Communication Courses | ECC 309

Moderator: Sheryl Ruszkiewicz

Assessing the Need for and Developing Consistency in Advanced Communication Courses at ISU Jeanine Elise Aune and Jo Mackiewicz

Iowa State University

Developing Programmatic Assessment and Interpreting Preliminary Results

Jo Mackiewicz Iowa State University

Responding to Opportunities and Challenges

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Moderator: Victoria Sadler

The Employability of Graduates from Technical Writing Programs: Are They Well Prepared for the Workforce?

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What Fundamental/Practical Skills Should Technical Communication Students Possess When They Graduate?

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Programmatically Addressing the Issue of Value: Preparing Students to Enter Efficiency Environ- ments

Joanna Schreiber Georgia Southern University

Improving Sustainability and Growth of Technical and Scientific Programs by Adding Intergroup Dialogue to the Curriculum

Corinne Renguette Indiana University-Purdue University Indianapolis

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Qualitatively Researching a Long-term Non-profit Partnership

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Grant Writing for a Long-term, Non-profit Client

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Project Management: How and Why Should We Integrate It in the Technical Communication Curriculum? | ECC 305

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Taking UX Failures as Opportunities In The Classroom Kristi Wiley Michigan State University

Applying LX Through Third Party Applications in Learning Design Jack T. Labriola

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Weighing the Options: Three Perspectives on Assessment Tools Used in Technical Communication Programs | ECC 309

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Balancing the Real and the Ideal: Considering Pre- and Post-Testing as a Tool for Assessment Amanda Bemer

Southwest Minnesota State University

Testing the Test: When All Else Fails, Revisit the Rubric Tammy Rice-Bailey

Milwaukee School of Engineering

Unveiling Golden Nuggets of Transformative Learning through Reflective Writing Laura Vernon

Radford University

Configuring Curriculum and Planning Programs | ECC 201/203

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Theories and Practices Regarding Student Retention in TPC Programs Chris Dayley

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Curricular Bloat and Technical Communication Programs Timothy D. Giles

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The New Writing Major: English Departments and Their Second B.A. Brian Ballentine

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Carroll Ferguson Nardone and Brian Blackburne Sam Houston State University

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Beginning Anew: Updating a Programmatic Identity to Reflect Regional Needs Ashley Patriarca

West Chester University

Negotiating Programmatic Development: Local Geographies and Global Institutions Lehua Ledbetter

The University of Rhode Island

Research, Localization, and Articulating Programmatic Identities Stacey Pigg

North Carolina State University

Sorting Out, Pushing Back, Buying In: The Value of Program Assessment for Students, Instructors, and Programs | ECC 305

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Stephanie Vie University of Central Florida and Jennifer de Winter Worchester Polytechnic Institute

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Moderator: David Alan Sapp

Programmatic Ethos: The TPC Perspective Jared Colton

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Programmatic Ethos: The Partner Organization Perspective Rikki Wheatley-Boxx

AmeriCorps VISTA

Experiences and Lessons Learned: The Partner Organization Perspective Krista Gurko

AmeriCorps VISTA

Experiences and Lessons Learned: The TPC Perspective Rebecca Walton

Utah State University

Lunch on your own12:30 pm - 2:00 pm

Diversity and Social Justice Luncheon (open for anyone to attend) oAttendees are responsible for purchasing their own meal at this luncheon

Location: The Skyroom restaurant (4th floor of the Taggart Student Center on the Utah State University campus)

Contact Rebecca Walton (email: rebecca.walton@usu.edu) should you have questions.

Session 4 2:00 pm - 3:00 pm

Aspects of Authorship and Ownership: A Programmatic Perspective | ECC 303

Moderator: Emma Rose

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Researching Models for Online Service-Learning in Technical Communication Teena Carnegie

Eastern Washington University

YouTube™ Beauty Tutorials as Online Instructions: Exploring Implications for Research and Pedagogy

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Gathering Data and Assessing Contexts | ECC 201/203

Moderator: Tammy Rice-Bailey

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University of Washington Tacoma

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Moderator: Denise Tillery

Sam Dragga, Technical Communication

Donna Kain, Technical Communication Quarterly

Melinda Knight, Business and Professional Communication Quarterly Jo Mackiewicz, Journal of Business and Technical Communication Joe Moxley, Writing Commons

Kirk St. Amant, Communication Design Quarterly

David Alan Sapp, Rhetoric, Professional Communication, and Globalization

Perspectives on Programmatic Research | ECC 303

Moderator: Pavel Zemliansky

Researching a Path for the Next 25 Years Russell Willerton

Boise State University

Toward a Program of "Administrative Research" Jay Gordon

Youngstown State University

Historical Technical Communication: Programmatic Implications Andrew Hillen

University of South Florida

Reciprocity: IRBs and Technical and Professional Writing Research(ers) Johanna Phelps-Hillen

University of South Florida

Round Table on Experience Architecture as Technical and Scientific Communication | ECC 305

Moderator: Adam Strantz

The Difference is in the Design: Toward Culturally-Situated Digital Translation Laura Gonzales

Michigan State University and Rebecca Zantjer Michigan State University

Rhetoric and Experience Architecture in Global Contexts Kirk St. Amant

East Carolina University

Experience Architecture as Technical and Scientific Communication Michael J. Salvo, Purdue University

Community-Engaged Learning in a Professional & Technical Writing Program Becky Jo Gesteland and Shelley Thomas Weber State University

UX Mentorship: Developing a Research Partnership for Program Innovation Quan Zhou and Victoria Sadler

Metro State University

Engineering a Community: Establishing and Developing Cross-Curricular Collaboration Jennifer Mallette

Boise State University

Stakeholder Theory, Salience, and Program Administration Jim Nugent

Oakland State University

What's in It for All of Us: Critical Reflections on and Best Practices for an Academe-Industry Partnership in Florida's Socio-Political Context

Ella Browning University of South Florida

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Sam Dragga, Technical Communication

Donna Kain, Technical Communication Quarterly

Melinda Knight, Business and Professional Communication Quarterly

Jo Mackiewicz, Journal of Business and Technical Communication

Joe Moxley, Writing Commons

Kirk St. Amant, Communication Design Quarterly

David Alan Sapp, Rhetoric, Professional Communication, and Globalization

Perspectives on Programmatic Research | ECC 303

Moderator: Pavel Zemliansky

Friday Session 6: 4:30 pm - 5:30 pm

Researching a Path for the Next 25 Years

Russell Willerton Boise State University

Toward a Program of "Administrative Research"

Jay Gordon Youngstown State University

Historical Technical Communication: Programmatic Implications

Andrew Hillen University of South Florida

Reciprocity: IRBs and Technical and Professional Writing Research(ers)

Johanna Phelps-Hillen University of South Florida

Round Table on Experience Architecture as Technical and Scientific Communication | ECC 305

Moderator: Adam Strantz

Friday Session 6: 4:30 pm - 5:30 pm

The Difference is in the Design: Toward Culturally-Situated Digital Translation

Laura Gonzales Michigan State University and Rebecca Zantjer Michigan State University

Rhetoric and Experience Architecture in Global Contexts

Kirk St. Amant East Carolina University

Experience Architecture as Technical and Scientific Communication

Michael J.

Salvo, Purdue University

Outreach, Engagement, and Collaboration | ECC 201/203

Moderator: Jolynne Berrett

Friday Session 6: 4:30 pm - 5:30 pm

Community-Engaged Learning in a Professional & Technical Writing Program Becky Jo Gestel and Shelley Thomas

Weber State University

UX Mentorship: Developing a Research Partnership for Program Innovation Quan Zhou and Victoria Sadler

Metro State University

Engineering a Community: Establishing and Developing Cross-Curricular Collaboration

Jennifer Mallette

Boise State University

Stakeholder Theory, Salience, and Programing Administration Jim Nugent Oakland State University

What's in It for All of Us: Critical Reflections on and Best Practices for an Academe-Industry Partnership in Florida's Socio-Political Context

Ella Browning University of South Florida

CPTSC 2015 PRESENTERS

Chris Lam

Using Twitter Data to Inform Programmatic Directions by Bridging the Academy and Industry

Friday, October 2, 9:00 am - 10:00 am

Mark A. Hannah

Using Twitter Data to Bolster Program Identity and Foster Cross-Disciplinary Research Partnerships

Friday, October 2, 9:00 am - 10:00 am

Erin Friess

Using Twitter Data to Attract Students to Technical Communication Programs Friday, October 2, 9:00 am - 10:00 am

John M. Spartz

Beyond Programmatic Assessment: Industry Advisory Boards as Action Research Sites

Friday, October 2, 9:00 am - 10:00 am

Lars Söderlund

Viable, Not Just Triable: Research to Discover the Necessary Conditions for a Program

Friday, October 2, 9:00 am - 10:00 am

Elizabeth Kramer-Simpson

Viable, Not Just Triable: Research to Discover the Necessary Conditions for a Program

Friday, October 2, 9:00 am - 10:00 am

Ryan P. Weber

Using Research to Build and Benefit from Your Own Advisory Board Friday, October 2, 9:00 am - 10:00 am

Ed Nagelhout

Flexible Course and Project Design Friday, October 2, 9:00 am - 10:00 am

Elisa Cogbill-Seiders

Developing Program and Course Assets Friday, October 2, 9:00 am - 10:00 am

Denise Tillery

Interconnected Program and Course Assessment Strategies Friday, October 2, 9:00 am - 10:00 am

Jeanine Elise Aune and Jo Mackiewicz

Assessing the Need for and Developing Consistency in Advanced Communication Courses at ISU Friday, October 2, 9:00 am - 10:00 am

Jo Mackiewicz

Developing Programmatic Assessment and Interpreting Preliminary Results Friday, October 2, 9:00 am - 10:00 am

Jeanine Elise Aune

Responding to Opportunities and Challenges Friday, October 2, 9:00 am - 10:00 am

Rhonda J. Stanton

The Employability of Graduates from Technical Writing Programs: Are They Well Prepared for the Workforce Friday, October 2, 9:00 am - 10:00 am

Jeffrey A. Bacha

What Fundamental/Practical Skills Should Technical Communication Students Possess When They Graduate? Friday, October 2, 9:00 am - 10:00 am

Joanna Schreiber

Programmatically Addressing the Issue of Value: Preparing Students to Enter Efficiency Environ-ments

Friday, October 2, 9:00 am - 10:00 am

Corinne Renguette

Improving Sustainability and Growth of Technical and Scientific Programs by Adding Intergroup Dialogue to the Curriculum Friday, October 2, 9:00 am - 10:00 am

Elisabeth Kramer-Simpson

Developing a Long-term Non-profit Partnership Friday, October 2, 10:15 am - 11:15 am

Steve Simpson

Qualitatively Researching a Long-term Non-profit Partnership Friday, October 2, 10:15 am - 11:15 am

Abigail Smoake

Grant Writing for a Long-term, Non-profit Client Friday, October 2, 10:15 am - 11:15 am

Rachel Rayl

Designing Materials for a Long-term, Non-profit Client Friday, October 2, 10:15 am - 11:15 am

Constance Kampf

The role of Knowledge Management in Understanding Project Management Processes

Friday, October 2, 10:15 am - 11:15 am

Line Berggreen

The Role of Interpersonal Communication in Managing Projects: Integrating Lessons From PM Experts Into Our Teaching of PM Friday, October 2, 10:15 am - 11:15 am

Guiseppe Getto

Managing Experiences: Utilizing User Experience Design (UX) as an Agile Methodology for Teaching Project Management Friday, October 2, 10:15 am - 11:15 am Sheryl Ruszkiewicz

Designing Courses with LX and Student Journey Maps Friday, October 2, 10:15 am - 11:15 am

Kristi Wiley

Taking UX Failures as Opportunities In The Classroom Friday, October 2, 10:15 am - 11:15 am

Jack T. Labriola

Applying LX Through Third Party Applications in Learning Design Friday, October 2, 10:15 am - 11:15 am

Amanda Bemer

Balancing the Real and the Ideal: Considering Pre- and Post-Testing as a Tool for Assessment

Friday, October 2, 10:15 am - 11:15 am

Tammy Rice-Bailey

Testing the Test: When All Else Fails, Revisit the Rubric Friday, October 2, 10:15 am - 11:15 am

Laura Vernon

Unveiling Golden Nuggets of Transformative Learning through Reflective Writing

Friday, October 2, 10:15 am - 11:15 am

Chris Dayley

Theories and Practices Regarding Student Retention in TPC Programs Friday, October 2, 10:15 am - 11:15 am

Timothy D. Giles

Curricular Bloat and Technical Communication Programs Friday, October 2, 10:15 am - 11:15 am

Brian Ballentine

The New Writing Major: English Departments and Their Second B.A. Friday, October 2, 10:15 am - 11:15 am

Carroll Ferguson Nardone and Brian Blackburne

Program Identity and Curriculum Development: Using the Scholarship of Teaching and Learning to Build Sustainable Outcomes Friday, October 2, 10:15 am - 11:15 am

Kendall Leon

Localizing in and on the Environment: Designing an Asset Based Curriculum Friday, October 2, 11:30 am - 12:30 pm

Ashley Patriarca

Beginning Anew: Updating a Programmatic Identity to Reflect Regional Needs Friday, October 2, 11:30 am - 12:30 pm

Lehua Ledbetter

Negotiating Programmatic Development: Local Geographies and Global Institutions

Friday, October 2, 11:30 am - 12:30 pm

Stacey Pigg

Research, Localization, and Articulating Programmatic Identities Friday, October 2, 11:30 am - 12:30 pm

Erin Pumroy

The New Norm: Challenges and Suggestions for Peer-To-Peer Assessment Training and Norming

Friday, October 2, 11:30 am - 12:30 pm

Ian Weaver

Numbers or Faces: Why Are We Assessing? For Administration or Students? Friday, October 2, 11:30 am - 12:30 pm

Timothy Elliott and Brandon Strubberg

Scoring the Process: Anonymizing, Norming, Reporting Preliminary Findings, and Lessons Learned

Friday, October 2, 11:30 am - 12:30 pm

Kimberly Baker

Usability Research as Tool to Ease Transition from Classroom to Workplace Friday, October 2, 11:30 am - 12:30 pm

Russel Hirst

The Value to Technical Communication Programs of Editing a Journal in Science/Technology/Policy

Friday, October 2, 11:30 am - 12:30 pm

J.D. Applen

Technical Communication, Digital Humanities, and STEM Friday, October 2, 11:30 am - 12:30 pm

Pavel Zemliansky

Friday, October 2, 11:30 am - 12:30 pm

Guiseppe Getto

Friday, October 2, 11:30 am - 12:30 pm

Stephanie Vie and Jennifer de Winter

Friday, October 2, 11:30 am - 12:30 pm

Jared Colton

Programmatic Ethos: The TPC Perspective Friday, October 2, 11:30 am - 12:30 pm

Rikki Wheatley-Boxx

Programmatic Ethos: The Partner Organization Perspective

Friday, October 2, 11:30 am - 12:30 pm

Krista Gurko

Experiences and Lessons Learned: The Partner Organization Perspective Friday, October 2, 11:30 am - 12:30 pm

Rebecca Walton

Experiences and Lessons Learned: The TPC Perspective Friday, October 2, 11:30 am - 12:30 pm

Tharon Howard

Boots on the IP Ground: Perspectives on How Intellectual Property Impacts TC Programs Tharon Howard Friday, October 2, 2:00 pm - 3:00 pm

Brian Still

Understanding & Managing the Invention Disclosure Process Friday, October 2, 2:00 pm - 3:00 pm

Kirk St. Amant

Who Owns Your Course? Your Curriculum? Your Program?

Friday, October 2, 2:00 pm - 3:00 pm

Keshab Scharya

Usability for Social Justice in Technical Communication: Exploring Localization Usability of Western Technology in a South-East Asian Country Friday, October 2, 2:00 pm - 3:00 pm

David Alan Sapp and Angela Christine Bailey

Inter-Institutional Partnerships Between the República de Colombia and the United States: Preliminary Considerations Friday, October 2, 2:00 pm - 3:00 pm

Massimo Verzella

Identifying Areas of Instructional Need in International Technical Communication Through Intralingual Translation Workshops: Moving Towards Hospitable Writing

Friday, October 2, 2:00 pm - 3:00 pm

Sam Dragga

Extralocating Faculty in Technical Communication Friday, October 2, 2:00 pm - 3:00 pm

Adam Rex Pope

Customizing Online Pedagogy—a Programmatic Approach for Graduate Certificates

Friday, October 2, 2:00 pm - 3:00 pm

Teena Carnegie

Researching Models for Online Service-Learning in Technical Communication Friday, October 2, 2:00 pm - 3:00 pm

Felicia Chong

YouTube™ Beauty Tutorials as Online Instructions: Exploring Implications for Research and Pedagogy

Friday, October 2, 2:00 pm - 3:00 pm

Aimee K. Roundtree

Using Big, Unstructured Data for Technical Communication Program Improvement

Friday, October 2, 2:00 pm - 3:00 pm

Enrique Reynoso and Michael J. Salvo

Useful Programmatic Data: Cultivating Information to Support Strategic Decision-Making

Friday, October 2, 2:00 pm - 3:00 pm

Lee-Ann Kastman Breuch and Barb Horvath

Implementing Core Competencies Through Assessment and Curriculum Development

Friday, October 2, 2:00 pm - 3:00 pm

Emma Rose

Assessing Shifts: Using Video Reflections to Make Learning and Practice Visible

Friday, October 2, 2:00 pm - 3:00 pm

Susan Popham

As If Students Mattered: Gathering Student Perceptions in Curriculum Review and Redesign

Friday, October 2, 2:00 pm - 3:00 pm

Rosa Thornley

The Confluence of Technology and Student Resources That Develop Community in Online Courses

Friday, October 2, 3:15 pm - 4:15 pm

Shay Larsen

Adapting the Objectives of Writing Tutors to Work with Online Students Friday, October 2, 3:15 pm - 4:15 pm

Dory Cochran

Improved Delivery Format for Underutilized Library Services for Online Students

Friday, October 2, 3:15 pm - 4:15 pm

Sandi Harner

Incorporating Social Media in the Technical Communication Classroom Friday, October 2, 3:15 pm - 4:15 pm

Michael S. Knieve

Research Methods and Curricular Commitment: Situating a Methods Course within a Professional Writing Minor Program

Friday, October 2, 3:15 pm - 4:15 pm

Herb Smith

Programmatic Research on Curriculum Development: A Proposal to Include a Capstone Portfolio Course to Shape Program Identity and Curriculum Design Friday, October 2, 3:15 pm - 4:15 pm

Nick Carrington

What Can I Do with this Major? Using the Intro Course to Address a Common Student Concern

Friday, October 2, 3:15 pm - 4:15 pm

Emily J. Petersen

Students Exit Quietly: Using Critical Theory to Encourage the Dialectic Friday, October 2, 3:15 pm - 4:15 pm

Chalice Randazzo

What Do We Know? Researching the "Obvious" in TC Assignments Friday, October 2, 3:15 pm - 4:15 pm

Pavel Zemliansky

Investigating Writing Instruction in the Disciplines through a Multi-Departmental SOTL Project

Friday, October 2, 3:15 pm - 4:15 pm

Robert Watkins

Visuals Vying for Valuable Volume: How Teaching Comics in Small Technical Communication Programs Can Yield Big Results Friday, October 2, 3:15 pm - 4:15 pm

David Young

Conversing with The SME: The Development and Efficacy of Social Intelligence in the Training of Technical Communicators Friday, October 2, 3:15 pm - 4:15 pm

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Researching a Path for the Next 25 Years Friday, October 2, 4:30 pm - 5:30 pm

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