Chris Lam

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Department of Technical Communication
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APPOINTMENTS

2011 – Present: Assistant Professor, Department of Linguistics and Technical Communication, University of North Texas

2009 –2011: Adjunct Professor, Lewis Department of Humanities, Illinois Institute of Technology

2008 – 2011: Adjunct Professor, Interprofessional Studies, Illinois Institute of Technology

2005 – 2009: Graduate Instructor, Lewis Department of Humanities, Illinois Institute of Technology

EDUCATION

2009: Ph.D., Technical Communication, Illinois Institute of Technology

2006: M.S., Technical Communication and Information Design, Illinois Institute of Technology

2004: B.A., History, University of Illinois, Champaign, IL

COURSES TAUGHT

University of North Texas
TECM 5191: Digital Literacies for Technical Communicators
TECM 5190: Instructional Design
TECM 5195/4190: Technical Editing
TECM 3200: Information Design for Electronic Media (Web Design and Development)
TECM 4250: Technical Procedures and Manuals
TECM 4180: Advanced Technical Writing

Illinois Institute of Technology
COM 380/580: Structure of Modern English (Co-Instructor)
COM 425/529: Technical Editing (Co-Instructor)
COM 421: Technical Communication (classroom and online sections)
COM 101: University Writing
COM 111: University Writing for ESL Students
ENG 051: Advanced Listening Comprehension for ESL Graduate Students
ENG 053: Research Paper for ESL Graduate Students
IPRO 353: Commercializing Web-based Software
IPRO 308: Developing Web-based Applications for the Northern Illinois Hockey League
IPRO 312: Developing Widgets for Comcast Cable
IPRO 305: User-Created Map Content

PA 510: Managerial Communications

PUBLICATIONS

Peer-Reviewed Journal Articles

[1] Lam, C. (2014). Where did we come from and where are we going?: Examining authorship characteristics in technical communication research. *IEEE Transactions on Professional Communication,* 57(4), 266 -285.

[2] Lam, C. (Accepted/forthcoming in January 2016). Improving technical communication group projects: An experimental study of media synchronicity theory training on communication outcomes. *Journal of Business and Technical Communication.*

[3] Hannah, M.A. & Lam, C. (Accepted/forthcoming). Drawing from Available Means: Assessing the Rhetorical Dimensions of Facebook Practice. *International Journal of Business Communication.*

[4] Boettger, R. & Lam, C. (2013). An overview of experimental and quasi-experimental research in technical communication journals (1992-2011). *IEEE Transactions on Professional Communication,* 56, 272-293.

[5] Lam, C. (2013). The efficacy of text messaging to improve connectedness and team attitude in student technical communication projects: An experimental study. *Journal of Business and Technical Communication,* 27(2),180-208.

[6] Lam, C. (2011). Linguistic politeness in student-team emails: Its impact on trust between leaders and members. *IEEE Transactions on Professional Communication, 54,* 360-375*.*

[7] Mackiewicz, J. & Lam, C. (2009). Coherence in Workplace Instant Messages*. Journal of Technical Writing & Communication,* 39, 417–431.

Under Review

Lam, C. The role of communication and cohesion in reducing social loafing in group projects.

Lam, C. & Hannah, M.A. Flipping the audience script: Explicitly connected research to audience analysis

Peer-Reviewed Conference Proceedings

[8] Lam, C. (2014). An Introduction to Correspondence Analysis for Technical Communication Researchers. *IEEE International Professional Communication Conference*, Pittsburgh, PA.

[9] Lam, C. & Bauer, M. Incorporating experimental designs in business communication research. (2008). *Proceedings of the 73rd annual convention of the Association for Business Communication.*

[10] Lam, C. & Mackiewicz, J. A case study of coherence in workplace instant messaging. (2007). *Proceedings of the 2007 IEEE International Professional Communication Conference,* Seattle, Washington, pp. 1–6.

[11] Lam, C. Applying the spatial-contiguity effect to software manuals (2006). *Proceedings of the 2006 IEEE International Professional Communication Conference*, Saratoga Springs, NY, pp. 321-327.

Book Reviews

Review of *Online Education: Global Questions, Local Answers.* (2007). For *Journal of Business Communication, 44*, pp. 96-100.

Review of *Guide to Electronic Communications.* (2005). For *IEEE Transactions on Professional Communication*, *48,* pp. 332-333.

Teaching Materials

Exercise Book and *Answer Key* for *The New Century Handbook*, 2nd ed., by Hult & Huckin. (2007). Needham Heights, MA: Allyn & Bacon. Second author with Professor Kathryn Riley.

Developmental Exercises and *Answer Key* for *The Little, Brown Handbook, Brief Version*, 3rd ed. (2007). New York: Longman. Second Author with Professor Kathryn Riley.

Developmental Exercises and *Answer Key* for *The Little, Brown Compact Handbook,* 6th ed. (2006). New York: Longman. Second author with Professor Kathryn Riley.

INVITED TALKS

2014:   Computer-Mediated Communication and Teamwork. University of Aizu. Aizuwakamatsu, Japan

CONFERENCE PRESENTATIONS

2014:   Visualizing categorical data: An introduction to correspondence analysis for technical communicators, *International Professional Communication Conference,* Pittsburgh, PA.

2012:   Conducting sustainable human subjects research, *Association for Business Communication,*   Honolulu, HI.

2011:   Text messaging in workplace contexts: An experimental study, *Association for Business Communication,* Montreal, Quebec.

2009:   Incorporating methodologies from multiple disciplines to create unique experimental designs in technical communication research, *Modern Language Association*, Philadelphia, Pennsylvania.

2009:   Directness and linguistic politeness in leader-member discourse, *Association for Business*

Communication, Los Angeles, California.

| 2008: | Incorporating experimental designs in business communication research, *Association for Business Communication*, Lake Tahoe, Nevada. |

2007:   A case study of coherence in workplace instant messaging, *IEEE International Professional Communication Conference*, Seattle, Washington.

2006:   Applying the spatial-contiguity effect to software manuals (poster session), *IEEE International Professional Communication Conference*, Saratoga Springs, NY.

SERVICE

Committees

2014 – Present: Member, Graduate Curriculum Committee, Department of Technical Communication, University of North Texas

2012 – Present: Member, College of Arts and Sciences Computing Committee, University of North Texas.

2014 - Present: Member, Faculty Senate Writing Committee for the Policy on Distributed Learning-Creation, Use, Ownership, Royalties, Revision, and Distribution of Electronically Developed Course Materials

2014:   Member, Department of Linguistics and Technical Communication, Search Committee for lecturer in technical communication

2013:   Member, Department of Linguistics and Technical Communication, Search Committee for lecturer in technical communication

Peer Reviewer Activities

2014:   Served as peer reviewer for a journal article submitted to *Journal of Business and Technical Communication*

2014:   Served as peer reviewer for a journal articled submitted to I*EEE Transactions on Professional Communication.*

2014:   Served as peer reviewer for a journal articled submitted to *Journal of Business Communication*.

2012:   Served as peer reviewer for a journal articled submitted to I*EEE Transactions on Professional Communication.*

2012:   Served as peer reviewer for a journal articled submitted to *Journal of Business Communication*.

2009:   Served as a peer reviewer for a journal article submitted to *IEEE Transactions on Professional Communication.*

Workshops and Lectures

2013:   Presented research at Department of Technical Communication advisory committee meeting.

2013:   Presented at *I wish I had known* workshop for the College of Arts and Sciences, University of North Texas

2011:   Presented research at UNT College of Arts & Sciences Brown Bag Lunch Series.

2009:   Presented a technical writing workshop for advanced undergraduate students enrolled in the Interprofessional Projects Program at the Illinois Institute of Technology.

GRANTS AND AWARDS

2014: $5000 [Active] – University of North Texas, Scholarly and Creative Activities Grant. *The role of media choice training on reducing social loafing in group projects.*

2013: $5000 [Awarded] - University of North Texas, Junior Faculty Summer Research Fellowship. *The impact of media choice training on communication and task performance in student projects: An experimental study*

2013: $4300 [Awarded] – University of North Texas, Research Initiative Grant. *Comprehensively examining research in technical communication scholarship: A two-part empirical study*

2012: $5000 [Awarded] - University of North Texas, Junior Faculty Summer Research Fellowship. *The Efficacy of Text Messaging in Collaborative Writing Projects: An Experimental Study.*

2010:   Nominated for Outstanding IPRO Faculty Award.

2008: $1300 [Awarded]- Dissertation Research Grant, Interprofessional Projects Program.