

# **Chris Lam**

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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**

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*.

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*.

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

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.

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.

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.

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**

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

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

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.

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: 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 article submitted to *IEEE Transactions on Professional Communication*.
- 2014: Served as peer reviewer for a journal article submitted to *Journal of Business Communication*.
- 2012: Served as peer reviewer for a journal article submitted to *IEEE Transactions on Professional Communication*.
- 2012: Served as peer reviewer for a journal article 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.