**Chris Lam**

Assistant Professor

Department of Technical Communication

University of North Texas

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**Appointments**

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| --- | --- |
| 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**

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| --- | --- |
| 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,* 57(4), 266 -285.

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 73rd 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**

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

**Conference Presentations**

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| 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**

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| 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**

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| 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**

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| 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**

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| 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. |