

# Roger H. Munger

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## Education

- Ph.D. Communication and Rhetoric, Rensselaer Polytechnic Institute, August 1997.  
Dissertation: *Emergency Medical Technician Run Reports: A Study of Genre, Practice, and Reflection.*
- M.A. Composition and Rhetorical Theory, California State University, Northridge, May 1993.  
Thesis: *A Comparative Study of Rhetorical Features with Recommendations for a Writing Curriculum in Engineering.*
- B.A. English, California State University, Northridge, *cum laude*, January 1991.

## Teaching Experience

### Courses Taught

- | Graduate                               | Undergraduate                             |
|--|---|
| ▪ Print Prod: Eco-Friendly Printing    | ▪ Advanced Technical Communication        |
| ▪ Web 2.0 and Technical Communication  | ▪ Presenting Technical & Sci. Information |
| ▪ Intro. Seminar in Technical Comm.    | ▪ Print Production: Commercial Press      |
| ▪ Oral Comm. for Tech. Communicators   | ▪ Proposal Writing                        |
| ▪ Print Production: Commercial Press   | ▪ Publications Management                 |
| ▪ Proposal & Grant Writing             | ▪ Research Methods in Tech. Comm.         |
| ▪ Teaching of Technical Communication  | ▪ Technical & Scientific Communication    |
| ▪ Technical & Scientific Editing       | ▪ Technical Communication                 |
| ▪ Technical Publications Management    | ▪ Technical Rhetoric                      |
| ▪ Technical Rhetoric and Applications  | ▪ Visual Communication                    |
| ▪ Theory of Technical Communication    | ▪ Green Writing                           |
| ▪ Visual Rhetoric & Information Design | ▪ Outdoor Travel Writing                  |
| ▪ Web-Based Training                   | ▪ Expository Writing                      |
| ▪ Writing for Business & Government    | ▪ English Composition I & II              |
| ▪ Information Design & Usability       | ▪ Developmental Writing                   |

### Tenure-Track Positions

- Boise State University, *Professor*, 2010-Present.  
Department of English.
- Boise State University, *Assistant Professor*, 2001-2004, *Associate Professor*, 2004-2010.  
Department of English. Selected as an exemplary faculty member in the College of Arts and Sciences (2007).
- James Madison University, *Assistant Professor*, 1999-2001.  
Institute of Technical and Scientific Communication.
- University of Arkansas at Little Rock, *Assistant Professor*, 1997-1999.  
Department of Rhetoric and Writing.

## Teaching Experience, cont.

### International Teaching Experience

Universidad de Alicante, Alicante, Spain, *Visiting Professor*, Summer 2008.  
Universities Studies Abroad Consortium (USAC), Outdoor Travel Writing (400-level English course).

### Teaching-Assistant Positions

Rensselaer Polytechnic Institute, Troy, NY, *Teaching Assistant*, 1994-1997.  
Department of Language, Literature, and Communication.

California State University, Northridge, CA, *Teaching Assistant*, 1991-1993.  
Department of English.

### Community-Engagement Partners and Service-Learning Courses

Canyon County Habitat for Humanity, Caldwell, ID (2010). *ENGL 597 Web 2.0 and Technical Communication*. Supervised the development of a blog designed to publicize the Canyon County affiliate and recruit volunteers.

Healthy Hills Initiative (a consortium including USDA Agricultural Research Center, Bureau of Land Management, and City of Eagle) and Foothills Learning Center (FLC operated by the City of Boise Parks & Recreation), Boise, ID (2010). *ENGL 512 Technical Rhetoric and Applications*. Supervised the creation of content for the Healthy Hills Initiative kiosk in the foothills north of Eagle, ID as well as documents to educate visitors to the FLC about the green features of the building.

Basque Museum & Cultural Center, Boise, ID (2009). *ENGL 519 Technical Publications Management*. Supervised the creation of informational brochures for the museum, including a brochure for an exhibit entitled "Hidden in Plain Sight: The Basques" opening at Ellis Island in New York City in February 2010.

Idaho Office for Refugees, Boise, ID (2009). *ENGL 512 Technical Rhetoric and Applications*. Supervised the development of cultural packets for six refugee groups to be used by student volunteers working with refugee families.

Idaho Small Business Development Center, GEMStars (an environmental leadership organization), Boise, ID (2008). *ENGL 512 Technical Rhetoric and Applications*. Supervised the development of online and print pollution-prevention guidance documents for small businesses.

Northwest Animal Companions, Sustainable Idaho, Northwest Coalition for Alternatives to Pesticides, Supportive Housing and Innovative Partnerships/Second Chance Building Materials Center, Boise, ID (2008). *ENGL 397 Special Topics: Green Writing*. Supervised the development of a variety of print and online documents for local green-minded organizations.

Winter Wildlands Alliance, Boise, ID (2007). *ENGL 519 Technical Publications Management*. Supervised the development of a *Grassroots Toolkit Handbook* and a multimedia presentation. Also completed six-week Service-Learning Faculty Fellow Institute in Spring 2007.

Idaho Mountain Search & Rescue Unit, Boise, ID (2004). *ENGL 519 Technical Publications Management*. Developed of field-certification training program, including Field Certification Training Manual and instructor resources. Also developed multimedia marketing presentations.

### **Community-Engagement Partners and Service-Learning Courses, cont.**

- Hewlett-Packard, Boise, ID (2002). *ENGL 519 Technical Publications Management*. Developed online help for ScanJet scanners.
- Center for Instructional Technology, James Madison University, Harrisonburg, VA (2000). *TSC 490 Student Publications Group*. Developed online help for a digital image database.
- Pine Bluff Police Department, Pine Bluff, AR (1999). *Rhetoric 7340 Proposal Writing*. Wrote a \$200,000 dollar proposal to update forensic crime lab and install advanced fingerprinting technology.
- Retired and Senior Volunteer Program (RSVP), North Little Rock, AR (1998). *Rhetoric 7340 Proposal Writing*. Wrote four proposals totaling \$160,000 to help organization meet community needs.

### **Advising**

- Advisor, English Department, Boise State University, Boise, ID (2002-Present). Regularly advise 20-26 undergraduate and graduate English majors as well as chair and serve as committee member on culminating portfolio and projects for students enrolled in Master of Arts in Technical Communication program. Served as advisor to incoming English majors during summer 2009 TNT and Bronco Venture orientations. Completed Faculty Advising Institute 2008 (offered by Advising and Academic Enhancement Services).

## **Administrative Experience**

- NCAA Faculty Athletics Representative (FAR). (2010-Present). Boise State University. Ensure that BSU student-athletes are supported properly and treated fairly, ensure that BSU maintains the appropriate balance between academics and intercollegiate athletics, and advocate the appropriate emphasis on academics in the Mountain West Conference (MWC), Western Athletic Conference, and NCAA for an Athletics Department with a 35 million-dollar budget, 19 intercollegiate teams, 425 student-athletes, 125 employees, and 4,500 boosters. Attend annual NCAA Regional Rules Seminars. MWC representative and participant in inaugural NCAA DIV I FAR Institute (2011).
- Associate Chair. (2010-Present). English Department, Boise State University. Schedule classes, coordinate curriculum, handle student complaints, and direct program assessment for a department with a 4.5 million dollar budget, 135 faculty (51 part-time, 37 tenure-track, 11 lecturers, 36 TA/GA), 710 undergraduate students, 78 graduate students, and over 600 course sections per year.
- Internship Coordinator. (2003-2010). English Department, Boise State University. Supervised over 700 interns who contributed over 76,000 hours of work in the community.
- Faculty Advisor. (1999-2001). Society for Technical Communication (STC) Student Chapter, James Madison University. Established nation's largest student chapter.
- Director of Institute Assessment (1999-2001). Institute of Technical and Scientific Communication, James Madison University. Working with faculty, created undergraduate assessment plan and directed implementation of program.
- Computer Lab Manager (1999-2000). Institute of Technical and Scientific Communication, James Madison University. Supervised and maintained a PC computer lab/classroom with twenty networked computers, printers, and scanners.
- Director of the Writing Assessment Program. (1995-1997). Rensselaer Polytechnic Institute. Supervised the testing, evaluation, and placement of all incoming undergraduate students.
- Acting Director of the Expository Writing Program. (1995-1996). Rensselaer Polytechnic Institute. Developed curriculum, trained instructors, provided administrative services, and supervised instructors teaching in classrooms and networked computer labs.
- Acting Director of the Writing Intensive Program. (1994-1995). Rensselaer Polytechnic Institute. Trained new consultants, advised faculty on curriculum development, and supervised program evaluation.

## Scholarship

### Book Chapters

- Munger R., & Sturman, S. (2010). Teaching the temporal dimensions of service-learning projects. In M. Cooksey and K. Olivares (Eds.), *Quick hits for service-learning: Successful strategies by award-winning teachers* (pp. 168-169). Bloomington, IN: Indiana University Press.
- Geisler, C., & Munger, R. (2002). Temporal analysis: A primer exemplified by a case from prehospital care. In E. Barton (Ed.), *Discourse studies in composition* (pp. 283-304). Cresskill, NJ: Hampton Press.
- Munger, R. (1999). Prehospital care narratives: A time for reflection and professional growth. In N. Blyler and J. Perkins (Eds.), *Narrative and professional communication* (pp. 151-166). Stamford, CT: Ablex.

### Textbook Supplements

- Munger, R., Muth, M., & Kitalong, K. (2008). *Designing documents and understanding visuals*. New York: Bedford/St. Martin's.
- Munger, R. (2005). *Document-based cases in technical communication*. New York: Bedford/St. Martin's.

### Textbook Chapter

- Munger, R. (2009). Writing lab reports. In M. Markel's *Technical communication* (9<sup>th</sup> ed., pp. 478-499). New York: Bedford/St. Martin's.

### Editing

- Guest editor for peer-reviewed *Metropolitan Universities Journal* (in progress). Special issue examines the role of intercollegiate athletics in contributing to the educational mission of metropolitan universities. *Metropolitan Universities Journal* (to be published 2013)
- Guest editor for peer-reviewed *Metropolitan Universities Journal* (in progress). Special issue examines how universities are using Web 2.0 technologies to educate students, collaborate with community members, and work more efficiently. *Metropolitan Universities Journal* (to be published 2012)
- Guest editor for peer-reviewed *Metropolitan Universities Journal* (2010). Two special issues examines how universities are using green-inspired curriculum to promote a socially-just and environmentally-sustainable society. *Metropolitan Universities Journal* 20(4) and 21(1).

**Peer-Reviewed Articles**

- Munger, R. (2010). Green writing curriculum: Showing your students how to make a difference. *Metropolitan Universities Journal* 21(1), 10-26.
- Munger, R. (2009, Fall/Winter). Designed to succeed: Strategies for building an effective proposal-management internship program. *Journal of the Association of Proposal Management Professionals*, 20-31.
- Munger R., & Gutowski, A. (2008). Preparing future leaders: Project-management strategies for service learning. *Metropolitan Universities Journal* 19(1), 148-162.
- Munger, R. (2008). Green printing: A guide to environmentally responsible printing. *Technical Communication* 55, 9-22. **Frank R. Smith Outstanding Journal Article Award in *Technical Communication*.**
- Munger, R. (2006). Participating in a technical communication internship. *Technical Communication* 53, 326-338.
- Pennington, L., & Munger, R. (2006, Winter). Updating your training materials. *Technical Rescue* 46, 16-20.
- Munger, R. (2003, Spring/Summer). Information design: Strategies to make your proposal reader friendly. *Journal of the Association of Proposal Management Professionals*, 41-47.
- Munger, R. (2002). Technical communicators beware: The next generation of high-tech recruiting methods. *IEEE Transactions on Professional Communication* 45, 276-290.
- Munger, R. (2002, Spring/Summer). Workplace-classroom collaborations: A role for service learning in proposal development. *Journal of the Association of Proposal Management Professionals*, 39-45. **Insight Award for Best Journal Article.**
- Munger, R. (2002). Seeing your proposal through your reviewer's eyes. *Emergency Medical Services: The Journal of Emergency Care, Rescue and Transportation* 31(6), 79-84.
- Munger, R. (2001). Powerful presentations: PowerPoint tips to help you deliver understandable, memorable presentations. *Journal of Emergency Medical Services* 26(9), 60-65.
- Munger, R. (2001). On the write track: 21 strategies to prepare clear & accurate documentation. *Journal of Emergency Medical Services* 26(1), 40-49.
- Munger, R. (2000). Writing run reports: An opportunity for learning and professional growth. *Emergency Medical Services: The Journal of Emergency Care, Rescue and Transportation* 29(6), 51-54.
- Munger, R. (2000). Evolution of the emergency medical services profession: A case study of EMS run reports. *Technical Communication Quarterly* 9, 329-346.
- Munger, R. (1999). Emergency medical technician run reports: A study of genre, practice, and reflection. *Business Communication Quarterly* 62, 116-120.
- Munger, R. (1998). Internet resources for proposal writers. *TEXT Technology* 8(4), 48-58.
- Munger, R. (1995). Run reports: Examining how forms guide documentation and patient care. *Emergency* 27(7), 38-41.

**Professional Publications (Print and Online)**

- Munger, R., et al. (in progress). Introduction: Web 2.0 at metropolitan universities. *Metropolitan Universities Journal*.
- Munger, R. (2010). Green movement inspires campus curricula. (Introductory essay to special issue on greening the curriculum.) *Metropolitan Universities Journal* 21(1), 5-9.
- Munger, R. (2010). In the midst of a green revolution on campuses. (Introductory essay to special issue on greening of campuses and their communities.) *Metropolitan Universities Journal* 20(4), 5-9.
- Munger, R. (2009). It's not easy being green: Creating a green user experience. *UX User Experience* (a publication of the Usability Professionals' Association) 8 (4), 4-6. Invited article for special issue on Designing a Sustainable World.
- Munger, R., Pennington, L., and Brooks, S. (2009, November). Intern orientation 101. *Intercom* (the magazine of the Society for Technical Communication), 24-26.
- Munger, R., and DeChambeau, J. (2009). Using writing to make a difference in your community. *IEEE Professional Communication Society Newsletter* 53(8). Available online at <http://ewh.ieee.org/soc/pcs/index.php?q=node/947>
- Munger, R. (2009). Introducing green writing in the tech-comm classroom. In M. Markel's *Instructor resource manual for technical communication* (19-22). New York: Bedford/St. Martin's. Also available on M. Markel's TechComm Web site.
- Munger, R. (2007). Including service learning in the tech-comm course. In M. Markel's *Instructor resource manual for technical communication* (pp. 15-18). New York: Bedford/St. Martin's. Also available on M. Markel's TechComm Web site.
- Munger, R., Pennington, L., & Gunn, C. (2005, December). Service learning in the technical communication course. *Intercom*, 20-23.
- Munger, R. (2004). Addressing plagiarism in a technical communication course. In M. Markel's *Instructor resource manual for technical communication* (pp. 4-6). New York: Bedford/St. Martin's. Also available on M. Markel's TechComm Web site.
- Munger, R. (2004). Using technology in teaching technical communication. In M. Markel's *Instructor resource manual for technical communication* (pp. 7-10). New York: Bedford/St. Martin's. Also available on M. Markel's TechComm Web site.

**Professional Publications (Print and Online), cont.**

- Munger, R. (2001). Financial aid: 7 ways to find funding for your volunteer service. *EMS Manager & Supervisor* 3(1), 5.
- Munger, R. (2001, June). Finding proposal money for nonprofits. *Intercom*, 28-30.
- Munger, R. (2000). Checking your document's design features. In N. Pickett, A. Laster, & K. Staples (Eds.), *Technical English: Writing, reading, speaking* (pp. 77-80). NY: Longman. Reprinted from *Intercom* (1998, June).
- Munger, R. (2000). Is your web site working for you? *Journal of Emergency Medical Services* 25(4), 71-72.
- Munger, R. (1999). How to write an EMS proposal." *EMS Manager & Supervisor* 1(2), 2-3.
- Rubenstein, I., Munger, R., & Burow, E. (1996). Observation, interaction, and reflection: The foundation for tutor training. *Writing Lab Newsletter* 21(4), 1, 5.

**Web 2.0 and Social Media**

- Munger, R. (2009-2010). Blog. Internship info for English majors at <http://internshipinfoenglishmajors.wordpress.com/>

**Online Tutorials and Resources**

- Munger, R. (2008, 2006). Preparing effective charts and graphs. Available on M. Markel's TechComm Web site (Tutorials link) at [http://bcs.bedfordstmartins.com/techcomm9e/#498169\\_\\_498176\\_\\_](http://bcs.bedfordstmartins.com/techcomm9e/#498169__498176__)
- Munger, R. (2004). Evaluating online sources. Available on M. Markel's TechComm Web site (Tutorials link) at [http://bcs.bedfordstmartins.com/techcomm9e/#498169\\_\\_498176\\_\\_](http://bcs.bedfordstmartins.com/techcomm9e/#498169__498176__)
- Munger, R. (2004). Designing documents with a word processor. Available on M. Markel's TechComm Web site (Tutorials link) at [http://bcs.bedfordstmartins.com/techcomm9e/#498169\\_\\_498176\\_\\_](http://bcs.bedfordstmartins.com/techcomm9e/#498169__498176__)
- Munger, R. (1998). Resources on the proposal writing process. Available on the Association of Teachers of Technical Writing (ATTW) Web site (Resources link) at <http://www.attw.org/default.asp>

**Funded Internal Grants**

- Munger, R. (2010). College of Arts and Sciences travel grant. College of Arts and Sciences, Boise State University, \$600.
- Munger, R. (2010). Writing in not-for-profits. Service-Learning Program, Service-Learning Planning Grant, Boise State University, \$300.
- Munger, R. (2008). GEMStars. Service-Learning Program, Service-Learning Planning Grant, Boise State University, \$300.
- Munger, R. (2007). Green writing. Service-Learning Program, Service-Learning Planning Grant, Boise State University, \$300.
- Munger, R. (2007). College of Arts and Sciences travel grant. College of Arts and Sciences, Boise State University, \$300.
- Munger, R. (2005). College of Arts and Sciences travel grant. College of Arts and Sciences, Boise State University, \$500.
- Munger, R. (2004). Idaho mountain search and rescue unit (II). Service-Learning Program, Service-Learning Teaching and Research Grant, Boise State University, \$500.
- Munger, R. (2004). Idaho mountain search and rescue unit (I). Service-Learning Program, Service-Learning Planning Grant, Boise State University, \$300.
- Munger, R. (2002). Tech communication quiz bowl. College of Arts and Sciences, Mini-Development Grants to Aid Instruction Program, Boise State University, \$485.
- Munger, R. (2000). Help authoring for a digital image database. Center for Instructional Technology, Instructional Technology Grant, James Madison University, \$500.
- Munger, R. (2000). Project MEDICS (Mobile Electronic Data Interface & Collection Study). College of Arts and Letters, Faculty Summer Research Grant, James Madison University, \$3,000.
- Munger, R. (1998). VIEW: Visual information and effective writing. College of Arts, Humanities, and Social Sciences, Curriculum Development Grant, University of Arkansas at Little Rock, \$4,000.

**Peer-Reviewed Conference Proceedings**

- Munger, R. (2007). Go green: Making the case for eco-friendly printing at your organization. In *Proceedings of the 2007 International IEEE Professional Communication Conference*, Piscataway, NJ: Institute of Electrical and Electronics Engineers.
- Munger, R. (2000). Untangling a jigsaw puzzle: The place for assessment in program development. In *Proceedings of the Annual Meeting of the Council for Programs in Technical and Scientific Communication* (p. 37). Menomonie, WI: Council for Programs in Technical and Scientific Communication.
- Munger, R. (1999). Lights, sirens, and computers: How pen-based computing is changing the way emergency care is conducted and communicated. In *Proceedings of the 1999 International Professional Communication Conference* (pp. 41-47), Piscataway, NJ: Institute of Electrical and Electronics Engineers.
- Munger, R. (1999). Workplace genres as outcomes of affiliated professions' interests and practices. In *Proceedings of the 46th STC Annual Conference* (CD-ROM): Arlington, VA: Society for Technical Communication.
- Munger, R. (1998). Extending a hand to our stakeholders: Examining the risks of service-learning courses in technical communication programs. In *Proceedings of the Annual Meeting of the Council for Programs in Technical and Scientific Communication* (p. 44). Lewes, DL: Council for Programs in Technical and Scientific Communication.

**Peer-Reviewed Paper Presentations at Professional Meetings**

- Munger, R. (2010). Turning self-service into community service: A role for professional communicators. University of Twente, Enschede, Netherlands: International IEEE Professional Communication Conference.
- Munger, R. (2009). The green communicator: Eco-friendly practices for the small business office. Atlanta, GA: 2009Tech Comm Summit, the Annual Conference for the Society for Technical Communication.
- Munger, R. (2007). Go green: Making the case for eco-friendly printing at your organization. Seattle, WA: International IEEE Professional Communication Conference.
- Munger, R. (2005). The tenure and promotion process: STC opportunities available and missing. Seattle, WA: Annual Conference of the Society for Technical Communication.
- Munger, R. (2001). Web-based training: The future is now. Vancouver, British Columbia: Rocky Mountain Modern Language Association's Annual Conference.
- Munger, R. (2000). Untangling a jigsaw puzzle: The place for assessment in program development. Menomonie, WI: Council for Programs in Technical and Scientific Communication.
- Munger, R. (1999). Lights, sirens, and computers: How pen-based computing is changing the way emergency care is conducted and communicated. In *Proceedings of the 1999 International Professional Communication Conference* (pp. 41-47), Piscataway, NJ: Institute of Electrical and Electronics Engineers.
- Munger, R. (1999). Workplace genres as outcomes of affiliated professions' interests and practices. Cincinnati, OH: Annual Conference of the Society for Technical Communication..
- Munger, R. (1998). Conducting usability tests on syllabi. Nashville, TN: National Council of Teachers of English Annual Convention.
- Munger, R. (1998). Extending a hand to our stakeholders: Examining the risks of service-learning courses in technical communication programs. Lewes, DL: Council for Programs in Technical and Scientific Communication.
- Munger, R. (1998). "I didn't learn how to write good reports . . . I learned how to save lives": The importance of mundane medical genres in prehospital care. Chicago, IL: Conference on College Composition and Communication.
- Geisler, C., Munger, R., & Lewis, B. (1997). The temporal shape of writer's work. Chicago, IL: Annual Meeting of American Educational Research Association.

**Peer-Reviewed Paper Presentations at Professional Meetings, cont.**

- Munger, R. (1996). Asymmetries of knowledge: What tutor-student interactions tell us about expertise. Milwaukee, WI: Conference on College Composition and Communication.
- Munger, R. (1995). Holistic and portfolio evaluation: An opportunity for faculty development. Hamilton, NY: National Council of Teachers of English.
- Munger, R. (1995). Ethos and medical narratives: How narratives written by emergency medical personnel reflect professional authority and affect patient care. College Park, PA: Penn State Conference on Rhetoric and Composition. Educational Resources Information Center (ERIC), ED 390 068, July (1995): 12 pages.
- Munger, R. (1995). Rhetorical invention and report writing: An analysis of prehospital care reports. Philadelphia, PA: Temple University's 16th Annual Conference on Discourse Analysis.
- Munger, R. (1993). Rx for healthy tutor training: Interactive therapy—creating empathetic peer tutors. San Diego, CA: Conference on College Composition and Communication.

**Peer-Reviewed Professional Workshops**

- Munger, R. (2003). Techie talk: A crash course in working with programmers (60 minutes). Calgary, Alberta: Society for Technical Communication Region 7 Conference.
- Munger, R., & Rethore, C. (2001). Working with technical translators (90 minutes). Chicago, IL: Annual Conference of the Society of Technical Communication.
- Munger, R. (2001). Using the Web to find your dream job (90 minutes). Chicago, IL: Annual Conference of the Society for Technical Communication. Average scores from participant evaluations placed workshop in top 10 percent for conference (ranked 26 out of 425 presenters).
- Munger, R. (2000). Designing usable EMS Web sites (120 minutes). Norfolk, VA: Virginia EMS Symposium.
- Munger, R. (2000). Strategies for learning how to develop proposals (full-day). Orlando, FL: Annual Conference of the Society for Technical Communication. Average scores from participant evaluations placed workshop in top 5 percent for conference (ranked 13 out of 460 presenters).
- Munger, R. (2000). “You want to do what?”: Navigating human subject review boards (90 minutes). Orlando, FL: Annual Conference of the Society for Technical Communication.
- Munger, R. (1999). Find it at home—try it in the classroom: Using household items to teach effective business communication principles (30 minutes). Los Angeles, CA: Association of Business Communication Annual Convention.
- Munger, R. (1998). Designing workplace documents that are noticed, read, understood, and remembered (120 minutes). Little Rock, AR: Arkansas Hospital Association's Annual Conference.

**Consulting Experience**

- Bedford/St. Martin's Press, Boston, MA (2002-2009). Wrote cases, tech tips, online tutorial, chapter sections, and teaching essay for 9<sup>th</sup> edition of *Technical Communication* (Mike Markel). Wrote cases, tech tips, guidelines for multicultural writers (ESL), and tutorials for 8<sup>th</sup> edition. Designed test items, interactive sample documents, and online tutorials for 7<sup>th</sup> edition.
- Educational Testing Service (ETS), Princeton, NJ (1995-2009). Served as Assistant Chief Reader, Assistant Question Leader, Table Leader, and Reader. As an Assistant Chief Reader, trained 200+ essay readers and handled administrative duties for the Analytic Writing Assessment of the GMAT. Also score essays for SAT II: Writing, AP English, and CLEP.
- Reykjavík University, Reykjavík, Iceland (2007). Presented workshop on “U.S. Business Communication Strategies” to business students.

- Marell hf, Documentation & Localization Centre, Gardabaer, Iceland (2007). Presented workshop on "Communication Strategies for Next Door or Across the Ocean."
- Integrity House Publishing, Ltd., Ontario, OR (2004-2006). Edited R. Dawson's *OutSMART Outback II* (2006), *Easy Read First Aid* (2006), *First Aid for Life* (2005), and *The Punctilious Writer* (2005).
- Carlson Leisure Travel Services, Boise, ID (2005). Conducted full-day workshop on "Writing for an Intranet."
- River Park Press, Boise, ID (2005). Edited second edition of *Navy Wings of Gold* (F. Willard Robinson).
- U.S. Fish & Wildlife Service and National Park Service, Hagerman, ID (2005). Conducted full-day technical writing workshop.
- United States Geological Survey (U.S.G.S.), Boise, ID (2004). Developed training materials and conducted workshops on the following topics: "Writing Useful Abstracts," "Careful Scientific Writing: Cohesion, Coherence, and Precision," and "PowerPoint: Designing Presentation Graphics."
- Idaho State Department of Agriculture, Boise, ID (2001). Developed training materials, a half-day workshop, and worked with water-quality engineers to improve their written technical reports.
- U.S. Department of Education, Arlington, VA (2001). Proposal Reviewer. Evaluated proposals (Tier I and II) for the Preparing Tomorrow's Teachers to Use Technology (PT3) program.
- Regents College, Albany, NY (2000, 1996). Wrote tests items for technical writing exam. Also wrote essay prompts for English Composition Examination.
- ETS Online Scoring Network, Princeton, NJ (1997-1998). Developed and reviewed materials for online scoring network. Also wrote prompts for the Graduate Management Aptitude Test (GMAT) and Graduate Record Examination (GRE).
- Chauncey Group International, Princeton, NJ (1996-1997). Developed technical writing materials for the Department of Defense.
- Patents and Licensing Office, Rensselaer Polytechnic Institute, Troy, NY (1995). Wrote biomedical patent applications.
- Department of Mechanical, Aerospace, and Nuclear Engineering, Rensselaer Polytechnic Institute, Troy, NY, (1993-1994). Consultant for undergraduate design team that placed first in the 11th Annual American Helicopter Society Student Design Competition.
- Associated Students, California State University, Northridge (1992-1993). Wrote *Recreational Sports Risk Management Handbook* and *Helpline: A Crisis Intervention Referral Handbook*.
- Trace Instruments, Canoga Park, CA (1990). Wrote online help and instruction manuals for computer products.
- United Water Conservation District, Santa Paula, CA (1989). Wrote reports, instruction manuals, and public-relations documents as well as updated schematics and blueprints.

## Awards

Frank R. Smith Outstanding Journal Article Award in *Technical Communication* (2008). Society for Technical Communication. For “Green printing: A guide to environmentally responsible printing.”

Faculty Partner Award (2008). Division of Student Affairs, Boise State University. “In recognition of [my] significant involvement with serving as a strong positive role model and providing support and service to Boise State University students beyond the formal classroom.” Nominated in 2007, 2006, and 2005.

Insight Award for Best Journal Article (2003). Association of Proposal Management Professionals. For “Workplace-classroom collaborations: A role for service learning in proposal development.”

Outstanding Service Award (2001). Society for Technical Communication. “In recognition of your dedication and service to STC as a member of the Technical Program Team.”

Chapter Excellence Award (2001). Society for Technical Communication. For “providing your members and your local community with excellent programming and services, gaining positive recognition for your chapter and the profession of technical communication, and setting an example of excellence for new student chapters.”

Pacesetter Award (2000). Society for Technical Communication. For “an enthusiastic and highly effective start-up program that will provide a model for all new STC student chapters.”

Topper Award (1992). Rensselaer Polytechnic Institute, Troy, New York.

Mitchell Marcus Award for Outstanding Graduate Student (1992). Department of English. California State University, Northridge.

James Russell Simpson Scholarship (1992). California State University, Northridge.

## Service

### Institutional Service

#### *Committees*

- Intercollegiate Athletic Advisory Committee (IAAC), University Committee, 2004 -Present,  
Chair, 2010-Present.  
Gender-Equity Subcommittee, IAAC, Chair, 2007-2010.  
Peterson-PRECO Learning Center Review Subcommittee, IAAC, Chair, 2006-2007.  
Diversity Subcommittee, IAAC, Chair, 2004 -2006.
- Curriculum Committee, English Department, 2002-2004, Chair, 2010-Present.
- Faculty Affairs Committee, English Department, *ex-officio* member, 2010-Present.
- Western Athletic Conference (WAC) Council, faculty representative, 2010-2011.
- Search Committees, Executive Director of Compliance and Assistant Director of Compliance, President's Office, 2010-2011.
- Top Ten Scholars Award, University and College of Arts and Sciences Committees, 2010.
- Search Committee, Writing Center Director, English Department, 2009-2010.
- Scholarship Committee (ad-hoc), English Department, 2006-2010.
- Mini-Development Grant Committee, College of Arts and Sciences, 2009.
- Promotion and Tenure, English Department, member, 2006-2007, Chair, 2007-2009.
- Technology Committee, English Department, member, 2003-2004, Chair 2004 -2006.
- Teaching and Learning Technology Roundtable, University Committee, College of Arts and Sciences Representative, 2002-2004.

### Professional & Community Service

- Editorial Board Member (2010-Present), Served on editorial board for peer-reviewed *Metropolitan Universities Journal*, a quarterly journal published by Indiana University-Purdue University Indianapolis (IUPUI) on behalf of the Coalition of Urban and Metropolitan Universities.
- Reviewer (1998-Present). Bedford/St. Martin's, Pearson Education, Inc., Allyn & Bacon, The Association of Teachers of Technical Writing (ATTW) and Society for Technical Communication (STC). Reviewed textbooks, online resources, and CD-ROMs for Bedford/St. Martins, Pearson Education, and Allyn & Bacon as well as manuscripts for publication in *Technical Communication Quarterly*, *Programmatic Perspectives*, and *Technical Communication*.
- Mentor (2009-2012). Participant in Colleague Connections, a one-on-one mentoring program that creates a "safe place" for discussion and mutual exchange of ideas and information between myself and a faculty member new to BSU. Boise, ID.
- Reviewer (2011). Reviewed *Service-learning: Engineering in your community* for Oxford Press.
- Peer Reviewer (2010). Reviewed submissions to the proceedings of the 2010 International IEEE Professional Communication Conference at the University of Twente, Enschede, Netherlands. Also served as a peer reviewer for a special issue on revisiting the IText revolution in *Journal of Business and Technical Communication*.
- Judge (2010). Served on judging panel for the 2009 Frank R. Smith Award for outstanding article and distinguished articles in *Technical Communication*.
- Presenter (2010). Sustainability and service learning. Boise, ID: Center for Teaching & Learning.

**Professional & Community Service, cont.**

- Peer Reviewer (2009). Quality Matters, Pasadena, MD. Certified peer reviewer for online courses. Completed QM Review of Capella University's Emergency Management and Business Continuity for Emergency Management courses. Also a peer reviewer of French 101AB for Boise State University's Division of Extended Studies.
- Presenter (2009). Project-management strategies using TeamSpot. Boise, ID: Academic Technologies Summer Institute: Enhancing Teaching and Learning with Technology.
- Presenter (2009). Best practices for using blogs in your classroom. Boise, ID: Academic Technologies Summer Institute: Enhancing Teaching and Learning with Technology.
- Presentation Designer (2009). Idaho State Department of Education, Serve Idaho, & Governor's Commission on Service and Volunteerism, Boise, ID. Developed a 140-slide multimedia presentation for the 2009 Serve Idaho Conference's Celebration of Service and Education Award Banquet.
- Presenter (2009). Writing strategies for change: How to get your voice heard. Boise, ID: National Teach-In on Global Warming Solutions.
- Presenter (2009). Sponsoring an intern at your organization or business. Boise, ID: Boise Schools Community Education.
- Presenter (2008). Integrating project-based service learning in your classroom. Boise, ID: Center for Teaching & Learning.
- Presenter (2008). Publishing your green writing. Boise, ID: Idaho Green Expo.
- Presenter (2008). Writing strategies for a sustainable future. Boise, ID: Focus the Nation.
- Proposal Reviewer (2008). IEEE Professional Communication Society. Reviewed proposals for 2009 International Professional Communication Conference (IPCC).
- Web Designer (2007). Boise State University, College of Arts and Sciences' Web site, Boise, ID. Supervised major design and content revision of COAS Web site.
- Presenter (2007). Problem-based learning: Applications in service learning. Boise, ID: Center for Teaching & Learning.
- Senior Member (1997-2005, 2009). Society for Technical Communication.
- Portfolio Reader (2004). Nampa High School, Nampa, ID. Evaluated honors English portfolios for grades 9-12.
- Proposal Reviewer (2000- 2004). Reviewed proposals for 2000, 2002, 2003, and 2004 STC annual conferences as well as 2001 ATTW conference.
- Presenter (2003). Addressing plagiarism in your online classroom. Boise, ID: Teaching and Learning Technology Roundtable Seminar.
- Presenter (2003). Promoting online collaboration: Strategies and risks. Boise, ID: Teaching and Learning Technology Roundtable Seminar.
- Presenter (2002). A career as a technical communicator. Eagle, ID: Eagle Academy.
- Presenter (2002). Teaching technical communication. Sun Valley, ID: Idaho Council of Teachers of English, Fall Conference.

**Professional & Community Service, cont.**

- Presenter (2002). Information structure: Technical communication guidelines to make your documents user friendly. Boise, ID: Institute of Electrical and Electronic Engineers (IEEE) Seminar on Technical Writing.
- Presenter (2002). Web-based training: New horizons for technical communicators. Boise, ID: Snake River Chapter of the STC.
- Theory & Research Stem Manager (2001). Annual Conference Technical Program Committee, Society for Technical Communication. Helped plan a five-day international conference for 2,400 attendees featuring over 250 sessions and 17 post-conference workshops.
- Roundtable Discussion Leader. (2001). Designing portfolios for cranky, skeptical, and tired interviewers. Washington D.C.: Joint Meeting of the Washington D.C. and James Madison University STC Chapters.
- Judge. (2000). Washington D.C. STC Chapter's Technical Publications Competition, Washington D.C.
- Roundtable Discussion Leader (2000). Electronic job searches: Using the web to find your dream job. Washington D.C.: Joint Meeting of the Washington D.C. and James Madison University STC Chapters.
- Presenter. (1999). The Internet's role in the proposal development process (120-minute workshop). Little Rock, AR: Funding Opportunity/Grant Writing Fair, Pulaski Enterprise Community Alliance, Inc.
- Presenter. (1999). Proposal writing workshop (180-minute workshop). Little Rock, AR: Friday's Scholars Program, Neighborhood Homework Center.
- Staff Writer. (1998). *Technical Communication*. Monitored publications for articles of interest to society members and submitted abstracts to "Recent and Relevant."
- Treasurer. (1998-1999). Arkansas Chapter of the Society of Technical Communication. Little Rock, AR: Managed regional chapter's financial accounts and wrote annual financial report. Led membership drive resulting in a 24 percent increase over a six-month period.
- Presenter. (1998). The rhetorical nature of science writing. University of Arkansas for Medical Sciences, Little Rock, AR.
- Presenter. (1998). Career opportunities for technical communicators (60-minute workshop). Little Rock, AR: Parkview Arts/Science Magnet High School.
- Presenter. (1998). Workplace documents as outcomes of professional practice. Little Rock, AR: Regional Meeting of the Arkansas STC Chapter.
- Presenter. (1998). The Role of technology in undergraduate technical communication courses (90-minute workshop). Little Rock, AR: Teaching of Technical Writing Workshop.
- Judge. (1997). STC Regional Technical Publications Competition, Little Rock, AR: Arkansas STC Chapter.