BARBARA J. D'ANGELO, Ph.D.

Email: bdangelo@asu.edu
Web: https://asu.digication.com/barbara_j_dangelo

EDUCATION

Texas Tech University, Lubbock, TX, August 2008
Ph.D., Technical Communication & Rhetoric
Dissertation: Outcomes and Assessment for Undergraduate Technical Communication Programs
Defense date: May 28, 2008

University of Illinois at Urbana-Champaign, Urbana, IL, May 1997
MS, Library and Information Science

Emmanuel College, Boston, MA, May 1982
BA, Spanish (Magna cum laude)

AWARDS/HONORS

Life Member, Beta Phi Mu Honor Society, University of Illinois at Urbana-Champaign, Urbana, IL

Francis W. Weeks Award of Merit, Association for Business Communication, 2011

Recipient, Society of Technical Communication Lone Star Chapter Scholarship, 2005

Recipient, EBSCO/American Library Association Conference Sponsorship, 2003

Recipient, Sarah Rebecca Reed Scholarship, Beta Phi Mu Honor Society, 1996

EMPLOYMENT

Arizona State University, Mesa, AZ
Clinical Associate Professor, Technical Communication, 5/15-present
Graduate Advisor, Technical Communication, 11/15-present
Clinical Assistant Professor, Technical Communication, 8/08 – 5/15
Lecturer, Multimedia Writing & Technical Communication, 8/04-7/08

- Courses taught online and/or on-campus:
    - HCR558 Technical Writing for Regulatory Professionals (team-taught)
    - TWC301 Principles of Multimedia Writing
    - TWC347 Written Communication for Managers
    - TWC361 Writing for Health Care Management
    - TWC400 Technical Communication
    - TWC403 Writing for Professional Publication
    - TWC443/543 Proposal Writing
    - TWC451/551 Copyright & Intellectual Property in the Electronic Age
    - TWC452/552 Information in the Digital Age
    - TWC453/553 Information & Technology in American History
    - TWC490 Capstone
    - TWC494/598 Research for the Technical Communication Practitioner
    - TWC494/598 Information Architecture
    - TWC598 Strategic Business and Organizational Communication
    - TWC494/598 Strategic Medical and Health Communication
    - TWC504 Applied Rhetoric & Technical Communication

- o TWC505 Research in Technical & Applied Communication
- o TWC590 Research and Conference

Curriculum development and assessment
- TWC361 Writing for Health Care Management
  - o Developed course curriculum in collaboration with Nursing faculty
  - o Redesigned course syllabus and assignments on on-going basis
  - o Coordinated multiple sections of the course in collaboration with Nursing and TC instructors
  - o Developed, coordinated and managed course assessment
  - o Developed and maintained course site used by all course instructors

- TWC347 Written Communication for Managers
  - o Developed and designed course curriculum in collaboration with Morrison School of Agribusiness and Business Administration
  - o Coordinated multiple sections of the course (online, hybrid, on-site)
  - o Developed and oversaw portfolio assessment strategy

- HCR558 Technical Writing for Regulatory Professionals
  - o Developed and designed course curriculum in collaboration with Regulatory Science program director

- Developed curriculum for information track of TWC program (TWC451, TWC452, TWC453, TWC454)

- Coordinated implementation and reporting of capstone portfolios for TC Program undergraduate degree program assessment

- Student Thesis/Applied Project Committees

  On-going:
  - Heather Babiar, thesis committee chair (anticipated Spring 2018)
  - Eryn Bailey, applied project committee chair (anticipated Spring 2018)
  - Samuel Pollock, thesis committee chair (anticipated Spring 2018)
  - Andrea Wheeler, applied project committee chair (anticipated Spring 2018)

  - Samantha Diaz, applied project committee member (anticipated Fall 2017)
  - Danielle Hunt, thesis committee member (anticipated Fall 2017)
  - Shaun O'Brien, thesis committee member (anticipated Fall 2017)
  - Tara O'Brien, thesis committee member (anticipated Fall 2017)
  - Eileen Schulman, thesis committee member (anticipated Fall 2017)
  - Portia Gresham, applied project committee member (anticipated Spring 2018)
  - Julie Kurth, applied project committee member (anticipated Spring 2019)
  - Matthew Thrush, applied project committee member (anticipated Spring 2018)
  - Elisabeth Wrede, applied project committee member (anticipated Spring 2018)

  Completed:
  - Tessa Audet, applied project committee chair (2017)
  - Chadwick Sterling, thesis committee chair (2017)

  - Gerardo Garcia, applied project committee member (2017)
  - Corrie Wilder, applied project committee member (2017)
  - Amy Wood, applied project committee member (2017)
  - Logan Parkerson, thesis committee member (2016)

Arizona State University, Mesa, AZ
Reference/Instruction Librarian, Library Services, 7/01 – 7/04
Faculty Associate, Multimedia Writing and Technical Communication, 8/02 – 7/04

- Consulted with students and faculty on reference and research inquiries in person and electronically via email and chat
- Taught single session library instruction
- Collaborated with disciplinary faculty on assignments to integrate and assess information literacy
- Developed and maintained the Library's website
- Collaborated with technology staff to implement Ezproxy authentication for access to library resources
- Selected electronic and print for the library's collection
- Created and taught credit courses integrating information literacy into curriculum both in person and online

Arizona State University, Phoenix, AZ
Assistant Librarian, Fletcher Library, 2/99 – 6/01
Chair, Library Web Council (6/00 – 6/01).

- Directed and led the Library's website development including planning, coordinating, and evaluating its design, expansion, and maintenance to meet user needs
- Led major redesign of the library's website
- Led the development and implementation of the library's database-driven resources portal
- Supervised Web Council staff.
- Collaborated with the Library's and University's technology support group to ensure integrity of technology infrastructure for library initiatives and services
- Served on the Library's Steering Committee to facilitate decision-making related to development and coordination of technology and library initiatives.

Subject Liaison (2/99 - 6/00). Subject assignments in Communication Studies and Integrative Studies.

- Planned, delivered, and assessed research support and instruction for students and faculty
- Planned and integrated information competencies into the curriculum
- Collaborated with faculty in the design of instructional/learning opportunities
- Developed programs, services, web-based resources to support assigned disciplinary areas
- Selected electronic and print resources for library's collection

Southeastern Louisiana University, Hammond, LA
Reference Librarian, 8/97 -2/99

- Provided reference services.
- Researched, developed and coordinated, "Ask a Librarian" e-mail reference service.
- Collaborated with the Director of the Writing Center to establish an online reference library in conjunction with an online writing center to provide instruction and reference assistance
- Collaborated with teaching faculty to integrate technology and library services into the curriculum
- Taught credit course (Library Science 102)
- Taught single-session bibliographic instruction sessions

CONSULTING

Pearson Education, 2010-2012, 2014
- *Business Communication Essentials* online supplemental content developer, 2014
- *Business Communication Consultant Board, 2010-2012*
  - o Review proposals and scripts for simulations to be incorporated into Pearson's course management system
- Shwom & Snyder Annotated Instructor Edition author team, 2011, 2014
  - o Researched and composed study questions and social media content for *Business Communication: Polishing Your Professional Presence*

Cyberspace Writing Center Consultation Project, University of Arkansas
Consultant, 1997 - 1999

- Developed, created, and maintained a virtual MOO (multi-user objected oriented environment)-based library for use by community college students
- Developed general and subject-specific resource guides
- Provided real-time remote and email reference
- Created online tutorials

PRESENTATIONS

Maid, B.M. & D'Angelo, B.J. (2017). Developing an assessment strategy for a graduate writing program. *Council of Writing Program Administrators Annual Conference*. Knoxville, TN. (panel member)

D'Angelo, B.J. (2017). Cultivating collaboration between information literacy & writing instruction. *Conference on College Composition & Communication Annual Conference*. Portland, OR. (panel member)

Maid, B.M.; D'Angelo, B.J., & Grettano, T. (2016). The WPA and information literacy. *Council of Writing Program Administrators Annual Conference*, Raleigh, NC.

D'Angelo, B.J. & Maid, B.M. (2015). The IL framework and WPA OS: Threshold concepts and metaliteracy. *Georgia International Conference on Information Literacy*, Savannah, GA.

D'Angelo, B.J. (2014). Multidisciplinary approach to improve RN-BSN students' writing outcomes. *National League for Nursing Education Summit 2014*, Phoenix, AZ (Panel member).

D'Angelo, B.J. (2014). The connection between learning to write and professionization in health and human services professions. *International Writing Across the Curriculum Conference*, Minneapolis, MN. (panel member)

D'Angelo, B.J. (2014). Entering the online instructional stream: A roundtable discussion for current and future online teachers. A*ssociation of Teachers for Technical Writing Annual Conference*, Indianapolis, IN. [panel member]

D'Angelo, B. J. (2012). Hallmarks of professionalism: A writing course for nursing majors. *Association for Business Communication Annual International Convention*, Honolulu, HI.

D'Angelo, B.J. (2012). Working collaboratively to develop writing skills for nurses. *International Writing Across the Curriculum Conference 2012*, Savannah, GA.

D'Angelo, B.J. (2012). The WPA Outcomes Statement, information literacy: Mediating information. Panel session on Communicating in Digital Environments – Implications for the WPA Outcomes Statement. *Conference on College Composition and Communication*. St.Louis, MO. [panel member]

D'Angelo, B.J. (2010). Social media community management: Implications for the business communication curriculum. *Association for Business Communication Annual Convention*, Chicago, IL.

D'Angelo, B.J. (2009). Using portfolio assessment to discover student learning. *Association for Business Communication Annual Convention*, Portsmouth, VA.

D'Angelo, B.J. & White, O. (2009). Learning from our stakeholders: Using research to redesign a business writing course. *Association for Business Communication Annual Convention*, Lake Tahoe, NV.

D'Angelo, B.J. More than mere collections : Portfolios as direct and authentic assessment of information literacy outcomes. *International Federation of Library Associations*, Quebec City, Quebec. Paper published in conference proceedings.

D'Angelo, B.J. (2007). Information literacy and writing: A rhetorical analysis of standards and outcomes. *Council of Writing Program Administrators Annual Conference,* Tempe, AZ.

D'Angelo, B.J. (2007). Rhetoric, information, technology, and assessment: Using the WPA Outcomes Statement to craft program identity. Panel session: "Refactoring Identities in a Culture of Assessment: Rhetorical and Technical Approaches to Program Review and Development" *Conference on College Composition and Communication*, Chicago, IL.

Henschel, S.; Brewer, P. D'Angelo, B. England, P.; Kaempf, C.; Kelly, K.; & Irvin, L. (2006). 'O Pioneers!' The first two years of an online PhD Program in Technical Communication and Rhetoric *Computers & Writing 2006*, Lubbock, TX.

D'Angelo, B.J. (2004). Information literacy: Breaking barriers between disciplinary boundaries. *Georgia Conference on Information Literacy*, Statesboro, GA.

D'Angelo, B.J.(2004). Information literacy across the curriculum: Confronting challenge and change. *LOEX of the West 2004*, Boise, ID.

D'Angelo, B.J. (2002). InfoGlut: Deal with it. *Arizona Library Association Annual Conference*, Phoenix, AZ.

Welty, E. & D'Angelo, B.J. (2002). It takes a village: Campus and community collaboration. *Arizona Library Association Annual Conference*, Phoenix, AZ.

D'Angelo, B.J. (2002). Working with distance faculty and students. *Arizona Library Association Workshop on E-Learning*, Invited speaker, Flagstaff, AZ.

Kammerlocher, L.; Isbell, D. Stanton, D.; & D'Angelo, B.J. (2000). Techniques for assessing information competencies. *Arizona Reference and Library Instruction Roundtable Workshop, Arizona Library Association*, Phoenix, AZ.

Aguinaga, J., D'Angelo, B., & Collins, K. (1999). Jackpot, creating an atmosphere for collaborative learning in libraries. *Arizona Library Association Annual Conference*, Phoenix, AZ.

D'Angelo, B.J. & Maid, B.M. MOOs and the web: Combining technology to provide academic support services to remote students. (1999). *Distance Learning '99*, Madison, WI. Published in conference proceedings.

D'Angelo, B.J. & Maid, B.M. (1998). Service from a distance: The use of information technologies in

support of off-campus students. *CAUSE98*, Seattle, WA. Published in conference proceedings: http://www.educause.edu/ir/library/html/cnc9847/cnc9847.html.

D'Angelo, B.J. & Maid, B.M. (1998). Virtual classroom, virtual library: Library services for an online writing laboratory. *RUSA/MOUSS Research Forum, American Library Association Annual Meeting*, Washington, DC.

Simoneaux, L.; D'Angelo, B.J.; Jung, K.; & Orgeron, E. (1998). The library and you: Using World Wide Web-based technology to deliver curriculum-integrated library instruction. *Teaching in Higher Education Forum, Louisiana State University*, Baton Rouge, LA.

POSTER SESSIONS

Shire, S. & D'Angelo, B.J. (2017). Creating effective storyboards for clinical research audits. *Society of Clinical Research Associates Annual Conference*. Orlando, FL

D'Angelo, B.J. (2015). Business communication and the Framework for Information Literacy for Higher Education. *Association for Business Communication Annual International Conference*, Seattle, WA.

D'Angelo, B.J. (2014). Portfolio reflective statements: Metacognition or ? Portfolio reflective statements: Metacognition or ? *Association for Business Communication Annual International Conference*, Philadelphia, PA.

D'Angelo, B.J. (2013). Developing workplace information literacy in a professional writing course. *Association for Business Communication Annual International Convention*, New Orleans, LA.

D'Angelo, B.J. and Maid, B.M. (2013). Writing process: A three-dimensional model for an applied writing class. *Association of Teachers of Technical Writing Annual Conference*, Las Vegas, NV.

D'Angelo, B.J. (2010). Them vs. us? Or them and us? Disciplinary differences in portfolio scoring. *Association of Teachers of Technical Writing Annual Conference*, Louisville, KY.

White, O. & D'Angelo, B.J. (2008). Using a stepping stones strategic approach to creating a college-wide writing assessment structure in a business discipline" *2008 Assessment Institute*, Indiannapolis, IN.

D'Angelo, B.J. (2003*).* Information literacy: A catalyst for course redesign. *Arizona Library Association Annual Conference,* Phoenix, AZ.

D'Angelo, B.J. (2003). InfoGlut: Teaching students to think critically about information. *American Library Association/Library Instruction Round Table Annual Conference Program "Creating Critical Thinkers: Teaching Thought and Process"* Toronto, ON.

D'Angelo, B.J. and McGovern, T.J. (2000). Assessing information literacy instruction in a gateway course at Arizona State University West. *American Library Association Annual Meeting*, Chicago, IL.

D'Angelo, B. J. (2000). Customizing electronic delivery of resources and services at a small academic library. *Digital Libraries '00*, San Antonio, TX.

D'Angelo, B.J. (1998). Remote instruction: Using chat software and
Web-based tutorials to teach information research skills. *Association of College and Research Libraries Instruction Section, Nothing But Net?: Understanding the Digital Library User, "Ideas in Action" Poster Session, American Library Association Annual Meeting*, New Orleans, LA.

PUBLICATIONS

Books

D'Angelo, B.J.; Jamieson, S.; Maid, B.M. & Walker, J. (Eds.). (2017). *Information Literacy: Research and Collaboration Across Disciplines*. WAC Clearinghouse/University of Colorado Press. http://wac.colostate.edu/books/infolit/.

Book Chapters

Maid, B.M. & D'Angelo, B.J. A conversation: Academic and workplace information skills. In: *Information Literacy and Writing Studie*s. G. Veach, ed. Purdue, IN: Purdue University Press*.* Forthcoming.

Maid, B. & D'Angelo, B. (2017). Recognizing realities. In LABORED. The state(ment) and future of work in composition. R. McClure, D.V. Goldstein, & M.A. Pemberton, eds. Anderson, SC: Parlor Press, pp. 187-206.

D'Angelo, B.J. (2017). Proposal writing in technical communications. In: *Twenty Writing Assignments in Context*. M. Bender & K. Waltonen, eds. Jefferson, NC: McFarland.

Maid, B.M. & D'Angelo, B.J. (2017). Threshold concepts: Integrating and applying information literacy and writing instruction. In: *Information Literacy: Research and Collaboration Across Disciplines*. B.J. D'Angelo, S. Jamieson, B.M. Maid, & J. Walker, eds. WAC Clearinghouse/University of Colorado Press. http://wac.colostate.edu/books/infolit/chapter2.pdf

D'Angelo, B.J. & Maid, B.M. (2015). Metaliteracy learning of RN to BSN Students: A fusion of disciplinary values and discourses. In: *Metaliteracy in Practice*. T. Jacobson & T. Mackey, eds. Chicago: Neal Shuman. Pp. 47-71.

D'Angelo, B.J. (2013). Understanding the relationship between good research and good writing. In: *Successful Strategies for Teaching Undergraduate Student Research*. M. Deyrup & E. Bloom, eds. Lanham: Scarecrow Press. pp. 13-24.

 D'Angelo, B.J. & Maid, B.M. (2013). ePorts: Making the passage from academics to workplace. In*: ePortfolio Performance Support Systems: Constructing, Presenting, and Assessing Portfolios in Public Workplaces*. R. Rice and K. Willis, eds. Fort Collins, CO: Parlor Press, http://wac.colostate.edu/books/eportfolios.

Maid, B.M. & D'Angelo, B.J. (2013). Why do we bother to teach research: Our students can find everything online. In: *The New Digital Scholar: Exploring and Enriching the Research and Writing Practices of NexGen Students*. J. Purdy and R. McClure, eds. American Association of Information Science and Technology.pp. 295-312.

Maid, B.M. & D'Angelo, B.J. (2012). Is rhetorical knowledge the uber outcome? In*: The WPA Outcomes Statement: A Decade* Later. D. Roen, D. Holstein, N. Behm, and G. Glau, eds. Anderson, SC: Parlor Press, pp. 257-270.

Maid, B.M. & D'Angelo, B.J. (2012). What do you do when the ground beneath your feet shifts? In: *Online Education 2.0: Evolving, Adapting and Reinventing Online Technical Communication.* Kelli Cargile-Cook & Keith Grant-Davies, eds. Amityville, NY: Baywood Press, pp. 11-23.

Maid, B.M. & D'Angelo, B.J. (2012). The WPA outcomes, information literacy, and challenges of outcomes-based curricular design. In: *Teaching and Assessing Writing: A Twenty-Fifth Anniversary Celebration.* N. Elliot & L. Perelman, eds. Hampton Press, pg. 99-112.

D'Angelo, B.J. & Maid, B.M. (2009). Assessing outcomes in a technical communication capstone. In: *Handbook of Research on Assessment Technologies, Methods, and Applications in Higher Education.* C. Schreiner, ed. IGI Gobal, pg. 152-166.

D'Angelo, B.J. (2007). From partnership to program development: Information literacy in an academic curriculum. In: *Information Literacy Programs in the Digital Age. Educating College and University Students Online.* A. Daughtery and M.F. Russo, eds. Chicago: American Library Association.

Refereed Articles

Stevens, C.J.; D'Angelo, B.; Rennell, N.; Muzyka, D.; Pannabecker, V. & Maid B. (2014). Cultivating writing skills in online RN-BSN students: An innovative approach. *Nurse Educator. 39(1):17-21.*

D'Angelo, B.J. (2012). Beyond academics: Re-conceptualizing information literacy for workplace relevance. *Library Trends*, 60(3):636-649.

D'Angelo, B.J. (2010). Social media community management: Implications for the business communication curriculum. *Proceedings of the Association for Business Communication Annual Convention*, Available at: http://www.businesscommunication.org/conventionsNew/proceedingsNew/2010New/ABC-2010-13.pdf (proceedings peer reviewed and accepted separately from conference presentations)

D'Angelo, B.J. (2009). Using portfolio assessment to discover student learning. *Proceedings of the Association for Business Communication Annual Convention.* Available at: http://www.businesscommunication.org/conventionsNew/proceedingsNew/2009New/portsmouthProceedings/PABC-2009-13-DAngelo.pdf (proceedings peer refereed and accepted separately from conference presentations)

D'Angelo, B.J. & Maid, B.M. (2005). Beyond instruction: Integrating library service in support of information literacy. *Internet Reference Services Quarterly*. 9(1/2):55-63. Co-published simultaneously in *Improving Internet Reference Services to Distance Learners* (William Miller and Rita M. Pellen, eds.).

D'Angelo, B.J. & Maid, B.M. (2004). Moving beyond definitions: Implementing information literacy across the curriculum. *Journal of Academic Librarianship*. 30(3):212-217.

D'Angelo, B.J. (2004). If they build it will they come? Cooperation and collaboration to create a customized library. *Reference Librarian*. 83/84:237-250. Co-published simultaneously in *Cooperative Reference: Social Interaction in the Workplace* (Celia Hales Mabry, ed.).

D'Angelo, B.J. (2001). .Using source analysis to promote critical thinking. *Research Strategies* 18(4):303-309. (Publisher error in publication date. Manuscript submitted June 2002 and published in June 2003)

D'Angelo, B.J. (2001). Integrating and assessing information competencies into a gateway course. *Reference Services Review* 29(4):282-293.

D'Angelo, B.J. & Maid, B.M. (2000). Virtual classroom, virtual library: Library services for an online writing laboratory. *RUSQ*, 39(3): 59-64.

Simoneaux, L.; D'Angelo, B.J.; Jung, K., and Orgeron, E. (1999). The library and you: Curriculum-integrated library instruction via the WWW. *Campus-Wide Information Systems* 16(3):89-94.

D'Angelo, B.J. (1998). Copyright and the internet, two views. *Kairos: A Journal for Teachers of Writing in a Webbed Environment* 3(1). [Review article]. Available: http://english.ttu.edu/kairos/3.1/index_f.html.

Non-refereed Articles

D'Angelo, B.J. (2006). Information and knowledge management: What technical communication can learn from library science. *Information Design and Architecture Special Interest Group Newsletter*, Society for Technical Communication. Available: http://www.stcsig.org/id/id_articles/0601_inf_knowledge_mgt.htm

D'Angelo, B.J. (2001). Assembling and managing virtual libraries. *Library Technology Reports* 37(5).

D'Angelo, B.J. (2000). Wake up and smell the latte! An interview With Catherine Lee. *LA&M* 14(2):114-115.

BOOK REVIEWS

D'Angelo, B.J. (2003). "Delivering Lifelong Continuing Professional Education Across Space and Time" *College and Research Libraries*, 64(3):242-243.

D'Angelo, B.J. (2003). "Making the Grade: Academic Libraries and Student Success" *portal: Libraries and the Academy*, 3(2):353-354.

D'Angelo, B.J. (2000). "Distance Learning Technologies: Issues, Trends and Opportunities" *College and Research Libraries*, 61(5): 471-472.

D'Angelo, B.J. (1999). "The Eighth Off-Campus Library Services Conference Proceedings" *College and Research Libraries* 60(3):293-294.

D'Angelo, B.J. (1998). "Access to Campus Library Services by Distances Users: Final Report" "A Comparable Experience? Library Support for Franchised Courses in Higher Education" "Self-Service Systems in Libraries: Final Report" *College and Research Libraries* 59(3):285-287.

D'Angelo, B.J. (1998). "Arts and Humanities Data Service (AHDS)" *Electronic Resources Review* 2(9):101-102.

D'Angelo, B.J. (1998). "Distance Learning Demonstration Projects" *Electronic Resources Review* 2(2):13-14.

D'Angelo, B.J. (1998). "The University of Michigan OWL: Online Writing and Learning" *Electronic Resources Review* 2(1):5-6.

D'Angelo, B.J. (1997). "Harvard Information Infrastructure Project" *Electronic Resources Review* 1(12):132-133.

OTHER

D'Angelo, B.J. (2006). Assessing student learning through program outcomes. *Research Network Forum*, Conference on College Composition and Communication, Chicago, IL.

D'Angelo, B.J. (2006). Using outcomes and electronic portfolios for program assessment. *Graduate Research Network*, Computers & Writing, Lubbock, TX.

SERVICE

Professional

- University of Illinois Graduate School of Library and Information Science Alumni Association, Board of Directors (elected), 2015-
  Secretary, 2016-2018
- *Journal of Information Literacy*, Reviewer, 2014-
- Quality Matters Reviewer, 2013-
- Association for Business Communication, Employment Opportunities Board, 2013 -
- Bedford-St. Martin's Focus Group, July 2017
- Textbook reviews: Taylor and Francis and Sage, 2017
- Association for Business Communication, 2016 international annual conference co-chair, 2015-2016
- *Library and Information Science Research*, reviewer 2015
- Association for Business Communication Technology Committee, 2011 – 2015
  (Chair, 2014)
- Association for Business Communication, Proceedings Editorial Board, 2009 –
- Oxford University Press, reviewer for *Writing in Nursing: A Brief Guide*, 2015
- Association for Information Science & Technology, Book Award Jury, 2014
- Pearson Education, business communication focus group, 2015
- Information Architecture Summit, Proposal reviewer, 2014, 2015
- Association for Information Science & Technology, Best Information Science Book Award Jury, 2014
- Association for Business Communication, Web Editor, 2010 –2014
- Society for Technical Communication Phoenix Chapter, Invited speaker on copyright and intellectual property for technical communicators. February 2012
- Association for Business Communication Web Advisory Board, 2009 – 2011,
  Chair, 2010-2011 (Web Advisory Board renamed Technology Board in 2011)
- *Library Trends*, invited reviewer for special issue on information literacy, 2011
- *ITALICS*, invited reviewer for Feb. 2010 issue on learning and teaching in information and computer sciences
- Pearson Business Communication Technology Summit participant, 2010
- Reviewer for *The Research Writer*, Cengage. 2010
- Reviewer for special issue on assessment for *IEEE Transactions on Professional Communication*, 2008
- Reviewer for *Handbook of Research on Assessment Technologies, Methods, and Applications in Higher Education*, 2008
- Council of Writing Program Administrators, Annual Conference local committee, 2007
- Association of College and Research Libraries, Instruction Section, Communication Committee, 2005-2007
- Computers & Writing Online 2006 Program Planning Committee, 2006
- Carroll Preston Baber Research Grant Award Jury, American Library Association, 2004-2006, 2010
- International Science and Engineering Fair, Society for Technical Communication Special Awards Judge, 2005
- Library Instruction Roundtable, Research Committee, 2003-2005
- Mary V. Gaver Scholarship Award Jury, American Library Association, 2003-2004
- Management and Operation of User Services Section, Reference and User Services Division, American Library Association, Executive Committee, *ex-officio*. Webmaster/Archivist. 1999-2004
- Library Information Technology Association, Frederick G. Kilgour Award for Research in Library and Information Technology Award Committee, American Library Association, 2002-2003
- Library Information Technology Association, Endeavor Student Writing Award Committee, American Library Association, 2001-2002
- Library Administration and Management Association-Yankee Book Publishing Student Writing and

Development Award Committee/American Library Association, 2000
- Arizona Library Association/Arizona Reference and Library Instruction Roundtable, Chair, 1999-2000
- Arizona Library Association/Arizona Reference and Library Instruction Roundtable, Chair-elect, 1999
- Library Administration and Management Association, President's
- Program Planning Committee, 1999-2000
- Association of College and Research Libraries Instruction Section,
- Research and Scholarship Committee, 1998-1999

Arizona State University

University

- College of Nursing and Healthcare Innovation, Immersion Program for Doctoral Students presentation on proposal writing, January 2012
- College of Nursing and Healthcare Innovation, writing workshops for HCR563, Fall 2011
- University Technology Office Faculty Focus Group, 2008
- Research Administration Software Evaluation Committee, 2008
- Task Force on Academic Professionals, 2003-2004
- Commission on the Status of Women, East Campus Representative, 2003-2004
- University Libraries' Web Management Group (*ex-officio*, East Campus Representative), 2003-204

Campus/School/Unit: ASU Poly

- Technical Communication, MS application review committee 2014-
- Digication ePortfolio administrator for Polytechnic Campus (course portfolios), 2014 -
- College of Letters and Sciences, ePortfolio Showcase selection committee, 2015
- School of Letters and Sciences, revision of Clinical Faculty annual review and promotion policies, 2010
- School of Applied Arts and Sciences Curriculum and Standards Committee, 2006-2009 (Chair, 2008-2009)
- East College Academic Advisor Search Committee, 2004
- Information Literacy Faculty Workshop, Center for Academic Support, 2004
- East Campus Curriculum and Programs Committee, 2002-2004
- Electronic Resources Committee, Arizona University Library Consortium, 2001-2004
- East Campus Environment Team, 2003-2004
- United Way Campaign, ASU East Library Departmental Representative, 2001, 2002

Campus/School: ASU West

- Information Technology Advisory Committee West (ITAC West), 1999-2001
- Information Technology Self-Assessment Task Force (sub-group of Campus Outcomes Assessment Team), 1999