

BRAD MEHLENBACHER, PHD

Associate Professor of Distance Learning (LPAHE)
Primary Area Faculty Member, Human Factors & Ergonomics (PSYCH)
Affiliated Faculty Member, Communication, Rhetoric, & Digital Media (COM/ENG)
Affiliated Faculty Member, Digital Games Research Center (CSE)

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CURRENT POSITION

Associate Professor of Distance Learning, Department of Leadership, Policy and Adult and Higher Education, College of Education, NC State University, 2002-present

Areas of inquiry: Instruction and learning with technology, human-computer interaction, communication design, gaming and learning design, Web design and usability evaluation

PREVIOUS POSITIONS

Associate Professor, Technical Communication (ENG) and Adjunct/ Associate Professor, Ergonomics and Experimental Psychology (PSYCH), NC State University, 2000-2002

Assistant Professor, Technical Communication (ENG), NC State University, 1994-2000

Visiting Professor, Technical Communication (ENG), NC State University, 1991-1994

EDUCATION

- PhD** **Rhetoric and Document Design, Carnegie Mellon University, 1988-1992**
Dissertation: "Rhetorical Moves in Scientific Proposal Writing: A Case Study from Biochemical Engineering" (Committee: Schriver, Kaufer, Steinberg)
Funded: Digital Equipment Corporation/Carnegie Mellon Fellowship
- MAPW** **Professional Writing, Carnegie Mellon University, 1987-1988**
Funded: Human Engineering Laboratory, U.S. Army, researching online help design and evaluation
- MA** **English Co-Op, University of Waterloo, 1985-1987**
Thesis: "Computational Text Analysis of Syntactical and Temporal Structures" (Committee: Beam, Smith, Randall)
Funded: Ontario Ministry of Education Computer Grant
- BA** **Honors English Co-Op, University of Waterloo, 1980-1985**
Thesis: "Computer-Assisted Learning and Linguistics" (Chair: Beam)

PROFESSIONAL HONORS

- Elected Chair Association for Computing Machinery Special Interest 2011-2013
ACM SIGDOC Group on the Design of Communication 2009-2011
2007-2009
2005-2007
- Faculty Member, North Carolina Distance Learning Association 2007
T&D Online Program 2007 NC DLA Program Award Winner
- Selected Member, Learning in a Technology-Rich Environment (LITRE) 2005
LITRE Advisory Board Associates Program, recognition of standing and
NC State University knowledge within the university community on
student learning with technology

PROFESSIONAL HONORS, CONTINUED

- Usability Consultant, www.ncsu.edu Design Team, NC State University WWW Homepage Design & Implementation Category, 2003
Special Merit Award, Council for Advancement and Support of Education (CASE) District III
- Nominated Faculty Member, TLT Roundtable NC State University 13th International Conference on College Teaching & Learning's Award for Innovative Excellence in Teaching, Learning & Technology 2001
- Distinguished *Technical Communication* Article Tomasi & Mehlenbacher, "Re-engineering Online Documentation: Designing Examples-based Online Support Systems," Society for Technical Communication (STC) Outstanding Article Award Competition 1999
- Distinguished Chapter Service Award STC, North Carolina Chapter "for inspiration, enthusiasm, creativity, and dedication" 1999
- Chapter, Winner of NCTE Award for "Best Collection of Essays in Scientific or Technical Communication" "Technologies and Tensions: Designing Online Environments for Teaching Technical Communication," S. A. Selber's *Computers and Technical Communication: Pedagogical and Programmatic Perspectives* 1998
- Outstanding Volunteer ACM SIGDOC Association for Computing Machinery Special Interest Group on the Design of Communication 1996
- Article named "Most Innovative of the Refereed Materials" "Software Usability: Choosing Appropriate Methods for Evaluating Online Systems and Documentation," *SIGDOC'93: The 11th International Conference Proceedings* 1993

CONSULTING

- **WakeMed Health and Hospitals and Wake Area Health Education Center (AHEC),** Raleigh, NC, 2008-2011
Course Designer/Instructor: Created and taught *Instructional Strategies for Educators in the Health Professions* course; funded by The Duke Endowment and in collaboration with colleagues from NC State University and the Institute for Educators in Healthcare Advisory Board (<http://continuingeducation.ncsu.edu/ieh.html>).
- **Engineering Online, NC State University,** Raleigh, NC, 2008-2009
Instructional Designer: Performed heuristic evaluation, competitive analysis, and developed materials for CHE 575 (Advances in Pollution Prevention) blended course.
- **Offices of Public Affairs and Information Technology, NC State University,** Raleigh, NC, 1998-2007
Usability Consultant: Performed competitive analyses, focus group, and usability testing-evaluations (for three previous NC State homepages). Redesign won 2003 Special Merit Award, Council for Advancement and Support of Education/CASE District III. In 2009, ncsu.edu selected as one of the "Top 10 stickiest brands at home and work" by Nielsen Online/NetRatings, a "MegaPanel" of 200,000 Internet users across the United States (<http://www.ncsu.edu/bulletin/archive/2009/04/04-16/sticky-web.php>) and as one of the "Top 20 usable university homepages" in Foss, Foss, and Foss's (2009), *The eduStyle Guide to Usable Higher-Ed Homepage Design* (<http://www.eduStyle.net/book.php>).
- **bioMérieux,** Durham, NC, 2004
Usability Consultant: Performed usability testing and heuristic evaluations on a data management application for Microbiological testing.
- **Credit Programs & Summer Sessions, NC State University,** Raleigh, NC, 2004
Usability Consultant: Performed architectural content design and heuristic evaluations.

CONSULTING, CONTINUED

- **Allyn & Bacon/Longman Companion Website, Longman Publishing, NY, NY, 2002**
Web Content Specialist: Generated new content for the companion website for *The Longman Handbook for Writers and Readers*, 3rd edition, by Anson and Schwegler (http://wps.ablongman.com/long_anson_lhbwc_3).
- **Center for Information Society Studies, NC State University, Raleigh, NC, 2001**
Usability Researcher: Developed materials on universal usability and design for the center's online Resource Guide (<http://www.ncsu.edu/ciss/usability.html>).
- **Human Resources, American Cancer Society, Atlanta, GA, 2001**
Usability Consultant: Performed heuristic evaluation and usability performance tests of a web-based eLearning application for employee orientation.
- **Software Engineering Division, Ricoh Silicon Valley, Cupertino, CA, 2001**
Usability Consultant: Performed heuristic evaluation and usability performance tests of a developing Web application interface.
- **UNext.com, Deerfield, IL, 2001**
Web-Based Instruction Evaluator: Provided recommendations for integrating problem-based learning into an online business-writing course.
- **National Evaluation Services, American Cancer Society, Atlanta, GA, 2000**
Usability Consultant: Collaborated with health education specialist to evaluate and usability test web-based materials on colorectal cancer (<http://www.cancer.org>).
- **Plurimus, RTP, NC, 1999**
Usability/Online Support Consultant: Coordinated with user interface group and developed usability testing and online support strategies for their web-based user profiling technology.
- **Encompass, Inc., Cary, NC, 1996**
General User Interface Consultant: Proposed usability strategies for evaluating logistics software.
- **R&D Strategies, Corporate, SAS Institute, Inc., Cary, NC, 1995**
User Interface Documentation Specialist: Implemented web-based user-interface guidelines for future product releases.
- **Networking and Information Development Groups, IBM, RTP, NC, 1994**
Research Consultant: Trained technical specialists and information developers on effective textual, visual, and online design strategies.
- **Documentation Development Department, SAS Institute, Inc., Cary, NC, 1993-1995**
Research Consultant: Evaluated interface designs for an experimental authoring system; established usability and design goals for various writing groups.
- **Engineering Design Research Center, Carnegie Mellon, Pittsburgh, PA, 1990**
Research Consultant: Designed online support for an equation-based modeling program for engineers and scientists; funded as part of a grant from the National Science Foundation (NSF).
- **Computer Science Department, Carnegie Mellon, Pittsburgh, PA, 1990**
Research Consultant: Designed and conducted observational studies of user behavior an application created to support collaboration. Supervised graduate research team that conducted extensive open-ended interviews of professional writers; funded as part of a grant from the NSF.
- **Centre for Professional Writing, U of Waterloo, Waterloo, Ont., 1990**
Research Consultant: Designed, conducted, and reported on several studies of online navigation using hypertext and hypermedia.

CONSULTING, CONTINUED

- **Center for the Study of Writing, Carnegie Mellon/Berkeley**, Pittsburgh, PA, 1988-1990
Computer-Aided Instruction Developer: Created software for professional writers.
- **Communications Design Center, Carnegie Mellon**, Pittsburgh, PA, 1987-1990
Senior Research Assistant/ Associate Researcher: Designed model online help systems; funded by the Human Engineering Laboratory, U.S. Army.
- **Information Development, IBM**, Toronto, Ont., April-September, 1987
Information Developer: Wrote programmer's guide, reference manual, online help messages.
- **DMS Training, Bell-Northern Research**, Ottawa, Ont., January-May, 1986
Database Designer: Implemented database for all training departments.
- **Hewlett Packard/WATDEC Project, U of Waterloo**, Waterloo, Ont., 1984-1987
Senior Research Assistant: Researched distance education using portable computers and evaluated several courseware design systems; funded by Digital Equipment Corporation.
- **SystemHouse Computer Company**, Ottawa, Ont., May-September, 1983
Programmer/ Analyst: Designed and implemented a financial system for Human Resources.

MANUSCRIPTS IN PROGRESS

Mehlenbacher, B. (in preparation). *Learner*. Raleigh, NC: NC State.

BOOKS

- Mehlenbacher, B. (2010). *Instruction and technology: Designs for everyday learning*. Cambridge, MA: MIT Press.
- Duffy, T. M., Palmer, J. E., & Mehlenbacher, B. (1993). *Online help: Design and evaluation*. Westport, CT: Greenwood Publishing Group.

EDITED CONFERENCE PROCEEDINGS

- Mehlenbacher, B., Protopsaltis, A., Williams, A., & Slattey, S. (Eds.). (2009). *Proceedings of the 27th ACM International Conference on Design of Communication*. NY, NY: ACM P, ISBN 978-1-60558-559-8.
- Mehlenbacher, B., & Enders, L. A. (Eds.). (1996). *Proceedings of the 14th Annual International Conference on Systems Documentation: Marshaling New Technological Forces: Building a Corporate, Academic, and User-oriented Triangle*. NY, NY: ACM P, ISBN 0-89-791-799-5.

CHAPTERS IN SCHOLARLY BOOKS

- Mehlenbacher, B. (in press). What is the future of technical communication? In S. A. Selber & J. Johnson-Eilola (Eds.), *Solving Problems in Technical Communication*. Chicago, IL: U of Chicago P.
- Mehlenbacher, B. (2012). Everyday learning: Instruction and technology designs. In N. M. Seel (Ed.), *Encyclopedia of the Sciences of Learning*. NY, NY: Springer.
- Mehlenbacher, B., & Dicks, R. S. (2004). A pedagogical framework for faculty-student research and public service in technical communication. In T. Bridgeford, K. S. Kitalong, & D. Selfe (Eds.), *Innovative Approaches to Teaching Technical Writing* (pp. 219-237). Logan, UT: Utah State University P.
- Mehlenbacher, B. (2003). Documentation: Not yet implemented but coming soon! In A. Sears & J. Jacko (Eds.), *The Human-Computer Interaction Handbook: Fundamentals, Evolving Technologies and Emerging Applications* (pp. 527-543). Mahwah, NJ: Lawrence Erlbaum.

CHAPTERS IN SCHOLARLY BOOKS, CONTINUED

- Mehlenbacher, B. (2002). Assessing the usability of online instructional materials. In R. S. Anderson, J. F. Bauer, & B. W. Speck (Eds.), *Assessment Strategies for the On-line Class: From Theory to Practice* (pp. 91-98). New Directions for Teaching and Learning Series, Number 91. San Francisco, CA: Jossey-Bass.
- Selber, S. A., Johnson-Eilola, J., & Mehlenbacher, B. (1997). Online support systems: Tutorials, documentation, and help. In A. B. Tucker, Jr. (Ed.), *The Computer Science and Engineering Handbook* (pp. 1619-1643). Boca Raton, FL: CRC P.
- Mehlenbacher, B. (1997). Technologies and tensions: Designing online environments for teaching technical communication. In S. A. Selber (Ed.), *Computers and Technical Communication: Pedagogical and Programmatic Perspectives* (pp. 219-238). Greenwich, CT: Ablex (book won NCTE award for "Best Collection of Essays in Scientific or Technical Communication").
- Mehlenbacher, B., & Shamblin, E. (1997). Multi-User Domains, electronic newspapers, and the development of new modes of expression and new communities. *The Rhetorical Dimensions of Cyberspace*. B. Baldwin & T. Flood (Eds.). RhetNet: A Dialogical Publishing (Ad)Venture: <http://dewey.lc.missouri.edu/rhetnet/rdc/>.
- Duffy, T. M., Mehlenbacher, B., & Palmer, J. E. (1989). The evaluation of online help systems: A conceptual model. In E. Barrett (Ed.), *The Society of Text: Hypertext, Hypermedia, and the Social Construction of Information* (pp. 362-387). Cambridge, MA: MIT P.

REFEREED JOURNAL ARTICLES

- DePerno, C. S., Chintapalli, L., Rutledge, M. E., & Mehlenbacher, B. (2010). Improving teaching: Instructional self-assessment across a large introductory undergraduate class. *American Education Science Review*, 1 (2), 1-26.
- Mehlenbacher, B., Miller, C. R., Covington, D., & Larsen, J. (2000). Active and interactive learning online: A comparison of Web-based and conventional writing classes. *IEEE Transactions on Professional Communication*, 43 (2), 166-184.
- Lee, M. F., & Mehlenbacher, B. (2000). Technical writer/subject-matter expert interaction: The writer's perspective, the organizational challenge. *Technical Communication*, 47 (4), 544-552.
- Tomasi, M. D., & Mehlenbacher, B. (1999). Re-engineering online documentation: Designing examples-based online support systems. *Technical Communication*, 46 (1), 55-66 (won Distinguished Technical Communication Article in the Society for Technical Communication's Outstanding Article Award Competition).
- Hill, C. A., & Mehlenbacher, B. (1998). Transitional generations and World Wide Web reading and writing: Implications of a hypertextual interface for the masses. *TEXT Technology*, 8 (4), 29-47.
- Selber, S. A., Johnson-Eilola, J., & Mehlenbacher, B. (1996). Online support systems. *ACM Computing Surveys*, 28 (1), 197-200.
- Mehlenbacher, B. (1995). Charting the future of technical communication: SIGDOC'94 and the great divide. *ACM Journal of Computer Documentation*, 19 (2), 20-32.
- Mehlenbacher, B. (1994). The rhetorical nature of academic research funding. *IEEE Transactions on Professional Communication*, 37 (3), 157-162.
- Mehlenbacher, B. (1993). Concerning SIGDOC'92: Text transformation and the world of multimedia documentation. *ACM Journal of Computer Documentation*, 17 (4), 23-32.
- Mehlenbacher, B., Duffy, T. M., & Palmer, J. E. (1989). Finding information on a menu: Linking menu organization to the user's goals. *Human-Computer Interaction*, 4 (3), 231-251.

REFEREED JOURNAL ARTICLES, CONTINUED

- Duffy, T. M., Higgins, L., Mehlenbacher, B., Cochran, C., Wallace, D., Hill, C. Haugen, D., McCaffrey, M. Burnett, R., Sloane, S., & Smith, S. (1989). Models for the design of instructional text. *Reading Research Quarterly*, 24 (4), 434-457.
- Mehlenbacher, B., Duffy, T. M., Palmer, J. E., Truschel, M., Denchfield, K., & Aaron, A. (1988). Help for the designers of online help systems. *ACM SIGCHI Bulletin*, 20 (1), 66-69.

REFEREED CONFERENCE PROCEEDINGS

- Mehlenbacher, B. (2011). The evolution of communication design: A brief history of ACM SIGDOC. *SIGDOC'11: The 29th ACM International Conference on Design of Communication Proceedings*. Pisa, Italy: ACM, 249-256.
- Mehlenbacher, B., McKone, S., Grant, C., Bowles, T., Peretti, S., & Martin, P. (2010). Social media for sustainable engineering communication. *SIGDOC'10: The 28th ACM International Conference on Design of Communication Proceedings*. São Carlos-São Paulo, Brazil: ACM, 65-72.
- Mehlenbacher, B., Holstein, K., Gordon, B., & Khammar, K. (2010). Reviewing the research on distance education and e-learning. *SIGDOC'10: The 28th ACM International Conference on Design of Communication Proceedings*. São Carlos-São Paulo, Brazil: ACM, 237-242.
- Mehlenbacher, B. (2009). Multidisciplinarity and 21st century communication design. *SIGDOC'09: The 27th ACM International Conference on Design of Communication Proceedings*. Bloomington, IN: ACM, 59-65.
- Mehlenbacher, B. (2008). Communication design and theories of learning. *SIGDOC'08: The 26th ACM International Conference on Design of Communication Proceedings*. Lisbon, Portugal: ACM, 139-146.
- Mehlenbacher, B. (2008). Modeling everyday instructional situations: Frameworks for distance teaching and learning. *Proceedings of the 24th Annual Conference on Distance Teaching and Learning*. Madison, WI: Board of Regents of the U of Wisconsin System, 262-267.
- Mehlenbacher, B. (2007). Triangulating communication design: Emerging models for theory and practice. *SIGDOC'07: The 25th ACM International Conference on Design of Communication Proceedings*. El Paso, TX: ACM, 87-94.
- Petherbridge, D., & Mehlenbacher, B. (2007). Addressing the concerns of faculty adopting Learning Management Systems (LMSs). *Proceedings of the Society for Applied Learning Technology (SALT) 2007 Washington Interactive Technologies Conference*. Arlington, VA: SALT, 1-14.
- Mehlenbacher, B. (2007). Mapping the research literatures related to distance teaching and learning. *Proceedings of the 23rd Annual Conference on Distance Teaching and Learning*. Madison, WI: Board of Regents of the U of Wisconsin System, 64-69.
- Raubenheimer, D., Spurlin, J., Martin, S. N., & Mehlenbacher, B. (2007). Faculty in technology-rich contexts: Connecting teaching, learning and assessment in the classroom. *Proceedings of the 2007 UNC Teaching and Learning with Technology Conference*. Raleigh, NC: UNC-TLT, 1-15.
Available online:
http://conference.uncltl.org/proceedings/2007/629_Faculty_in_technology-rich_contexts.pdf
- Mehlenbacher, B., Bennett, L., Bird, T., Ivey, M., Lucas, J., Morton, J., & Whitman, L. (2005). Usable e-learning: A conceptual model for evaluation and design. *Proceedings of HCI International 2005: 11th International Conference on Human-Computer Interaction, Volume 4 – Theories, Models, and Processes in HCI*. Las Vegas, NV: Mira Digital P, 1-10.
- Mehlenbacher, B., Wogalter, M. S., & Laughery, K. R. (2002). On the reading of product owner's manuals: Perceptions and product complexity. *Proceedings of the HFES 2002 Conference*. Baltimore, MD: HFES, 1-5.

REFEREED CONFERENCE PROCEEDINGS, CONTINUED

- Hill, C. A., & Mehlenbacher, B. (1996). Readers' expectations and writers' goals in the late age of print. *SIGDOC'96: The 14th Annual International ACM SIGDOC Conference Proceedings*. RTP, NC: ACM, 257-266.
- Mehlenbacher, B., Hardin, B., Barrett, C., & Clagett, J. (1994). Multi-User Domains and virtual campuses: Implications for computer-mediated collaboration and technical communication. *SIGDOC'94: The 12th Annual International Conference Proceedings*. NY, NY: ACM, 213-219.
- Mehlenbacher, B., & Hardin, B. (1994). Virtual resources for technical communicators: Two studies of writing and reading on the Internet. *IPCC'94 Proceedings: Scaling New Heights in Technical Communication*. Banff, Alberta: IEEE International Professional Communication Conference, 202-207.
- Mehlenbacher, B. (1993). Software usability: Choosing appropriate methods for evaluating online systems and documentation. *SIGDOC'93: The 11th Annual International Conference Proceedings*. NY, NY: ACM, 209-222 (paper named "Most Innovative of the Refereed Materials" in the Proceedings).
- Mehlenbacher, B. (1992). Navigating online information: A characterization of extralinguistic factors that influence user behavior. *SIGDOC'92: The 10th Annual International Conference Proceedings*. NY, NY: ACM, 35-46.
- Huntley, F., & Mehlenbacher, B. (1987). Data-driven versus program-generating computer-assisted learning systems. *Proceedings of the International Conference on Data Bases in the Humanities and Social Sciences*. Montgomery, AL: Auburn U.
- King, P., Mehlenbacher, B., & Roehrl, L. (1986). NATAL authoring devices: Display interaction options. *Proceedings of the 5th Canadian Symposium on Instructional Technology: Computer-Assisted Learning, The Next Five Years*. Ottawa, Ontario: The Weston Hotel.
- Mehlenbacher, B. (1985). A description and evaluation of three computer-assisted learning authoring languages. *COMPINT'85: Computer-Assisted Technologies Conference Proceedings*. Montreal, Quebec: Montreal Convention Centre, 666-669.

BOOK REVIEWS AND COMMENTARIES

- Mehlenbacher, B. (2000). Intentionality and other "non-significant" issues in learning: Commentary on Margaret Martinez's "Intentional Learning in an Intentional World." *ACM Journal of Computer Documentation*, 24 (1), 25-30.
- Mehlenbacher, B. (1999). Procedural and declarative information in software manuals: Effects on information use, task performance and knowledge. Nicole Ummelen. Amsterdam: Rodopi, 1999. *Technical Communication Quarterly*, 8 (3), 353-355.
- Mehlenbacher, B. (1997). Human factors for technical communicators. Marlana Coe. New York: Wiley, 1996. *Journal of Business and Technical Communication*, 11 (2), 223-226.
- Mehlenbacher, B. (1996). Spaces without places: Politicizing Nicholas Negroponte's technologizing of books without pages. *ACM Journal of Computer Documentation*, 20 (3), 18-22.
- Mehlenbacher, B. (1994). Comments on "Object-Oriented Documentation" by Johannes Sametinger. *ACM Journal of Computer Documentation*, 18 (2), 6-7.
- Chaski, C., & Mehlenbacher, B. (1993). LINGO: Software for representing, teaching, and gathering information about meta-linguistic knowledge-construction. *Computers and Texts*, 6, 10-12.

INTERNATIONAL PRESENTATIONS

- Mehlenbacher, B. (2011). Social Media. *Chair of Session for SIGDOC'11: The 29th ACM International Conference on Design of Communication*. Pisa, Italy.
- Mehlenbacher, B. (2011). The evolution of communication design: A brief history of ACM SIGDOC. *SIGDOC'11: The 29th ACM International Conference on Design of Communication*. Pisa, Italy.

INTERNATIONAL PRESENTATIONS, CONTINUED

- Mehlenbacher, B., McKone, S., Grant, C., Bowles, T., Peretti, S., & Martin, P. (2010). Social media for sustainable engineering communication. *SIGDOC'10: The 28th ACM International Conference on Design of Communication*. São Carlos-São Paulo, Brazil.
- Mehlenbacher, B., Holstein, K., Gordon, B., & Khammar, K. (2010). Reviewing the research on distance education and e-learning. *SIGDOC'10: The 28th ACM International Conference on Design of Communication*. São Carlos-São Paulo, Brazil.
- Mehlenbacher, B. (2009). Multidisciplinarity and 21st century communication design. *SIGDOC'09: The 27th ACM International Conference on Design of Communication*. Bloomington, IN.
- Angelino, L., Bartlett, M., Chapman, D., Bartlett, J., Mupinga, D., Mehlenbacher, B., & Kotrlik, J. (2008). Engagement of graduate scholars in technology-enhanced distance education: Perspectives of administration, faculty, and students. *Symposium for ACTE Annual Convention and Career Technology Expo*. Charlotte, NC.
- Mehlenbacher, B. (2008). Communication design and theories of learning. *SIGDOC'08: The 26th ACM International Conference on Design of Communication*. Lisbon, Portugal.
- Pierce, R., Mehlenbacher, B., Costa, C. J., Albers, M. J., & Protopsaltis, A. (2008). Design of communication: New steps. *Panel Discussion for SIGDOC'08 International Conference*. Lisbon, Portugal.
- Mehlenbacher, B. (2008). Modeling everyday instructional situations: Frameworks for distance teaching and learning. *24th Annual Conference on Distance Teaching and Learning*. Madison, WI.
- Mehlenbacher, B. (2007). Triangulating communication design: Emerging models for theory and practice. *SIGDOC'07: The 25th ACM International Conference on Design of Communication*. El Paso, TX.
- Spinuzzi, C., Pierce, R., Mehlenbacher, B., & Ramey, J. (2007). What is design of communication? *Panel Discussion for SIGDOC 2007 International Conference*. El Paso, TX.
- Petherbridge, D., & Mehlenbacher, B. (2007). Addressing the concerns of faculty adopting Learning Management Systems (LMSs). *Society for Applied Learning Technology (SALT) 2007 Washington Interactive Technologies Conference*. Arlington, VA.
- Mehlenbacher, B. (2007). Mapping the research literatures related to distance teaching and learning. *23rd Annual Conference on Distance Teaching and Learning*. Madison, WI.
- Mehlenbacher, B., Spinuzzi, C., Novick, D., & Stamey, J. (2006). Research issues in the design of communication. *Panel Discussion for SIGDOC'06 International Conference*. Myrtle Beach, SC.
- Mehlenbacher, B. (2006). Web-based instruction and the design of everyday learning, Paper for the Technology, Instruction, Cognition, and Learning Special Interest Group Roundtable Session 2. *American Educational Research Association 2006 Annual Meeting*. San Francisco, CA.
- Mehlenbacher, B., & Lucas, J. (2005). Usable E-learning: A conceptual model for evaluation and design. *HCI International 2005: 11th International Conference on Human-Computer Interaction*. Las Vegas, NV.
- Mehlenbacher, B. [with Wogalter, M. S., & Laughery, K. R.] (2002). On the reading of product owner's manuals: Perceptions and product complexity. *Human Factors & Ergonomics Society 2002 Conference*. Baltimore, MD.
- Mehlenbacher, B. (2000). Designing Web-based training: Combining usability issues and learning theory. *Tutorial for IPCC-SIGDOC 2000 International Conference*. Cambridge, MA.
- Mehlenbacher, B. (1999). Software and documentation localization, Moderator for "Internationalizing Documentation" Session. *SIGDOC'99: The 17th Annual International ACM SIGDOC Conference*. New Orleans, LA.

INTERNATIONAL PRESENTATIONS, CONTINUED

- Mehlenbacher, B. (1998). Taking teaching online to task: Integrating research, pedagogy, and practice. *Learning Online '98: Building a Virtual University*. Roanoke, VA.
- Mehlenbacher, B. (1997). Technology and tensions: The academy's relationship with the Internet. Panel on "The Future of Web-Based Training." *Networld+Interop*. Atlanta, GA.
- Mehlenbacher, B. (1997). Marriage encounter: Improving collaboration and research in technical communication between academia and industry: Panel Discussion. *STC 44th Annual Conference*. Toronto, Canada.
- Mehlenbacher, B. (1996). Transforming teachers, not students, with emerging technologies. Interrogating Scholarship in Computers and Composition Panel. *College Composition and Communication Conference*. Milwaukee, WI.
- Mehlenbacher, B. (1995). Mosaic and MUD: Teaching and learning in the virtual classroom. *College Composition and Communication Conference*. Washington, DC.
- Mehlenbacher, B. (1993). Talk-aloud protocols or case studies: A comparison of two studies of technical proposal writing. *MLA Convention*. Toronto, Ontario: The Association of Teachers of Technical Writing.
- Mehlenbacher, B., & Miller, C. R. (1993). Establishing the role of research in a Master's-level technical communication program. *20th Annual Meeting of the Council for Programs in Technical and Scientific Communication (CPTSC)*. Charlotte, NC: UNC-Charlotte.
- Gomex-Ferri, J., Berkenkotter, C., Huckin, T., Bazerman, C., & Mehlenbacher, B. (1992). Accounting for uncertainty: Building plausible stories about storytelling in biochemical engineering. Panel on "Rhetorical Indeterminacy and Representation in Science and Technology." *Conference of the Society for Literature and Science*. Atlanta, GA: Georgia Institute for Technology.
- Palmer, J. E., & Mehlenbacher, B. (1988). Computer aids for designers of online help. *Workshop for ACM SIGDOC'88*. Ann Arbor, MI: U of Michigan.
- Palmer, J. E., Duffy, T. M., & Mehlenbacher, B. (1988). Computer aids for designing online help. *Writing for the Computer Industry, Fifth Annual Conference*. Cambridge, MA: MIT.
- Duffy, T. M., Palmer, J. E., Mehlenbacher, B., & Aaron, A. (1988). Prototyping online help systems using HyperCard. *CHI'88: Conference on Human Factors in Computing Systems*. Washington, DC.
- Beam, P. D., & Mehlenbacher, B. (1985). Pedagogic limitations in the concept of interactivity: Some qualifications for computer-assisted learning systems. *COMPINT'85: Computer-Assisted Technologies Conference*. Montreal, Quebec: Montreal Convention Center.
- Mehlenbacher, B. (1985). Computer-assisted learning and linguistics. *10th Colloquium on the Computer Processing of Textual Data*. Montreal, Quebec: U of Montreal.

REGIONAL PRESENTATIONS

- Mehlenbacher, B. (2011). 21st Century challenges to technical communication. *SpeedCon 2011: The unconference on communication*. Raleigh, NC: NC State.
- Raubenheimer, D., Spurlin, J., Martin, S. N., & Mehlenbacher, B. (2007). Faculty in technology-rich contexts: Connecting teaching, learning and assessment in the classroom. *2007 UNC Teaching and Learning with Technology Conference*. Raleigh, NC: Hilton North Raleigh.
- Mehlenbacher, B. (2006). Anyone entering the distance will grow smaller: A review of the scholarship on online teaching and learning. *2006 UNC Teaching and Learning with Technology Conference*. Raleigh, NC: Hilton North Raleigh.

REGIONAL PRESENTATIONS, CONTINUED

- Martin, S. N., Spurlin, J., Mehlenbacher, B., Raubenheimer, D., & Murphy-Medley, D. (2006). The vision of how to assess student learning in technology-enriched classrooms. *2006 UNC Teaching and Learning with Technology Conference*. Raleigh, NC: Hilton North Raleigh.
- Branoff, T., Wiessner, C., Mehlenbacher, B., & Hambrick, R. (2006). Synchronous, student-centered learning in distance education. *2006 UNC Teaching and Learning with Technology Conference*. Raleigh, NC: Hilton North Raleigh.
- Mehlenbacher, B. (2005). Learner-centered online information design and development. *Tri-Doc 2005: Shaping the Future of Technical Communication*. Raleigh, NC: North Raleigh Hilton.
- Mehlenbacher, B., Egan, S., & Barksdale, E. (2004). Managing social dynamics online: Real world instructor-learner interaction. *EdTech 2004: The Intersection of Learning and Technology*. Raleigh, NC: NC State.
- Mehlenbacher, B. (2002). Marketing usability: Beauty is in the “I” of the beholder. *EdTech 2002: The Intersection of Learning and Technology*. Raleigh, NC: NC State.
- Mehlenbacher, B. (2001). Universal usability and learning. *6th Annual NC State Instructional Technologies Expo*. Raleigh, NC: NC State.
- Mehlenbacher, B. (1998). Web-based writing instruction: Assisting teaching, assessing learning. *3rd Annual NC State Information Technology Expo*. Raleigh, NC: NC State.
- Mehlenbacher, B. (1998). About the communication in technical communication? *STC-Carolina Sixth Annual Summer Conference*. RTP, NC.
- Beam, P., & Mehlenbacher, B. (1995). The TechComm Virtual Campus project: Instructional materials that cross national, corporate, and educational borders. *Currents'95—Job Survival: Building Skills and Adding Value*. Atlanta, GA: Mercer U.
- Mehlenbacher, B. (1994). Designing online systems for play, productivity, and profitability. *STC Region 2 Fall Conference: Staying on Course on the Information Superhighway*. RTP, NC.
- Mehlenbacher, B. (1994). The rules have changed: Designing and developing information for online help. *Tools and Trends: Topics of a Changing Profession. 1994 STC Carolina Chapter Summer Conference*. RTP, NC.

INVITED PRESENTATIONS

- Reider, D., & Mehlenbacher, B. (2011). Managing your online identity: Personal websites, social networking, and the academy. *Panel for Communication and Rhetoric in Digital Media Professional Workshop*. Raleigh, NC: NC State.
- Shurer, T., Lansing, T., & Mehlenbacher, B. (2011). Plagiarism and technology: Understanding academic dishonesty—views from across our campus.” *Panel for Campus Writing and Speaking Program Workshop*. Raleigh, NC: NC State.
- Mehlenbacher, B. (2010). Research-based approaches to email and time management. *Guest Lecture for the North Carolina Association of Cooperative Extension Specialists’ Meeting*. Raleigh, NC: NC State.
- Mehlenbacher, B. (2009). Educational research as scientific. *Panelist for Doctoral Course on Special Problems in Math Teaching*. Raleigh, NC: NC State.
- Mehlenbacher, B. (2008). Me, myspace, and the changing face of higher education. *Guest Lecture for the Finance & Business Senior Leadership Team Fall Retreat*. Raleigh, NC: NC State.
- Mehlenbacher, B. (2008). Tracing instruction and learning with technology. *Graduate Reflective Practice Guest Lecture*. Raleigh, NC: NC State.

INVITED PRESENTATIONS, CONTINUED

- Mehlenbacher, B. (2007). Triangulating learning, instruction, and technology: Frameworks for theory and practice. *Human Factors and Ergonomics Society (HFES) Student Chapter*. Raleigh, NC: NC State.
- Mehlenbacher, B. (2007). Defining learners and their learning environments. *Presentation for the LITRE Student Learning Assessment Subcommittee*. Raleigh, NC: NC State.
- Mehlenbacher, B. (2007). Framework for instruction and technology: Designing for everyday learning. *Presentation for the LITRE Assessment Committee*. Raleigh, NC: NC State.
- Mehlenbacher, B. (2007). The accelerated academy, part II: Research-based strategies for managing e-mail. *Learning Technologies (LT) Spring Workshop*. Raleigh, NC: NC State.
- Mehlenbacher, B., & Swanson, R. (2006). Eroding or empowering speaking and writing online: Social dynamics and virtual learning environments. *Campus Writing and Speaking Program (CWSP): Point-counterpoint panel*. Raleigh, NC: NC State.
- Mehlenbacher, B. (2006). The accelerated academy, part I: Research-based strategies for managing e-mail. *Learning Technology Service (LTS) Seminar and LTS Teaching and Learning with Technology Summer Institute for Faculty*. Raleigh, NC: NC State.
- Mehlenbacher, B. (2006). Instructional intersections: Communication, technology, and the design of everyday learning. *English Department Guest Lecture*. Greenville, NC: East Carolina University.
- Mehlenbacher, B. (2005). eLearning and the design of everyday instruction. *The Joseph D. Moore Chair Colloquium Series*. Raleigh, NC: College of Education, NC State.
- Mehlenbacher, B. (2003, 2002). Panelist for "Engaging students online in an online course." *Teaching with Technology Seminar Series, Learning Technology Service and Faculty Center for Teaching and Learning*. Raleigh, NC: NC State.
- Mehlenbacher, B. (2002). Publishing online documentation. *Graduate Online Documentation Guest Lecture*. Waterloo, Ontario: U of Waterloo.
- Mehlenbacher, B. (2002). Publishing in technical communication. *NC State STC Student Chapter*. Raleigh, NC: NC State.
- Mehlenbacher, B. (2001). Panelist for "How technology has impacted my teaching: Stories from the field." *Teaching with Technology Seminar Series, Learning Technology Service and Faculty Center for Teaching and Learning*. Raleigh, NC: NC State.
- Mehlenbacher, B. (2001). Panelist for "Research library of the future seminar." *NC State Libraries, University Library Committee and its Scholarly Communication Subcommittee*. Raleigh, NC: NC State.
- Mehlenbacher, B. (2001). Panelist for "Who's online? Faculty share their Web-development experiences." *Teaching with Technology Seminar Series, Learning Technology Service and Faculty Center for Teaching and Learning*. Raleigh, NC: NC State.
- Mehlenbacher, B. (2000). Designing and evaluating Web-based instruction. *Cognition Seminar, Department of Psychology*. Raleigh, NC: NC State.
- Mehlenbacher, B. (2000). Institutional homepages, usability research laboratories, and universal usability. *Human Factors Brownbag Seminar*. Raleigh, NC: NC State.
- Westmoreland, D., Dicks, S., & Mehlenbacher, B. (1999). Instructional usability, assessment, and student learning. *Summer Institute for Distance Learning*. Raleigh, NC: NC State.
- Mehlenbacher, B., & Bossert, J. (1999). Overview of tools and courses. *Summer Institute for Distance Learning*. Raleigh, NC: NC State.

INVITED PRESENTATIONS, CONTINUED

- Mehlenbacher, B. (1998). Designing and evaluating online support systems. *Ergonomics Guest Lecture*. Raleigh, NC: NC State.
- Mehlenbacher, B. (1998). The pedagogical myth of interactivity: Assessing student performance, attributes, and learning styles in Web-based and conventional classes. *Collaborative Electronic Learning Laboratory (CELL) and Partnership for Minority Advancement in the Biomolecular Sciences (PMABS) UNC-CH Guest Lecture*. Chapel Hill, NC: UNC-CH.
- Mehlenbacher, B. (1997). Beyond books: A research agenda for the year 2000. *Keynote Speaker, STC Annual Publications Awards Ceremony*. Cary, NC: SAS Institute.
- Mehlenbacher, B. (1996). Watching and working with our users: Usability methods for testing the Effectiveness of Artifacts, Systems, and Documents. *Human Factors and Ergonomics Society, NC State Student Chapter*. Raleigh, NC: NC State.
- Mehlenbacher, B. (1995). Net tools for collaboration and productivity. *Triangle Computer-Human Interaction Group (TriCHI)*. RTP, NC: BNR-RTP.
- Mehlenbacher, B. (1994). Academic studies of usability practices in the workplace. Panel on "Usability Testing." *The Triangle Information Systems Quality Association (TISQA)*. Raleigh, NC: CP & L.
- Mehlenbacher, B. (1994). Writing our way out of rightsizing. *IBM-RTP Guest Lecture*. RTP, NC: IBM-RTP.
- Mehlenbacher, B. (1994). The myth of technical transparency: Iteration and usability in effective software design. *SAS Institute Guest Lecture*. Cary, NC: SAS Institute.
- Mehlenbacher, B. (1994). Fighting frozen accidents: The communication of innovative designs and documents. *IBM-RTP Guest Lecture*. RTP, NC: IBM-RTP.
- Mehlenbacher, B. (1992). Online navigation and extralinguistic user interaction. *SAS Institute Guest Lecture*. Cary, NC: SAS Institute.
- Mehlenbacher, B. (1992). How much does a cognitive perspective towards software design really buy us? Integrating usability into the engineering design process. *Industrial Engineering Lecture Series*. Raleigh, NC: NC State.
- Mehlenbacher, B. (1991). Designing and evaluating online support systems. *Tokyo STC Chapter*. Pittsburgh, PA: Carnegie Mellon.
- Mehlenbacher, B. (1991). Online documentation systems and technical communication. *NC State STC Student Chapter*. Raleigh, NC: NC State.
- Mehlenbacher, B. (1990). Using interactive systems for writing/ design instruction. *Computers, Learning, and the University Student Lecture Series*. Waterloo, Ontario: U of Waterloo.
- Mehlenbacher, B. (1990). The rhetoric of scientific and technical writing. *Biochemical Engineering Senior Seminar*. Pittsburgh, PA: Carnegie Mellon.
- Mehlenbacher, B. (1989). A user-centered approach to the design of online help systems. *Centre for Professional Writing Lecture Series*. Waterloo, Ontario: U of Waterloo.
- Mehlenbacher, B. (1989). Motivation in computer-aided instruction: Destruction, competition, collaboration, and basic writers. *Centre for Professional Writing Lecture Series*. Waterloo, Ontario: U of Waterloo.
- Mehlenbacher, B. (1988). Designing and evaluating online help systems. *Rhetoric Department Colloquium*. Pittsburgh, PA: Carnegie Mellon.
- Mehlenbacher, B. (1988). Designing online help systems. *Pittsburgh STC Chapter*. Pittsburgh, PA: Carnegie Mellon.

NATIONAL SERVICE

- Member CiteScholar Scientific Advisory Board 2011-present
- Program Committee Member 1st International Workshop on Communication for Sustainable Communities (IWCSC) 2010
- Conference Co-Chair ACM SIGDOC 09 (School of Informatics, Indiana University at Bloomington) 2008-2009
- Reviewer *Journal of Educational Computing Research* 2008-present
- Reviewer *Human Factors* 2008
- Member STC Instructional Design and Learning Special Interest Group (IDL SIG) 2007-present
- External Reviewer Tenure & Promotion Dr. Phillip McGee, Human Resource Development, School of Education, Clemson University 2006
- Reviewer *Technical Communication Quarterly*, special issue on the Age of Distributed Work 2006
- Reviewer *The Handbook of Computer Networks* (Wiley) 2006
- Reviewer *International Symposium on Knowledge Communication and Conferences (KCC 2006)* 2006
- Elected Chair ACM SIGDOC 2005-present
- Reviewer *American Educational Research Association 2006 Conference* 2005
- Reviewer *Internet, Processing, Systems, and Interdisciplinary Research 2005 Conference* 2005
- Reviewer *ISPI Transactions on Internet Research: Multi-, Inter-, and Trans-disciplinary Issues in Computer Science and Engineering* 2005
- Reviewer *ISPI Transactions on Advanced Research: Multi-, Inter-, and Trans-disciplinary Issues in Computer Science and Engineering* 2005
- Editorial Board Member *Innovate: Journal of Online Education* 2004-2009
- Member American Society for Training & Development 2004-2006
- Judge CCCC/NCTE Outstanding Dissertation Award in Technical Communication 2003
- Reviewer *International Journal of Human-Computer Interaction* 2001
- Reviewer *IEEE Internet Computing*, special issue on Usability and the World Wide Web 2001
- Student Fellows Co-Chair/Web Coordinator ACM Conference on Universal Usability (11 human-computer interaction societies involved, 22 national and 5 international student Fellows) 2000-2002
- Editorial Board Member *The Technology Source*, UNC-CH 1999-2004
- New Articles Associate Editor *ACM Journal of Computer Documentation* 1999-2004
ACM SIGDOC

NATIONAL SERVICE, CONTINUED

- Lead Judge STC Frank R. Smith Outstanding Article Award Committee 1998
- Representative, SIGDOC Technical Communication Summit Meetings 1998
- Awards Officer ACM SIGDOC Bi-Annual Meetings 1997-present
- Chair ACM SIGDOC Graduate Student Competition 1996-2007
- Conference Co-Chair & Program Chair ACM SIGDOC 96 (200 participants; support from SAS, Apple, STC, and IBM-RTP) 1995-1996
- Chair, Research Advisory Committee STC (developed research funding priorities) 1995
- Reviewer *IEEE Transactions on Professional Communication* 1994-present
- Reviewer *Technical Communication* 1994-present
- Judge STC International Online Communication Competition 1994-1996
- Member STC International Student Writing Committee 1994-1996
- Program Committee Member ACM SIGDOC Annual International Conference 1993, 1999, 2001
2005, 2006, 2008
2010, 2011
- Faculty Advisor STC, award-winning NC State Student Chapter 1992-2001

UNIVERSITY SERVICE

- Member University Partnership Council 2011-present
- NC State Contact, IBM-NCSU Pathfinder Mentoring Program NC State-IBM North Carolina University Relations (<http://www.ibm.ncsu.edu>) 2009-present
- Member University Standing Committee on Library, NC State 2010-2013
- Member, LITRE Assessment Committee Learning in a Technology-Rich Environment (LITRE) Assessment Committee, NC State 2006-2010
- Member, Illegal File Sharing Education Committee Student Affairs — Distance Education and Technology Services, NC State 2007-2008
- Chair, Usability Subcommittee University Homepage Design Committee, Offices of Public Affairs/Information Technology, NC State 2006-2008
- Faculty Representative, ClassTech Project Teaching & Learning with Technology Assessment Task Force, LITRE Advisory Board, NC State 2005-2007
- Member, LITRE Associate Learning in a Technology-Rich Environment (LITRE) Associates Program, NC State 2005
- Member, Search Committee Instructional Designer, Online Instructional Programs (IOP) Group, DELTA, NC State 2004-2005
- Member DELTA Faculty Advisory Committee 2003-2007
- Affiliate Faculty Member Digital Games Research Center Computer Science, NC State 2003-present

UNIVERSITY SERVICE, CONTINUED

- Usability Consultant, NC State Homepage Redesign Project, Offices of 1998-2006
Web Development Team Public Affairs/Information Technology, NC State
- Affiliate Faculty Liquid Narrative Initiative, Computer Science 1998-2003
Member NC State
- Chair, Assessment & University Information Kiosk Project, 1999
Evaluation Committee Office of University Extension, NC State
- Member, Task Force Quizzing & Self-Assessment, NC State 1998
- Member, Search Library Technical Specialist, NC State Libraries, 1997
Committee NC State
- Member, Search Distance Education Specialist, Office of 1997
Committee Instructional Technologies, NC State

COLLEGE SERVICE

- Faculty Chair College of Education, NC State 2008, 2010
- Faculty Secretary College of Education, NC State 2009
- Member Peer Review of Teaching Guidelines Task Force 2008
College of Education, NC State
- Member Research Committee 2007
College of Education, NC State
- Unit Coordinator State Employees Combined Campaign (SECC) 2006
College of Education, NC State
- Member Awards Committee, College of Education, NC State 2003-2007
- Member Computer & Technology Committee 2003-2006
College of Education, NC State
- Member CED Homepage Redesign Team 2003-present
College of Education, NC State
- Chair Mission Statement Task Force 2003-2004
College of Education, NC State
- Member, Faculty Friday Institute for Educational Innovation, 2002-2004
Advisory Committee College of Education, NC State
- Member, Planning PhD in Communication, Rhetoric, and 2001-2002
Committee Digital Media, College of Humanities and Social
Sciences (CHASS), NC State
- Member, Search Ergonomics, Psychology Department, NC State 2001
Committee
- Member, Search Professional Writing, English Department, NC State 2001
Committee
- Member, Academic Center for Information Society Studies (CISS), 1999-2002
Advisory Board CHASS, NC State
- Member, Advisory Center for Communication in Science, Technology, 1995-1999
Board and Management (CCSTM), CHASS, NC State

DEPARTMENT SERVICE

- Chair, Tenure & Promotion Committee LPAHE Department
College of Education, NC State 2011-present
- Chair, Web Design Committee LPAHE Department,
College of Education, NC State 2009-present
- Library Representative LPAHE Department,
College of Education, NC State 2009-present
- Chair, Tenure & Promotion Committee AHE Department
College of Education, NC State 2004-2010
- Scheduling Officer AHE Department
College of Education, NC State 2004-2006
- Chair, Student Affairs Search Committee AHE Department
College of Education, NC State 2004
- Member, Two Search Committees Training & Development, AHE Department,
College of Education, NC State 2003
- Library Representative AHE Department,
College of Education, NC State 2002-2004
- Program Coordinator, Training & Development Program AHE Department,
College of Education, NC State 2002
- Member, Tenure & Promotion Committee AHE Department,
College of Education, NC State 2002-2003
- Chair, Industry Relations Committee English Department, CHASS, NC State 1999-2002
- Director, Undergraduate Technical and Scientific Communication Minor English Department, NC State 1998-2002
- Member, Search Committee Professional Writing, English Department, NC State 1995-1997
- Member, MS Advisory Committee English Department, NC State 1991-2002

DOCTORAL DISSERTATIONS (CHAIR OR CO-CHAIR)

Houde, J. (EdD, Adult Education, in progress). "Formal Training and Informal Learning Networks in Organizations."

Castleberry, E. (EdD, Adult Education, 2010). "Influences of Professional Development on Teachers and Teacher Retention: Perceptions of Teachers and Professional Development Administrators."

Moore, T. (EdD, Adult Education, 2009). "The Sojourner's Truth: Exploring Bicultural Identity as a Predictor of Assignment Success in American Expatriates."

Stone, S. J. (EdD, Adult Education, 2009). "Instructor Perceptions of Three-Dimensional (3D) Virtual Worlds: Instructional Use, Implementation, and Benefits for Adult Learners" (Co-Chair: D. Chapman).

McDonald-Fletcher, V. (EdD, Adult Education, 2008). "The Impact of Stress Factors and Social Support on Physician Assistants" (Co-Chair: S. Williams).

Wieland-Handy, L. (EdD, Adult Education, 2008). "The Influence of Work Environment on the Transfer of Training."

DOCTORAL DISSERTATIONS (CHAIR OR CO-CHAIR), CONTINUED

- Petherbridge, D. (EdD, Adult Education, 2007). "A Concerns-Based Approach to the Adoption of Web-based Learning Management Systems" (recipient of 2006 College of Education Support Awards).
- Johnson, P. (EdD, Adult Education, 2006). "Change in Classroom Practices of Technology Use by K-12 Teachers."
- Noble, A. (EdD, Adult Education, 2005). "Determining the Effectiveness of the International Public Management Association for Human Resources Certified Professional Certification Program in Assisting HR Managers in Performing the Responsibilities of Their Job" (Co-Chair: P. Berardinelli).
- Saling, N. (EdD, Adult Education, 2005). "An Empirical Study Comparing the Effect of Feedback, Training, and Executive Coaching on Leadership Behavior Change" (Co-Chair: P. Berardinelli).
- Shank, M. (EdD, Adult Education, 2005). "The Impact of Moral Reasoning on the Performance of Salespeople" (Co-Chair: J. Burrow).
- Coulter, B. (EdD, Adult Education, 2004). "Utilization of Instructional Technology: Towards a Conceptual Model for Teacher Education."

DOCTORAL DISSERTATIONS (COMMITTEE MEMBER)

- Bird, T. S. (EdD, Leadership, Policy and Adult and Higher Education, in progress). "Blogging Through my Son's Incarceration: An Autoethnography Exploring Voice and Power in an Online Space."
- Chintapalli, L. (EdD, Adult Education, in progress). "Balancing Knowledge and Consciousness: Reorientation of Education by Integrating Adult Learning Theory and Holistic Learning Theory."
- Davis, A. D. (EdD, Adult and Community College Education, in progress). "Demographic, Non-academic, and Academic Variables That Predict Persistence in Practical Nursing Programs and Success on the NCLEX-PN."
- DeWeese, B. (EdD, Adult and Higher Education, in progress). "Defining the Constructs of Expert Coaching: A Q-Methodological Study of Olympic Sport Coaches."
- Estler, D. (EdD, Technology Education, in progress). "Identifying Skills and Knowledge Needed to Teach a New and Innovative Technology Education Curriculum."
- Niehaus, J. (PhD, Computer Science, in progress). "A Computational Model for Focus and Inferencing in Narrative Comprehension."
- Thomas, C. T. (EdD, Leadership, Policy and Adult and Higher Education, in progress). "The Relationship of Motivation to Transfer Effort-Performance Expectations, Performance Outcomes Expectations, Self-efficacy, Learner Readiness, Peer Support and Transfer of Training in Nurse Managers Working in Acute Care Hospital Settings."
- Whitman, L. (PhD, Psychology, in progress). "Ergonomics and Interactive Software Tutorials."
- Jones, S. T. (EdD, Leadership, Policy and Adult and Higher Education, 2011). "Technology Integration in the Teaching and Learning Process in Career and Technical Education Programs in North Carolina."
- Markus, L. C. (EdD, Leadership, Policy and Adult and Higher Education, 2011). "Job Satisfaction of International Faculty in Community Colleges Using NSOPF 2004 Data."
- Mullinax, S. A. T. (EdD, Technical Education, 2010). "Internet Activities for a Preschool Education Program Guided by Caregivers."

DOCTORAL DISSERTATIONS (COMMITTEE MEMBER), CONTINUED

- Bae, B. C. (PhD, Computer Science, 2009). "A Computational Model of Narrative Generation for Surprise Arousal."
- Thomas, A. G. (EdD, Higher Education Administration, 2009). "The Relationships Between Students' Use of Instant Messaging and Their Psychological Sense of Community."
- Kim, S-H. (PhD, Industrial Engineering, 2009). "Examining and Explaining the Effects of Non-Iconic Conformal Features in Advanced Head-up Displays on Pilot Performance."
- Roberts, W. E. (EdD, Technology Education, 2009). "The Use of Cues in Multimedia Instructions in Technology as a way to Reduce Cognitive Load."
- Cheong, Y. G. (PhD, Computer Science, 2007). "A Computational Model of Narrative Generation for Suspense."
- Lucas, D. J. (PhD, Curriculum and Instruction, 2007). "Personality Type (MBTI) Relationship to Performance and Satisfaction in Web-Based Instruction (WBI)."
- Mroczka, M. A. (PhD, Psychology, 2005). "Effects of Study Modality and Study Order on Learning Three Alphabets used by Blind Persons."
- Dickerson, J. (EdD, Technology Education, 2004). "Comparing the Effectiveness of a Problem-Based Learning Design to a Lecture-Based Design in a Computer-Training Course Developed for Pre-Service Teaching."
- Matthews, B. (EdD, Technology Education, 2004). "The Effects of Direct and Problem-based Learning Instruction in an Undergraduate Introductory Engineering Graphics Course."
- Riedl, M. O. (PhD, Computer Science, 2004). "Narrative Planning: Balancing Plot and Character."
- Roberts, L. (EdD, Adult Education, 2004). "Not Now, Maybe Later, and Often Not at All: Situational, Institutional, Dispositional, Epistemological, and Technical Barriers to Business-Based Online Training Courses."
- Barnes, T. (PhD, Computer Science, 2003). "The Q-matrix Method of Fault-Tolerant Teaching in Knowledge Assessment and Data Mining."

MASTERS THESES (CHAIR)

- Gottlieb, J. (MS, Training and Development, 2005). "Managers' Perceptions of the Website Development Field: The Process of Creation and the People Involved."
- Teague, A. (MA, English, 1999). "Linking World-Wide Web 'Text' to Critical Theory Researchers: Comparing Domain Experts' Goals and Tasks to Assumptions About Effective Online Information Design."

MASTERS THESES (CHAIR)

- Hale, K. (MS, Technical Communication, 1998). "Web-Based Learning and the Student-Centered Teaching: Assessing Performance and Student Satisfaction in Two Experimental Technical Communication Courses."
- Tomasi, M. (MS, Technical Communication, 1998). "Re-Engineering Online Documentation: A Case Study of APP Builder, An Examples-Based User Support System."
- Schoenrock, J. (MS, Technical Communication, 1997). "Copyright and Authorship Online: Unpacking Notions of Digital Ownership."
- Armagost, M. (MS, Technical Communication, 1996). "Examining the Effects of Formatting on Reviewers' Evaluations of Research Proposals."

MASTERS THESES (CHAIR), CONTINUED

- Carver, M. (MS, Technical Communication, 1996). "Identifying Technical Communication: An Exploratory Study of Values, Issues, and Images in Academia and Industry."
- Corbin Nichols, M. (MS, Technical Communication, 1996). "The Role of Display Tools in Implementing Effective Online Help Systems."
- Edgerton, J. (MS, Technical Communication, 1995). "Matching User Expectations With Menu-Item Names: Implications for the Design of Online Menus."
- Enders, L. (MS, Technical Communication, 1995). "Perceptions About Groupware and Power Relationships in Business Teams."

MASTERS THESES (READER)

- Schulken, S. (MS, Technical Communication, 1994). "Computer-Mediated Communication and Participation in Collaborative Document Reviews: An Interview-Based Study."
- Murphy, E. (MS, Technical Communication, 1993). "A Survey-Based Study of Computer-phobia and Recommendations for Alternative Software Design Techniques."
- Siegler, B. (MS, Computer Science, 2004). "Supporting Electronic CRC Card Sessions with Natural Interaction."
- Lumsden, C. (MA, English, 2000). "Gullah and its Identity: A Community at the Crossroads of Communication."
- Watson, T. (MS, Technical Communication, 1999). "An Electronic Journal for Undergraduate Research: A Case Study in Audience and Systems Analysis."
- Helo, J. (MS, Technical Communication, 1999). "Content Features of Consumer-Catalog Websites."
- Statt, R. (MDS, 1999). "Computer Graphical User Interface Design and the Older Adult."
- Vaughan, M. (MS, Technical Communication, 1999). "Using Historical Comparison to Analyze Contemporary Technology."
- Keyser, M. (MS, Technical Communication, 1999). "Icons for International Audiences: Challenges of Representation and Principles for Design."
- Blackwelder, M. (MS, Technical Communication, 1998). "Finding Information Online: An Empirical Study of Searching Versus Browsing."
- Biliouris, C. (MS, Technical Communication, 1996). "A Metaphor Analysis of the Rhetorical Vision in Hypertext Documentation."
- Haga, C. (MS, Technical Communication, 1996). "In Effect but not in Actual Fact: A Rhetorical Analysis of the Journey Metaphor in Technical Reports on Virtual Reality Systems."
- Powell III, E. (MS, Technical Communication, 1995). "Technological Turn-Offs: Predicting Computer Anxiety as it Relates to Other High-Technology Devices."
- Bruns, P. (MS, Technical Communication, 1994). "The Application of Research-Based Document-Design Principles to a Software User's Manual."
- Friday, J. (MS, Technical Communication, 1993). "A Determination of Gender-Based Writing Differences in Students' Letters of Job Application."
- Larsen, J. (MS, Technical Communication, 1993). "Orality and Literacy: A Case Study of how Computer Technology is Changing the Traditional Models."
- Demmer, D. (MDS, 1992). "Instructional Design Issues and Technical Communicators."

PROJECTS AND CAPSTONES (GRADUATE REPRESENTATIVE, CONSULTANT, ADVISOR)

Gaffney, A. L. H. (PhD, Communication, Rhetoric, and Digital Media, 2010). "Communicating About, In, and Through Design: A Study Exploring Communication Instruction and Design Students' Critique Performance" (Faculty Graduate Representative).

Consultant for 27 MS in Technical Communication and Advisor for 32 MEd in Training and Development students' capstone projects (1999-present).

TEACHING*Graduate Courses*

EAC 731 (x 1)	Technology in Adult, Higher, and Human Resource Education, NC State	2011-present
EAC 551 (x 2)	Research in Adult & Higher Education, NC State	2010-present
EAC 595b (x 1)	Games and Learning Design	2009
EAC 581 (x 5)	Advanced Instructional Design in T&D, NC State	2007-present
EAC 580 (x 2)	Designing Instructional Systems in T&D, NC State	2007-present
EAC 795 (x 2)	Research in Web-Based Instruction, NC State	2005-present
EAC 583 (x 6)	Needs Assessment & Task Analysis in T&D, NC State	2004-present
EAC 585 (x 8)	Integrating Technology into Training Programs, NC State	2003-present
EAC 586 (x 7)	Methods and Techniques for T&D, NC State	2003-present
EAC 595a (x 3)	Developing Technology-Based Training, NC State	2002
ENG 675 (x 1)	Projects in Technical Communication (Capstone), NC State	2000
ENG 519 (x 7)	Online Information Design & Evaluation, NC State	1995-2002
ENG 517 (x 9)	Advanced Technical Communication, NC State	1991-1999
ENG 699 (x 1)	Computers and Writing, Carnegie Mellon	1990

Undergraduate Courses

ENG 314 (x 3)	Technical Document Design & Editing, NC State	1999-2001
ENG 421 (x 6)	Computer Documentation Design, NC State	1997-2002
ENG 333 (x 6)	Communication for Science & Research, NC State	1993-1997
ENG 112 (x 1)	Franklin Scholars Reading & Writing (MOO), NC State	1993
ENG 331 (x 12)	Communication for Engineering & Technology, NC State	1991-1998
ENG 322 (x 7)	Advanced Composition & Rhetoric, NC State	1991-1994
MAN 111 (x 1)	Management Communication, Carnegie Mellon	1989
ENG 120 (x 2)	Reading-to-Write, Carnegie Mellon	1988
ENG 119 (x 2)	Strategies for Writing, Carnegie Mellon	1987
HUM 111 (x 2)	Introduction to Computer Technology, U of Waterloo	1986
ENG 101 (x 2)	Introduction to Writing, U of Waterloo	1986
ENG 495 (x 1)	Computer-Assisted Learning, U of Waterloo	1985

GRANTS AND FUNDING

- **Innovations in Engineering Education, Curriculum, and Infrastructure (IEECI), National Science Foundation, \$175,000, 2009-2011**
Christine Grant (Principal Investigator), Tuere Bowles, Brad Mehlenbacher, Steve Peretti, and Pamela Martin: "Sustainability, Energy, and Environment: Creating an ARK of Excellence on the 'SEE'."
- **IDEA (Innovation in Distributed Education Applications) Grant, NC State University, \$4875, 2004-2005**
Diane Chapman (Project Coordinator), Brad Mehlenbacher, and Tim Hatcher: "Development of an Online Orientation for DE Students."
- **DELTA Program Grant, NC State University, \$109,300, 2003, 2004**
Principal Investigator: "Funding for Training and Development Program Online Development Efforts."
- **Friday Institute Seed Grant, College of Education, \$900, 2003**
Principal Investigator with Bob Serow: "Survey-Based Evaluation of Web-Based Instruction."
- **NC State Research, Outreach, and Extension Grant, \$22,753, 1999**
Principal Investigator with Stan Dicks: "Usability Testing *Ask NC State*: A Student-Faculty Collaboration to Characterize and Document the Audience for NC State's Web-Based Extension Service."
- **NC State College of Humanities and Social Sciences (CHASS) Distance Education Grant, \$22,000, 1999**
Co-Investigator with David Covington and Stan Dicks: Created online course materials for Graduate Certificate in Technical Communication.
- **NC State CHASS Online Education Stipend, \$3,250, 1998**
Principal Investigator: Developed online Computer Documentation Design course for integration with experimental Technical Communication Virtual Campus (TechComm-VC).
- **Vice Provost for Academic Computing/Center for Communication in Science, Technology, and Management (CCSTM), Writing Online Project, \$25,700, 1997-1998; \$27,900, 1998-1999**
Co-Principal Investigator with Carolyn Miller, David Covington, and Jamie Larsen: Assessed Web-based writing versus conventional writing instruction quantitatively and qualitatively.
- **NC State Undergraduate Teaching Excellence Grant, \$10,000, 1993**
Principal Investigator: Designed and developed collaborative tools for a virtual campus.
- **NC State CHASS Research Grant, \$2,500, 1992**
Co-Principal Investigator with Carole Chaski: Developed software for teaching linguistics.
- **NC State Instructional Computing Grant, \$1,600, 1991**
Co-Investigator with Carole Chaski: Developed software for teaching meta-linguistic analysis.
- **Digital Equipment Corporation/Carnegie Mellon Fellowship, \$25,000, 1989-1991**
Principal Investigator: Compiled historical chronology of Digital Equipment Corporation (DEC) and Carnegie Mellon's relationship. Selection criteria included an outstanding scholastic record and high potential and motivation for continued scientific excellence.
- **Apple Computer Research Grant, \$4,000, 1988**
Project Manager: Supervised team that evaluated HyperCard 1.0's online help system.
- **Ontario Ministry of Education Computer Grant, \$15,000, 1985-1987**

PROFESSIONAL COMPUTER EXPERIENCE

- Over the last twenty-five years, I have worked with the following systems, languages, and utilities (in addition to managing four listservs devoted to usability, communication design, electronic and technical communication):

Software/Language

- Interleaf, FrameMaker, PageMaker, e-mail programs, news readers, Adobe Acrobat, HTML editors (Adobe, Symantec, Claris, Macromedia Dreamweaver), tools (Fireworks, Flash), and environments (WebCT Vista, Blackboard, Elluminate!)
- Macintosh software, languages, and utilities
- LISP, NATAL, cT, SAS, Interleaf, Netscape, Mosaic, Explorer, Bookmaster, DecWriter
- Natural/Adabase, Cas/Dal, PowerHouse
- GERM (BNR database language), Xedit/Rexx, FORTRAN, COBOL, PL-1
- DataFlex, DBase III, Lotus 1-2-3, Systat, WordPerfect, Microsoft products, SPSS

Operating System/Hardware

IBM-486, DEC 2100, HP 7100, Sparc, Macintosh G3/G4 PowerBook, Tungsten Palm, iPod (have owned Apple Macintosh machines since 1987)

Macintosh SE, II, IIsi, Quadra, PowerBook, PowerPC 7100, iBook, tBook, G3/G4, MacBook Pro Intel

Unix, Qnx, Icon, Andrew, Eos/Unity

VMS, Vax 750/785

CMS, IBM 380, IBM 4341

CP/M, MS-DOS, Windows 3.1/95/98, HP-150, IBM-XT, IBM-486.