

R. Stanley Dicks
stan_dicks@ncsu.edu
Department of English
North Carolina State University

Education

PhD	English	Ohio University	Athens, Ohio	1975
MA	English	Ohio University	Athens, Ohio	1971
BA	English/Psychology	University of North Carolina	Chapel Hill, NC	1969

Academic Experience

Associate Professor, North Carolina State University, Raleigh, NC, 1997-present. Teach undergraduate and graduate courses in technical and professional writing. Director for M.S. in Technical Communication program (1999-present).

Editor-in-Chief, *Journal of Computer Documentation*, Association of Computing Machinery Special Interest Group in Documentation (SIGDOC), New York, 2001-2002.

Guest Lecturer, Fairleigh Dickinson University, Teaneck, NJ, 1989 - 1996
Acted as Guest Lecturer each semester for graduate level courses in Technical Communication.

Chair, Department of English, Wheeling Jesuit University, Wheeling, WV, 1979-1981.
Managed all budgeting, hiring, purchasing, accounting, personnel assignments, scheduling, and reporting

Assistant Professor, Wheeling Jesuit University, Wheeling, WV, 1976-1981. Taught full course load in writing, introductory literature, honors, upper-level literature, advanced composition, and technical writing. Awarded tenure in 1980.

Consultant, Consortium of American Small Colleges, Washington, D. C., 1978-1981.
Conducted training and consulting sessions for professors and administrators at small colleges in effective program development and pedagogic methodology for traditional, non-traditional, mature, and professional students.

Director, Writing Lab, Muskegon College, Muskegon, MI, 1974-1976. Established and managed writing lab to train traditional and professional students in all types of writing, including business and technical writing.

Teaching Fellow, Research Fellow, Ohio University, Athens, Ohio, 1970-1974

Nonacademic Experience

Director, Learning Support, Bellcore (now Telecordia Technologies), Piscataway, NJ, 1987-1997. Managed information design and development group of technical communicators producing electronic performance support systems, customer training, documentation, and online help for telecommunications industry software systems for mainframe, mini, and PC platforms.

Documentation Manager, AT&T Bell Laboratories, Middletown, NJ, 1985-1987. Managed development of customer documentation for the Merlin telephone system, including complete communications systems and computer peripherals.

Supervising Proposals Engineer, Burns & Roe, Oradell, NJ, 1983-1985. Performed complete project management for development of proposals and marketing publications for multi-million dollar consulting projects to business, government, and industry clients in the energy/environmental industry.

Technical Publications Supervisor, United Technologies, Pittsburgh, PA, 1981-1983. Wrote customer instruction and technical manuals for environmental and safety instrumentation products.

Honors and Awards

Society of Technical Communication Award of Achievement	1993
Society of Technical Communication Award of Excellence	1993
Society of Technical Communication Award of Excellence	1990
Phi Kappa Phi Honorary Society	1974

Publications

Books

Management Principles and Practices for Technical Communicators. Allyn & Bacon Series in Technical Communication. New York: Longman/Allyn & Bacon, 2004.

Book Chapters

“How Can Technical Communicators Manage Projects.” In *Solving Problems in Technical Communication*. J. Johnson-Eilola and S. Selber (Eds.) Accepted by University of Chicago Press. 2009. In Progress. (Invited.)

“The Effects of Digital Literacy on the Nature of Technical Communication Work.” In *Digital Literacy for Technical Communication: 21st Century Theory and Practice*. D. Clark & R. Spilka (Eds.). Mahwah, NJ: Lawrence Erlbaum Associates. 2009. In press. (Invited.)

“Cultural Impediments to Understanding: Are They Surmountable?” in *Revising a Discipline: New Directions for Technical Communication, Industry, and the Academy in the 21st Century*. R. Spilka & B. Mirel (Eds.). Mahwah, NJ: Lawrence Erlbaum Associates. 2002. (Opening essay in book.)

“A Pedagogical Framework for Faculty-Student Research and Public Service in Technical Communication.” in *Innovative Approaches to Technical Communication: Teaching, Administration, and Curriculum*. Selfe, D., Kitalong, K. & Bridgeford, T. (Eds.). Utah State, 2004. (Co-authored with B. Mehlenbacher.)

Refereed Articles/Proceedings Papers

“Mis-Usability: On the Uses and Misuses of Usability Testing.” *SIGDOC 2002: The 20th Annual ACM SIGDOC Conference Proceedings*. Toronto: ACM, October 2002, pp. 26-30.

“The Paradox of Information: Control Versus Chaos in Managing Documentation Projects with Multiple Audiences.” *IPCC/SIGDOC 2000: The 18th Annual ACM SIGDOC Conference Proceedings*. Cambridge, MA: ACM, September 2000, pp. 253-259.

“Customer Analysis in the Wired Age.” *SIGDOC '96: The 14th Annual International ACM SIGDOC Conference Proceedings*. RTP, NC: ACM, October 1996, pp. 267-270.

“Logistics of Integrating Online Help, Documentation, and Training: A Practical Example.” *SIGDOC '95: The 13th Annual International ACM SIGDOC Conference Proceedings*. Savannah, GA: ACM, October 1995, pp. 34-38.

“Integrating Online Help, Documentation, and Training.” *SIGDOC '94: The 12th Annual International ACM SIGDOC Conference Proceedings*. Banff, Alberta: ACM, October 1994, pp. 115-118.

“Managing Technical Writers by Wandering Around.” *Proceedings of the Society for Technical Communication Conference, 40th ed.*, Arlington, VA: STC, June 1994, pp. 236-241.

Non-Refereed Articles

“Commentary on 'What is Text Really?'” *The Journal of Computer Documentation*, 21 (3) (1997), pp. 36-39.

“Pages, Books, the Web, and Virtual Reality: A Response to Negroponte's Books Without Pages.” *The Journal of Computer Documentation*, 20 (3) (1996), pp. 9-13.

Non-Refereed Conference Presentations

“Multi-modal Program Review and Assessment.” With S. Katz and J. Swarts. Conference Proceedings for the 34th Annual Meeting of the Council for Programs in Technical and Scientific Communication. Greenville, NC, October, 2007.

“Envisioning and Designing Usability Measures for Complex Systems.” Workshop in HCI & Information Design to Communicate Complex Information, Memphis, TN, February 2007.

“Communicating Technical Communicators’ Value Added.” 51st Annual Society for Technical Communication Conference, Baltimore, MD. May 2004.

“Journals in Professional, Technical, and Scientific Communication: Where Are We Now and Where Are We Going?” 18th Annual SIGDOC Conference, Cambridge, MA. September 2000. (Co-presented with G. Hayhoe & K. Campbell.)

“Aristotle versus Horton: Theory and Practice in Technical Communication.” Symposium 2000 on Academic and Industry Collaboration in Technical Communication. Milwaukee, WI. June 2000.

“Alternative Usability Testing Methods for Technical Communicators.” Society for Technical Communication/Carolina Chapter Region 2 Conference. Raleigh, NC. July 1999. (Invited.)

“Usability and Assessment Methods for Instructional Systems.” Summer Institute for Distance Learning. Raleigh: NC State University. May 1999. (Co-presented with B. Mehlenbacher and D. Westmoreland.)

“Technical Communication in Academia and Industry: The Cultural Gaps that Prevent Understanding.” Association of Teachers of Technical Writing 2nd Annual Meeting, Atlanta, GA. March 1999.

Reports

“Summary Report for NC State Extension, Research, & Outreach Grant.” Raleigh, NC: NC State Extension, 1999.

Book Reviews

Simon & Schuster's *Multimedia Handbook for Writers* by Lynn Troyka. Reviewed in *Issues in Writing*, 9 (2), 1999, pp. 224-227.

Teaching

Courses Taught

Technical Document Design and Editing

Communication for Engineering and Technology
Communication for Business and Management
Internship in Writing and Editing
Usability Studies for Technical Communication (Graduate Course)
Advanced Technical Writing and Editing (Graduate Course)
Publications Management for Technical Communication (Graduate Course)
Designing and Writing Instructional Information (Graduate Course)
Projects in Technical Communication (Graduate Course)

Courses Developed

Usability Studies for Technical Communication (Graduate Course)
Publications Management for Technical Communication (Graduate Course)
Designing and Writing Instructional Information (Graduate Course)

Thesis Committee Service

Consultant, M.S. Project Committees, multiple (2000-2007)
Member, PhD Committee, Soyun Kim, Department of Psychology (2009)
Member, M. S. Committee, Kevin E. Hicks, Department of Psychology (2007)
Member, PhD Committee, William J. Vigilante, Department of Psychology (2001)
Member, M.S. Committee, Anna Teague, Department of English (2000)
Chair, M.S. Committee, Julia Helo, Department of English (1999)
Member, M.S. Committee, Morris Vaughan, Department of English (1999)
Member, M.S. Committee, Jennifer Moore, Department of English (1998)
Member, M.S. Committee, Chris Barrett, Department of English (1998)

Professional Activities

Editorial Review Board, *The Journal of Business and Technical Communication* (2002 – present)
Referee/Reviewer, Technical Communication (2002-present)
Educational Liaison, Carolina Chapter STC (2000-present)
Reviewer/referee for Pearson/Longman (2004-2006) and Pearson/Prentice Hall (2007).
Editor-in-Chief, *Journal of Computer Documentation* (2001-2002)
Reprints Editor, *Journal of Computer Documentation* (1996-1997)
Reviewer, proposals for SIGDOC Conference (1994-1996)
Tutorials Chair, SIGDOC Conference (1995)
Program Committee, SIGDOC Conference (1994, 1995)
Reviewer, proposals for STC Conference (1991-1993)

Professional Memberships

Association for Computing Machinery Special Interest Group in Documentation
Association of Teachers of Technical Writing
Society for Technical Communication

Usability Professionals Association

Committee Service

Advisory Committee (2007-present)

Graduate Studies Committee (1999-present)

Director, English MS Program (1999-present)

English M.S. Committee (1997-present)

Coordinator, Undergrad Minor, Technical/Scientific Communication (2003-present)

Undergraduate Studies Committee (2003-2004)

Curriculum Committee (1998-2000, 2001-2002)

Mentoring Committee (2002-2004)

Ad hoc Distance Education Certificate Committee (2002-2003)

Rhetoric/Tech. Comm. Search Committee (2001-2002, 2006-2007)

Ad hoc English Dept. Website Committee (2000-2001)

Represented English Department at the Council for Programs in Technical and Scientific Communication's Annual Conference, (1998, 2007)