

## REBECCA M. TOWNSEND

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### EDUCATION

- Ph.D. Communication**, University of Massachusetts Amherst, 2004. Dissertation: "Deliberation and Democracy: Ethnography of Rhetoric in a New England Town Meeting." Committee: Donal Carbaugh (Chair), Vernon Cronen, Laura Jensen.
- M.A. Speech Communication/Rhetorical studies**, Indiana University, Bloomington, 1997. Thesis: "The Transformation of 'Tolerance' in the Age of McCarthyism: A Case of Problematic Rhetorical Remembrance." Committee: John Louis Lucaites (Chair), Robert L. Ivie, Cherie Bayer
- B.A. Communication**, University of Massachusetts Amherst, 1995, *cum laude* [3.79 GPA]. Communication/rhetorical education focus. Minor: History. Earned a Commonwealth of Massachusetts Educator's Certificate in Communication and Performing Arts (All levels) at the Provisional with Advanced standing stage of certification.

### ACADEMIC APPOINTMENTS

- 2016-2017 Professor in Residence, Civil and Environmental Engineering Department, University of Connecticut, Storrs, CT
- 2014-present Professor, with Tenure, Manchester Community College (MCC), Manchester, CT
- 2012-2014 Associate Professor, MCC
- 2010-2012 Assistant Professor, MCC
- 2008-2010 Instructor, MCC
- 2007-2008 Visiting Assistant Professor, School of Communication, University of Hartford, Hartford, CT
- 2006-2007 Lecturer (full-time), George W. Spiro '71 Business Communication Program, University of Massachusetts (UMass) Isenberg School of Management, Amherst, MA

### **Special and Temporary Appointments**

- 2016-present Adjunct Professor, Clark University School of Professional Studies, Master of Science in Professional Communication, Łódź and Warsaw, Poland and online
- 2015-2016 Chair, Communication and Humanities Department, MCC
- 2014-2015 Co-Chair, Communication and Humanities Department, MCC
- 2010-2014 Faculty Coordinator, Institute for Community Engagement and Outreach, MCC
- 2004-2006 Adjunct Professor, Holyoke Community College, Holyoke, MA
- 2005 Adjunct Professor, University of Hartford
- 2005 Visiting Lecturer, Communication Department, UMass
- 2001-2004 Adjunct Professor, Division of Continuing Education, UMass
- 2001-2004 Adjunct Professor, Communication and Information Technology Department, Bay Path College, Longmeadow, MA

- 1997-2004 Teaching Associate, UMass (*10 Commendations for Teaching Excellence*)  
 1996-1997 Associate Instructor/Lead instructor, Speech Communication Department,  
 Indiana University, Bloomington, IN  
 1995 Student Teacher, English Department, Amherst Regional High School, Amherst,  
 MA

## HONORS

### International

**International Association of Public Participation Core Values Award—First Runner-Up in the Project category 2011.**

<http://www.iap2.org/displaycommon.cfm?an=1&subarticlenbr=472>

### National

**White House Champion of Change for Transportation Innovation 2012.**

<http://www.whitehouse.gov/champions/transportation-innovators>

**Presentation: "Tangible Successes." White House.**

Video available: <http://www.youtube.com/watch?v=cZ4Sgacj-yM>

(Announcement by Federal Motor Carrier Safety Administration Administrator

Anne Ferro at 15:45, Self-Introduction at 44:09, Response to question by

Administrator Victor Mendez of the Federal Highway Administration question at 50:11) Washington, D.C., 31 Jul. 2012.

**Ashoka U "Exchange Scholar" for 2014 Ashoka U Exchange, Brown University, Providence,**

RI. 20-24 Feb. 2014. <http://ashokau.org/blog/faculty-hero-rebecca-m-townsend/>

**National Communication Association's Robert Gunderson Award for Outstanding Debut Paper, 1997.**

### State

**First State of Connecticut Board of Regents System-Wide Scholarly Excellence Award, 2014.** "The awards are given to recognize faculty at the community colleges who are doing exceptional scholarly work befitting the community college mission."

**Commonwealth of Massachusetts House of Representatives Citation of Honor, 2012.**

**Connecticut Department of Higher Education Community Service Award for Commitment to Service and Leadership, 2011.**

### College/University

**First Manchester Community College Scholarly Excellence Award, 2014.**

**Nominated for University of Massachusetts Amherst Alumni Association Distinguished Alumnus Award, 2014.**

**Lambda Pi Eta Honor Society (Beta Kappa Chapter), Honorary Member, 2013.**

**MCC Woman of the Year, 2011.**

**Distinguished Teaching Award Nominee, 2006-2007.**

### Undergraduate

William F. Field Alumni Scholar, Senior Leadership Award, Phi Kappa Phi Honor Society, Golden Key National Honor Society, Mortar Board Senior Honor Society, Pi Alpha Theta (International Honor Society in History), Kappa Delta Pi (International Honor Society in Education), Dean's List (7 of 8 semesters).

### GRANTS

#### Funded

University of Connecticut Humanities Institute Public Discourse Project "National Issues Forum Deliberation Evaluation" (\$7000). With Glenn Mitoma, 2016-2017.

Eastern Communication Association Applied Urban Communication (\$2500) 2016.

Kettering Foundation, "Public Infrastructure" (\$14,000—\$8500 subcontracted). 2015-2016.

Co-Principal Investigator, "Social Network Effects on Attitudes about Pedestrian Street Crossing Behavior" New England UTC Year 25 Research Proposal for the period August 23, 2014 – May 22, 2016 (extended to 2017) (Co-PIs: John N. Ivan and Nalini Ravishanker) Total cost \$365,477; \$25,000 awarded to MCC. Approved 13 Nov 2014. Press: King, Ryan Caron. "Survey: How Do You Cross a Street in Connecticut?" WNPR. 16 Feb. 2016 <http://wnpr.org/post/survey-how-do-you-cross-connecticut-street#stream/o>

William Caspar Graustein Memorial Fund Discovery Grant (\$1500) Application for MCC's ICEO 2013-2014.

Kettering Foundation (\$5,000) 2012-2013. "Talk" and "Action" on the Academic Achievement Gap.

Principal Investigator, "Partnership for Inclusive, Cost-Effective Public Participation." U.S. Department of Transportation's Federal Transit Administration Public Transportation Participation Pilot Program (Awarded \$77,368, project came in \$11,408 under budget) 2010-2013.

- Profiled as one of two case studies for Illinois DOT "[Recommendations to the Illinois Department of Transportation to Enhance Quality Public Engagement](#)"
- Project chosen for Open Government Partnership launch event 20 Sept. 2011 in New York, by Lucas Cioffi. Participants: administrators in 40+ national governments. <http://www.opengovpartnership.org/>
- Listed in National Communication Association Grants Database.
- Practical application as part of the Manchester Transit Enhancement Study for 2012 Knowledge Corridor Sustainability Grant [http://www.sustainableknowledgecorridor.org/site/sites/default/files/Final-6-18-2012%20Progress%20Report%20Narrative\\_for\\_web.pdf](http://www.sustainableknowledgecorridor.org/site/sites/default/files/Final-6-18-2012%20Progress%20Report%20Narrative_for_web.pdf)

MCC Foundation (\$750) to support the "It's How We Roll" Symposium of student-community deliberation research results on the Manchester Transit Enhancement study, May 2012.

### **MCC Cultural Program Committee**

**(\$500)** with Sarah Cieglo, to support Global Issues Conference

<http://www.manchestercc.edu/24th-annual-global-issues-conference-understanding-social-media-and-global-change/>

**(\$1000)** to support pianist/vocalist Kristi Martel for campus performance

<http://www.kmetal.net/> 17 Mar. 2011.

**(\$1000)** to support HartBeat Ensemble performance of a reading of *Ebenezza: A Hartford Holiday Carol* <http://hartbeatensemble.org/ebenezza-a-hartford-holiday-carol/> Dec. 2008.

### **MCC President's Innovation Fund**

**(\$800)** to support the FTA Community Roundtable kick-off luncheon discussion session (with Accounting Professor Martin Hart), Mar. 2010.

**Civic Engagement Outreach Support Grants** (not funded)

### **MCC Center for Teaching**

**(\$300)** Workshops on Teaching Public Speaking and Assessing Oral Communication, Dr. Isa Engleberg, Fall 2014.

**(\$300)** Academic Community Service Learning guest speakers, Mari Castañeda Paredes, Erica Scharrer, and Leda Cooks from UMass, Spring 2009.

**U. Hartford Cardin Grant (\$850)** Advocating Mentoring and Recruiting Mentors, 2007-2008.

**U. Hartford College of Arts and Sciences Travel Grant (\$500)** 2007.

**UMass Intercultural Dialogue Project (\$500)** 2007.

### **Proposals and Collaborations**

**Transportation Technology & Society, Academic Plan Proposal for the University of**

**Connecticut. (Request for \$150,000)** Project Director: Norman Garrick. Co-Director: Carol Atkinson-Palombo. Key Personnel: Sara Bronin, Phoebe Godfrey, Kerry Marsh, Sanguthevar Rajasekaran, Anji Seth, Rebecca Townsend, Mark Healey, proposed 2017.

**Communication Lead, "NRT-DESE: Transportation for Sustainable Cities," National Science Foundation Research Traineeship (NRT) Program (Solicitation NSF 14-548)** (PI: Nicholas E. Lownes and Carol Atkinson-Palombo) Total cost: \$2,999,033 Pre-proposal submitted 25 Apr. 2014. Not funded.

**National Communication Association Application for Communication Scholarship and Transportation Policy Working Group** (not funded). Collaborated with Brion van Over and Guy McHendry, 2013.

**William T. Grant Foundation** (not funded) "Fusing Civic Learning to Success in the Classroom – Secondary and Higher Education." 2012.

Collaborated with **University of Vermont, University of New Hampshire, Quinsigamond Community College, and the Community College of Vermont** on a national proposal to establish a community college workforce initiative in a regional university transportation center (UTC) research grant. 2012.

Collaborated with the **University of Connecticut** to assist with workforce development in transportation as part of their UTC application. 2012.

## Graduate

**U. Massachusetts University Fellowship** 1999-2000; **Dissertation Research Grants:** Fall 1999, Spring 2000, Spring 2004; **Communication Department Travel Grants:** Fall 1997, Spring 2000; **Graduate School Travel Grants:** Fall 1997, Fall 1998, Spring 2000; **IU Foundation Scholarship** 1997; **IU Speech Communication Dept. Graduate Student Research Grant Recipient** 1997.

## SCHOLARSHIP

### Publications

- "Transporting Communication: Community College Students Facilitate Deliberation in Their Own Communities" in Deliberative Pedagogy and Democratic Engagement. Eds. Timothy J. Shaffer, Nicholas V. Longo, Idit Manosevitch, and Maxine S. Thomas. Michigan State UP. (Anticipated 2018).
- Lawrence, W., Townsend, R.M., Ivan, J., Ravishanker, N., Mamun, S., Caraballo, F., Zhang, Y. "The Rhetorical Process of Justification in Pedestrian Safety Deliberations" report produced for the Kettering Foundation, Dayton, OH, 2016.
- "Mapping Routes to Our Roots: Student Civic Engagement in Transportation Planning." Service-Learning at the American Community College: Theoretical and Empirical Perspectives. Eds. Amy Traver & Zivah Perel Katz. Palgrave Macmillan. 2014.
- "Engaging 'Others' in Civic Engagement through Ethnography of Communication." *Journal of Applied Communication Research*, 41 (2013): 202-208.
- "Partnership for Inclusive, Cost-Effective Public Participation Final Report" U.S. Department of Transportation's Federal Transit Administration Public Transportation Participation Pilot Program, Report, 2012. Funding number: CT-26-1000  
<http://www.fta.dot.gov/research>
- "Town Meeting as a Communication Event: Democracy's Act Sequence." *Research on Language and Social Interaction*. 42 (2009): 68-89.
- "Review of Cathy Stanton, *The Lowell Experiment: Public History in a Postindustrial City*, H-Urban, H-Net Reviews. Mar. 2007. <http://www.h-net.msu.edu/reviews/showrev.cgi?path=175231176825833>
- "Local Communication Studies." Lead Review Essay. *Quarterly Journal of Speech* 92 (2006): 202-222.
- "Widening the Circumference of Scene: Local Politics, Local Metaphysics." *KBJournal*. Spring 2006. [www.kbjournal.org/townsend](http://www.kbjournal.org/townsend)
- Review of Jay Jordan's "Dell Hymes, Kenneth Burke's 'Identification,' and the Birth of Sociolinguistics" [*Rhetoric Review* 24 (2005): 264-279]. *KBJournal*. Spring 2006. [www.kbjournal.org/townsend2](http://www.kbjournal.org/townsend2)

### Selected Public Contributions

- "Massachusetts Town Meeting." <http://participedia.net/en/cases/massachusetts-town-meeting> 3 Jan. 2017.

- "Engaging in Public Dialogue and Transportation Planning" (13 Aug. 2013)  
<http://www.natcom.org/praxis/>, Incorporated into Nancy Kidd and Trevor Parry-Giles's  
 "Another View on Communication Scholarship" InsideHigherEd.com (13 Aug. 2013)  
<http://www.insidehighered.com/views/2013/08/13/essay-defends-state-communications-scholarship>
- Contributor, "Open Government Guide: Public Participation Chapter"  
<https://docs.google.com/document/d/16VYWpslkyEowgtZwIApisQB8zKXtsThtC7kjh9TQPy4/edit?disco=AAAAAF1d3Rs#heading=h.rxofzxt7ysnb>
- "Reaching Out, Making a Difference." White House Champions of Change Blog posted 30 Jul. 2012. <http://www.whitehouse.gov/blog/2012/07/30/reaching-out-making-difference>
- "Representative Town Meeting." *Participedia*. 21 Dec. 2011.  
<http://participedia.net/cases/representative-town-meeting>
- "Partnership for Inclusive, Cost-Effective Public Participation" Project selected for inclusion in the *Dimensions of Public Engagement with Science Catalog* (funded by the National Science Foundation), <http://dimensionsofpes.wikispaces.com/> (one of 50; 200+ submitted). 2011.

#### **In preparation**

- Mallin, I., & Townsend, R.M. *Public Institutions of Access and Opportunity: State Comprehensive Universities and Community Colleges in the Higher Education Ecosystem*. Under contract with Lexington.
- Townsend, R.M. "'Kick Everything Very Hard And See What Happens:' Some Polish Perspectives on Brexit, Immigration, the Others, and Ourselves." Submitted to W. Jia, Ed., *Intercultural Communication: Adapting to Emerging Global Realities: A Reader* (2nd Edition) Cognella, San Diego, CA.
- Lawrence, W., Townsend, R. M., Ivan, J., Ravishanker, N., Mamun, S., Caraballo, F., Zhang, Y. "The Rhetorical Process of Justification in Pedestrian Safety Deliberations."

#### **Invited Presentations**

- "Speaking of Cities: Infrastructure and Human Interactions with It" (tentative title) for the Urban Communication Foundation, Eastern Communication Association. Boston, MA 1 Apr. 2017.
- "Advances in Dialogue and Deliberation Research" with Lori Britt. Eastern Communication Association. Baltimore, MD 2 Apr. 2016.
- "Connecting Connecticut's Colleges & Universities to Deliberative Practice." Connecticut Campus Compact 3<sup>rd</sup> Annual Awards Breakfast, New Britain, CT 17 Jun. 2015.
- "Contributions to Outstanding Teaching from the Community College." Eastern Communication Association. Providence, RI 26 Apr. 2014.
- "Public Deliberation as Engaged Scholarship" First Vice President's Panel, "The Engaged Discipline: Connections between Theory and Praxis." (With Kathleen Hall Jamieson, Patrice Buzzanell, Martín Carcasson, Damion Waymer, G. Thomas Goodnight, Laura Lindenfeld, Dan O'Hair). National Communication Association Convention, Washington, D.C., 21 Nov. 2013.

- "Getting Around: Engaging the Public's Ideas, Stories and Opinions to Improve Transportation" Part of the Institute on Transportation in the Rhode Island College's Promising Practices Conference: Civic and Community Engagement. With John Flaherty, Co-director, Coalition for Transportation Choices; Brian Hull, Senior Consultant, Research and Advisory Practice, Initiative for a Competitive Inner City; Melissa Long, Rhode Island Department of Transportation; Amy Pettine, Special Projects Manager, Rhode Island Public Transit Authority; William Potter, Rhode Island College student and RIPTA intern. Providence, RI, 2 Nov. 2013.  
[http://ric.libguides.com/promising\\_practices](http://ric.libguides.com/promising_practices)
- "Partnership for Inclusive, Cost-Effective Public Participation." Presented as part of a panel on International Association for Public Participation Core Values Award Winners. 12 March 2013 Webinar.
- "Engaging the Hard-To-Reach." New England Transportation Workforce Development Summit, MIT Cambridge, MA, 26-27 Sept. 2013.
- "Making Routes to Our Roots: Community College Students Can Reach 'Hard-to-Reach' Publics." U.S. Department of Transportation. Environmental Justice Workshop. Washington, D.C., 17 Jul. 2012.
- "Partnership for Inclusive Cost-Effective Public Participation." Transportation Research Board Public Involvement Committee. Washington, D.C., Jan. 2012.
- "Rubrics Cube: Figuring a Pattern out of a Puzzle of Interests." Manchester Community College Center for Teaching, Spring 2010.
- "Terms for Our Talks: Deliberative and Otherwise." Spotlight on Scholarship: Donal Carbaugh. Eastern Communication Association Convention. Providence, RI, 25-29 Apr. 2007.
- "My Memory of (the late) Professor Hermann Stelzner, My Undergraduate Professor." Eastern Communication Association Annual Conference. Boston, MA, 24 Apr. 2004.
- "Historical Views of Town Meeting and Local Participation." Massachusetts Municipal Management Association Fall Conference on Trust in Government: Being Credible in an Incredible World. Amherst, MA, 20 Nov. 2003.
- "'Back-Benchers,' 'Bleeding Hearts,' and 'Cold Warriors' all in a 'Town with a Foreign Policy': Amherst's Communication Event and its 'Cast of Characters.'" Language and Social Interaction Northeast Mini-Conference: Social Positions and Structures in Social Interaction. Amherst, MA, 4 Apr. 2003.
- "The Nigeria Resolution at Amherst Town Meeting." Comm 795E: Democracy, Rhetoric, and Performance. Prof. Stephen Gencarella Olbrys. U. Massachusetts, Amherst, MA, 17 Nov. 2004.
- "Communication and Political Life: From Personal Stories, Scholarly Research, to Increased Engagement." Comm 118: Interpersonal Communication. Prof. Donal Carbaugh. U. Massachusetts, Amherst, MA, 22 Oct. 2004.
- "Social Positions and Town Meeting." Comm 514: Social Uses of Language. Prof. Donal Carbaugh. U. Massachusetts, Amherst, MA, 3 Apr. 2003.
- "Rhetorical Criticism." Comm 620A: Qualitative Methodologies. Prof. Vernon Cronen. U. Massachusetts, Amherst, MA, 16 Nov. 1998.

### Competitively Selected Papers

- Lawrence, W., Townsend, R.M., Ivan, J., Ravishanker, N., Mamun, S., Caraballo, F., Zhang, Y. "The Rhetorical Process of Justification in Pedestrian Safety Deliberations" Applied Communication Division, Eastern Communication Association Annual Convention. Boston, MA, 31 Mar. 2017.
- Ivan, J. N., Ravishanker N., Townsend, R., Mamun, S., Caraballo, F., Zhang, Y. "Social network effects on attitudes about pedestrian street crossing behaviour: preliminary findings" Road Safety on Five Continents Conference. Rio de Janeiro, Brazil, 17-19 May 2016 (to be published in proceedings).
- "'Restore,' 'Protect,' 'Clean Up,' 'Recover': The Consequential Use of Framing Terms in an Environmental Public Meeting" (co-authored with Michelle Scollo). National Communication Association. San Francisco, CA, Nov. 2008.
- "Social Positions Created in Deliberative Discourse: Town Meeting Participation, Asking Questions, and Representation." Panel Organizer, Eastern Communication Association. Philadelphia, PA, 29 Apr. 2006.
- "Town Meeting as a Communication Event: Ethnography of Local Public Address." Public Address Division, National Communication Association. Boston, MA, 18 Nov. 2005.
- "Amherst Town Meeting and the Nigeria Resolution: 'Speaking to the Issue' in a Local Government for Global Change." Language and Social Interaction Division, National Communication Association Convention. Boston, MA, 20 Nov. 2005.
- "Rivaling Towns: Still 'Chafing' under Political (Inter)Dependence." Contesting Public Memories Conference: An Interdisciplinary Conference at the College of Visual and Performing Arts at Syracuse University, 6-8 Oct. 2005.
- "Widening the Circumference in Town Meeting Scholarship: The Overlapping Circles of Ethnography of Communication, Local Politics, and Local Rhetoric." Kenneth Burke Society Triennial Conference, in cooperation with the Biennial Penn State Conference on Rhetoric and Composition. Pennsylvania State University, State College, PA, 10 Jul. 2005.
- "A Moderator as a Burkeian Actor: Providing the Comic Corrective in Town Meeting Deliberation." Eastern Communication Association Annual. Boston, MA, 24 Apr. 2004.
- "Talkin' History at Town Meeting." Northeast Popular Culture Association Annual Convention. Springfield, MA, 4 Nov. 2000.
- "Rhetoric of Place: Scenes from the Norman Rockwell Museum." Eastern Communication Association. Pittsburgh, PA, 28 Apr. 2000.
- "McCarthyism Revisited: Popular Press and Public Memory." Public Address Division, National Communication Association. New York, NY, Nov. 1998.
- "Stamp of Approved Memory: The U.S. Postal Service's Balloting for the 1950s." Northeast Popular Culture Association Annual Convention. Boston, MA, Nov. 1998.
- "McCarthyism's Rhetorical Norms." Public Address Division, National Communication Association. Chicago, IL, Nov. 1997. ***Received Gunderson Award for best debut paper.***



### Competitively Selected Presentations

- "Deploying the National Communication Association's Ethical Communication Credo." Ethics and Academic Freedom: The Freedom to Be Free From... Communication Law and Ethics, Eastern Communication Association Annual Convention. Boston, MA, 30 Mar. 2017.
- "Readiness, Access, Retention, and Learning in the Academic Ecosystem" with Irwin Mallin. Campus Compact 30<sup>th</sup> Celebration Conference. Boston, MA, 20-23 Mar. 2016.
- "The Revolutionary Act of Atheism: Questioning as a Source of Understanding and Resource for Engaging in "The Struggle"" *Between the World and Me* Book Club (with Truman Keys, April Copes, Dante Morelli, D.L. Stephenson, Elizabeth Whittington Cooper, and Shavonne Shorter). Eastern Communication Association. Baltimore, MD, 31 Mar. 2016.
- "The SYSTEM and the Academic Ecosystem" part of a panel entitled "Organizational Change in Higher Ed: Transfer, Articulation, and Degree Completion through 'Systemness'" (with Michael Stutz, Jay Brower, Christina Knopf, Dante Morelli, and Helen Tate). National Communication Association Annual Convention. Las Vegas, NV, 22 Nov. 2015.
- "Partnerships for Dialogue and Deliberation" part of short course "Public Dialogue and Deliberation: An Invitation to Integrate Our Teaching, Research, Service, and Professional Networks" National Communication Association Annual Convention. Las Vegas, NV 22 Nov. 2015.
- "Creating Community Solutions and CC Students" part of panel entitled "Communicating In and Beyond Deliberative Communication Classrooms: Overcoming Structural Impediments to Collaboration" (with Nancy Wiencek, Todd Kelshaw, Craig Maier and William Aungst, Eleanor Novek, Janie Harden Fritz, Beverly Peterson). Eastern Communication Association. Philadelphia, PA, 25 Apr. 2015.
- "National Issues Forums in the Basic Course: Introduction to Communication by Way of Deliberation" as part of "Civic Engagement Models In Communication Courses Provide Opportunities For Students To Deliberate About Important Public Issues" (with Harriet Sharlow Benavidez, Jessica Papajcik, Michael J. Stutz, Tom Donlan, Tobi Mackler) Eastern Communication Association. Philadelphia, PA, Apr. 2015.
- "Revitalization of Main Street: Fine Art and Deliberative Arts Downtown" (with President Gena Glickman and Dean Endia DeCordova). National Coalition for Dialogue and Deliberation Conference. Washington, D.C. 17, Oct. 2014.  
<http://ncdd.org/events/ncdd2014/workshops>
- "Achievement Gap" part of "Intangible Profits: Connecting Diverse Approaches to the Study of Nonprofit Organizations." Part of "Intangible Profits: Connecting Diverse Approaches to the Study of Nonprofit Organizations" (With Yea-Wen Chen, Brandi Lawless, Hoda Al-Mutawa, Alberto González and Lisa Hanasono, Lynn Harter and Michael Broderick, Trudy Milburn, Alan Hansen, and Eddah Mbula Mutua) National Communication Association. Washington, D.C., 21 Nov. 2013.
- "You Can Get There From Here: Community College Students Engaging the 'Hard-to-Reach.'" 4<sup>th</sup> Annual Summer Research Institute on the Future of Community Engagement in Higher Education. Sponsored by the Merrimack College School of Education Center for Engaged Democracy. Medford, MA 17-18 Jul. 2013.

- "Creating an A.A. at Manchester Community College." Part of "Degrees, Tracks, and Certificates: Building a Communication Degree Program." Eastern Communication Association. Pittsburgh, PA, Apr. 2013.
- "Interdisciplinary Service Learning." Part of "Communication Departments: At the Confluence of Interdisciplinary Course Design." Eastern Communication Association. Pittsburgh, PA, Apr. 2013.
- "It's How We Roll: MCC Students Researching Transportation Needs." Part of "Communication Departments: At the Confluence of Interdisciplinary Course Design" Eastern Communication Association Convention, Pittsburgh, PA, Apr. 2013.
- "Evolving the COMMunity Avatar: A Discussion of the Power in Civic Engagement." National Communication Association. Orlando, FL, 15-18 Nov. 2012.
- "Nontraditional Volunteer Sphere." Part of "Working Moms Contributing to our COMMunities." National Communication Association. Orlando, FL, 15-18 Nov. 2012.
- "It's How We Roll: Student Research in the Manchester, CT Transit Study." Part of "Getting to Yes: New Techniques in Transportation Planning." Southern New England American Planning Association Planning at the Crossroads Conference. Hartford, CT, Sept. 2012.
- "Public Speaking, Public Participation" as part of "Balancing the Old with the New: Re-Envisioning the Public Speaking Course" Eastern Communication Association. Cambridge, MA, Apr. 2012.
- "Partnership for Inclusive, Cost-Effective Public Participation: Community College Students Can Reach "Hard-to-Reach" Publics." Public Involvement Poster session. Transportation Research Board Annual Meeting. Washington, D.C., Jan. 2012.
- "Strengthening Democratic Voices in Group Communication Courses" created and co-facilitated short course with Professors Laura Black and John Gastil. National Communication Association. New Orleans, LA. 19 Nov. 2011.
- "Gathering the Voices of Youth, Minority, and Low-Income People in Connecticut: Public Participation and Ethnography of Communication" in panel entitled, "Applied Moves in Ethnography of Communication Research: Fostering a Conversation between Scholarship and Practice" National Communication Association. New Orleans, LA, Nov. 2011.
- "Democratic and Deliberative Service Learning: Partnership for Inclusive, Cost-Effective Public Participation." Association of American Colleges and Universities Arts and Humanities: Toward a Flourishing State? Network for Academic Renewal Conference. Providence, RI, 3-5 Nov. 2011.
- "Rubrics Cube: Assessment of Public Speaking, Alignment of Interests, and Program Revision" (presented with Albert S. Kim). New England Educational Assessment Network Fall Forum Assessment Conference. Worcester, MA, 5 Nov. 2010.
- "Discussion Strategies." Panel: "Teaching New Teachers." Eastern Communication Association. Pittsburgh, PA, Apr. 2008.
- "Depictions of Civic Relationships in 'Buddy' Cianci's Public Statements." Eastern Communication Association. Pittsburgh, PA, Apr. 2008.
- "Deval Patrick's Theory of Rhetoric." Eastern Communication Association. Providence RI, 25-29 Apr. 2007.

- "Moving Water, Making Community." Eastern Communication Association. Providence RI, 25-29 Apr. 2007.
- "Classroom Communication about American Advocacy for Tibet." World Communication Association Convention. Springfield, MA, 5 Aug. 2006.
- "Connecting Language and Social Interaction Inquiry with Group Communication Studies." Group Communication Division, National Communication Association. San Antonio, TX, 16 Nov. 2006.
- "Situating Scholarship." Women's Caucus of the National Communication Association. San Antonio, TX, 16 Nov. 2006.
- "Local Communication Studies: Some Sites are Already Created; We Just Need to Act." Urban Communication Foundation's Pre-convention Seminar "Urban Communication: 'Creating Sites for Connection and Action.'" National Communication Association. San Antonio, TX, 15 Nov. 2006.

### **Other Conference and Workshop Participation**

- "Engaging Our Civic Calling through Public Deliberation/Dialogue on Campus and in Communities" Short Course Presenter, National Communication Association Annual Convention. Philadelphia, PA, 12 Nov. 2016.
- "The Status of African-American Males in the Community College." Proposed and chaired panel-audience discussion program for Eastern Communication Association. (Organizer and chair, with Isa Engleberg, Truman Keys, Jaietta Jackson, and Kendrick Roundtree) Philadelphia, PA, 23 Apr. 2015.
- "Public Dialogue And Deliberation: A Roundtable Discussion of a New Division in the National Communication Association (NCA)" First Vice President Sponsored panel (Organizer and participant, with John Gastil, J. Michael Hogan, Lori Britt, and Todd Kelshaw). Eastern Communication Association. Philadelphia, PA, 24 April 2015.
- "Deliberation in Action: Interactive Consideration of the Future of the Basic Course." Facilitator, First Vice President-sponsored double-session panel. Eastern Communication Association. Philadelphia, PA, 24 Apr. 2015.
- "The Academic Ecosystem: Transfer, Articulation, Pathways and other Kinds of Connections among Academic Institutions in the USA." Connections within Communication (Organizer and moderator, with Irwin Mallin, Stephanie Houston Grey, Jean Ann Streiff, Michelle Scollo, Leda Cooks). National Communication Association, Washington, D.C., 22 Nov. 2013.
- "Symposium: Communicative Power in Communities" (Organizer and participant, with Susan Drucker, Gary Gumpert, Fatima Hadji, and Nancy Willets) and panel participant, presenting "Community College Collaboration in Public Participation in Planning" Eastern Communication Association. Arlington, VA, Apr. 2011.
- "Dual enrollment and alternative high school: Practices and problems" (Organizer and participant, with Steven L. Epstein, Tobi Mackler, Lisa Pupo, Jessica L. Papajcik, Cathy Blackburn, and Bonnie Jefferson) and panel participant, presenting: "Taking the great path at Manchester Community College" Eastern Communication Association. Philadelphia, PA, Apr. 2009.

- "Local Persuasion" (with Kathleen Kendall, Janette Kenner Muir, Theodore Sheckels, and Kathleen Torrens) Eastern Communication Association. Pittsburgh, PA, Apr. 2008.
- "New Intersections: Community Transformation and Identification of Downcity Providence" (Organizer and participant, with Jerry Blitefield, Kathleen Torrens, and Christopher Eisenhart). Eastern Communication Association. Providence, RI, 25-29 Apr. 2007.
- "Campaign Strategies and Challenges in the 2006 Massachusetts Governor's Race" (Organizer and participant, with Mari Boor Tonn, Jean-Marie Higiuro, Donna Halper, and D.L. Stephenson). Eastern Communication Association. Providence, RI, 25-29 Apr. 2007.
- "Making Our Own Way: Situated Scholars and Strategies for Success." Organizer and participant. National Communication Association. San Antonio, TX, 16 Nov. 2006.
- "Teachable Moments in Communication and Culture: Intercultural Encounters in the Classroom." Organizer and participant. World Communication Association. Springfield, MA, 5 Aug. 2006.

**Chair/Facilitator**

- "Identity and Relationships through Talk and Play." Language and Social Interaction Interest Group. National Communication Association. Chicago, IL, 22 Nov. 2014.
- "Communicating Campus Connections: Issues of Teaching, Interning, and Fundraising." Eastern Communication Association. Providence, RI, 25 Apr. 2014.
- Co-Facilitator (with Nicholas Lownes) Breakout Session: "Continuing Education, Training, and Professional Development" New England Transportation Workforce Development Summit, MIT Cambridge, MA, 26-27 Sept. 2013.
- Discussion Moderator: "Social Interaction and Culture." UMass Graduate Student Reunion Conference. Amherst, MA, 5-6 Oct. 2012.
- "Political Information, Political Discussion, and 'Newer' Media" Eastern Communication Association. Arlington, VA, Apr. 2011.
- "Intersecting Communication and Culture." Undergraduate Scholars Conference, Eastern Communication Association Convention. Arlington, VA, Apr. 2011.
- "Symposium: Communicative Power in Communities." Eastern Communication Association Convention. Arlington, VA, Apr. 2011.
- "Pictures and Music: Speaking Out in Non-Traditional Rhetorical Spaces." Communication Association Convention. Pittsburgh, PA, Apr. 2008.
- "Theoretical and Empirical Advances in Public Deliberation Research." National Communication Association. San Antonio, TX, 16 Nov. 2006.

**Respondent**

- "Communication With and Among Students and Marginalized Groups." Eastern Communication Association. Baltimore, MD, 1 Apr. 2016.
- "Calculating the Story: Identification, Myth and Revision." Eastern Communication Association Convention. Providence, RI, 25-29 Apr. 2007.

## Participant

Northeast Regional Transportation Workforce Center Forum 13 Jan. 2015.

"Public Deliberation and Civic Engagement: Building Connections to Energize and Sustain this Work within NCA," Seminar at National Communication Association, Washington, D.C., 20 Nov. 2013.

New England's Knowledge Corridor 2013 State of the Region Conference. Windsor, CT, 7 Jun. 2013.

State of the State: Women in Higher Education. Connecticut ACE Women's Network Conference. Rensselaer Polytechnic Institute. Hartford, CT, 30 Mar. 2012.

Centers for Public Life: Bringing New Organizations into Deliberative Practice. Kettering Foundation, Dayton, OH, 28 Feb.-2 Mar. 2011, and 5-6 Oct. 2011, and Manhattanville, KS, 6-11 Jun. 2011.

Frontiers of Democracy, Medford, MA

- Assisted in planning conference 25-27 Jun. 2015, Boston, MA  
<http://activecitizen.tufts.edu/civic-studies/frontiers/>
- Innovations in Civic Practice, Theory, and Education 18-20 Jul. 2013  
<http://activecitizen.tufts.edu/circle/summer-institute/frontiers-of-democracy-innovations-in-civic-practice-theory-and-education/>
- The Third Annual Conference in Civic Studies at Tufts University, Co-sponsored by The Deliberative Democracy Consortium, The Democracy Imperative, Philanthropy for Active Civic Engagement (PACE), and Tisch College, Medford, MA, 21-23 Jul. 2011. <http://activecitizen.tufts.edu/?pid=715>

Reinventing Governance...Breaking Down Silos, Building Up Relations. Boulder, CO, 8-10 Oct. 2010.

Civic Studies, Civic Practices. Jonathan M. Tisch College of Citizenship and Public Service, Tufts University, Medford, 23-24 Jul. 2010.

Getting Your Community On Track: Planning and Design of Transit Oriented Development, a New Urbanism Municipal Education Forum sponsored by CNU New England, Fuss & O'Neill, Connecticut Economic Resource Center, and Connecticut Main Street Center, Rocky Hill, CT, 11 May 2010.

No Better Time: Promising Opportunities in Deliberative Democracy for Educators and Practitioners. Democracy Imperative and the Deliberative Democracy Consortium, University of New Hampshire, 8-11 Jul. 2009.

Moving from Theory to Practice, 3<sup>rd</sup> Annual Service Learning Fall Institute. UConn Greater Hartford Campus, 6 Nov. 2009.

High School Reform Initiatives in Connecticut. Manchester Community College, Manchester, CT, 10 Nov. 2008.

Strategic Metamorphosis: Transforming Community Colleges Webinar Manchester Community College, Manchester, CT, 13 Nov. 2008.

Accessing Academic Excellence: What Colleges Can Do to Promote Student Success. New England Faculty Development Consortium Conference. Worcester, MA, 11 Nov. 2008.

Communication Scholars and Deliberative Democracy: Connecting our Teaching, Research, and Service. National Communication Association. Chicago, IL, 16 Nov. 2007.

### **Scholarly and Professional Association Member**

- American Association of Community Colleges
- National Communication Association
- Eastern Communication Association (Life Member)
- National Coalition for Dialogue and Deliberation
- The Democracy Imperative
- Deliberative Democracy Consortium
- International Association for Public Participation
- Founding member of International Environmental Communication Association
- Massachusetts Moderators' Association

### **COURSES**

#### **Graduate**

1. Seminar in Small Group Communication (U. Hartford)
2. Seminar in Interpersonal Communication (U. Hartford)
3. Intercultural Communication (Clark U.: US-online and Poland campuses)
4. Change Management (Clark U.: Poland campus)

#### **Undergraduate (Approximately 260 credits)**

- |   |   |
|---|---|
| 1. Academic & Professional Communications                     | 13. Introduction to Interpersonal Communication |
| 2. Approaches to Rhetorical Criticism                         | 14. Instructional Communication                 |
| 3. Communicating for Leadership                               | 15. Interpersonal Communication                 |
| 4. Communication, Community Stories, and Political Identities | 16. Intercultural Communication                 |
| 5. Communication and Local Politics                           | 17. Management Communication                    |
| 6. Communicating in the Disciplines                           | 18. Persuasion                                  |
| 7. Cultural Codes in Communication                            | 19. Process of Communication                    |
| 8. The Environmental Debate II                                | 20. Public Speaking                             |
| 9. Gender and Communication                                   | 21. Pathways to Teaching                        |
| 10. Group Communication                                       | 22. Research Methods in Communication           |
| 11. Honors Public Speaking                                    | 23. The Power of Communication                  |
| 12. Introduction to Communication                             | 24. Women in Literature                         |
|   | 25. Writing about Communication                 |

#### **Courses Proposed, Developed and Approved:**

Communication and Local Politics, Communication, Community Stories, and Political Identities, Environmental Communication, Family Communication, Group Communication, Intercultural Communication, Introduction to Communication, Social Media in Contemporary Society

Participatory action research and civic service learning with over 30 community groups (e.g., "Beyond the Gap: Ending the Achievement Gap;" Boys & Girls Club of Simpson Waverly

Magnet School, Brother-2-Brother and Sister-2-Sister ; New Dimension Christian Center, East Hartford Senior Center Belly Dancers, Rocky Hill Volunteer Fire Department; UnReal-Madrid, Fantasy Soccer Team) including local, regional, and federal government agencies; e.g., the Connecticut Council on Developmental Disabilities, Federal Transit Administration, Town of Manchester, the Capitol Region Council of Governments  
(<http://www.sustainableknowledgecorridor.org/site/content/transit-enhancement-bus-study>)

## SERVICE

### State and National

**Massachusetts Moderators' Association**, Member since 2015, member of 2020 Committee, 2016, elected to Board of Directors 2016-present.

**Massachusetts Women's Political Caucus, Executive Member**. 2016-present.

**Plan for Progress Coordinating Committee**. Pioneer Valley Planning Commission. 2015-present.

**Advisory Board member on the Greater Hartford Capitol Region Council of Governments CT Transit Comprehensive Transit Service Analysis Study**. 2014-present.

**Connecticut Transportation Workforce Development Roundtable Co-organizer** (with Donna Shea of the CT Technology Transfer Center and Nicholas Lownes of the University of Connecticut Civil Engineering Department), Manchester Community College, Manchester, CT 15 Nov. 2013.

**Transportation Planning Excellence Awards Judge for U.S. Department of Transportation**, Washington, D.C., 13 Mar. 2012.

<http://www.fhwa.dot.gov/planning/tpea/2012/2012winners.cfm#w6>

**"Striking Accords: Transforming College Culture" Communication Faculty Discussion Session Moderator**, Connecticut Community Colleges Faculty Professional Day, Naugatuck Valley Community College. Waterbury, CT, 8 Apr. 2011.

**Arts and Humanities: Toward a Flourishing State? Network for Academic Renewal Conference, Planning Committee Member**. Association of American Colleges and Universities. Providence, RI, 3-5 Nov. 2011.

**Plenary: "Giving Voice to the Future: Students Take the Mic" Co-Moderator** with Ande Diaz (Roger Williams University). Association of American Colleges and Universities Arts and Humanities: Toward a Flourishing State? Network for Academic Renewal Conference. Providence, RI, 3-5 Nov. 2011.

**Standing Advisory Committee to the State of Connecticut Board of Governors of Higher Education, Community College System Elected Faculty Member**, 2010-2011 (term ended due to system reorganization).

**CT Civic Health Advisory Board member** 2012-2015.

**CT Civic Health Advisory Board Higher Education Task Force Co-Chair** 2012.

**"Learning is Sweet: Lunch and Learn," CT Community College System Office** (Organized Student Guest Speakers, including MCC's Kellie Gilbert, Orlando Smith, and Colleen Hurst) Fall 2009.

## Scholarly

**International Communication Association Annual Convention Conference Paper and Panel Reviewer**, Language and Social Interaction Division 2007, 2012.

**International Association of Public Participation Invited Guest Editorial Reviewer**, *Journal of Public Participation* 2008-09.

**Louisiana Communication Association Invited reviewer for Top Professional Paper Award**, 2008.

**Reviewer**, Massachusetts Annual Undergraduate Conference 2005.

**Editorial Board Member**, *Kaleidoscope* 2003-04.

**Invited Guest Editorial Reviewer**, *Journal of Public Deliberation*, 2014, 2016.

### **National Communication Association**

- **Short-Course Review Team** 2016
- **Legislative Assembly Representative (At-Large)**, elected 2014 for 2015-2018
- **Invited Guest Editorial Reviewer**
  - *Communication, Culture & Critique* 2009-2010, 2013
  - *Journal of Applied Communication Research*, 2013
- **Public Dialogue and Deliberation Division of the National Communication Association**
  - **Elected Division Secretary** 2015-2018.
  - **Steering Committee to Create New Division 2013-2015**. Served with John Gastil (Penn State University) and William Keith (University of Wisconsin) as part of the leadership team to advocate for the creation of a new division. Collaborated with scholars on a rationale. Organized database of supporters. Assisted in gathering over 200 signatures on a petition. NCA Executive Committee Approved proposal. Legislative Assembly approved proposal in November 2014.
- **Convention Paper and Panel Program Proposal Reviewer:**
  - Language and Social Interaction Division 2006, 2007, 2013, 2014
  - Environmental Communication Division, 2013
  - Political Communication Division 2008, 2009
  - Public Address Division 2006
- **Presidential Task Force on Applied Communication Research (for Jan.-Jul. 2010) Member**, (in partnership with Lisa Rudnick and Derek Miller of the United Nations Institute for Disarmament Research)
- **Volunteer**, National Communication Association Annual Conference 2006

### **Eastern Communication Association**

- **Resolutions Committee** 2017 Convention.
- **Coordinator, ECA [R]evolutions in Communication Courses: Theory, Research, Pedagogy, and Assessment** Special Outreach program 2015-2016. Implemented Task Force on Community College Outreach recommendation to create low-cost convention programming for new ECA attendees who instruct 100- and 200- level courses.
- **Chair, President Thomas Flynn's Task Force on Community College Outreach**, 2014-



2015. Led team to research community college faculty membership. Organizer of new special programming for 2016 convention.

- **Nominee for ECA Representative to the NCA Nominating Committee, 2014.**
- **Elected Community College Interest Group**
  - **Program Planner for Great Ideas For Teaching Students Program, 2014.**
  - **Interest Group Planner 2015 and 2011**
- **Invited Guest Editorial Reviewer *Communication Quarterly* 2012.**
- **ECA President Sara Weintraub's Ad Hoc Committee on ECA Award Structure 2008-2009**
- **Convention Paper and Panel Program Proposal Reviewer:**
  - Graduate Poster Session, 2016
  - Applied Communication Division, 2014
  - Community College Interest Group 2011, 2012, 2013, 2017
  - Undergraduate Scholars Conference 2011
  - Political Communication Interest Group 2007, 2011
  - Rhetoric and Public Address Interest Group 2007, 2008
- **Secretary, Rhetoric and Public Address Division of Eastern Communication Association.** Elected 29 Apr. 2006, served at the 2007 Convention.
- **Volunteer,** Eastern Communication Association Annual Conference 2005

### College and University

#### **UCONN**

Grant Reviewer, Humanities Institute Public Discourse Project Humility and Conviction in Public Life, 2016.

NSF Scholarship Application Editor, 2016

Judge, School of Nursing Innovation "Shark Tank" Event, 2017

Workshops on Effective Communication (Interviewing, Public Speaking) to Engineering House Residents and Graduate Students in Transportation, Structural, and Environmental Engineering, 2016-2017

#### **Manchester CC**

President's Advisory Council, fall 2015

Alternate Representative from the Liberal Arts Division

The Democracy Commitment Income

Inequality Initiative Event facilitator of NIF discussion on Economic Inequality 2015, 2016

Liberal Arts Division Representative to the General Education Assessment Committee, Elected Chair fall 2014

Commencement Committee 2013-2016

AAC&U Roadmap Committee, 2013-14

Co-Chair, Carnegie Foundation for the Advancement of Teaching Community Engagement classification application team

Co-Chair, Global Issues Conference Planning Committee 2012-14

Mentor, Student Government Association President 2012-present, Social Vice President 2011-12

Search Committee Member:

Communication faculty member 2012, Director of Student Activities 2009-10, AmeriCorps Vista Volunteer 2009	2009-11 June Institute 2009, 2010, 2011, 2012 New Student Orientation 2008, 2009, 2010 Opening Day Committee Moderator and Session Designer Spring 2009 Premier Event viewing of PBS Documentary "Copyright Criminals" Organizer Oct. 2009
Integrative Learning Seminar Committee 2012	CT Transit Fair Organizer Fall 2009 Manchester Political Union Co-advisor 2008-10
Standard 10 Public Disclosure research team Co-Facilitator for accreditation with the New England Association of Schools and Colleges 2010-11	Manchester Political Union Debate Judge Spring 2009, Spring 2010 Student Senate Executive Board Trainer Summer 2009
Women's History Month Planning Committee Member 2012-13	"Behind Every Choice is a Story" Reader, Planned Parenthood campus readings 2009
Women's Conference Planning Committee 2012-13	Religious Diversity Celebration Committee Fall 2008
National Issues Forum Moderator Workshop Trainer 2011-present	Chaperone, <i>Live Wire</i> trip to Washington, D.C. Fall 2008
Sister-2-Sister Mentor 2009-present	Sustainability Committee 2008-10 Pathways to Teaching Committee 2008- present
Respectful Workplace Initiative Trainer Spring 2010	An Evening of Fine Wines Fundraiser Champagne Reception Volunteer 2009-12, 2014-16
Service Learning Committee 2009-present Institute for Community Engagement Advisory Board member 2009- present (Co-Chair 2011-2016)	
Naming Committee (Alternate Representative from Academic Senate) 2009-present	
Curriculum Committee (Alternate Representative from Liberal Arts)	

## Graduate

**Summer Writing Workshop Creator, Coordinator and Participant.** Designed a workshop for UMass Communication Department graduate students to support and improve academic writing. Organized 11 participants to revise scholarship. Coordinated a speaker series of professors who serve on editorial boards for communication journals, in order to orient participants toward publication or presentation of these essays. May-Aug. 1998

**Buddy Program Co-Organizer.** Coordinated buddy system for incoming graduate students in the UMass Communication Department. May-Sept. 1998

**Interfaces Conference Proposal Selection Committee Member.** UMass, Dec. 1997-Mar. 1998

**M.A. Student Representative.** Elected to represent approximately 20 M.A. students in the Indiana U. Speech Communication Department, Student Advisory Committee, Colloquium Committee, Associate Instructor Review Subcommittee, and Orientation

Subcommittee. Aug. 1995-Sept. 1996  
**Alumni Admissions Council and Ambassadors Network Volunteer.** Assisted UMass in recruitment and advocate at the state level on the University's behalf. 1995-2000  
**University Advancement Council Graduate Student Member.** Assisted the Council in setting the official gift policy for UMass. 1998-1999  
**Faculty and Staff for Student Excellence Program Mentor.** 1996-1997

### Community

**Trains in the Valley.** <https://trainsinthevalley.org/> Member. 2017-present  
**League of Women Voters--Springfield.** Issue researcher, 2016-present  
**Plan For Progress Coordinating Committee Member.** Pioneer Valley Planning Commission. 2015-present.  
**Volunteer, Transportation for Massachusetts Transportation Summit, Worcester, MA.** 1 May 2015.  
**Town Moderator (to moderate Longmeadow Town Meeting legislature)** Elected for a three-year term. 9 Jun. 2015. Appoint Rules Committee. Co-appointee of Finance Committee. Annual Town Meeting 10 May 2016 <https://www.youtube.com/watch?v=cf1kmo6Q61A>  
Select Board Meeting 2 May 2016  
[https://youtu.be/gTVKquqciZw?list=PLDEmFQOMKpX7DAn\\_FmzNHMqZig\\_vNfa1Q&t=1413](https://youtu.be/gTVKquqciZw?list=PLDEmFQOMKpX7DAn_FmzNHMqZig_vNfa1Q&t=1413)  
"Our Town" Interview with Arlene Miller  
<https://www.youtube.com/watch?v=yAsyjk2JbHo&index=2&list=PLDEmFQOMKpX5vJ15w4iaKY-aEdbUzfg25>  
Special Town Meeting 3 Nov. 2015  
[https://www.youtube.com/watch?v=fJNkHoYEEok&index=5&list=PLDEmFQOMKpX7Chd1blql1n8G\\_YWDc1Rok](https://www.youtube.com/watch?v=fJNkHoYEEok&index=5&list=PLDEmFQOMKpX7Chd1blql1n8G_YWDc1Rok)  
**LEGO Foundation & the Re-Imagine Learning Challenge Ashoka U-designated reviewer,** 2014.  
**Planning Committee, Longmeadow Democratic Town Committee "Democrat of the Year" Award Brunch honoring:**  
Massachusetts State Senator Stanley Rosenberg, 2017.  
United States Senator Elizabeth Warren, 2013.  
**School Committee-designated Representative for Town Meeting.** Longmeadow, MA, Spring 2010.  
**Communication and Strategy Team, Lancer Pride (Longmeadow Ballot Question Committee),** 2009-2010.  
**6<sup>th</sup> Annual Bro. Dr. Martin Luther King Jr. Young Peoples' Oratorical Contest Judge,** Alpha Phi Alpha Fraternity, Inc. and the BSL Educational Foundation Inc., Bethel AME Church in Bloomfield, CT, 9 Jan. 2010.  
**Governor's Appointee to the Longmeadow Housing Authority.** Facilitated deliberative public forums. Applied for Community Preservation Act Funding. Assisted with creation of Housing Needs Assessment and Action plan  
(<http://www.longmeadow.org/wp->

[content/uploads/2011/04/Longmeadow\\_Housing\\_Plan\\_Final\\_Appendix\\_sm.pdf](content/uploads/2011/04/Longmeadow_Housing_Plan_Final_Appendix_sm.pdf) ).

Researched MA municipalities with accessory apartment bylaws and crafted a draft bylaw for Spring 2013 Town Meeting. Longmeadow, MA, 2008-2014.

**Community Preservation Committee.** Created application process, deliberated merits of proposals, recommended and rejected proposals for Town Meeting funding. Longmeadow, MA, 2007-2008.

**Pioneer Valley Planning Commission**

**Executive Committee:** Elected 2007-2008; Elected as Alternate Treasurer, June 2008; Operations Subcommittee 2008; Board of Directors: Regional Education and Business Alliance, Inc., Pioneer Valley Regional Ventures Center, Incorporated, Pioneer Valley Redevelopment Corporation. Assisted with development of marketing strategy.

**Alternate Representative.** 2006-2008. Appointed by the Longmeadow Select Board, endorsed by Longmeadow Planning Board.

**Pioneer Valley Advocates for Commuter Rail 2006-2011**

**Founder and President** 2006-2010. Met with state officials in CT and MA. Supervised collection of 640+ petition signatures. Planned and presented at a fundraiser event with featured guest speaker Lt. Governor Tim Murray, 6 Sept. 2008. Coordinated Press Conference with MassPIRG 25 Jun. 2008 Union Station, Springfield. Coordinated Springfield Celebration of National Train Day, 10 May 2008.

**Assistant Town Moderator.** Appointed by Town Moderator to keep order and call votes in “overflow” rooms for the Longmeadow Annual Town Meeting, 10 May 2005.

**Member, Longmeadow By-Laws Special Committee.** Appointed to bring town by-laws into compliance with the newly-adopted charter mandates. Co-creator of new appointment procedures by-law for town boards and committees, 2004-2005.

**Clerk, Longmeadow Charter Commission.** Elected to public office to investigate Longmeadow’s form of government, define problems, research and recommend constitutional solutions, and frame the Home Rule Charter. Recorded the minutes of meetings, wrote correspondence, composed press releases, and designed web page content: <http://www.longmeadow.org/chartercom/main.html>. Facilitated public forums, taking minutes publicly via overhead projector. May 2003-June 2004.

**Elected Member, Longmeadow Democratic Town Committee.** 1 Mar. 2016-2020.

**President, Gardeners on the Green** 2007. Longmeadow, MA. Awarded for Outstanding Service in 2004. Assisted two fellow residents in the creation of a municipal Tree Committee. Coordinated first-time grant for the Commonwealth of Massachusetts’s MassReLeaf Program. Recruited and supervised 30+ volunteers in Arbor Day Tree Planting. Created visual and verbal content for club web page: <http://www.longmeadowma.org/groups/gog/index.html>. **Vice President** 2006. **Chair, Programming Committee** 2013. **Chair, Programming Committee** 2012-2013. **Chair, Civic Committee of Board of Directors** 2004, 2005. Member since 2001.

**Guest Speaker**

“Town Meeting and Town Charters.” Public Policy Administration 602: Strategic Public Management. University of Massachusetts Amherst. 14 Nov. 2016.

- "Just Show Up." Keynote Speaker, Beta Kappa Chapter of Lambda Pi Eta Honor Society in Communication. University of New Haven, CT, 9 May 2013.
- "On Going to the White House." Longmeadow Democratic Town Committee. Longmeadow, MA, Oct. 2012.
- "New Haven-Hartford-Springfield Commuter Rail." Maple High Six Corners Neighborhood Council. Springfield, MA, 14 Oct. 2008.
- "New Haven-Hartford-Springfield Commuter Rail." Springfield Forward, Springfield, MA, May 2008.
- "New Haven-Hartford-Springfield Commuter Rail." East Longmeadow Democratic Town Committee. East Longmeadow, MA, 15 May 2008.
- "Ideas for, and from, Rules Committees." East Longmeadow Rules Committee. East Longmeadow, MA, 14 Dec. 2005.
- "Longmeadow's Experience." East Longmeadow Charter Commission. East Longmeadow, MA, 24 June 2004.
- "Charter Commission Recommendations." Longmeadow Republican Town Committee. Longmeadow, MA, 14 Jan. 2004.
- "Charter Commission Summer Update." Glenmeadow Retirement Community Discussion Group. Longmeadow, MA, 18 Aug. 2003. "What is a Charter Commission?" Rotary Club. Longmeadow, MA, 11 Apr. 2003.
- "What the Charter Commission Could Do for Longmeadow." Longmeadow Democratic Town Committee. Longmeadow, MA, 19 Mar. 2003.
- "Charter Communication Deliberations." Longmeadow Democratic Town Committee. Longmeadow, MA, 22 Oct. 2003.
- "On Town Meeting." Concerned Taxpayers of Longmeadow. East Longmeadow, MA, 4 Dec. 2002.

### **OTHER EXPERIENCE**

- Consulting, 2012-present. Clients include UMass-NPR Center for Community Deliberation, Town of Longmeadow; Senior Citizen Activist Committee. Invited sub-contractor to URS Corporation in proposal (not awarded) to review Capitol Region Council of Governments' Transportation Planning Public Participation Plan ("to provide assistance with the update of its Transportation Planning Public Participation Plan and its various components including but not limited to Environmental Justice, Limited English Proficiency, and social media outreach").
- Competitive Powerlifter (competed in national and regional competitions, set and hold MA/RI state records) 2014-present.
- Trainings: Supervising personnel 2012, Advising 2009, SafeZone Spring 2009, Web 2.0 Tools and Mashups 2009, Diversity 2008, Collaborative Institutional Training Initiative (CITI) Course 2008; Avoiding and Responding to Sexual Harassment Claims 2008; Human Subjects Protection Training Program 2006-2007; Outcomes Assessment, Holyoke Community College (Conducted by Tammy Maginnis, Fund for the Improvement of Post-Secondary Education Coordinator for Institutional Effectiveness, Office of Institutional Research) 2 Sept. 2004.
- Research Assistant to Professor Emeritus F. Jane Blankenship. Researched and compiled

recent literature on Kenneth Burke for Professor Blankenship's Keynote Lecture for the Kenneth Burke Society's Triennial Meeting, Aug. 1998-Jan. 1999.

Pre-Major Advising Services Advisor Summer 1998

Advised first-year students during orientation. Worked with Professor David Barrington of the Computer Science Department to build schedules for Computer Science (and other) majors.

UMass Family Business Center Assistant to the Director Jun.-Aug. 1997. Assisted with the organization of the International Family Business Program Association three-day conference. Contacted area family businesses to inform them of the Center's ongoing series of educational and interactive dinner forums. Persuaded businesses to attend a "trial-run" meeting as an incentive to join. Recruited professional service providers to attend a luncheon forum.

Interviewer, Indiana U. Center for Survey Research. Conducted telephone surveys for Indiana University researchers. Persuaded randomly selected respondents to participate in two research studies concerning police-community relations and business-to-business relations, May-Aug. 1996.

Editorial and Research Assistant to Professor Cherie L. Bayer. Assisted in the writing of the "S122 Interpersonal Communication Workbook," used across sections (400+ students), May-June 1996.

### **Curricular, Administrative, and Professional Accomplishments (MCC)**

- Led department in first-ever program review of learning outcomes. Adopted modified version of National Communication Association's learning outcomes in communication for the Communication A.S.
- Administered 75-95 course sections per semester (with 20-25 in summer and ~7 in winter) in Communication, Humanities, Theater, Philosophy, French, and Spanish. Handle grade disputes, faculty requests, and ensure texts are ordered.
- Created schedules, ensure approximately 15 courses per semester are properly cross-listed with Art and Graphic Design.
- Recruited, hired, observed, and evaluated over 30 adjunct faculty. Ensured back-log of part-time faculty evaluations was completed and up-to-date.
- Coordinated multi-section courses to ensure they all aim for common objectives.
- Developed new departmental budgetary procedure to require departmental votes for authorization of spending.
- Created inaugural Communi-Con, convocation for Communication students 3 Sept. 2015.
- Ensured campus radio station and newspaper had necessary resources.
- Coordinated implementation of new general education requirements; revised degree programs to be in compliance.
- Created first virtual "faculty lounge" for Public Speaking instructors via Blackboard.
- Collaborated to reform General Education program to align with state-mandated transfer and articulation framework. Successfully revised program, created and led

workshop required of all faculty (as per Provost), and implemented and secured Academic Senate approval within a 3-month emergency timeframe.

- Created new A.A. degree in human communication.
- Administered \$77,368 Federal Transit Administration cooperative agreement: hired/supervised coordinator and assistants; oversee financial reporting; develop promotional material; contracted with vendors, wrote quarterly and final reports.
- Chaired Communication Advisory Board meetings; increased diversity of membership.
- Led efforts to create an articulation agreement with University of Hartford. Explored creation of articulation with University of Connecticut.
- Provided professional development for faculty.
- Frequently bring guest speakers to campus (e.g., scholars, musician, theater groups, CNN producer)
- Created and implemented learning outcomes assessment process for Public Speaking.
- Crafted Public Speaking General Education requirement. Trained Public Speaking adjunct faculty in assessment and general education assignment.
- Elected to represent faculty at 12 community colleges at Standing Advisory Committee to the Board of Governors of Higher Education.
- Assisted Office of Transitional Programs in developing a low-cost student retention initiative.
- Participated in strategic and capital planning processes.
- Co-Chaired Standard 10 (Public Disclosure) self-study team for New England Association of Schools and Colleges visit.
- Recognized by former student Shay Smith <http://www.manchestercc.edu/student-success-story-mcc-shay-smiths-college-choice/>

#### **Institute for Community Engagement and Outreach Faculty Coordinator 2010-2014**

- Established MCC as the first college or university in CT as a National Issues Forum Institute network member.
- Promoted faculty participation in community-engagement projects.
- Collaborated with community groups to develop programs.
- Organize and facilitate deliberative discussion forums. Recruit and train people to be National Issues Forum moderators and recorders. Liaison to Kettering Foundation and National Issues Forum Institute.
- Collaborated with university and college partners on national grant applications and projects.
- Assisted in developing application for Carnegie Foundation for the Advancement of Teaching Community Engagement classification.