

CURRICULUM VITAE

Sandra M. Ketrow, Ph.D.

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I. EDUCATIONAL BACKGROUND

A. DEGREES/EDUCATION

1978-1982	Ph.D., Speech Communication, Indiana University
	<i>Concentration:</i> Communication theory & research
	<i>Minor areas:</i> Organizational development, statistics
1976-1978	M.S., Secondary Education, Indiana University
	<i>Concentration:</i> Writing (composition) & American Literature
	<i>Minor area:</i> Speech communication
1967-1971	A.B., English, Indiana University
	<i>Concentration:</i> Writing (composition), American literature
	<i>Minor area:</i> Speech & theatre
	<i>Certification</i> [lapsed] (States of Indiana & Ohio): Secondary Education 7-12—Language Arts

B1. EXPERIENCE—Education

1998-present	Professor, Department of Communication Studies, URI; Affiliated Faculty, Women's Studies Program, URI
1992-1998	Associate Professor, COM Studies, URI; tenured in 1992
1986-1992	Assistant Professor, COM Studies, URI; tenure-track
1984-1986	Visiting Assistant Professor, Department of Speech, Butler University, Indianapolis, IN; non-tenure track
1984	Adjunct Assistant Professor, Department of Speech, Indiana University- Purdue University at Indianapolis (IUPUI), Indianapolis, IN; non-tenure track
1981-1984	Assistant Professor, Department of Speech, University of Florida, Gainesville, FL; tenure track
1976-1978	Master Teacher (tenured), English Department, Lawrenceburg Consolidated High School, Lawrenceburg, IN Master Teacher of Writing Instruction, Dearborn County Schools

B1. EXPERIENCE—Education Administration (also see SERVICE)

2006-July 2015	Coordinator, Learning, Outcomes, and Assessment Committee, COM Studies Dept.
1997-2005	Director, M.A. program, COM Studies, URI
2001 (Fall)	Acting Department Chair, COM Studies, URI

1995-1997	Co-Chair, URI New England Association of Colleges & Universities, (NEASC) Re-accreditation
1983-1984	Director of Public Speaking & Introduction to Communication, Department of Speech, University of Florida, Gainesville, FL

B2. EXPERIENCE—Other Professional/Management

1978-present	<i>CEO/Consultant</i> , MarKet Ltd., Wakefield, RI
1984-1986	<i>Marketing Director & Marketing Education Director</i> , ComputerLand/Newcom Development, Indianapolis, IN & Dayton, OH
1979-1981	<i>Partner/Editorial Director</i> , International Research Associates, Bloomington, IN
1974-1975	<i>Assistant Director Programming</i> , KPBS-TV, San Diego, CA
1973	<i>Editor</i> , Human Resource Associates, San Diego, CA
1972-1973	<i>Advertising Manager</i> , Hang Ten International/Ratner Corporation, San Diego, CA

C. AWARDS & HONORS

2012-2013	Past Chair, Group Communication Division, National Communication Association
2011-2012	Chair, Group Communication Division, National Communication Association
2011	Faculty Development Grant; Alumni Association Grant; Hope & Heritage Foundation Fund Grant
2010-2011	Vice-Chair, Group Communication Division, National Communication Association
2010-2011	Member, <i>Who's Who in Executives, Professionals, and Entrepreneurs</i> (Cambridge)
2010	Professional of the Year, <i>Who's Who Higher Education</i>
2009-2010	Vice-Chair Elect, Group Communication Division, National Communication Association
2009-2010	Honored member—Premiere <i>International Who's Who of Outstanding Professionals</i>
2006-2007	Cambridge <i>Who's Who Among Executive and Professional Women</i> , Honorary.
2004	<i>2000 Outstanding Academics of the 21st Century</i> , Honorary Status.
2003	Vice-Chair candidate, Group Communication Division, National Communication Association
2003-present	<i>Who's Who in American Education</i> , Honorary Status, annually awarded.
2002	Ernest Bormann Outstanding Book Award for L. Frey, Ed. (1999), <i>Handbook of Group Communication Theory & Research</i> —Ketrow article Ch. 10, Group Communication Division, National Communication Association, Honorary Status
2002	Vice-Chair candidate, Group Communication Division, National Communication Association
2002	Faculty Development Grant; Alumni Association Grant; Hope & Heritage Foundation Fund Grant; “Graduate Students’ Career Development

	Via Paper Presentations at Regional Professional Communication Association Annual Convention,” Monetary.
2001	Faculty Development Grant; Alumni Association Grant; Hope & Heritage Foundation Fund Grant; for Twelfth Joint NCA/AFA Argumentation Conference, Monetary. Additional grant awards secured for graduate student co-author—professional career development.
1999	Faculty Development Grant; Alumni Association Grant; Hope & Heritage Foundation Fund Grant; for Eleventh Joint NCA/AFA Argumentation Conference, Monetary.
1998	Nominee, URI Foundation Teaching Excellence Award.
1998-1999	<i>Who's Who in the Media and Communications</i> , Honorary Status.
1998	2000 Outstanding People of the 20 th Century, Honorary Status.
1997-1998	Teaching & Technology Fellow, URI
1997	Faculty Development Grant; Alumni Association Grant; Hope & Heritage Foundation Fund Grant; for Tenth Joint NCA/AFA Argumentation Conference, Monetary.
1995-present	<i>Who's Who</i> , Honorary Status.
2000-present	<i>Who's Who in the East</i> , Honorary Status.
1995-present	<i>Who's Who of American Women</i> , Honorary Status.
1995-present	<i>Who's Who of Women</i> , Honorary Status.
1996	Professor Richard Bailey Service Award, <i>Lambda Pi Eta</i> , URI
1995	Faculty Development Grant; Alumni Association Grant; Hope & Heritage Foundation Fund Grant; for Ninth Joint NCA/AFA Argumentation Conference, Monetary.
1993-2000	International Who's Who of Professional and Business Women, Honorary Status.
1994	Faculty Development Grant, “Cultural Diversity and General Education Institute,” American Association of Colleges and Universities, URI Foundation, Monetary.
1994	Faculty Development Grant, “Assessing Student Communication Competency,” SCA Summer Conference, Monetary.
1993 (Fall)	Research Sabbatical.
1993	Faculty Development Grant; Alumni Association Grant; Hope & Heritage Foundation Fund Grant; for Eighth Joint NCA/AFA Argumentation Conference, Monetary.
1991	Faculty Development Grant; Alumni Association Grant; Hope & Heritage Foundation Fund Grant; for Seventh Joint NCA/AFA Argumentation Conference, Monetary.
1991	Faculty Development Grant, URI Foundation, Monetary.
1989	Who's Who in Rhode Island, Honorary Status.
1988	Faculty Development Grant, URI Foundation, Monetary.
1987	Graduate Faculty Member, Graduate School, URI, Honorary & Functional Status.

1987	Subsidiary Grant, AT&T/Dept. of Marketing Research \$450,000 Grant, College of Business, URI, Monetary.
1983	Outstanding Young Woman of the Year, Honorary Status.
1981	Graduate Fellowship, Indiana University, Research & Monetary.

II. TEACHING

A. PRINCIPAL CONTRIBUTIONS AS TEACHER, ADVISOR, AND STUDENT MENTOR

- Teach full course load (3 courses per semester)
- Develop new undergraduate and graduate courses.
- Strive for high quality learning in all courses

I have been innovative, incorporating technology as much as possible to boost interest and engagement, and achievement of learning outcomes. I was among the first cohort of Teaching and Technology Fellows over 2 decades ago; first faculty to offer a Communication Studies course (now COM322 [Gender & Communication] on a listserv, then on WebCT (online Learning Management System [LMS]), and now Sakai. I try to stay current with ever-burgeoning instructional and communication technology, and recommendations to improve learning. I regularly exhort my students to develop their own skills to enhance their prospects post-graduation. I employ a problem-based team project for my COM421 students beginning in Fall 2011 and continuing through Fall 2017. This capstone-like approach has garnered numerous positive reactions from students who enjoined the project successfully. Students “follow” me by completing several courses I offer. Generally, a majority of undergrad and grad students provide positive comments regarding class involvement, course material, assignments, and projects. However, my IDEA student evaluations show a different side of this as they are exceptionally low for recent semesters. The low scores are a result of a problem teaching “misbehavior” of mine, which is that I hate grading papers, and find it difficult to return feedback and grades for assignments, etc. in a timely way. I am working on (and have been for quite some time) to remediate this, and have accomplished good timely feedback to students’ email and face-to-face consultation or requests.

I advised prospective, entering, and continuing COM Studies’ master’s degree students for over 9 years. Since the inception of the M.A. program in Communication Studies in 1997 through 2005, this comprised a total of 67 graduate students over 8 years (not including those who sought advising prior to applying, or who were nonmatriculated for a period). When I am in the graduate course teaching cycle, I continue to mentor students, especially during (and after) they are in the final stages writing theses or comprehensive examinations. I regularly accept and am involved on graduate student thesis and doctoral committees with other departments and programs, also. Furthermore, I advise and provide “futures” consulting to about 20-30 undergraduate students per AY.

B. SPECIALIZED ASSIGNMENTS

2006-July 2015	Coordinator for Learning, Outcomes, and Assessment (URI COM Studies Department)
1997-2005	Director, Communication Studies Master of Arts Graduate Degree Program (Plan)

Primarily administrative position; also required marketing/public relations, course and curriculum development, planning, policy development and implementation, oversight

and control of student records, degree audits, etc.

F. MAJOR PROFESSOR FOR GRADUATE STUDENTS

Served as major professor for approximately 15% of graduate students who matriculated in our Master of Arts graduate degree plan in COM Studies during 1998-2007, which placed me among the top productive graduate professors in the COM Studies department for that period. The list below includes one Educational Leadership Ph.D. and 9 Communication Studies M.A. students, and excludes non-thesis students. Note: I have either chaired or served on numerous non-thesis student committees. These latter require investment of time and energy previously lying below official records or credit.

Susan R. Hughes	2014; Ph.D. dissertation, Benedictine University	“A Quantitative Investigation of the Relationships Among Graduate Student Scholarly Writing, Instructor Feedback, and Student Tolerance for Ambiguity”
Kevin Reardon	2011; M.A. thesis transferred to Dr. Reyes as Major Professor	“Examining the Relationship of Mobile Uploading of Digital Images to Facebook and the Functions of Photography”
Marisa Geisser	2011; M.A. thesis	“An Investigation of College Students Using Facebook as a Medium to Form Intimate Relationships: Through the Theoretical Lens of the Theory of Motivated Information Management (TMIM)”
Rachel Casteel	2010; M.A. thesis	“An Exploration of Interpersonal Communication Competence and Nonverbal Immediacy in the Undergraduate Academic Advisor-Advisee Interaction”
Erica Bryson	2006; M.A. thesis	“Information Triage: Message Selection Processes and Information Use in St. Anne’s Hospital”
Tracy Scudder	2005; M.A. thesis	“The Relationship of Perceived Communication Time and Quality Between Patients and Physicians”
Aya Nishimoto	2005; M.A. thesis	“The Relationship of Listener Prototypes for Communicator, Vocalic Characteristics, and Accented Speakers’ Voices with Communication Competence and Employment Potential”
Crystal Fonseca	2003; M.A. thesis	“Self-Concept, Self-Monitoring, and the Relationship of Human Social Interaction”
Jane T. Chihoski	2003; M.A. thesis	“A Critical Review of Intercultural Training Models in U.S. Organizations on an Intercultural Communication Competence Benchmark”
Jhodi Redlich	(withdrawn); M.A. thesis	“Analysis of the Efficacy of Voice-Mail Messages vs. Email Organizational Notifications”

Committee member:

Dyer, M. C. (2016). [Evaluating the Effect of Minimal Risk Natural Products for Control of the Tick, *Ixodes scapularis*](#), CELS, URI Digital Commons.

H. COURSE/CURRICULUM DEVELOPMENT

2012	Developed and offered new undergraduate course in COM410 Topics: Advanced Group COM
2010	Developed and offered new graduate Seminar in Interpersonal COM: Nonverbal COM
2009-2010	Developed and scheduled for offer new undergraduate course: COM400—Communication Pedagogy in Secondary Education
2003-2007	Conceptualizing Ph.D. in Communication Studies proposal
	Developed and offered 2 new graduate Seminars in Organizational COM: Interpersonal COM in Organizations; and Macro Org COM Theory and Research
	Developed & offered new graduate Seminar in Interpersonal COM: Gender and COM
	Developed & offered new graduate Seminar in Interpersonal COM: IPC and Social Cognition
1998-2005	Supervision and revision of Master of Arts in COM Studies curriculum
1987-1995	Developed and offered several new undergraduate courses, including COM322 (Gender & COM), COM324 (Nonverbal COM), COM421 (Advanced Interpersonal COM); redesigned and offered numerous other undergraduate COM courses (COM221, COM381, COM382, & more)

III. RESEARCH, ARTISTIC, CREATIVE, AND OTHER SCHOLARLY ACTIVITY

A. Description and Character of Scholarly Activity

Active and Regular Productivity (promoted to full professor 1998)

published 16 refereed articles

published 2 competitively-selected chapters in edited books

published 4 invited chapters/entries in edited books and/or journals

presented 30+ competitively-selected conference/convention papers

National Recognition of Scholarship

Letters, personal correspondence, and other attributions from other internationally- and nationally-renowned scholars that identify my reputation as top-ranked and influential

Multiple citations of my published research in books, textbooks, scholarly research articles, dissertations, and theses (ongoing through 2017); cf. Frey, L. R. (2009).

Introduction: Revitalizing the study of small group communication. *Communication Studies*, 45(1), 1-6, <https://doi.org/10.1080/10510979409368404>

Invitations from recognized scholars and publications to submit to, collaborate with, and review research for highly-regarded refereed journal, such as *Human Communication Research*, and *Small Group Research*.

Current research

Manuscript for one book, *Families Arguing*; planning/outlines for two other books, *Family Crisis Communication*, and *Accounts of Family Crisis Communication*.

2. Refereed Publications

- Ketrow, S. M., & DiCioccio, R. L. (2010). Family argument: A model of family communication in crisis. In D. S. Gouran (Ed.), *The functions of argument and social context: Selected papers from the 16th Biennial National Forensics Association/National Communication Association Joint Argumentation Conference* (pp. 241-249), Alta, UT.
- DiCioccio, R. L., & Ketrow, S. M. (2009). Family communication, argument, and critical decision-making. In S. Jacobs (Ed.), *Concerning argument: Selected papers from the 15th Biennial National Forensics Association/National Communication Association Joint Argumentation Conference* (pp. 166-183), Alta, UT.
- Ketrow, S. M., & Arnold, A. (2001). Expanding the theoretical domain of Argument₁ and Argument₂: Emotional competence, interpersonal sensitivity, and argumentativeness. In T. Goodnight (Ed.), *Arguing communication & culture: Proceedings of the Twelfth Joint AFA/NCA Argumentation Conference* (pp. 302-310). Annandale, VA: National Communication Association.
- *Ketrow, S. M. (1999). Nonverbal aspects of group communication. In L. Frey, D. S. Gouran, & M. S. Poole (Eds.), *The handbook of group communication theory and research* (pp. 251-287). Thousand Oaks, CA: Sage.
- Ketrow, S. M. (1997). Is it homophobia, heterosexism, or can I pass? In B. Mintz & E. D. Rothblum (Eds.), *Lesbians in academia: Degrees of freedom* (pp. 106-112). New York, New York: Routledge.
- Ketrow, S. M., Meyers, R. A., & Schultz, B. (1997). Processes and outcomes related to non-rational argument in societal groups. In Klumpp, J. (Ed.), *Argument in a time of change: Definitions, frameworks, and critiques. Proceedings of the Tenth AFA/NCA Argumentation Conference* (pp. 103-109). Annandale, CA: National Communication Association.
- Schroeder, J., & Ketrow, S. M. (1997). Social anxiety and performance on an Interpersonal Perception Task. *Psychological Reports*, 81, 991-996.
- Ketrow, S. M., & Schultz, B. (1995). Improving decision making in the group: Arguing with constructive intent. In S. Jackson (Ed.), *Argumentation and values: Proceedings of the ninth joint AFA/SCA argumentation conference* (pp. 335-343). Annandale, VA: Speech Communication Association.
- *Schultz, B., Ketrow, S. M., & Urban, D. M. (1995). Improving decision quality in the small group: The role of the reminder. *Small Group Research*, 26 (4), 521-541.
- Ketrow, S. M., & Schultz, B. (1993). Using argumentative functions to improve decision quality in the small group. In R. E. McKerrow (Ed.), *Argument and the postmodern challenge: Proceedings of the eighth AFA/SCA argumentation conference* (pp. 218-225). Annandale, VA: Speech Communication Association.
- *Ketrow, S. M. (1991). Communication role specializations and perceptions of leadership. *Small Group Research*, 22, 492-514.
- Ketrow, S. M. (1991). Valued leadership behaviors and perceptions of contribution. In D.

W. Parson (Ed.), *Argument in controversy: Proceedings of the seventh AFA/SCA argumentation conference* (pp. 229-236). Annandale, VA: Speech Communication Association.

*Ketrow, S. M. (1991). Nonverbal communication and customer satisfaction in computer-assisted transactions. *Management Communication Quarterly*, 5, 192-219.

Ketrow, S. M. (1990). Attributes of a telemarketer's voice and persuasiveness: A review and synthesis of literature. *Journal of Direct Marketing*, 4 (3), 7-21. DOI: 10.1002/dir.4000040304

Gouran, D. S., Ketrow, S. M., Spear, S., & Metzger, J. (1984). Social deviance and occupational status: Group assessment of penalties. *Small Group Behavior*, 15, 63-86.

Ketrow, S. M. (1983). The making of an issue: Anita Bryant and Dade County, Florida. *Florida Speech Communication Journal*, 11 (2), 4-10.

Ketrow, S. M. (1981). Properties of communication affecting perceptions of power, *Indiana Speech Journal*, 16, 25-37.

3. Invited Publications

Ketrow, S. M. (2012). Humor in families: A crucible of humor and communication. In R. L. DiCioccio (Ed.), *Humor communication: Theory, impact, and outcomes* (pp. 157-172). Kendall-Hunt Publishing Company.

Ketrow, S. M., & DiCioccio, R. L. (2009). Family interaction in consequential or crisis decisions. *China Media Research*, 5(1), 81-86.

Lumsden, D., Lumsden, G., & Ketrow, S. M. (2004). Communicating in groups and teams: Sharing leadership. Belmont, CA: Wadsworth/International Thompson Publishing. **NOTE:** Resigned from co-authoring prior to book going to print.

Ketrow, S. M. (2001). The Competent Speaker Speech Evaluation Form. In B. S. Plake and J. C. Impara (Eds.), *The fourteenth mental measurements handbook* (pp. 303-305).

Ketrow, S.M. (2001). The Conversational Skills Rating Scale: An instructional assessment of interpersonal competence. In B.S. Plake and J.C. Impara (Eds.), *The Fourteenth Mental Measurements Yearbook* (pp. 343-345). Lincoln, Nebraska: The Buros Institute of Mental Measurements (The University of Nebraska-Lincoln).

Schultz, B., & Ketrow, S. M. (1996). Improving decision quality in the small group: The role of the reminder. In R. S. Cathcart, L. A. Samovar, & L. D. Henman (Eds.), *Small group communication: Theory & practice* (pp. 404-410). Dubuque, IA: Brown & Benchmark Publishers.

Ketrow, S. M. (1995). Keeping the romance alive. *Narragansett Times*, Feb. 10, p. 10A.

Ketrow, S. M. (1985). Massive changes ahead: The future of PCs. *Indianapolis Business Journal*, December 9, pp. B-1, 14-15.

4. Convention Papers and Proceedings (*selected*)

Ketrow, S. M. (2010). *Decision-Making processes for families in crisis* (in segment State of Communication & Decision Making in Contexts Across the Lifespan). Paper presented, Communication and decision making across the lifespan: A collaborative summit to advance theory, research, application, & pedagogy, National Communication Pre-Conference. San Francisco, CA.

- Ketrow, S. M. (2010). *Improving inclusion in classroom interaction*. Paper and workshop presented to Promising Practices: Twelfth Annual Multicultural Conference and Curriculum Resource Fair, Rhode Island College, Providence, RI.
- Scudder, T., & Ketrow, S. M. (2009). *The significance of time allocation in the physician-patient relationship*. Paper presented to the Applied Communication Division at the Annual Convention of the National Communication Association, Chicago, IL.
- Ketrow, S. M. (2009). *Consequential decision-making: Interfacing family and group communication research*. Paper presented to the Family and Group Communication Divisions at the Annual Convention of the National Communication Association, Chicago, IL.
- Ketrow, S.M., & DiCioccio, R. L. (2009). *Family argument: A model of family communication in crisis*. Paper presented to the Biennial National Forensics Association/National Communication Association Joint Argumentation Conference, Alta, UT.
- Ketrow, S.M. (2008). *Families arguing and crisis decision-making*. Paper presented to Group Communication Division, NCA 2008 Annual Convention, San Diego, CA.
- DiCioccio, R. L., & Ketrow, S.M. (2007). *Family communication, argument, and critical decision-making*. Paper presented to the biennial National Forensics Association/National Communication Association Joint Argumentation Conference, Alta, UT.
- Ketrow, S.M. (2005). *Group interaction and boredom: The relationship of mood and group outcomes*. Paper presented to the Group Communication Division at the Annual Convention of the National Communication Association, Boston, MA.

5. Works Cited (*highly* selective; additional listings may be seen in ResearchGate, Academia.com, Web of Science, Google Scholar Citations)

- Weger, H. (2017). What can studying designed marital argument interventions contribute to argumentation scholarship? In F. Arcidiacono & A. Bova (Eds.), *Interpersonal argumentation in educational and professional contexts* (pp. 27–46). Cham: Springer International Publishing. https://doi.org/10.1007/978-3-319-59084-4_2. Citing Schultz, Ketrow, & Urban (1995).
- Schneider, S.J., Kerwin, J., Frechtling, J., & Vivari, B.A. (2002). Characteristics of the discussion in online and face-to-face focus groups. *Social Science Computer Review*, 20(1), 31-42. citing p. 251 in Ketrow, S. M. (1999). Nonverbal aspects of group communication. In L. Frey, D. S. Gouran, & M. S. Poole (Eds.), *The handbook of group communication theory and research* (pp. 251-287). Thousand Oaks, CA: Sage.
- Griffith, T.L., & Neale, M.A. (2001). Information processing in traditional, hybrid, and virtual teams: From nascent knowledge to transactive memory. *Research in Organizational Behavior*, 23, 379-421. citing p. 492 in Ketrow, S. M. (1991). Communication role specializations and perceptions of leadership. *Small Group Research*, 22, 492-514.
- Keyton, J. (2002). *Communicating in groups: Building relationships for effective decision making*. Boston, MA: McGraw-Hill. [citing Ketrow multiple works on pp. 28, 47, 196, 207, 208]
- Ford, W.S.Z. (2001). Customer expectations for interactions with service providers: Relationship versus encounter orientation and personalized service communication. *Journal of Applied Communication Research*, 29(1), 1-29. citing p. 192 in Ketrow, S. M.

(1991). Nonverbal communication and customer satisfaction in computer-assisted transactions. *Management Communication Quarterly*, 5, 192-219.

Ford, W.S.A., & Snyder, O.J. (2000). Customer service in dental offices: Analyses of service orientations and waiting time in telephone interactions with a potential new customer. *Health Communication*, 12(2), 149-172. citing p. 192 in Ketrow, S. M. (1991). Nonverbal communication and customer satisfaction in computer-assisted transactions. *Management Communication Quarterly*, 5, 192-219.

Engleberg, I. N., & Wynn, D. R. (2000 [also 1997]). *Working in groups*. Boston: Houghton Mifflin. [citing Ketrow, S.M., & Schultz, B. (1993). Using argumentative functions to improve decision quality in the small group. In R. E. McKerrow (Ed.), *Argument and the postmodern challenge: Proceedings of the eighth SCA/ AFA conference on argumentation* (pp. 218-225). Annandale, VA: Speech Communication Association.

multiple citations—1999 *The handbook of group communication theory and research* (see https://scholar.google.com/scholar?cites=2559446212454377620&as_sdt=5,40&scio dt=0,40&hl=en)

5. Grants Funded (select)

Ketrow, S. M. (2010). *Communication pedagogy for public school educators*, course offered in summer—course withdrawn by RIDoE for low enrollment. RITER Grant program, URI College of Arts & Sciences. \$3,750.

Ketrow, S. M. (2009). *Driving toward another goal and cycle completion for undergraduate communication studies majors*. URI Assessment Mini-Grant, Provost. \$1,000.00.

Ketrow, S.M., & DiCioccio, R. L. (2005). *Development of a course “Communication Pedagogy for Secondary Education,”* RITER Grant program, URI College of Arts & Sciences. \$5,000.

Ketrow, S.M., & Wood, S.C. (1999). *CD-ROM virtual portfolio*, URI Assessment Pilot Project Mini-grant, Provost. \$2,000.

Ketrow, S.M. (1999). *Enhancing the Independence Hall Screening Room*. URI Foundation. \$2,000.

IV. CONTRIBUTIONS TO THE UNIVERSITY COMMUNITY, THE EXTRAMURAL COMMUNITY, AND PROFESSIONAL SOCIETY MEMBERSHIP AND OFFICES HELD:

A. Description and Character of Service Contributions

I have engaged in major service contributions to the University of Rhode Island community across my almost 30 years here. My current time sink lay in attempting to keep the Learning, Assessment, and Outcomes processes and planning in play for our department. Along with this incredibly demanding responsibility has come my involvement (usually as a “volunteer”) for various committees or groups that focus on assessment and general education, including a current stint with the Communication Outcomes for GEIST.

Because of my reputation for accomplishment and effectiveness, as well as my abilities to lead teams and engage in collegial relationships, twice the then-Provosts and Presidents (Gitlitz/Eddy and Swan/Carothers) asked me to chair large task

forces for major review and revamping of general education, as well later requested that I co-direct the two-year plus process of URI's reaccreditation by NEASC. I have chaired and served as member on many university-wide committees as well as department committees.

When asked to direct our Communication Studies Master of Arts graduate program, I enthusiastically accepted. This position was the second most demanding responsibility I have taken on thus far in my URI career. However, this paled in relation to stepping in as Acting Department Chair during the end of summer 2001 and Fall 2001 semester. I see taking on such roles as part of my assigned "job," but more so, fulfilling these assignments and projects is part of a larger set of values that I have toward being a good citizen.

My professional association activities culminated in November 2011 with my installation as Chair for the Group Communication Division of the National Communication Association (this is a 4-year commitment—1 year as Vice Chair Elect, then Vice Chair, then Chair, and Past Chair). I also served on the Legislative Council for the Group Communication Division for two years.

I have continuously been a member of many committees, both within the COM Studies department, the College of Arts & Sciences, as well as at the University level. I have been a member, along with 2-years of chairing, the A&S Curriculum Committee.

Across the last 15 years, I also devoted organizational and management consulting skills to building the Unitarian-Universalist Congregation of South County. I was successful to the point that I was elected Vice President, and then President of the Executive Board of Directors, and have subsequently continued to provide OD skills as well as organizational process consultant.

2. Service Contributions (selected entries)

2014-2016	Communication Committee, General Education (GEIST), URI
2004-2016	Member, College of Arts & Sciences Curriculum Committee; Chair, 2013-2015
2006-July 2015	Coordinator for Learning, Outcomes, and Assessment (URI COM Studies Department)
2014& 2015	Reviewer, <i>Small Group Research</i>
2014	Past Chair, Group Communication Division, National Communication Association
2013	Chair, Group Communication Division, National Communication Association
2010, 2013-2016	Reviewer, <i>Human Communication Research</i>
2012	Vice-Chair, Group Communication Division, National Communication Association
2012-2014	Chair, Arts & Sciences Curriculum Committee
2011	Vice-Chair Elect, Group Communication Division, National Communication Association
2008-2010	Editor, Editorial Board, 2009 AFA/NCA Conference on Argumentation & <i>Proceedings</i>

2008-2009	Member, Graduate Education Task Force
2007-2010	Member, Arts & Sciences Dean's Ad Hoc Assessment Committee
2008	Reviewer, <i>Management Communication Quarterly</i>
2004-2007	Member, URI Curricular Affairs Committee
2003	Reviewer & Guest Editor, <i>International and Intercultural Communication Annual</i>
2001	Reviewer (<i>Review of Communication</i>), Bogen, D. (1999). <i>Order without rules: Critical theory and the logic of conversation</i> . Albany, NY: State University of New York Press.
1995-1998	Co-Chair & Editor, <i>University of Rhode Island Self-Study Report for Re-Accreditation with New England Association of Schools and Colleges</i> , August 1997.
1993	Guest Editor, Robey, R. R., & Schultz, M. C. (1993). <i>Optimizing theories and experiments</i> . San Diego, CA: Singular Publishing Group, Inc.

Numerous other service commitments not listed.