

October 6-8, 2011 Harrisonburg, VA

COUNCIL FOR PROGRAMS IN TECHNICAL AND SCIENTIFIC COMMUNICATION

CADEMY

Academy-Industry Relationships and Partnerships



Many, Many Jhanks to

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Tracy Bridgeford



Drogram at a Glance

Thursday, October 6, 2011

4:00-7:00	Registration
6:30-7:00	Opening Reception and Buffet
7:00-9:00	Welcome_and Keynote

Friday, October 7, 2011

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8:00-2:30	Registration
9:00-10:00	Plenary Session
10:00-10:15	Break
10:15-11:15	Concurrent Session 1
11:15-11:30	Break
11:30-12:30	Concurrent Session 2
12:30-1:30	Awards Lunch
1:30-2:30	Concurrent Session 3
2:30-2:45	Break
2:45-3:45	Concurrent Session 4
3:45-4:00	Break
4:00-5:00	Concurrent Session 5
5:15-6:16	Administrators' Roundtable

Saturday, October 8, 2011

8:00-9:00	Breakfast
9:00-12:00	Annual Business Meeting
11:00-12:00	Boxed Lunches
1:00 -	Excursions



Schedule of Events and Program Details

Thursday, October 6, 2011

All events will take place in the Montpelier Room of the East Campus Dining Hall.

4:00–7:00 Lobby of Montpelier Room	Registration
6:30–7:00 Montpelier Room	Opening Reception and Buffet
7:00–9:00 Montpelier Room	Opening Welcome <i>Bill Williamson,</i> Saginaw Valley State University
	Welcome Jim Zimmerman, James Madison University
	Keynote Introduction Kirk St. Amant, East Carolina University
	Keynote: Crossing the Not-So-Great Divide: Academics as Technical-Communication Practitioners Hillary Hart, University of Texas at Austin

Friday, October 7, 2011

All events will take place in the Festival and Student Conference Center.

8:00–2:30 Lobby	Registration
8:00-9:00 Allegheny Room	Breakfast
9:00–10:00	Plenary Session: Building Bridges for Industry and Academe: It's a Two-Way Street
Highlands Room	Plenary Speakers
Moderator Kirk St. Amant <i>East Carolina University</i>	Stephen A. Bernhardt, University of Delaware Carolyn Rude, Virginia Tech Dan Voss, Lockheed Martin Missiles and Fire Control



10:00–10:15 Lobby	Break
10:15-11:15	CONCURRENT SESSION 1
Panel A	Strategies for Fostering Excellence among Technical Communicators and Engineering Graduates through Academic-Industry Partnerships
Allegheny Room	An Overview of the Benefits of Partnerships <i>Diane Martinez, Utah State University</i>
Moderator Nicole St. Germaine- McDaniel	The Engineering Faculty Perspective David Bigio, University of Maryland
McDaniel Angelo State University	The Managerial Perspective: Expectations of the Role of Technical Communicators in Engineering Environments Pt. I Calvin Langford, Northrop Grumman
	The Managerial Perspective: Expectations of the Role of Technical Communicators in Engineering Environments Pt. II Rebecca Torzone, Northrop Grumman
	Technical Communication: A Faculty Perspective Laura Vernon, Utah State University
	The Student and Recent Graduate Perspective Greg Wu, Northrop Grumman
Panel B	Learning from Alumni: Implications of a National Survey of Workplace Writing for Technical and Professional Communication Programs
Conference Room 2 Moderator	An Overview of the Recent Survey of Professional & Technical Writing Alumni Stuart Blythe, Michigan State University
Carolyn Rude <i>Virginia Tech</i>	Should We Care About Writing Anymore? Stewart Whittemore, Auburn University
	Implications of Survey Results for Undergraduate Programs and Students in Technical Communication Lee-Ann Kastman Breuch, University of Minnesota



	Communicating Visually: What Alumni Can Tell us about Design Tasks and Software in the Technical Communication Workplace Claire Lauer, Arizona State University Identifying Patterns in Professional Activities and Exploring Their Implications for Program Design Bill Williamson, Saginaw Valley State University
Panel C	Aligning Programmatic Objectives with Industry Expectations with Student Experiences in Technical Communication
Conference Room 3 Moderator Matt Livesey University of Wisconsin- Stout	Framing Current Objectives for Student Success in Technical Communication: Results From Alumni/Industry Partner Feedback Necia Werner, Carnegie Mellon UniversityPutting Theory into Practice: Using Industry Experience to Help Prepare Students for Technical Writing Jobs Jennifer Ciroli, IBMFrom Aristotle to Oracle: One Student's Journey From Philosophy to Technical Writing Sam B. Myers, Carnegie Mellon UniversityWrite, Revise, Prognosticate: The Challenges of Writing Within a Development Cycle Diane Warner, Carnegie Mellon University"Is This Thing On?": Strategies for Negotiating End-User Needs While Planning and Writing a Large-Scale Healthcare Document John Wayne Williams, Carnegie Mellon University
Panel D	Technical Communication Program Curricula as Loci for Academy- Industry Stakeholder Negotiation
Conference Room 4 Moderator Kirk St. Amant <i>East Carolina University</i>	An Overview and Introduction Jim Nugent, Oakland University The Classroom and the Workplace: Initiating the Conversation Laurence José, Grand Valley State University Vocationalism, Advisory Boards, and Institutional Identity Shifts: The Terrible Triad Erik Hayenga, University of Findlay



Panel E	Service Learning and Relationship Building
Conference Room 5 Moderator Gerald Savage Illinois State University	(Re)Introduction to the SLOT-C Database Jo Mackiewicz, Auburn University Project Management and Usability Testing: Strategies Learned from Developing the SLOT-C Database Susan Youngblood, Auburn University
	Incorporating both Formative and Assessments and Evaluations from Community Partners in Technical Writing Courses with Service Learning Projects Xiaoli Li, Clemson University
	Connecting Service Learning and Community Engagement & Programmatic Assessment Kenneth R. Price, Western Carolina University
11:15–11:30	Break
Lobby	
11:30-12:30	CONCURRENT SESSION 2
Panel A	CPTSC Research Grants: Overviews, Updates, and Perspectives
Allegheny Room	Speakers
Moderator Erik Hayenga <i>University of Findlay</i>	Sandi Harner, Cedarville UniversityJo Mackiewicz, Auburn UniversityKirk St. Amant, East Carolina UniversitySusan Youngblood, Auburn UniversityJim Nugent, Oakland UniversityLisa Meloncon, University of CincinnatiAnn Brady, Michigan TechSusan Popham, The University of Memphis
Panel B	Considering Curricular Perspectives on Fostering Academy-Industry Relationships and Partnerships
Conference Room 2 Moderator Kristen Welch Longwood University	Creating a Crossdisciplinary and Sustainable Graduate Program Sarah Perrault, University of California-DavisMutual Continuing Learning: Collaborating with Practitioners to Develop and Maintain a Technical Communication BS Degree Marjorie Rush Hovde, Indiana University-Purdue University Indianapolis



	Topic-Oriented Content Development: Implications for Technical Communication Programs <i>Rebekka Andersen, University of California, Davis</i>
Panel C	Pervasive Partnerships: Leveraging Industry Relations across the Curriculum
<i>Conference Room 3</i> Moderator Stuart Selber <i>Penn State University</i>	Beyond Course Delivery: Encouraging Critical Student Perspectives of Online Education Paul Anheier, University of Wisconsin-Stout Bringing the World to Campus: Building Industry Ties Regionally Quan Zhou, University of Wisconsin-Stout
	User-Centered and Robot-Compatible: The New Rules for Audience Analysis Matt Livesey, University of Wisconsin-Stout
Panel D	Literacies, Competencies, and Skills: Perspectives on Fostering Academy-Industry Relationships
<i>Conference Room 4</i> Moderator D. Alexis Hart <i>Virginia Military Institute</i>	Research Methods for UndergraduatesTim Giles, Georgia Southern UniversityTechnology Skill-Sets and Industry Demands: Evaluating Curriculumon a "Continuum of Program Foci"Brian D. Ballentine, West Virginia UniversityHarnessing the Power of Games: Applying Innovative Approachesto Collaborative Team ProjectsThomas McNally, Kutztown University
Panel E	Examining Academy-Industry Relations in Medical and Health Contexts
Conference Room 5 Moderator Natalia Matveeva University of Houston- Downtown	Writing (and Experiencing) the Health Sciences: Building Academy- Industry Partnerships through Community-Based Learning Michael J. Klein, James Madison UniversityPedagogy, Usability, and Assemblage Theory in Electronic Health Records Research Elizabeth L. Angeli, Purdue University
	Communicating Public Health with Technology Josephine Walwema, Clemson University



12:30–1:30 Highlands Room	Awards Lunch
1:30-2:30pm	CONCURRENT SESSION 3
Panel A	Academy-Industry Partnerships in Usability Testing Labs and Courses
Allegheny Room Moderator Stephen A. Bernhardt University of Delaware	A Brief History of our Lab's Partnerships in Usability Testing Carol Barnum, Southern Polytechnic State University The Evolving Role of Usability Facilities in Academy-Industry Partnerships and Relationships Tharon Howard, Clemson University Being an Ambassador: Partnering with Industry/Academia for Usability Testing Liza Potts, Michigan State University Collaborative Usability Testing in Agile Environments Gerianne Bartocci, Intuitive Company Inventing an Eye Tracker: When Usability Labs Create New Technologies Brian Still, Texas Tech University
Panel B	From the Academy to Industry: Issues of Diversity in Technical Communication
Conference Room 2 Moderator Michael J. Klein James Madison University	Decolonizing Intercultural Technical Communication: Localizing in Unenfranchised Sites Godwin Agboka, University of Houston-DowntownTeaching and Assessing a New Technical Communication Course at a Historically Black University Miriam F. Williams, Texas State UniversityTechnical, Scientific, and Professional Communication Programs in Hispanic-Serving Institutions in the United States: Regional Differences and Programmatic Adaptations Natalia Matveeva, University of Houston-Downtown



Panel C	From Crayons to Clients: A Graduate Course in Visual Discourse
Conference Room 3 Moderator Jo Mackiewicz Auburn University	An Overview of a Graduate Course in Visual Discourse Donna J. Kain, East Carolina University Preparing Teachers to Teach Visual Literacy Katrina Hinson, East Carolina University Providing Experiences with Tools Therese Pennell, East Carolina University Incorporating a Client Project Justin Kingery, East Carolina University
Panel D	The Roles of Advisory Boards in Fostering Academy-Industry Relationships and Partnerships
Conference Room 4 Moderator Ann Brady <i>Michigan Tech</i>	How Advisable are Advisory Boards for Academic Programs?Kevin LaGrandeur, New York Institute of TechnologyIntegrating the Industry Advisory Board Directly into theCurriculumSandi Harner, Cedarville UniversityBest Practices in Creating Working Community Advisory Boards onProfessional Writing and CommunicationPavel Zemliansky, University of Central Florida
Panel E	Academy-Industry Partnerships in Global Contexts
Conference Room 5 Moderator Carroll Ferguson Nardone <i>Sam Houston State</i> University	Development of Academia-Industry Relationships in French Universities: The Example of Université Paris Diderot Lucy Veisblat, Université Paris Diderot Virtual Team Literacy: Using a Flexible Virtual Team Teaching Module to Connect Classrooms to the World Pamela E. Brewer, Appalachian State University Responding to Field Convergence: Updating Curricula and Programs as the Roles of Technical Communicators and Technical Translators Merge Bruce Maylath, North Dakota State University
2:30-2:45 Lobby	Break



2:45-3:45pm	CONCURRENT SESSION 4
Panel A	The Role of Technology and Media in Fostering and Maintaining Academy-Industry Relationships and Partnerships
Allegheny Room Moderator Sarah Perrault University of California- Davis	It's a Two-Way Street on the Information Highway: Bringing Employers to the E-Campus while Getting Students to the Workforce Susan L. Popham, University of MemphisMore than Polishing a Mirror Image: How Pedagogic Theory Can Embrace the Self-Awareness that Industry Demands Jim Zimmerman, James Madison UniversityIndustry-University Partnerships: Exploring Concepts and Practices through Emerging Technologies Russell Carpenter, Eastern Kentucky UniversityDo YouTube and Facebook? Can Social Media link the Academy and Community Partners? Jim Dubinsky, Virginia Tech
Panel B	Merging Course and Community Objectives: Incorporating Service Learning in a Technical and Business Writing Program at a Division II University
<i>Conference Room 2</i> Moderator Marjorie Rush Hovde <i>Indiana University-</i> <i>Purdue University</i> <i>Indianapolis</i>	Service Learning in an Intercultural and International Technical and Business Writing Course: Helping the Community Nicole St. Germaine-McDaniel, Angelo State University Service Learning in a Usability Testing course: Recruiting Clients
	Kevin Garrison, Angelo State University Service Learning in an Introductory Web Publishing course: Challenges and Opportunities Joe Erickson, Angelo State University
Panel C	Project-Based Learning, Internships, and Academy-Industry Relationships and Partnerships
Conference Room 3 Moderator Bruce Maylath North Dakota State University	Creating Bridges with Internships Susan Katz, North Carolina State University Client Projects for 21 st Century Technical Editors Ryan K. Boettger, University of North Texas Collaborating with Industry Using Mentoring and Internships Herb J. Smith, Southern Polytechnic State University



Panel D	Examining Academy-Industry Relationships in Military and Governmental Contexts
Conference Room 4 Moderator	Warrior Writers: Investigating the Relationship between Military Personnel and Academic Writing Ashly Bender, University of Louisville
Eric LaFreniere James Madison University	The Military-Academic Complex: Benefits and Challenges of Military Veterans in College Technical Communication Classrooms D. Alexis Hart, Virginia Military Institute
	Common Problems: What the Academy Should Know about Veteran Employment Roger Thompson, Virginia Military Institute
	Academic-Industry-Government Partnerships: Employee Writing Workshops and Handbook Development Barbara A. Heifferon, Louisiana State University
Panel E	The Struggle for Profession Building: Are We Leading the Way?
<i>Conference Room 5</i> Moderator Diane Martinez <i>Utah State University</i>	Building Communities of Practice to Achieve Professional Consciousness Thomas Barker, Texas Tech University Joel A. Kline, Lebanon Valley College
	Poster Presentation Session
Lobby Moderator Donna Kain East Carolina University	Still in the Test Tube: A Rhetoric and Professional Writing Master's Program at Longwood University Kristen Welch, Longwood University
	Expanding Our Notion of Industry: Artists and Technical Communication Program/Industry Partnerships <i>Angela Crow, Georgia Southern University</i>
	Visualizing a New Critical Cultural Communication Model in Technical Communication Flourice Richardson, Illinois State University
	When the Robot Unicorn Attacks: Gameplay, Collaboration, and Audience Angela M. Harrison, Old Dominion University



3:45-4:00 Lobby	Break
4:00-5:00	Concurrent Sessions 5
Panel A	Positioning Programs to Maximize Academy-Industry Relationships and Partnerships
Allegheny Room Moderator Susan Katz North Carolina State University	A Call for CPTSC Adoption: tcWPA Outcomes Statement Tracy Bridgeford, University of Nebraska at Omaha K. Alex Ilyasova, University of Colorado at Colorado Springs Cultivating Rhetorical Engagements: Learning from Program Alumni and Students Michelle F. Eble, East Carolina University Developing Academy-Industry Relationships as an Administrative Lone Ranger
	Chalet K. Seidel, Westfield State University Jamie L. McDaniel, Pittsburg State University
Panel B	Positioning Programs to Facilitate Academy-Industry Relationships and Partnerships
Conference Room 2 Moderator Xiaoli Li Clemson University	Intra-Institutional Partnerships for Technical Communication Stuart Selber, Penn State University
	Writing with Number Crunchers: Building Academy-Industry Collaboration with Accounting Firms Allen Brizee, Loyola University Maryland
	Three Effective Methods for Improving Collaboration with Industry Stan Dicks, North Carolina State University
	Goal Consensus in Academia-Industry Partnerships Natasha N. Jones, University of Washington
Panel C	Entrepreneurship and Technical Communication: Academic and Professional Perspectives
<i>Conference Room 3</i> Moderator Kirk St. Amant <i>East Carolina University</i>	Technical Communication within Entrepreneurship Programs: A Michigan Case Study Gregory J. Schneider, Kettering University Technical Communication at the Hub: Building Cross-Institutional and Industry Relationships John M. Spartz, University of Wisconsin-Parkside



	Beyond the Business Plan: The Technical Communication Needs of Practicing Entrepreneurs <i>Ryan P. Weber, University of Alabama in Huntsville</i>
Panel D	Angles of Repose: Encouraging Productive Exchange among Technical Communication Programs and the Workplace
<i>Conference Room 4</i> Moderator Kevin LaGrandeur <i>New York Institute of</i> <i>Technology</i>	 Fostering Conversations about STC: Bringing Professionals, Students, and Faculty Together Ann Brady, Michigan Tech Developing Professional Identities: The STC Student Chapter Marika Seigel, Michigan Tech Getting Feedback from Alumni: How Can We Better Prepare Them for the Workplace? Joanna Schreiber, Michigan Tech
Panel E	Can Academy-Industry Relationships Succeed for a Program Committed to Social Justice?
Conference Room 5 Moderator Necia Werner Carnegie Mellon University	Challenges of Moving Social Justice to the Center of a Technical Communication Program Gerald Savage, Illinois State UniversityHow Social Justice Commitment Plays with Students Angela Haas, Illinois State UniversityCase Study of One Graduate's Experience in Industry Chelsea Moats, Michigan State University
5:15-6:15 Highlands Room Moderator Bruce Maylath North Dakota State University	Administrators' Roundtable



Saturday, October 8, 2011

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8:00-9:00	Breakfast
Allegheny Room	
9:00-12:00 Allegheny Room Moderator	CPTSC Annual Business Meeting
Bill Williamson Saginaw Valley State University	
11:00-12:00 <i>Allegheny Room</i>	Boxed Lunches Available for Pickup at Registration Desk Lunches will be available just outside of the room's entrance.
1:00-	Excursions
Meet in the Lobby	Guided nature hike Trip to the Frontier Culture Museum in nearby Staunton, VA

Programmatic Perspectives

www.cptsc.org/pp/

Programmatic Perspectives, the journal of the Council of Programs in Technical and Scientific Communication, is soliciting articles about theoretical and practical aspects of technical communication program administration. Topics of interest include, but are not limited to,

> Program assessment Curriculum development and innovation Cross-cultural issues Faculty development Technology integration Relationship-building Diversity issues Program maintenance Programs transitions (expansion from certificate to major) Student and faculty recruitment Recruitment and retention Internationalization/globalization Historical perspectives on program adm 'stration New program development

The editors welcome articles of 6,000-10,000 words and shorter articles of 4000-6,000 words for the Program Showcase. Submissions should conform to APA.

Articles are accepted on an ongoing basis. Queries are welcome. Please include the author's name, e-mail address, phone number, and affiliation on a separate cover sheet.

Please send submissions in Microsoft Word or .RTF as an email attachment to Tracy Bridgeford at **tbridgeford@unomaha.edu**.

Don't waste any time. Revise that position statement into an article now! ficate to major)





Faculty:

Greg Luft, Chair Joseph Champ Cindy Christen Kirk Hallahan Pam Jackson Jangyul Kim Minjeong Kim Kris Kodrich Jim Landers Marilee Lona Rosa Marteu Garrett O'Keefe Jonna Pearson Patrick Plaisance Donna Rouner Pete Seel Jamie Switzer Craig Trumbo Don Zimmerman

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Preliminary Call for Proposals 2012 Annual Conference of the Council for Programs in Technical and Scientific Communication (CPTSC)

Proposed Conference Theme: Communities, Workplaces, and Technologies

Conference Dates: TBA Conference Location: TBA Submission Deadlines (Early and Regular Submissions): TBA

Overview:

The field of technical and scientific communication is defined by people, communities, contexts, practices, and technologies that affect written, oral and visual communication. The 2012 CPTSC conference theme targets the impact of communities and their practices, especially ethnic and cultural communities in the United States and abroad, on workplace communication and technologies. Moreover, we would like to explore the effects of such impact on programmatic objectives of the field of technical and scientific communication.

Topics:

Possible topics for proposals may include, but are not limited to,

- defining diversity in technical and scientific communication
- exploring issues of diversity and programmatic objectives in technical and scientific communication
- understanding the impact of technologies (social media and new communication tools) on ethnic and cultural communities and pedagogy
- exploring issues of social justice, government policy, and programmatic objectives
- researching issues of ethnicity, culture, gender, sexual orientation, and workplace communication
- teaching technical and scientific communication in diverse colleges and universities
- using plain language as a way to address multiculturalism in the United States
- localizing/internationalizing documents and preparing content for translation in technical and scientific communication

Presentation Formats

The types of presentation proposal may include

- individual presentations: 5-7 minute presentation given by an individual speaker
- panel presentation: a session in which 3-6 individuals spend 20-30 minutes examining a central topic or theme
- poster session: a poster presentation that will be on display throughout the conference; presenters will discuss their ideas at a poster session during the conference

Submission Guidelines

What to submit:

Submit a 250-400 word proposal and include the following:

- the title of the individual or panel presentation
- the kind of presentation (i.e., individual presentation, panel presentation, or poster presentation)

• the name, affiliation, and contact email of the presenter for an individual presentation or all panelists

Contents of the proposal:

- Describe the topic of your proposed presentation or offer an overview of the panel (Note: Add individual descriptions for all panel presentations.).
- Explain how the chosen topic of the presentation or the panel responds to the theme of the conference.
- Discuss what attendees of your presentation can learn or gain from your presentation.

Where to submit:

Submit your proposal as .rtf files attached to an email sent to <u>CPTSC2012@gmail.com</u>. In the subject line, type "CPTSC 2012 Conference Proposal." All proposals undergo a rigorous peer review process.

Submitting multiple proposals:

You can submit several proposals to the conference. However, if accepted, each participant can present only one project.

Questions:

If you have any questions, please email program chairs Tommy Barker, <u>thomas.barker@ttu.edu</u>, or Natalia Matveeva, <u>matveevan@uhd.edu</u>.



October 6-8, 2011 Harrisburg, Virginia

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