
COMMUNICATION CENTERS NEWSLETTER

Issue 15

Spring 2017

Empowerment at the Center

Anand Rao

University of Mary Washington, Fredericksburg, VA

This year's NACC conference theme, "More Than a Space: Empowerment at the Center," is one that resonates with us all. Our centers provide an invaluable service to our students as we help them develop and practice the critical thinking, advocacy, and communication skills that they will need for life. We know the important role that communication instruction plays in making students more socially aware, civically engaged, and intellectually alive. Talk about empowerment.

Thanks to Carl Brown and everyone at Grand Valley for hosting this year's conference. They have done a great job in preparing what promises to be an excellent conference experience. Attendees have many wonderful panels, forums, and workshops to choose from. Bonnie Wentzel and Kim Cuny will host a session to continue our organization's discussion of membership and they will share the results from the NACC/NCA survey that many of you contributed to. And Rusty Carpenter, our new *Communication Center Journal* editor, will discuss opportunities and recommendations for preparing manuscripts for publication.

Speaking of the *Communication Center Journal*, Rusty has been working on some new ideas for promoting and showcasing both traditional submissions and new digital content. The journal has three general sections: Research, Praxis, and the Digital Perspectives from the Center (DPC). This innovative third section will include brief videos on center perspectives, providing the opportunity to share narratives and insights that are best communicated through video. Check the website for more information: <http://commcenters.org/journal>. I cannot wait to see what our creative community comes up with!

As we prepare for our 16th annual conference, we have much to celebrate. Our organization continues to provide valuable support for new and continuing centers, and our members are engaging in the academic research that keeps our centers at the forefront of communication education. Your membership means a great deal. Please take a few minutes to make sure that you have declared communication centers as an interest group within NCA, and let your NCA friends know about the importance of our community.

Thank you for all that you do to make NACC such a great organization!

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Message from Marlene Preston

Marlene Preston
Virginia Tech, Blacksburg, VA

Dear CommCenter Friends --

I'm sorry I can't be at the conference this year, but I'm sure it will be a great opportunity for learning and connecting.

I'm retiring this summer and wanted to let you know how much I've loved being part of the CommCenters initiative. I learned so much, and I enjoyed sharing with many of you -- the brainstorming sessions, the growing pains, and the successes of our organization.

Thank you for inspiring me in so many ways! I'll be cheering for you as you continue to enhance your centers and engage your students.

Sending a long-distance hug --

Marlene

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New Lab Director at Ohlone College

Brenda Ahntholz & Kristine Carroll
Ohlone College, Fremont, CA

Shelly Spratt is the new Communication Lab Director at Ohlone College. Shelly comes to Ohlone as a full-time tenure track Communication Instructor with more than a decade of teaching and administrative experience. She was an academic advisor and admission evaluator, with NCAA eligibility emphasis for both Chico and San Jose State, and previously worked at Stanford University as a Student Services Manager for the University Registrar and as a Student Services Specialist for the English Department. Shelly is also a communication consultant for companies in the Bay Area. She specializes in speech coaching, story development, small group mediation, and effective slide creation.

Ohlone College is one of the 113 California Community Colleges, ranked second highest in transfer rates in the state to the CSU's and UC's. Ohlone College was the first CCC (California Community College) to receive NACC certification in 2015. Ohlone's Communication Labs are located at two campuses in Fremont and Newark, California. We have 14,000 students and complete more than 10,000 hours of tutoring per semester serving more than 700 Public Speaking students. Fremont is among the the top three **most** diverse cities in the U.S., and Ohlone's student population is representative of that.

<http://www.cnbc.com/2011/05/17/The-Top-10-Most-Diverse-Cities-in-America.html?slide=9>

Check out our Communication Labs website at:

<http://www.cnbc.com/2011/05/17/The-Top-10-Most-Diverse-Cities-in-America.html?slide=9>

New Edition of Communication Lab Activities Lab Manual Now Available

Brenda Ahnholz & Kristine Carroll

Oblone College, Fremont CA

Co-authors Brenda Ahnholz, Kristine Carroll and Krista Phair, Ph.D., are proud to announce the 5th edition of the Communication Lab Activities Manual. This new edition was released in January 2017. This activities manual is intended for use with a Public Speaking text and offers the best in praxis for the introductory public speaking student. This edition has newly updated online speeches for analysis which are diverse, address social justice topics and non-western speaking styles. Multiple modalities of learning and practice are included across the speech making process. This lab manual of public speaking lab activities is required curriculum for our Public Speaking course and retails for approximately \$27.00. Desk copies can be requested from Pearson through our rep, Anakira Gabriella, anakira.gabriella@pearson.com.

New Publications

Please help me in congratulating all of these outstanding accomplishments!

Bryant, W., Cuny, K. M., & Davidson, M. (2016) Critical perspectives on group consultations at communication centers: Communication accommodation theory, immediacy, and persuasion. *Southern Discourse in the Center: A journal of multiliteracy and innovation*. (21.1) 33-55.

LeFebvre, L., LeFebvre, L. E., & Anderson, D. (forthcoming). The communication center at U.S. colleges and universities: A descriptive overview II. *Communication Education*.

Abstract: This study gathered data about communication centers and built on past investigations of how centers function across the United States. Communication center directors (N = 47) or individuals who oversee centers at two- and four-year institutions of higher education were surveyed. Participants responded to questions about center structure and configuration, logistics and operation, directorship, staff and training, and services. The findings highlight current and changing trends of centers. Overall, this study offers a summative discussion of how centers should be reenvisioned to provide broader impacts for institutions of higher education.

Schwartzman, R., & Boger, K. (2017, April). Invigorating language learning and cultural awareness of international students: The role of communication centers and locus of control. Paper presented at The 12th Conference of the Global Communication Association, Greensboro, NC.

"Using Data Mining in Online Basic Communication Courses: Diagnosing Student Needs and Activating Communication Centers." Presentation by Roy Schwartzman, Ph.D., University of North Carolina at Greensboro for the conference "Pedagogics and Psychology in the Integrated Area of Research and Practice," Mendeleev Tobolsk Pedagogical Institute, Tyumen State University, Tobolsk, Russia, 14 April 2017.

Zakia-O'Donnel, E. & Cuny, K. M. (2016). Music as an effective anxiolytic intervention in communication centers, *Communication Centers Journal*, (2), 40-56.

Important Announcements

Communication Centers: A Theory-Based Guide to Training and Management

offers advice based on extant research and best practices to both faculty who are asked to develop a communication center and for directors of established centers. Broken into easily understood parts, Kathleen J. Turner and Theodore F. Sheckels begin with the development of communication centers, offering guidance on the history of centers, how to start a center, and, in a contribution by Kyle Love, creative approaches to marketing. They provide a communication perspective on selecting and training tutors, and then address how to train the tutors in their tasks of helping students with invention, disposition, style, memory, and delivery as well as presentation aids, including consideration of special situations and diverse populations. The authors explore ways to broaden the vision for communication centers, and conclude with chapters on techniques for assessment by Marlene Preston and on the rich rhetorical roots of communication centers by Linda Hobgood. The volume concludes with appendices on guidelines for directors and for certification of tutor training programs. *Communication Centers* is a valuable resource for scholars in any stage of developing or improving a communication center at their university.

Special 30% discount offer!*

Cloth ISBN: 978-0-7391-9098-2 December 2014 244 pages Regular price: \$85.00 / After discount: \$59.50

E-book ISBN: 978-0-7391-9099-9 December 2014 244 pages Regular price: \$84.99 / After discount: \$59.49

To receive discount, use code LEX30AUTH17 when ordering

*Discount cannot be combined with any other special offers and only applies to purchases made directly from R&L. For this offer, the ebook must be ordered online at rowman.com. Print and ebooks cannot be combined in the same order. Valid until 12/31/17.

Announcing *Public Speaking: Finding Your Voice, 11th edition* for 2018 classes

Kathleen J. Turner, Randall Osborn, Michael Osborn, Suzanne Osborn

This classic text helps students rise to the challenge of finding and developing their own distinct voices. This eclectic approach draws from both classic and contemporary approaches to the process as well as unique insights from both the social sciences and the humanities. Distinctive emphases include ethics, diversity, communication apprehension, communication technologies, and the first speech. The text highlights the value of campus communication centers--to our knowledge, the only public speaking textbook to do so.

Available in Revel™: An interactive learning environment that seamlessly blends authors' narrative, media, and assessment, enabling students to read, practice, and study in one continuous experience. Now includes the best of MediaShare functionality, including student video submissions with grading and video quiz, so students have one all-inclusive space to practice and have their performance assessed while actively learning through interactive course content. <https://www.pearsonhighered.com/revel/>

Awards

Please help me in congratulating all of these outstanding accomplishments!

Carl Brown finished his PhD in Communication Studies at the University of Southern Mississippi in July 2016.

Carley Young, Coordinator of The University of Southern Mississippi Speaking Center and doctoral student in the Communication Studies department, was recently honored in the USM Graduate School Hall of Fame. This is a selective award given to students based on their academic performance, research, scholarly productivity, and service to the university. Fourteen students were inducted into the 2017 Graduate School Hall of Fame. The students are recommended by their department and then selected by the dean of their respective college. Each college is allowed to select two students for the honor every year from the approximately 2,800 graduate students at USM.

Carley's research focuses on communication between students and their peers, family, and the education system and how it influences their perceptions and decisions concerning higher education. Specifically, she is interested in students from lower social class backgrounds and/or first-generation college students. Her ultimate goal is to contribute to improving communication and understanding between these at-risk student populations and institutions of higher education.

Danielle Leek and Carl Brown won the Grand Valley State College of Liberal Arts and Sciences "Silver Cordon Award" for "Raising the level of discourse and improving culture in the College of Liberal Arts and Sciences."

Danielle Leek and Carl Brown had a chapter accepted for publication. Our chapter, "Speech Consultants at Grand Valley State University: Empowering Student Voices," is in press as part of Mary O'Kelly's (Ed.) book "Training Research Consultants: A Guide for Academic Libraries." The book should be out later this year.

Thinking About a Leadership Position?

NACC is dependent on people volunteering to serve in leadership positions. We have had some amazing leaders who have helped establish and build NACC. Each year at NCA, the section has opportunities to get involved in leadership positions.

Request for Newsletter Submissions

We would like to continue highlighting more of the accomplishments of you and other NACC members. We are requesting information on areas you have been involved with over the past year. Without your participation this newsletter won't be a success.

If you have something you would like highlighted, please send us the information. I know it is not easy to "highlight" yourself or your center. However, as we see others accomplishments, we are strengthened as a group. What you are involved with may be just the inspiration someone else needs for a project. Please submit this information to Kristine Carroll (kcarroll@ohlone.edu).

NACC Conference Schedule

Friday, April 21, 2017—Eberhard Center

- 10:00am-12:00pm: Registration & Refreshments
- 12:00pm-12:30pm: Conference Welcome
- 12:30pm-1:00pm: Keynote Address—Dr. Frederick J. Antczak
- 1:00pm-2:00pm: Lunch
- 2:15pm-3:15pm: Open Forums: Students, Start-Ups, & Directors
- 3:30pm-4:30pm: Session 1
- 4:30pm-6:00pm: Break
- 6:15pm: Shuttle leaves for Bowling Outing (round-trip)
- 7:00pm-9:00pm: Friday Optional Activity: Bowling at Lincoln Lanes

Saturday, April 22, 2017—DeVos Building D & E

- 8:00am-8:45am: Coffee & Light Breakfast
- 8:00am-8:50am: NACC Business Meeting
- 9:00am-10:00am: Session 2
- 10:15am-11:15am: Session 3
- 11:30am-12:30pm: Session 4
- 12:30pm-1:30pm: Lunch & Discussion of *Communication Centers Journal*
- 1:40pm-2:40pm: Session 5
- 2:50pm-3:50pm: Session 6
- 4:00pm-5:00pm: Session 7
- 5:00pm-6:30pm: Heavy Hors d'oeuvres, Closing Comments, Awards