

# Chris Lam

University of North Texas  
Department of Technical Communication  
1155 Union Circle #305298  
Denton, TX 76203  
312.404.2430  
christopher.lam@unt.edu

## APPOINTMENTS

---

- 2017 – Present: Associate Professor, Department of Technical Communication, University of North Texas
- 2011 – 2017: Assistant Professor, Department of Technical Communication, University of North Texas
- 2009 – 2011: Adjunct Professor, Lewis Department of Humanities, Illinois Institute of Technology
- 2008 – 2011: Adjunct Professor, Interprofessional Studies, Illinois Institute of Technology
- 2005 – 2009: Graduate Instructor, Lewis Department of Humanities, Illinois Institute of Technology

## EDUCATION

---

- 2009: Ph.D., Technical Communication, Illinois Institute of Technology
- 2006: M.S., Technical Communication and Information Design, Illinois Institute of Technology
- 2004: B.A., History, University of Illinois, Champaign, IL

## PUBLICATIONS

---

### Peer-Reviewed Journal Articles

- [13] Hannah, M.A. & Lam, C. (2017). Drawing from available means: Assessing the rhetorical dimensions of Facebook Practice. *International Journal of Business Communication*, 54, 3.
- [12] Hannah, M.A. and Lam, C. (2016). Patterns of dissemination: Examining and documenting practitioner knowledge sharing practices on blogs. *Technical Communication*, 63.
- [11] Lam, C., Hannah, M.A., & Friess, E. (2016). Connecting programmatic research with social media: Using data from Twitter to inform programmatic decisions. *Programmatic Perspectives*, 8, 47-71.
- [10] Lam, C. (2016). Correspondence analysis: A statistical technique ripe for technical and professional communication researchers. *IEEE Transactions on Professional Communication*, 59, 299-310.

- [9] Lam, C. & Hannah, M.A. (2016). The social help desk: Examining how Twitter is used as a technical support tool. *Communication Design Quarterly*, 4(2), 37-51.
- [8] Lam, C. (2016). Improving technical communication group projects: An experimental study of media synchronicity theory training on communication outcomes. *Journal of Business and Technical Communication*, 30, 85-112.
- [7] Lam, C. & Hannah, M.A. (2016). Flipping the audience script: An activity that integrates research and audience analysis. *Business and Professional Communication Quarterly*, 79, 28-53.
- [6] Lam, C. (2015). The role of communication and cohesion in reducing social loafing in group projects. *Business and Professional Communication Quarterly*, 78, 454-475.
- [5] Lam, C. (2014). Where did we come from and where are we going?: Examining authorship characteristics in technical communication research. *IEEE Transactions on Professional Communication*, 57(4), 266 -285.
- [4] Boettger, R. & Lam, C. (2013). An overview of experimental and quasi-experimental research in technical communication journals (1992-2011). *IEEE Transactions on Professional Communication*, 56, 272-293.
- [3] Lam, C. (2013). The efficacy of text messaging to improve connectedness and team attitude in student technical communication projects: An experimental study. *Journal of Business and Technical Communication*, 27(2), 180-208.
- [2] Lam, C. (2011). Linguistic politeness in student-team emails: Its impact on trust between leaders and members. *IEEE Transactions on Professional Communication*, 54, 360-375.
- [1] Mackiewicz, J. & Lam, C. (2009). Coherence in Workplace Instant Messages. *Journal of Technical Writing & Communication*, 39, 417–431.

### **Peer-Reviewed Conference Proceedings**

- [7] Lam, C. & Boettger, R., & Palmer, L. (2017). Improving the data information literacies of technical communication undergraduates. *IEEE International Professional Communication Conference*, Madison, WI.
- [6] Lam, C. & Boettger, R. (2017). An Overview of Research Methods in Technical Communication Journals (2012–2016). *IEEE International Professional Communication Conference*, Madison, WI.
- [5] Lam, C. (2016). Can Slack Curb Slacking? Examining the the Importance of Team Communication in Reducing Social Loafing. *IEEE International Professional Communication Conference*, Austin, TX.
- [4] Lam, C. (2014). An Introduction to Correspondence Analysis for Technical Communication Researchers. *IEEE International Professional Communication Conference*, Pittsburgh, PA.
- [3] Lam, C. & Bauer, M. Incorporating experimental designs in business communication research. (2008). *Proceedings of the 73<sup>rd</sup> annual convention of the Association for Business Communication*.

- [2] Lam, C. & Mackiewicz, J. A case study of coherence in workplace instant messaging. (2007). *Proceedings of the 2007 IEEE International Professional Communication Conference*, Seattle, Washington, pp. 1–6.
- [1] Lam, C. Applying the spatial-contiguity effect to software manuals (2006). *Proceedings of the 2006 IEEE International Professional Communication Conference*, Saratoga Springs, NY, pp. 321-327.

## Book Reviews

- Review of *Online Education: Global Questions, Local Answers*. (2007). For *Journal of Business Communication*, 44, pp. 96-100.
- Review of *Guide to Electronic Communications*. (2005). For *IEEE Transactions on Professional Communication*, 48, pp. 332-333.

## Teaching Materials

- Exercise Book and Answer Key for The New Century Handbook*, 2nd ed., by Hult & Huckin. (2007). Needham Heights, MA: Allyn & Bacon. Second author with Professor Kathryn Riley.
- Developmental Exercises and Answer Key for The Little, Brown Handbook, Brief Version*, 3rd ed. (2007). New York: Longman. Second Author with Professor Kathryn Riley.
- Developmental Exercises and Answer Key for The Little, Brown Compact Handbook*, 6th ed. (2006). New York: Longman. Second author with Professor Kathryn Riley.

## GRANTS

---

- 2017: \$583,085 [Unfunded] – Beever, J., Pinkert, L.A., Hannah, M.A., Brightman, A. O, and Lam, C. (2016). Evaluating Disciplinary Differences in Ethical Orientation in STEM: Foundations, Frameworks, and Function in Team Science. National Science Foundation.
- 2017: \$366,342 [Unfunded] – Grau, D., Hannah, M.A., Lam, C. (2016). P4: Predicting Timely and Accurate Project Performance Outcomes with Probabilistic Judgment. National Science Foundation.
- 2015: \$57,507 [Unfunded] - Wulff, Stefanie, Boettger, Ryan K and Chris Lam (2015). Helping students learn to write: Creating an online interface for a corpus of STEM writing, Google Research Award.
- 2014: \$5000 [Awarded] – University of North Texas, Scholarly and Creative Activities Grant. *The role of media choice training on reducing social loafing in group projects*.
- 2013: \$5000 [Awarded] - University of North Texas, Junior Faculty Summer Research Fellowship. *The impact of media choice training on communication and task performance in student projects: An experimental study*
- 2013: \$4300 [Awarded] – University of North Texas, Research Initiative Grant. *Comprehensively examining research in technical communication scholarship: A two-part empirical study*

- 2012: \$5000 [Awarded] - University of North Texas, Junior Faculty Summer Research Fellowship. *The Efficacy of Text Messaging in Collaborative Writing Projects: An Experimental Study.*
- 2008: \$1300 [Awarded]- Dissertation Research Grant, Interprofessional Projects Program, Illinois Institute of Technology.

## **AWARDS**

---

- 2017: Nominated. CCCC Best Article on Pedagogy or Curriculum in Technical or Scientific Communication.
- 2014: Runner-up. Rudolph J. Joenk, Jr. Award for Best Paper in the *IEEE Transactions on Professional Communication*
- 2010: Nominated for Outstanding IPRO Faculty Award

## **PRESENTATIONS**

---

### **Peer-Reviewed Conferences**

- 2017: Are we missing the boat? A roundtable discussion on research methods and how they define our field, IEEE Professional Communication Conference, Madison, WI.
- 2017: Transforming Your Conference Paper into an Article for the IEEE Transactions on Professional Communication, IEEE Professional Communication Conference, Madison, WI.
- 2017: Improving the data information literacies of technical communication undergraduates, IEEE Professional Communication Conference, Madison, WI.
- 2017: An Overview of Research Methods in Technical Communication Journals (2012–2016), IEEE Professional Communication Conference, Madison, WI.
- 2016: Teaching Citizenship in Group Projects: Practical Insights from Three Studies of Technical Communication Group Projects, *Association for Teachers of Technical Writing (ATTW)*, Houston, TX.
- 2015: Using Twitter Data to Inform Programmatic Directions by Bridging the Academy and Industry, *Council for Professional, Technical, and Scientific Communication*, Logan, UT.
- 2014: Visualizing categorical data: An introduction to correspondence analysis for technical communicators, *International Professional Communication Conference*, Pittsburgh, PA.
- 2012: Conducting sustainable human subjects research, *Association for Business Communication*, Honolulu, HI.
- 2011: Text messaging in workplace contexts: An experimental study, *Association for Business Communication*, Montreal, Quebec.
- 2009: Incorporating methodologies from multiple disciplines to create unique experimental designs in technical communication research, *Modern Language Association*, Philadelphia, Pennsylvania.

- 2009: Directness and linguistic politeness in leader-member discourse, *Association for Business Communication*, Los Angeles, California.
- 2008: Incorporating experimental designs in business communication research, *Association for Business Communication*, Lake Tahoe, Nevada.
- 2007: A case study of coherence in workplace instant messaging, *IEEE International Professional Communication Conference*, Seattle, Washington.
- 2006: Applying the spatial-contiguity effect to software manuals (poster session), *IEEE International Professional Communication Conference*, Saratoga Springs, NY.

### **Invited Talks**

- 2014: ACM Chapter on E-Learning and Technical Communication Lecture Series. *Computer-Mediated Communication and Teamwork*. University of Aizu. Aizuwakamatsu, Japan.
- 2013: Department of Technical Communication Advisory Board. *Efficacy of text messaging in student-team projects*.
- 2012: UNT College of Arts and Sciences Brown Bag Lunch: *Trends in empirical research in technical communication*.

## **COURSES TAUGHT**

---

### **University of North Texas**

- TECM 5191: Digital Literacies for Technical Communicators (developed course)  
TECM 5190: Instructional Design (developed course)  
TECM 5195/4190: Technical Editing  
TECM 3200: Information Design for Electronic Media (developed course)  
TECM 4250: Technical Procedures and Manuals  
TECM 4180: Advanced Technical Writing

### **Illinois Institute of Technology**

- COM 380/580: Structure of Modern English (Co-Instructor)  
COM 425/529: Technical Editing (Co-Instructor)  
COM 421: Technical Communication (classroom and online sections)  
COM 101: University Writing  
COM 111: University Writing for ESL Students  
ENG 051: Advanced Listening Comprehension for ESL Graduate Students  
ENG 053: Research Paper for ESL Graduate Students  
IPRO 353: Commercializing Web-based Software  
IPRO 308: Developing Web-based Applications for the Northern Illinois Hockey League  
IPRO 312: Developing Widgets for Comcast Cable  
IPRO 305: User-Created Map Content  
PA 510: Managerial Communications

## **MENTORSHIP**

---

2015 – **Faculty Advisor** to Victor Estrada, MA Student on a year-long independent study to  
2016: develop a web application for a corpus of technical communication texts.

2016: **Faculty Advisor** to Ariel Bailey, BA Student on a semester-long independent study in  
advanced web design and development.

## SERVICE

---

### Service to the Profession

2016 – Board Member, Advisory Committee of the IEEE Professional Communication Society.  
Present:

2016 - Associate Editor, *IEEE Transactions on Professional Communication*  
Present:

2015- Proceedings Co-Chair, IEEE Professional Communication Society Conference.  
2016:

2015: Expert reviewer for book proposal to *IEEE/Wiley Book Press* for textbook on data analysis.

2012- Peer reviewer for *Journal of Business and Technical Communication*. (4 articles)  
2016:

2015- Peer reviewer for *Business and Professional Communication Quarterly*. (3 articles)  
2016:

2009- Peer reviewer for *IEEE Transactions on Professional Communication*. (4 articles)  
2015:

2012- Peer reviewer for *Journal of Business Communication*. (2 articles)  
2014:

### Service to the College/University

2012 – **Member**, College of Arts and Sciences Computing Committee, University of North Texas.  
2015:

2014 – **Member**, Faculty Senate Writing Committee for the Policy on Distributed Learning-  
2015: Creation, Use, Ownership, Royalties, Revision, and Distribution of Electronically Developed  
Course Materials

2015: **Faculty Mentor**, ACCESS Mentoring Program. UNT Division of Student Affairs.

### Service to the Department

2017: **Chair**, Search Committee for Assistant Professor, Department of Technical  
Communication, University of North Texas.

- 2016:           **Chair**, Search Committee for Assistant Professor, Department of Technical Communication, University of North Texas.
- 2015:           **Chair**, Search Committee for Lecturer, Department of Technical Communication, University of North Texas.
- 2015—  
Present:       **Member**, Personnel Affairs Committee, Department of Technical Communication, University of North Texas.
- 2015 –  
Present:       **Member**, Chair Search Committee, Department of Technical Communication, University of North Texas.
- 2015 –  
Present       **Member**, Executive Committee, Department of Technical Communication, University of North Texas.
- 2014 –  
2017:       **Website Administrator**, Department of Technical Communication, University of North Texas.
- 2014 –  
Present:       **Member**, Graduate Curriculum Committee, Department of Technical Communication, University of North Texas
- 2014:           **Member**, Department of Linguistics and Technical Communication, Search Committee for lecturer in technical communication
- 2013:           **Member**, Department of Linguistics and Technical Communication, Search Committee for lecturer in technical communication

### **Workshops**

- 2013:           Workshop on HTML/CSS for TECM graduate students enrolled in Instructional Design.
- 2009:           Workshop on Technical writing for advanced undergraduate students. Interprofessional Projects Program at the Illinois Institute of Technology.