

Shelley D. Lane, Ph.D.
School of Arts and Humanities
The University of Texas at Dallas
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Educational History

Ph.D., August 20, 1982, University of Southern California, Los Angeles, CA, Communication Arts and Sciences

(Dissertation Title) *Physicians' Use of Compliance-Gaining Message Strategies: Their Effect on Patient Medical Communication Satisfaction and Patient Adherence to Treatment Regimen Instructions*

M.A., 1982, University of Southern California, Los Angeles, CA

B.A., 1979, University of California at Los Angeles, Los Angeles, CA

Professional Experience

The University of Texas at Dallas, School of Arts and Humanities - Richardson, TX.

- Associate Dean of Undergraduate Education and Associate Professor of Communication Studies, 2009 - present
- Interim Associate Dean of Undergraduate Education and Clinical Associate Professor of Communication Studies, 2008 - 2009
- Visiting Associate Professor of Communication, 2006 – 2008

Collin County Community College - Plano, TX. Professor of Speech Communication, 1986 – 2006. One of 13 original faculty members who founded the CCCCDC.

Southern Methodist University – Dallas, TX. Assistant Director of Alumni Relations, 1984 – 1986

The University of Wisconsin at Madison – Madison, WI. Visiting Lecturer, 1982 - 1983

The University of Southern California – Los Angeles, CA. Teaching Assistant, 1979 – 1982

Research Interests

Intercultural communication, interpersonal communication, communication pedagogy, social media and technology

Honors and other Recognition

Top Paper in the Political Communication Division - Lane, S. D. (2015). *Civility, Power, and Deliberation in the Public Sphere*. Competitively selected paper presented at the Eastern Communication Association convention, Philadelphia, PA.

Educator Appreciation Award, East Plano Islamic Center, 2015.

Certificate of Appreciation, Office of Diversity and Community Engagement, "Access-Ability Summit" speaker, UT Dallas, 2014

Editor's Choice - Lane, S. D. (2013). Social media and communication outcomes in higher education. *Academic Exchange Quarterly*, 17(3), 108-115.

Distinguished Teacher in Diversity and Multicultural Education Award recipient, UT Dallas, 2011.

Minnie Stevens Piper Award for Teaching Excellence, 1996.

Collin County Community College District "Outstanding Faculty Member," 1995.

Humanities and International Studies "Outstanding Faculty Member," 1995.

KDAF-Fox 33 "Hometown Hero Award," 1992.

Top Paper in the Health Communication Division - Lane, S. D. (1983). *Patient compliance, patient satisfaction, and physician-patient communication*. Competitively selected paper presented at the International Communication Association convention, Dallas, TX.

Achievements in Original Publication, Investigation, and Research

- **Books**

Lane, S. D. (forthcoming). *Understanding Everyday (In)civility*. Boulder, CO: Roman & Littlefield Publishers.

Lane, S. D., Abigail, R. R., & Gooch, J. C. (2014). *Communication in a Civil Society*. MA: Pearson Education.

Lane, S. D. (2010). *Interpersonal Communication: Competence and Contexts* (2nd ed.). MA: Pearson Education.

Lane, S. D. (2008). *Interpersonal Communication: Competence and Contexts*. MA: Pearson Education.

Lane, S. D. (2008). *Instructor's Manual to accompany Interpersonal Communication: Competence and Contexts*. Pearson Education.

- **Journal articles (refereed)**

Lane, S. D. (2013). Social media and communication outcomes in higher education. *Academic Exchange Quarterly*, 17(3), 108-115.

- ♦ Editor's Choice

- Lane, S. D. and McCourt, H. (2013). Uncivil communication in everyday life: A response to Benson's "The Rhetoric of Civility." *Journal of Contemporary Rhetoric*, 1(1/2), 17-29.
- Lane, S. D. and Lewis, T.N. (2013). The "digital divide," social media, and education-related outcomes. *The Online Journal of New Horizons in Education*, 3(2), 39-50.
- Lane, S. D. and Reese, V. O. (2012). "Ah Hah Moments:" Personal notes on culture, identity, and pedagogy from a feminist and a womanist. *Journal of Women's Intercultural Leadership* 2, 1-16.
- Lane, S. D. and Lewis, T. (2010). Exploring the twitterverse: Connecting with Millennials in the digital age. *Texas Speech Communication Journal Online*.
<http://www.etsca.com/tscjonline/0810-twitterverse/>.
- Lane, S. D. (2009). The audience adaptation-infomercial speech. *The Communication Teacher*, 23, 37-40.
- Lane, S. D. (2008). Second Life: Virtual reality and communication courses. *Comm Talk: A Tool for Communication Educators*, 1 (1), 13-14.
- Lane, S. D. (2005). Dialogic communication: A narrative to live by. *Texas Speech Communication Journal*, 29, 174-183.
- Lane, S. D. (2003). A Stirling style of speech: On the differences between English and English, *EAP World*, <http://www.eap.ucop.edu/world/2003/language.htm>
- Lane, S. D. (2000). Communication styles and diversity. *NSEA News: The Newsletter of the National Student Employment Association*, 19, 16-17.
- Lane, S. D. (2000). Is it really human nature? Diversity and behavior. *NSEA News: The Newsletter of the National Student Employment Association*, 19, 18-19.
- Lane, S. D. (1998). The development of a skill mastery assessment for a basic speech course. *Journal of the Association for Communication Administration*, 27, 97-107.
- Lane, S. D. (1997). Communicating emotions. *The Speech Communication Teacher*, 11, 2-4.
- Lane, S. D. (1990, Sept - Oct). Anguished cries of Holocaust victims. *Martyrdom and Resistance*, 17, International Society for Yad Vashem, 6-7.
- Lane, S. D. (1989). The speech communication fund-raising auction. *The Speech Communication Teacher*, 3, 3-4.
- Lane S. D. & Lane, S. M. (1982). Empathic communication between medical professionals and patients. *Journal of the American Podiatry Association*, 72, 333-336.

Lane, S. D. (1981). Communication sciences and health care. Part I: Time for a necessary merger. Part II: A study of podiatric patient compliance. *Journal of Podiatric Medical Education*, 12, 35-40.

- **Articles appearing as chapters in edited volumes, book chapters**

Lane, S. D. (2008). Intercultural dialogue in the postmodern era. In G. Sinekopova and B. Gubman (Eds.), *The International Journal of Communication*, Special Issue on Normative Foundations of Cultural Dialogue, 18 (No. 1-2), 179-192.

Lane, S. D. (1993). Women academicians in the community college: Increasing our power through communication. *The Journal of the American Association of Women in Community and Junior Colleges*, [20th Anniversary issue], 34-37.

Lane, S. D. (1983). Compliance, satisfaction, and physician-patient communication. In R. Bostrom (Ed.), *Communication yearbook 7* (pp. 773-797). CA: Sage.

Lane, S. D. (1982). Communication and patient compliance. In L. Petegrew (Ed.), *Straight talk: Explorations in provider-patient interaction* (pp. 59-69). KY: Humana.

- **Invited presentations (non-refereed)**

Speaker, "UT Dallas Communication Initiatives," Conference on the Basic Communication Course, UT Dallas, 2013.

Lane, S. D. (2009). "The Global Communication and Leadership Institute." Hanyang University, Sungkyunkwan University (Natural Sciences and Humanities & Social Sciences campuses), Ewha Womans University, Dongguk University, Kaist University, and Chonnam National University, South Korea.

Lane, S. D. (2008). "Why are we arguing, anyway?" Sigma Chi Eta Communication Society Inaugural Induction Ceremony, Collin College.

Lane, S. D. (2007). Dialogic civility and intercultural communication in a postmodern world. In H. Gilbert & L. D'Entremont (Eds.). *Effective Team Interpreting* (Title 10 – Chapter 1) [DVD]. TX: Hand in Hand.

Lane, S. D. (2007). *Civility* (Video Recording Lane1fiv).
http://abavtooldev.pearsoncmg.com/sbx_videoplayer_v2/vp.php?projectID=NCA2007.
Boston, MA: Pearson Education.

Lane, S. D. (2007). *Becoming a competent communicator* (Video Recording Lane2fiv).
http://abavtooldev.pearsoncmg.com/sbx_videoplayer_v2/vp.php?projectID=NCA2007.
Boston, MA: Pearson Education.

Lane, S. D. (2007). *Social networking sites* (Video Recording Lane3fiv).
http://abavtooldev.pearsoncmg.com/sbx_videoplayer_v2/vp.php?projectID=NCA2007.
Boston, MA: Pearson Education.

Lane, S. D. (2007). *Intercultural communication* (Video Recording Lane4fiv).
http://abavtooldev.pearsoncmg.com/sbx_videoplayer_v2/vp.php?projectID=NCA2007.
Boston, MA: Pearson Education.

- **Invited presentations (refereed)**

Kunz, R. & Lane, S. D. (1988). *Subliminal communication in film, T.V., and everyday life*. Multi-media program presented at the Speech and Drama section meeting of the Texas Jr. College Teachers Association, Dallas, TX.

Lane, S. D. & Salyer, R. R. (1980). *The death of detente: A content analysis of selected speeches of American presidents and Secretary Brezhnev*. Invited paper presented at the California Conference in Communication, Fresno, CA.

- **Papers and panel presentations at professional meetings**

Lane, S. D. (2015). *Intrapersonal Reflection: Challenges and Opportunities for Communicating Intercultural Reentry*. Competitively selected panel discussion to be presented at the National Communication Association convention, Las Vegas, NV.

Lane, S. D. (2015). *Civility, Power, and Deliberation in the Public Sphere*. Competitively selected paper presented at the Eastern Communication Association convention, Philadelphia, PA.

- ♦ Top paper in the Political Communication division

Lane, S. D. (2015). *So many "firsts:" Creating a basic communication course based on Fink's Integrated Course Design*. Competitively selected panel discussion presented at the Eastern Communication Association convention, Philadelphia, PA.

Lane, S. D. (2012). *Celebrating COMMunity: Connecting approaches to and the pedagogy of civil communication*. Competitively selected panel discussion presented at the National Communication Association convention, Orlando, FL.

Lane, S. D. and Reese, V. O (2011). *"Ah hah!" Moments: How a feminist and womanist discovered their voice*. Competitively selected paper presented at the National Communication Association convention, New Orleans, LA.

Lane, S. D.. (2010). *"What Purple is to Lavender:" A personal account of how building bridges between feminism and womanism can influence communication pedagogy*. Competitively selected paper presented at the National Communication Association convention, San Francisco, CA.

- Lane, S. D. (2008). *"Unconventional" publications: Can they increase the visibility and status of female faculty?* Competitively selected panel discussion presented at the National Communication Association convention, San Diego, CA.
- Lane, S. D. (2008). *Guess who's coming to communication class? The unconventional use of film in the communication classroom.* Competitively selected panel discussion presented at the National Communication Association convention, San Diego, CA.
- Lane, S. D. (2007). *From two-year to four-year and four-year to two: Surviving the transition from the community college to the university (and vice versa).* Competitively selected panel discussion presented at the National Communication Association convention, Chicago, IL.
- Lane, S. D. (2005). *Civil communication: Promoting healthy discourse on campus and in the community.* Competitively selected panel discussion presented at the National Communication Association convention, Boston, MA.
- Lane, S. D. (2004). *Movie-ing forward; Looking back: Using video clips in communication instruction.* Competitively selected panel discussion presented at the National Communication Association convention, Chicago, IL.
- Lane, S. D. (1999). *Testing and topics: How Deaf Culture influences the teaching of communication.* Competitively selected panel discussion presented at the National Communication Association convention, Chicago, IL.
- Lane, S. D. (1997). *Skill mastery and concept comprehension in the basic speech course.* Competitively selected paper presented at the Speech Communication Association convention, Chicago, IL.
- Lane, S. D. & Yep, G. A. (1994). *Verbally abusive communication in intimate and nonintimate relationships: A review and critique.* Competitively selected paper presented at the Speech Communication Association convention, New Orleans, LA.
- Lane, S. D. (1992). *The speech communication professor at the community college: Reaching out to at-risk students to achieve academic success.* Competitively selected paper presented at the Speech Communication Association convention, Chicago, IL.
- Lane, S. D. (1991). *What is the role of the speech communication professional in working with at-risk students?* Competitively selected paper presented at the Speech Communication Association summer workshop, "Speech communication professionals and the at-risk student," Huntington Beach, CA.
- Lane, S. D. (1990). *Teaching an intercultural communication component at the community college level.* Competitively selected paper presented at the Speech Communication Association convention, Chicago, IL.

Lane, S. D. & Ross, J. (1989). *Synergistic education: An interdisciplinary approach to the study of speech communication*. Competitively selected paper presented at the 9th bi-annual conference of the World Communication Association, Singapore.

Lane, S. D. (1986). *Fundamentals of speech communication: A competency based approach*. Competitively selected paper presented at the Speech Communication Association convention, Chicago, IL.

Lane, S. D. (1986). *How to make the alumni office work for you*. Competitively selected paper presented at the Council for the Advancement and Support of Education conference, "Advancing Two Year Institutions," Alexandria, VA.

Lane, S. D. (1983). *Patient compliance, patient satisfaction, and physician-patient communication*. Competitively selected paper presented at the International Communication Association convention, Dallas, TX.

- ◆ Top paper in the Health Communication division

Spitzberg, B. H. & Lane, S. D. (1983). *Interpersonal orientations; A review, synthesis, and critique*. Competitively selected paper presented at the Western Speech Communication Association convention, Albuquerque, NM.

Lane, S. D. (1982). *Compliance-gaining strategies used by health care practitioners: A pilot study*. Competitively selected paper presented at the International Communication Association convention, Boston, MA.

Lane, S. D. (1981). *Interpersonal situation: Empathic communication between medical personnel and patients*. Competitively selected paper presented at the Speech Communication Association convention, Anaheim, CA.

Lane, S. D. (1981). *Empathy and assertive communication*. Competitively selected paper presented at the Western Speech Communication Association convention, San Jose, CA

- **Other written works**

Lane, S. D. (2010). *A Stirling Diary: An Intercultural Story of Communication, Connection, and Coming-of-Age*. IN: iUniverse.

Lane, S. M. & Lane, S. D. (1991). *The residency interview: A guide for the podiatric medical student*. [Brochure] CA: The Podiatric Risk Management Association.

Service to University

- **School activities and committees**

Bryce and Jonelle Jordan Scholarship Committee (Chair), 2011 – 2013, (Vice Chair), 2015-present

Administrative Committee, 2008 – present

Committee on Effective Teaching, 2008 – present

Executive Committee, 2008 – present

Senior Lecturer in Professional Communication Search Committee, 2009 – 2012 and 2014

ATEC Advisor II Search Committee, 2008, 2012 (chair), 2013 and 2014

ATEC/EMAC Advisor II Search Committee, 2014

Traditional Track Advisor II Search Committee, 2009 (Chair), 2012 (chair) and 2014 (chair)

Senior Lecturer (Director) – COMM 1311 Search Committee (Co-Chair), 2013

Arts and Humanities Undergraduate Studies Task Force (Co-Chair), 2011 – 2013

EMAC Advisor II Search Committee, 2013

Participant, “UT Dallas Alumni Awards Gala: A Celebration of UT Dallas” (hosted Dr. J. Brian McCall on behalf of the School of Arts and Humanities), 2012

ATEC STEAM Committee, 2012

Senior Lecturer in Arabic Search Committee (Chair), 2012

Dallas/Ft. Worth Interactive Marketing Association Scholarship Committee, 2010 - 2011
Asia Center Director Search Committee (Chair), 2011

Senior Lecturer in Spanish Search Committee, 2010

Senior Lecturer in Chinese Search Committee, 2010

EMAC Social Media Faculty Search Committee, 2010

EMAC Journalism 2.0 Faculty Search Committee, 2010

Assessment Committee, 2008 – 2010

Global Communication and Leadership Institute (GCLI) Committee, 2008 – 2010

- **Courses and other material developed**

Participated in the creation of the A&H Graduation Exit Survey, 2015

Created the “Communication Minor,” 2014

Created the “Concentration in Communication” within the Arts & Performance major, 2014

Created new core curriculum course, COMM 1311 – “Survey of Oral and Technology-Based Communication.” Course is required for all incoming freshmen, 2013

Co-Created curriculum for ARHM 1100 – Freshman Seminar, 2012 and 2013

Obtained faculty questions about curricular and extra-curricular matters, created online “town hall” surveys, and compiled results - Arts and Performance, ATEC, EMAC, Historical Studies, and Literary Studies programs, 2012

Created COMM 4351: U.S. American Culture and Communication, 2012

Co-created Arts and Humanities Alumni Survey, 2011

Created Asian Studies minor, School of Arts & Humanities, 2010

Created Spanish and Hispanic Area Studies minor, School of Arts and Humanities, 2010

Created COMM 4340: Small Group Communication, 2010

Created COMM 4350: Intercultural Communication, 2010

Created Global Communication and Leadership minor, School of Arts & Humanities, 2009

Participated in the development of the Emerging Media and Technology (EMAC) degree (Bachelor's and Master's levels), 2008-2009

- **University committees (Provost appointed)**

Arts and Humanities Strategic Planning Task Force (appointed by the President), 2015-present

Council on Undergraduate Education, 2008 – present

Core Curriculum Committee, 2008 – present

Student Scholarship Committee, 2008 – present (vice chair, 2009-2010; 2012-2014)

Committee on Effective Teaching, 2008 – present

Dean of Undergraduate Education search, 2013

- **University committees**

Bystander Intervention Task Force, 2015 - present

International Education Fund Scholarship (IEFS) review committee, 2014 - present

Outside member of Examining Committee for Osamah Abduelah Tan (dissertation presentation and final oral examination, School of Economic, Political, and Policy Sciences), 2015

Distance Education Committee, 2012- 2013

Outside member of Examining Committee for Cin Cin Tan (dissertation presentation and final oral examination, School of Behavior and Brain Sciences), 2012

GEMS Center Director Search Committee, 2011-2012

Hillel Advisory Board, 2011 - 2012

Global Living-Learning Community, 2010

International Student Success Training Committee, 2008

International Student Orientation Committee, 2007

- **University activities and presentations**

Participant/Interviewer, Associate Vice President for Student Affairs/Dean of Students Search, 2015

Participant, Office of Assessment faculty and Program Head Focus Group, 2015

Speaker, "The School of Arts and Humanities," Scholars' Day (fall and spring), 2008 – present

Speaker, "The School of Arts and Humanities," Freshmen Orientation sessions, 2008 – present

Judge, "Passport to the World," 2009 - present

Workshop presenter, "Culture/American Culture" and "Verbal Communication, Nonverbal Communication, and Communication Style," Communication, Leadership, and Creativity Workshop, 2015

Speaker, "Nonverbal Communication," LEAD Workshop, 2015

Panelist, "Creative steps toward a universal design for an inclusive environment – faculty perspectives," UT Dallas AccessAbility Summit, 2014

Speaker, “Communicating in a professional manner: Using email to contact faculty, LEAD Workshop, 2014

Speaker, “Listening and responding to difficult conversations,” LEAD Workshop, 2014

Participant, “UT System Annual Visit,” 2014

Participant, Diversity Dinner Dialogues, 2009 and 2013

Speaker, “Having Difficult Conversations,” Faculty Mentoring Committee workshop for assistant professors, 2013

Facilitator, “Lean in and Lead: Developing your Own Voice” panel presentation, 2013

Speaker, “Having Difficult Conversations,” Faculty Mentoring Committee workshop for assistant professors, 2013

Speaker, “Cultural Values and how they Influence Communication in *Mariachi Gringo*,” Cinematheque/Meteor Theater, 2013

Participant, “Leadership Styles, Coaching and Climate” IBM workshop, 2013

Participant, “Academic Analytics” faculty productivity workshop, 2013

Participant, “Conversation with the Provost,” 2013

Speaker, “ATEC,” Sachse High School advanced web students, 2012

Speaker, “How to Succeed as a Student in the School of Arts and Humanities,” Success Camp, 2012

Facilitator, “Safe Zone Advanced Dialogue: Left, Right, or Middle of the Road – The Intersection of Politics and LGBTQ,” 2012

Co-creator, University-wide Certificate in Critical Communication Skills (C3), 2011

Speaker, “Cross Cultural Awareness,” Residential Life LLC, 2011

Ambassador, New Faculty Orientation, 2011

Participant/Interviewer, Dean of Students Search, 2010

Interviewer, Academic Engagement Program, 2010

Participant, Leadership Tuesday, 2009

Speech of introduction, Dr. John Gooch, 40@40 lecture, 2010

Speaker, "Culture Shock," International Student Orientations, spring/summer/fall 2007 - 2010

Speaker, "The Importance of Diversity on Campus," Multi-Cultural Living-Learning Community, 2009

Speaker, "Counseling Clients with Culture Shock," UT Dallas Counseling Center staff, 2008 and 2009

Speaker, "American Culture and Communication," International Student Success Training (ISST), 2008

Speaker, "Communication and Culture," Translation Graduate Student Association, 2008

Speaker, "Introduction to U.S. American Culture," International Student Workshop, 2007

Speaker, "Nonverbal Behavior and Intercultural Communication," International Student Workshop, 2007

- **Courses Taught**

ARHM 1100/UNIV 1010 – Freshman Seminar

COMM 3301 – Public and Professional Speaking for Business

COMM 3311 – Interpersonal Communication

COMM 3342 – Topics in Communication: American Culture and Communication

COMM 4V71 – Advanced Independent Study in Communication

ECS 3390 – Professional and Technical Communication

HUMA 3300 – Reading and Writing Texts

CS 5301 – Advanced Professional and Technical Communication

HUSL 8301 – Readings in Literary Studies

HUSL 8305 – Research in Literary Studies

Service to Profession

- **Professional Administration**

Co-organized and co-chaired the Conference on the Basic Communication Course ("Cuss and Discuss"), UT Dallas, 2013

Developed and moderated panel, "*Celebrating COMMunity: Connecting Approaches to and the Pedagogy of Civil Communication.*" National Communication Association convention, Orlando, FL., 2012.

Developed and moderated panel, "*Unconventional*" publications: Can they increase the visibility and status of female faculty? National Communication Association convention, San Diego, CA, 2008.

Developed and moderated panel, *From two-year to four-year and four-year to two: Surviving the transition from the community college to the university (and vice versa)*. National Communication Association convention, Chicago, IL, 2007.

Developed and moderated panel, *Civil Communication: Promoting Healthy Discourse on Campus and in the Community*, National Communication Association Convention, Boston, MA, 2005.

Developed and moderated panel, *Challenging boundaries: Deaf Culture and Communication*, National Communication Association convention, Chicago, IL, 1999.

Appointed to the *ACA Bulletin/JACA* editorial board, 1992-2000.

Appointed to the Executive Committee of the Association for Communication Administration, 1991-1992.

Appointed to the Committee on Speech and Drama in the Two-Year College, Texas Speech Communication Association, 1990-1992.

Developed and moderated panel, *Developing Intercultural Communication at the Community College Level*, Speech Communication Association Convention, Chicago, IL, 1990.

Elected Chair, Speech and Drama Section, Texas Junior College Teachers Association, 1988.

Moderated panel, *Humorous Speaking in the Public Speaking Course*, Speech Communication Association Convention, New Orleans, LA, 1988.

- **Manuscript Reviews**

Book chapters, *Communication in Everyday Life*, Sage Publications, 2007

Book proposal, *Interpersonal Communication: The Intimate Science of Everyday Life*, Bedford/St. Martin's Press, 2003

Journal manuscripts, (Associate Editor, *Journal of the Association for Communication Administration*), 1992-2000

Test Bank, *Looking out, looking in* Instructor's Manual, Harcourt Brace, 1997

CD-ROM, "Building a speech - persuasive speeches," Brown & Benchmark, 1996

Chapter manuscript, *Public speaking: A cultural perspective*, Wadsworth, 1993

Journal manuscript, "The role of communication in patients' evaluations of health care and compliance decisions," *Western Journal of Speech Communication*, 1987

Book manuscript, *Communication for allied health*, Wm. C. Brown Co. Publishers, 1983

Chapter manuscript, *Communication for allied health*, Wm. C. Brown Co. Publishers, 1980

Chapter manuscript, *Communication skills for nurses*, Wm. C. Brown Co. Publishers, 1980

Professional Memberships

- Southern States Communication Association
- National Communication Association
- Association for Communication Administration
- World Communication Association
- American Association of University Professors

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