

JENNIFER MIZE SMITH, PH.D.

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EDUCATION

Ph.D.

December 2006

Purdue University

Department of Communication

Major Area: Organizational Communication

Minor Area: Social Construction of Philanthropy

Major Professor: Beverly Davenport Sypher

Dissertation: *The dollars and sense of corporate philanthropy: Organizational influences on employees' philanthropic identity*

M.P.A.

May 1995

University of North Carolina at Chapel Hill

Master of Public Administration Program in School of Government

Major Area: Public Administration

Emphasis: Nonprofit Organizations

B.A.

May 1993

Western Kentucky University

Department of Communication

Major Areas: Corporate and Organizational Communication
Speech Communication

Minor Area: Business Administration

Summa cum laude 4.0/4.0

TEACHING EXPERIENCE

August 2006 – present

Assistant Professor

Western Kentucky University

August – December 2005

Adjunct Faculty

Western Kentucky University

August 2003 – May 2005

Graduate Teaching Assistant

Purdue University

August 2002 – May 2003

Instructor

Western Kentucky University

January – May 2002

Adjunct Faculty

Western Kentucky University

January – May 1998

Adjunct Faculty

Western Kentucky University
Community College

TEACHING INTERESTS

- Organizational Communication
- Nonprofit Communication
- Qualitative Methods
- Small Group Communication
- Employee Communication
- Public Speaking
- Organizational Identification
- Career Discourse

COURSES TAUGHT

Qualitative Methods (COMM 501), Western Kentucky University

Introductory graduate course designed to increase students' knowledge about the tradition, theories, and methods of qualitative inquiry, as well as to offer them an opportunity to design a qualitative research project and practice qualitative research techniques. Selected course readings, created assignments, and facilitated seminar style discussions. Have taught in both a weekly and weekend/bi-term format.

Communication in the Nonprofit Sector (COMM 528), Western Kentucky University

Created and taught a new graduate course to provide students with an overview of organizational communication issues and the ways in which they are uniquely situated in and applied to nonprofit organizations and philanthropy.

Employee Communication (COMM 551), Western Kentucky University

Graduate course designed to introduce students to the human side of organizational communication by emphasizing how many aspects of organizational life affect employees. Specifically examined various organizational cultures, structures, individual qualities, and patterns of behaviors, and the practical impact they have on employees, communication, and the workplace.

Small Group Communication (COMM 349), Western Kentucky University

Upper-level course that provides both information and application of group communication theories and processes. Constructed group activities to give students the opportunity to learn and practice a variety of skills including research, organization, creative thinking, critical thinking, leadership, problem solving/decision making, analysis of group processes, and conflict management. Directed service learning projects in which student groups used the problem solving process to assist local nonprofit organizations.

Organizational Communication (COMM 461), Western Kentucky University

Upper-level course designed to explore the concepts and theories relevant to communication in contemporary organizational contexts and to improve proficiency in identifying and proposing solutions to organizational communication problems. Responsible for selection of readings, construction of lectures, assignments, classroom exercises, examinations, and evaluation of student performances.

Organizational Communication (COMM 362), Western Kentucky University

Developed and taught online course of organizational communication within new undergraduate curriculum. Created interactive Blackboard site that included audio lectures, discussion boards, PowerPoint slides, application assignments, video clips, quizzes, and exams.

Business and Professional Speaking (COMM 161), Western Kentucky University

Introductory course focused on developing skills to prepare and deliver presentations to organizational audiences while introducing communication processes in organizations including communication flow, culture, verbal and nonverbal messages, listening, interpersonal skills, decision-making, and small group communication. Responsible for creating lectures, conducting in-class exercises, and evaluating speeches. Also utilized presentation software for student self-evaluation.

Introduction to Organizational Communication (COM 324), Purdue University

Upper-level elective course taught in large lecture format combined with small discussion sections. Examined the historical and theoretical foundations of organizational communication, as well as issues in the contemporary workplace. Assisted professor with classroom technology, lectures, exam reviews, and proctoring exams for class of 160 students. Also taught weekly discussion sections of 25 students each. Facilitated case study discussions and activities to enhance student understanding, to apply organizational communication theory to real-world contexts, and to identify and propose solutions for communication challenges in the contemporary workplace. Gained experience in teaching and managing a large lecture course.

Fundamentals of Speech Communication (COM 114), Purdue University

Introductory course applying principles of communication theory to speech. Offered practical presentation experiences ranging from interpersonal communication and small group processes to informative and persuasive speaking. Acted as an independent instructor for three sections of 85 total students. Responsible for creating lectures, conducting in-class exercises, and evaluating speeches. Exposed to process of directing and managing a multiple-section course.

Principles of Management (MGT 310), Western Kentucky University

Upper-level course designed to enhance understanding of the multi-faceted job of the manager and leader, the interaction of employee goals and organizational goals, and the functional application of management and personal skills necessary to be an effective manager. Responsible for two sections of 76 total students including the preparation of lectures, in-class activities, assignments, examinations, and evaluation.

Basics of Marketing (MKT 320), Western Kentucky University

Upper-level course designed to provide an understanding of basic marketing principles, the relationship to organizational operations, and the consumer's role in marketing decisions. Responsible for two sections of 65 total students, including one distance learning class.

Management of Nonprofit Organizations (MGT 333), Western Kentucky University

Initiated the development of an upper-level course to enhance the understanding of the role of the nonprofit sector in society, as well as nonprofit management processes including strategic planning, marketing and educational programs, fundraising, political support, technology, and ethical dilemmas. Developed course curriculum, objectives, reading materials, assignments, projects, and exams. Course culminated in a service-learning project planned and executed by the students to enhance relations between media representatives and local nonprofit practitioners. Prepared presentational materials for new course proposal at department, college, and university curriculum committee meetings. Course proposal was accepted and is now an elective for programs in management, performing arts management, and American Humanities.

Small Business Management (SBM 250C), Western Kentucky University Community College Undergraduate course to enhance the understanding of basic management skills, practices, and processes in small business organizations. Responsible for one section of 16 students. Created lectures, in-class exercises, assignments, and examinations.

RESEARCH PUBLICATIONS

Mize Smith, J., & Sypher, B. D. (2010). Philanthropy in the workplace: How a financial institution communicates charitable giving values. *Southern Communication Journal*, 75, 370-391.

Thompson, B., Mize Smith, J., & Payne, H. (in press). Who we are. In R. Robinson & G. Rossetti, (Eds.), *Examining institutional reality and fantasy: Communicating faculty acceptable behavior via case study contributions of the assimilation and socialization process in higher education settings*. New York: McGraw-Hill.

Mize Smith, J., Arendt, C., Lahman, J.B., Settle, G., & Duff, A. (2006). Framing the work of art: Spirituality and career discourse in the nonprofit arts sector [Special issue]. *Communication Studies*, 57, 25-46.

WORK IN PROGRESS

Mize Smith, J. (revisions under review). Philanthropic identity at work: Employer influences on the charitable giving attitudes and behaviors of employees. *Journal of Business Communication*.

Mize Smith, J. (under review). All good works are not created equal: How employees make sense of corporate philanthropy.

Mize Smith, J. (revise and resubmit). The role of time in the construction of career success: A critical examination of the gendered consequences for women. *Communication Quarterly*.

Mize Smith, J., & Sypher, B.D. Giving at work: Identification with the employer or charitable organization? Manuscript revisions in preparation.

Mize Smith, J. Institutionalizing philanthropy in the workplace: A critical examination of management's construction of giving. Manuscript revisions in preparation.

Mize Smith, J. The discourse of volunteer tourists. Data collection in progress.

Mize Smith, J. The discourse of the fundraising profession: A textual analysis of metaphors in popular fundraising resources. Data collection in progress.

Mize Smith, J. Service learning from a student perspective. Data collection in progress.

CONFERENCE PAPERS AND PRESENTATIONS

- Mize Smith, J. (2010, November). *Philanthropic identity at work: Employer influences on the charitable giving attitudes and behaviors of employees*. Paper competitively selected by the Organizational Communication Division and will be presented at the annual meeting of the National Communication Association, San Francisco, CA. Awarded **Top Paper** in Organizational Communication.
- Mize Smith, J. (2010, April). *Teaching nonprofit communication: Its place and value in the communication curriculum*. Panel presentation competitively selected by the Applied Communication division and presented at the annual meeting of the Southern States Communication Association, Memphis, TN.
- Mize Smith, J., & Sypher, B.D. (2009, November). *All good works are not created equal: A qualitative case study exploring how employees make sense of corporate philanthropy*. Paper competitively selected by the Organizational Communication Division and presented at the annual meeting of the National Communication Association, Chicago, IL.
- Mize Smith, J. (2009, November). *Stability and change in the Master's classroom: The use of technology to adapt to the changing Master's education environment*. Panel presentation competitively selected by the Master's Education Section and presented at the annual meeting of the National Communication Association, Chicago, IL.
- Mize Smith, J. (2009, April). *Using service learning to apply small group communication*. Panel presentation competitively selected by the Applied Communication Division and presented at the annual meeting of the Southern States Communication Association, Norfolk, VA.
- Mize Smith, J. (2008, November). *Philanthropy in the workplace: A qualitative case study exploring how a financial institution communicates charitable giving values*. Paper competitively selected by the Scholar-to-Scholar Division and presented at the annual meeting of the National Communication Association, San Diego, CA.
- Mize Smith, J. (2008, September). *Interpersonal communication in the nonprofit context: The beginning of a research agenda*. Panel presentation competitively selected by the Interpersonal Communication and Small Group Interest Group and presented at the joint meeting of the Tennessee Communication Association and Kentucky Communication Association, Burns, TN.
- Mize Smith, J. (2007, April). *The role of time in the construction of career success: A critical examination of the gendered consequences for women*. Paper competitively selected by the Gender Studies Division and presented at the annual meeting of the Southern States Communication Association, Louisville, KY.
- Mize Smith, J. (2006, November). *Constructing an academic work identity: How graduate programs and faculty can support identity work of graduate students making career transitions*. Paper competitively selected by the Applied Communication Division and presented at the annual meeting of the National Communication Association, San Antonio, TX.

- Mize Smith, J., & Sypher, B.D. (2006, April). *Giving at work: Identification with the employer or charitable organization?* Paper competitively selected by the Applied Communication Division and presented at the annual meeting of the Southern States Communication Association, Dallas, TX. Awarded **Top Paper** in Applied Communication.
- Mize Smith, J., Arendt, C., Lahman, J.B., Settle, G., & Duff, A. (2006, April). *Framing the work of art: Spirituality and career discourse in the nonprofit arts sector.* Paper competitively selected by the Organizational and Professional Communication Interest Group and presented at the annual meeting of the Central States Communication Association, Indianapolis, IN.
- Mize Smith, J. (2005, November). *Institutionalizing philanthropy in the workplace: A critical examination of management's construction of giving.* Paper competitively selected by the Organizational Communication Division and will be presented at the annual meeting of the National Communication Association, Boston, MA. Awarded **Top Paper** and **Top Student Paper** in Organizational Communication.
- Mize Smith, J. (2005, November). *Diagnosis: Nonprofit--Moving beyond the shadow of traditional conceptions of organizational communication.* Invited panel member with Laurie Lewis, Karen Lee Ashcraft, Maria Dixon, and Joel Iverson to present at the annual meeting of the National Communication Association, Boston, MA.
- Mize Smith, J. (2005, April). *Mediated identification: Constructing donors' (dis)united relationships with United Way.* Paper competitively selected by the Applied Communication Division and presented at the annual meeting of the Southern States Communication Association, Baton Rouge, LA. Awarded **Top Student Paper** in Applied Communication.
- Mize Smith, J. (2004, November). *Identification among nonprofit board members: Exploring and managing multiple targets.* Paper competitively selected by the Organizational Communication Division and presented at the annual meeting of the National Communication Association, Chicago, IL. Awarded **Top Debut Paper** in Organizational Communication.
- Mize Smith, J. (2004, October). *Institutionalizing philanthropy: Employer influence on philanthropic behavior.* Paper presented at the Organizational Communication Mini Conference, St. Louis, MO.
- Mize Smith, J. (1994, November). *Retiree attraction: A new economic development strategy.* Paper presented at the Annual Conference on Public Administration, Chapel Hill, NC.

RESEARCH AND ADMINISTRATIVE APPOINTMENTS

- 2004-2005 **Research Assistant**, Beverly Davenport Sypher, Assistant Provost for Special Projects and Professor, Department of Communication, Purdue University
 Assisted with article reviews, journal revisions, and resubmissions. Conducted preliminary research on the application of neural network technology to telemedicine and in-home data gathering of patient information. Also conducted research on faculty retention and prepared background material for presentations to provost and deans.

- Fall 2004 **Course Director Assistant**, Beverly Davenport Sypher, Purdue University
Assisted with the organization and management of the undergraduate organizational communication course delivered in large lecture/discussion format to 160 students. Created and maintained course website and online grade book.
- 2003-2004 **Conference Planning Assistant**, Beverly Davenport Sypher, NCA Organizational Communication Unit Vice Chair/Program Planner, Purdue University
Assisted with administrative responsibilities in all aspects of organizing conference sessions, including preparing the call for papers, recruiting and assigning paper reviewers, facilitating the submission and review processes, creating session topics, programming paper and panel sessions, and recruiting session chairs and respondents.
- 1994-1995 **Research Assistant**, The Friday Center for Continuing Education, UNC-CH
Assisted with the planning and promotion of continuing education workshops.
- Spring 1994 **Research Assistant**, Carrboro Chamber of Commerce, UNC-CH
Interviewed small business owners to understand their needs for chamber services.
- Fall 1993 **Research Assistant**, Jack Voght, Institute of Government, UNC-CH
Assisted with coding and organizing data of local government management studies.

**SERVICE
Discipline**

- 2010 -2011 Marketing Director, Southern States Communication Association
Reviewer for *Nonprofit Management and Leadership* journal
- 2009-2010 Reviewer for new small group communication textbook, *Joining Together: Group Theory and Group Skills*, Pearson Publishing
SSCA Division Chair, Applied Communication division
NCA Conference Panel Chair, Organizational Communication division
- 2008-2009 SSCA Program Planner and Chair-elect, Applied Communication division
NCA Conference Paper Reviewer, Applied Communication division
- 2007-present Reviewer for *Management Communication Quarterly* journal
SSCA Conference Panel Chair and Respondent, Applied Communication division
SSCA Conference Paper Reviewer, Applied Communication division
NCA Conference Paper Reviewer, Organizational Communication division
NCA Conference Paper Reviewer, Applied Communication division
- 2006-2007 Reviewer for new organizational communication textbook, Sage
Reviewer for new public speaking textbook, Oxford University Press
- 2006-present NCA Conference Paper Reviewer, Organizational Communication division
- 2004-present NCA Conference Panel Chair, Organizational Communication division

Department

- 2010-2011 Graduate Committee
Undergraduate Recruitment Committee
- 2009-2010 Undergraduate Capstone Committee
- 2008-2009 Undergraduate Recruitment Committee
Graduate Course Sequencing Committee
Kentucky High School Speech League Tournament judge
- 2007-2008 Student Travel Committee
Honors Curriculum Committee
Dean's Appointed Committee on Improving Departmental Culture
- 2007-present Lambda Pi Eta National Honor Society advisor
Annual Student Recruitment Events , WKU

Student Committees

- 2011-2012 Chair, Graduate Thesis Committee – Ashley Miller
Co-Chair, Graduate Thesis Committee– Brittany Black
Member, Graduate Thesis Committee – Ryan Storm
Member, Graduate Thesis Committee – Erin Greunke
Member, Dissertation Committee – Leigh Lindsey
Member, Graduate Capstone Committee – Carol Alicie
- 2010-2011 Chair, Honors Capstone Experience/Thesis Committee – Lesley Greenwell
Chair, Honors Capstone Experience/Thesis Committee – Tyler Jury
Chair, Graduate Capstone Committee – Suzanna Wilson
Chair, Graduate Capstone Committee – Cayla Duncan
Chair, Graduate Capstone Committee – Lindsey Morschauser
Chair, Graduate Capstone Committee – Caroline Schroder
Member, Dissertation Committee – Leigh Lindsey
Member, Graduate Capstone Committee – Amanda Grego
Member, Graduate Capstone Committee – Kasie Mathes
Member, Graduate Capstone Committee – Yu Guo
Member, Graduate Capstone Committee – Faraaz Thaver
Member, Graduate Thesis Committee – Erin Greunke
Instructor, Independent Study – Suzanna Wilson
- 2009-2010 Chair, Honors Capstone Experience/Thesis Committee – Lesley Greenwell
Chair, Honors Capstone Experience/Thesis Committee – Alexandria Kerns
Chair, Honors Capstone Experience/Thesis Committee – Tyler Jury
Member, Dissertation Committee – Leigh Lindsey
Member, Graduate Capstone Committee – Jessica Byers
Member, Graduate Capstone Committee – Tiffany Arterberry
Member, Graduate Capstone Committee – Xiaowa Jia
Member, Graduate Capstone Committee – Faraaz Thaver

2008-2009 Chair, Graduate Capstone Committee – Tori Hardin
Chair, Graduate Capstone Committee – Candice Tope
Member, Dissertation Committee – Stacy Edds-Ellis
Member, Graduate Thesis Committee – Rachel Adams Walston
Member, Graduate Thesis Committee – Jenna Haugen
Member, Graduate Capstone Committee – Alecea Davis

College and University

2010-2011 WKU Institutional Review Board
Potter College Curriculum Committee Alternate

2009-2010 WKU Institutional Review Board
Potter College Curriculum Committee Alternate

2008-2009 Marketing Advisory Committee, WKU Alumni Association
Engaging the Spirit Faculty Conference, WKU, presentation on service learning

2007-2008 Potter College Curriculum Committee
Marketing Advisory Committee, Kelly Autism Program

2001-2002 WKU Alumni Mentoring Program, WKU Alumni Association

2000-2001 WKU Warren County Alumni Chapter, Steering Committee

Community

2008 Broadway United Methodist Church, Centennial Celebration Team, Co-chair

2006-present Broadway United Methodist Church, Volunteer

2005-2006 Bowling Green/Warren County Veterans Day Parade, Volunteer
The Medical Center 10k Classic, Volunteer
WKU Alumni Association Homecoming Parade, Volunteer

2003 United Methodist State Conference, Planning Committee

2002 Broadway United Methodist Church, Marketing Committee

2001-2002 YMCA, Board of Directors
Bowling Green Area Chamber of Commerce, Collaboration Committee

2000-2001 Bowling Green Professional Marketing Association, President

1999-2000 Kentucky Festivals and Events Association, Board of Directors
United Way of Southern Kentucky, Marketing Committee

- 1998-2002 Leadership Bowling Green, Chair, 2002; Vice Chair, 2001; Day Chair, 1999 & 2000; Graduate, 1998
- 1997-2002 Bowling Green Junior Woman's Club, Executive Board Member, 2000 – 2002
- 1997 FBLA Regional Competition, Public Speaking Judge
- 1996-1998 Bowling Green Area Chamber of Commerce, Education Committee

PROFESSIONAL DEVELOPMENT

- 2010-2011 Engaging the Spirit Conference, WKU
Bridging the "Third Space": Advancing Communication Theories in/of Nonprofit Organizations, NCA Pre-conference
 The \$100 Solution™ Project Training, The ALIVE Center, WKU
- 2009-2010 Engaging the Spirit: Rethinking the Core Curriculum Conference, WKU
Teaching Research Methods, NCA Short Course
Stability and change in the Master's classroom: The use of technology to adapt to the changing Master's education environment, NCA panel
 CITI online research training required by WKU Human Subjects Review Board
- 2008-2009 Engaging the Spirit: Celebrating Student Success Conference, WKU
 Great Ideas for Teaching Speech Session, NCA Conference
 Service Learning Workshop, ALIVE Center, WKU
- 2007-2008 Engaging the Spirit: Best Practices for Student Success Conference, WKU
Service Learning: Exemplars of Faith, Intellect, and Ethics in Action, NCA Pre-conference Workshop
Teaching Small Group Communication as a Service Learning Course, NCA Short Course
- 2006-2007 Engaging the Spirit: Best Practices for Student Success Conference, WKU
- 2005-2006 Graduate Teaching Certificate, Center for Instructional Excellence, Purdue University
- 2004-2005 *Moving Forward with Your Fieldwork: Taking Fieldnotes and Creating Research Texts*, NCA Pre-conference Workshop
 Purdue University Center for Instructional Excellence Teaching Workshops

PROFESSIONAL ORGANIZATION MEMBERSHIPS

- 2003-present National Communication Association
- 2004-present Southern States Communication Association
- 2008-present Kentucky Communication Association
- 2005-2006 Central States Communication Association
- 2005-2006 Association for Research on Nonprofit Organizations and Voluntary Action
- 2003-2006 Purdue Communication Graduate Students Association

CONSULTING AND TRAINING PRESENTATIONS

- 2010-2011 *Business Etiquette*, Business Careers Day
Dining Etiquette in a Business Context, WKU Accounting Club
Dining Etiquette, WKU Lambda Pi Eta Communication Honor Society
Brainstorming Effectively, Workshop Marketing
Identification among Nonprofit Volunteers, Volunteers in Action
- 2009-2010 *Dining Etiquette in a Business Context*, WKU Accounting Club
Dining Etiquette, WKU Lambda Pi Eta Communication Honor Society
Running Your Ship's Meetings Efficiently, WKU New Officer Transition Retreat
- 2008-2009 *Dining Etiquette*, WKU Lambda Pi Eta Communication Honor Society
Celebrating Student Success in Service Learning, WKU Engaging the Spirit Conference
- 2007-2008 *Organizational Culture*, Professional Marketing Association
Presentational Speaking, WKU Spirit Master Retreat
Dining Etiquette, WKU Lambda Pi Eta Communication Honor Society
- 2006-2007 *Dining Etiquette*, WKU Honors Business and Professional Speaking Class
- 2002- 2003 *Dining Etiquette*, WKU Student Leadership Program, Freshman Seminar Class and Minority Student Development Workshop
- 2001-2002 *Working with Volunteers*, Bowling Green/Warren County Volunteers in Action
Special Events 101, WKU Chapter and Alumni Management Program Workshop
How to Market Yourself, WKU Dynamic Leadership Institute
- 1999-2000 *Leadership Training*, Kentucky State FBLA Officers Retreat
Leadership Styles, Kentucky State FBLA Regional Leadership Camp
Motivating Your Members, WKU High School Leadership Conference
- 1998-1999 *Managing Special Events*, WKU Parks and Recreation Class
Life After College, WKU Marketing Class

RELATED WORK EXPERIENCE

Summer 2004 **Consultant, Prime Time Events, Inc.**

Provided consultation on internal and external communication processes, board development, strategic planning, sponsor recruitment, and special event logistics.

July 1998 - **President, Prime Time Events, Inc.**

Aug. 2002 Directed daily operations of new nonprofit organization dedicated to promoting and organizing special events in Bowling Green/Warren County.

Sept. 1995 - **President, Junior Achievement of South Central Kentucky, Inc.**

July 1998 Managed and directed daily operations of a major franchise comprised of a five-county area. Increased funding by 60%. Increased classroom programs by 67%.

Jan. 1995 - **Development Manager, The National Corvette Museum**
Sept. 1995 Revised fundraising program, developed marketing plan, and solicited corporate donors.

HONORS AND AWARDS

2008 WKU New Faculty Research Scholarship of \$4000

2007 Faculty Spotlight Award, Communication Ambassadors, WKU

2006 Purdue Research Foundation Grant of \$12,000
Monroe Scholar Research Award, Purdue University

2002 WKU Spirit Masters Carl Kell Distinguished Alumni of the Year Award

2001 Professional Marketing Association Marketer of the Year Award

1996, 1997 Junior Achievement National Conference Summit Award

1995 “Top 20 Under 40” - selected by *Park City Daily News* as one of the top 20 future community leaders under age 40

1993 Top Scholar of Potter College, WKU
Angela Norcia Outstanding Senior Award
WKU Greek Woman of the Year
Greek Leadership Award
Alpha Omicron Pi International Jubilee Scholarship

1992 Who’s Who Among American College and University Students

1991-1993 WKU Spirit Master (official University ambassador)
Golden Key National Honor Society

1991-1993 Omicron Delta Kappa Leadership Society

1989-1993 WKU President’s List
WKU Presidential Scholarship

1989 Valedictorian, Trigg County High School
Johnson Control’s Scholarship
Kentucky Farm Bureau Scholarship