THE UNIVERSITY OF NORTH CAROLINA AT GREENSBORO

NACC 2019

EXCELLENCE AT THE CENTER CONFERENCE

"FIND YOUR VOICE HERE"
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Dear NACC Attendees,

We wanted to take time to thank each and every one of you for joining us this weekend. We are so excited to share our love, passion, and dedication for communication centers together. The UNCG NACC Planning Committee is honored to have this opportunity to work with all of you.

We hope that you will all have an opportunity to Find Your Voice Here as we begin this conference. Thank you for joining us and welcome to The University of North Carolina at Greensboro!

Sincerely,

-Your UNCG NACC Planning Team!
Preconference:

You are invited to a 9am tour of both the Digital ACT Studio & Digital Media Commons located in the recently renovated lower level of the Jackson Library on campus. Coffee will be provided by the Dean of the Jackson Library, Martin Halbert. These are the two newest studio/center spaces on campus. We highly recommend a visit.

9:30am registration opens at School of Education Building

10:30am optional 30 minute campus tour which will start at the registration site

Early lunch on your own before conference starts
12-12:50 Welcome and Keynote
Room: SOEB 114

1-1:50 Concurrent Sessions

Find Your Way to the Center Through the Basic Course
Room: SOEB 222
Intended for Faculty & Directors
This panel will provide an overview of the speaking center critical pedagogy interventions utilized in supporting students enrolled in the Introduction to Communication course at UNC Greensboro. Audience members will find what is covered is applicable to all no matter if their home campus has a basic course. The biggest takeaways will point to the role that collaboration plays in finding the best ways to support student success. Topics will include face-to-face consultation in the center, library collaboration in the classroom, supporting the online sections, and other in-classroom interventions.

Presenters:
Jessica McCall, Basic Course Director, UNC Greensboro
Kim Cuny, Speaking Center Director, UNC Greensboro
Rachel Olsen, Reference Faculty, Jackson Library, UNC Greensboro
Jenny Southard, Lecturer, Communication Studies & Speaking Center, UNC Greensboro
Taylor Williams, Lecturer, Communication Studies, UNC Greensboro
Erin Harrison, Speaking Center Associate Director, UNC Greensboro
Run, Hide, Fight
Room: SOEB 120
Intended for Students
What should you do if your center has active shooter nearby? The best ways to make sure you and those around you stay safe are to prepare ahead of time and be ready. This presentation will help you to determine steps to take now so that you will know what to do when you need to find your voice and every second counts.

Presenters:
UNC Greensboro Police Department

1:50 - 2  Grab a bag of trail mix and a bottle of water from the registration area between sessions. Mix is dairy free, nut free, and gluten free.

2-2:50 Concurrent Sessions:
Let’s Talk!
Room: SOEB 106
Join us for an expanded version of our weekly Let’s Talk programming where we provide fun interactive opportunities for English language learners to interact with native speakers. This hands on activity is developed and facilitated by undergraduate Communication Consultants. Students from Interlink Language Center will participate in the activity. Come play with us.

Presenters:
Chair: Gabbi Torello, The University Speaking Center, UNC Greensboro
Grace Ford, Olivia Tarpley, & Ireland Lynch, The University Speaking Center
UNC Greensboro Students, Interlink Language Center, UNC Greensboro

Welcome to Our Living Room: Considering “Sense of Space” and the Impact of Student Learning Outcomes
Room: SOEB 120
In an effort to foster student success, a communication center cannot simply exist. Centers, and the academic consultants within, should strive to create a sense of community based off of inclusive practices, helping to ensure students feel invited, welcome, and safe while working on their projects. Ultimately, a learner’s “sense of place” may influence their ability and willingness to learn. It is one thing to meet someone at the door, but it means even more to invite them in.
This panel presents an overview of Shippensburg University’s Speech and Communication Center “third place” theme, “Welcome to Our Living Room,” and how the set-up, presentation, and personal branding impacts student success. Preliminary results indicate our practices reduce communication anxiety, promote utilization, and enhance the academic performance of students.

**Presenters:**
Chair & panelist: Amy May, Shippensburg University
Misty Knight, Terri Hoover, & Victoria Campbell, Shippensburg University

**How Communication Centers Can Improve Scientific Communication and Build Bridges Between Scientists and the Public**

Room: SOEB 114

The deepening rifts between scientists and policymakers can threaten public health and global well-being, as evidenced by climate change denial and retreat from environmental stewardship. Communication centers can help make more robust connections between science and the public through improving scientific communication and cultivating citizen scientists.

**Presenters:**
Chair: Jessica McCall, Communication Studies, UNC Greensboro
Roy Schwartzman, Communication Studies, UNC Greensboro
Kim Cuny, University Speaking Center, UNC Greensboro
Bruce Kirchoff, Biology, UNC Greensboro
Hemali Rathnayake, Nanoscience, Joint School of Nanoscience and Nanoengineering

**Visual Rhetoric Consultation Challenges**

Room: SOEB 222

Consultations on visual rhetoric and student design projects often place consultees and instructors in a difficult middle ground. On one hand, there is an expectation that we would inform a consultee or student that certain design choices may be interpreted a certain way.
The choice of colors and fonts, for example, may be gendered as very feminine. On the other hand, using these imagined audience interpretations as a basis for our feedback often reinscribes the very stereotypes that designers seek to dismantle. This session will focus on how feedback practices encounter racism and sexism and offer ways to practically engage consultees and students in effective design decisions for slide presentations, videos, and web design.

Presenters:
Vaughn Stewart, Director Digital ACT Studio, UNC Greensboro
Armando Collins, Head, Digital Media Commons, UNC Greensboro

Grow Your Own Speech Consultant: A Mentoring Method
Room: SOEB 217
Explore the pros and cons of how the University of Texas at Austin's Public Speaking Center’s approaches recruiting qualified speech consultants.
Presenter:
Rachel Jenkins, University of Texas at Austin

3-3:50 Concurrent Sessions
Ferguson Competitive Papers
Room: SOEB 110
From Accommodation to Invitation: Roles Communication Centers Play in Acknowledging and Empowering People with Disabilities: Authors: Roy Schwartzman, and Brianna Ferraro, UNC Greensboro

“It’s not my major, but...”: Exploring the Impact of Discipline on Tutoring Activities: Author: Amy L. Housley Gaffney, Hamilton College

The Center’s Voice: (De) Constructing Communication Centers as Rhetorical Spaces: Author: Anna Zimmerman, Marian University

Identifying and Applying a Value of Communication Scale: Authors: Rory P. McGloin, Emily L. Hamlin, Amanda M. Coletti, University of Connecticut

Chair: Carl Brown, Grand Valley State University
Lifting Marginalized Voices: Off-Campus Efforts  
Room: SOEB 106  
When Amanda Gunn started the center at UNC Greensboro, her vision embraced service and outreach. Over the years, communication activism pedagogy became firmly rooted in all of the critical pedagogy that students extend to communities off campus. This discussion panel will address recent efforts to lift some of Greensboro’s marginalized voices and lessons learned along the way. 

Presenters:  
Chair: Tyler Christian, UNC Greensboro  
Kellar Poteat, Charlotte Kohn, Cheyenne Joy, Kara Stomp, & Tabrea LaGrone, UNC Greensboro

English Language Learners Find Their Voice: Partnering with Interlink Language Center  
Room: SOEB 114  
Learn about the many ways that The University Speaking Center at UNC Greensboro provides curricular, co-curricular, and extra curricular support for language learners enrolled in an English language center located on campus. Any campus with Non-Native English Speakers can benefit from learning more about this work.  

Presenters:  
Chair & panelist: Giovanna Alessio, Interlink Language Center, UNC Greensboro  
Geoffrey Butler, Lara Kurth, & Janice Wu, Interlink Language Center, UNC Greensboro  
Gabbi Torello & Abbie Harrison, The University Speaking Center, UNC Greensboro

Find Your (Research) Voice!  
Room: SOEB 202  
The panel will be on the topic of coaching speakers doing research in a senior capstone course. Advisors at other schools can join the discussion, and we will share our challenges and successes. As public speaking advisors for the University of Pennsylvania’s Communication Within the Curriculum program, we work with students in two different research courses. Alice advises the Biochemistry senior research course, and Sai advises the Psychology Honors
senior research course. Even across different disciplines, we share many common challenges in advising students. General challenges include listening to complex topics, developing the skills to take in a lot of information all at once, and avoiding generic feedback. Specifically, for advising Biochemistry-related research, helping scientists be better at communicating with a broad audience or of science for laymen is a big challenge. Still, despite these challenges, we have found our advising role in these courses to be very rewarding.

**Presenters:**
Alice Liu & Sai Bandi, University of Pennsylvania

**Student Voices from the Center: Case Studies and Essays**

Room: SOEB 224

Don't Fear Your Voice: Effective Strategies to Assist Students with Speech Anxiety, Tai Yona Lewis, University of Texas at Austin

Space Matters, Rachel Sieczkowski, University of Rhode Island

Empowering Public Speaking Students Through Consultant Training in Empathetic Listening, Jenn Fabian, Wake Forest University

Anxiety in the Consultation Room: Erika Forslund, UNC Greensboro

**Chair:** Rachel Sieczkowski, University of Rhode Island

4-4:50 Concurrent Sessions

**Finding, Maintaining and Retaining a Voice: A Conversation about Transitions at Centers**

SOEB 120

The National Association of Communication Centers (NACC) spends, necessarily, a lot of time on Speaking Center Start Ups. The early years of a center are critical and much can be gained by learning from others’
experiences. However, other aspects of centers' life cycles deserve focus. Our panel addresses the transitions that occur when directors who have had a long tenure in their centers, change roles within their institutions or anticipate changes and/or retirement. What are their hopes and plans for "their" centers? What advice have they or might they pass on? What actions might they take to solidify their centers? Do their centers face institutional hurdles or enjoy long term institutional support? What is the history of their center and who will voice and chronicle that history? This session will focus on transitioning, consulting, and chronicling as the three focal points and tasks in finding, maintaining and retaining a voice during transitions at centers.

Presenters:
Chair & panelist: Susan R. Wilson, DePauw University
Linda B. Hobgood, University of Richmond
Vicki H. Nelson, Curry College
Theodore F. Sheckels, Randolph Macon College

Peacehaven Community Farm: Finding and Growing Your Voice
Room: SOEB 204
A partnership formed over 3 years ago which was intended to provide speaking center students with the opportunity to be communication coaches has proven to be mutually beneficial beyond initial expectations. This session will start out with a brief discussion about extending the radical pedagogy of centers off campus to support adults who have intellectual and/or developmental disabilities. Open ended questions, use of space, and side coaching was just the beginning. The session will close with a hands-on activity facilitated by The Core Members of Peacehaven Community Farm.

Presenters:
Chair: Rebecca Ray, UNC Greensboro
Core Members, Peacehaven Community Farm
Karen Boger, The University of Southern Mississippi
Alexis Stephens, UNC Greensboro
Gabbi Torello, UNC Greensboro

Supporting the Teacher as Speaker
Room: SOEB 208
In a center that is charged with supporting students, staff, and faculty by meeting speakers where they are
when they arrive for support, student consultants were given the opportunity to provide feedback to a faculty member. This panel will explore that experience from the perspectives of all involved.

Presenters:
Chair & panelist: Duane Cyrus, School of Dance, UNC Greensboro
Caroline Bolin, Troy Moss, & Abby Thomas, UNC Greensboro

Directors Dilemma
Room: SOEB 110
The purpose of this panel discussion is to bring to light new and longstanding issues of interest to communication center directors. This is not meant to be a series of presentations, rather a sharing of situations, ideas, and concerns. Panelists will offer their dilemma for discussion with the audience.

Presenters:
Chair & panelist: Brandi Quesenberry, Virginia Tech
Anna G. Zimmerman, Marian University
Pamela Hopkins, East Carolina University
Chris Volker, University of Delaware
Jane Pierce Saulnier, Emmerson College

Huddy-Gunn & Weiss Competitive Papers
Room: SOEB 202
Communication deficiencies in STEM fields: Technology, students, and professionals Hannah Karwat, and Dominic Cassisi, Grand Valley State University

Aristotle’s Rhetoric: How it Plays into Effect between Managers and Consultants at a University Speaking Center, Kara Stomp University of North Carolina at Greensboro

Understanding Relationship Development at the Center: Taking a Second Look, Vivian Niestrom and Jeannine Lane, Grand Valley State University

Chair: Jenny Southard, UNC Greensboro
4:50 Walk to Bistro at Fountain View Dining Hall for dinner and awards ceremony. Attendees will need to show conference badge to gain entrance. Bistro is upstairs.

6:15 - 7:15 Exit parking deck for free
Coffee and hot tea will be available in the registration area all day.

8-8:45am  Business Meeting  
Room: SOEB 118  
Intended for Faculty and Directors

8:45-8:55  Group Picture  
Outside of registration  
Intended for All

9-9:50  Concurrent Sessions

Community Conversations: Out of Box Communication Pathways  
Room: SOEB 104  
Communicating through different mediums, engaging the student outside of their peer/tutor relationship/role, Demonstrating ways to integrate academic and creative pursuits.  
Presenter:  
Marah Leonfils, Marian University

3 Minute Thesis Scientific Communication Workshop  
Room: SOEB 212  
Intended for Faculty and Directors  
Conference participants are invited to sit in on the first 50 minutes of this experiential workshop offered to area graduate students and faculty across the sciences and sponsored by The Graduate School at UNC Greensboro. Facilitated by a scientist and communication center director, the workshop will provide a model for communication centers who want to expand into the field of scientific communication. Workshop materials will be provided to conference participants.  
Presenters:  
[Presenter names]
Non-Competitive Papers
Room: SOEB 222
Supporting Speech: Qualitative Analysis of Conversations with Communication Center Coaches, Andie Malterud and Briana Stewart, George Mason University

Deaf presenters and primarily hearing audiences: Developing research-based pedagogical resources for improving accessibility, support, and evaluation, Kelly Norris Martin and Elizabeth Reeves O’Connor, Rochester Institute of Technology

Chair: Kelly Norris Martin, Rochester Institute of Technology

Talking about Learning: Strategies for Engaging in Conversation around Non-Cognitive Strategies
Room: SOEB 208
Intended for Students
In this session, participants will be given the opportunity to reflect about their own learning as well as the learning of those who they work with, and will walk away with a clear understanding of how to shape a conversation to encourage metacognition and self-reflection around learning.

Presenters:
Shawn O’Neil, Sam Cole, & Katie Reed, Student Success Center, UNC Greensboro

Find your way: Communication Centers and Strategic Partnerships
Room: SOEB 106
Panelists will discuss efforts and relationships established between communication centers at a variety of institutions and campus and community partners—ranging from interdisciplinary collaborations with the sciences, to learning commons models, to service learning and volunteer work. We share the successes and challenges encountered within universities, i.e. dealing with administration, funding, material spaces, timelines, expectation setting, etc.

Presenters:
Chair & panelist: Laura Stengrim, University of Southern Mississippi
Rory McGloin, University of Connecticut
Linda Hobgood, University of Richmond
Rachel Jenkins, University of Texas at Austin
Becoming Comfortable with the Uncomfortable: Preparing for Reprehensible Clients at Communication Centers

Room: SOEB 102

Communication Centers assist student clients in developing public speaking competencies and finding their voices as public speakers. What ensues if client voices are reprehensible and disruptive during our center consultations? Research focusing on teacher-directed violence has shown that social support helps reduce the negative outcomes associated with problematic experiences. Through sharing harassment and threatening client narratives, this roundtable aims to provide social support and find our center-related voices. Student consultants and directors are encouraged to listen, share, support or advise participants to help better prepare for managing reprehensible clients.

Presenters:
Debbie Baker, Miranda Rouse, Jordan Whitley, UNC Charlotte

When Budgets Attack: Transforming the “Goal Setting” Consultation into a Class Size Intervention

Room: SOEB 202

This panel will discuss how the UNCG Speaking Center took a potentially negative budget situation and turned it into a creative reinvention of a trusted consultation format. The panelists will discuss how the “Goal Setting” consultation was redesigned into two creative options that could be delivered with minimal staff to a full class as well as discuss the outcomes of the alternate plans from the perspective of the facilitators and the instructors whose classes were supported. The panelists invite comments and suggestions from the audience about how this reinvention could be further enhanced or applied to other consultation formats.

Presenters:
Chair: Jenny Southard, Speaking Center Coordinator, UNC Greensboro
Rebecca Ray, Speaking Center Graduate Assistant, UNC Greensboro
Maggie Bozovich & Maragret Evans, Communication Studies Teaching Assistants, UNC Greensboro
Find Your Voice: Communication Center Research  
Room: SOEB 110

“Fostering the Art of Scientific Communication in the Speaking Center”,  
Steven Young & Laura Stengrim, University of Southern Mississippi

“Strategic Center Partnerships: Are they mutually beneficial?”, Rowie-Kirby-Straker, Wake Forest University

"Speaking from the Margins: Language Ideology and Critical Consciousness at the Communication Center", Jade Olson, University of Maryland-College Park

“Benefits of Mentoring for Mentors: An Ethnographic Study of a Nascent Mid-Atlantic Public Communication Center”, Christeen Fernando, Towson University

Chair: Christopher, Volker, University of Delaware

Communication Center Journal: Find Your Voice Here!  
Room: SOEB 204

Intended for future CCJ authors and editors

This panel will discuss their experiences in forming and publishing communication center research.

Presenters:
Chair: Russell Carpenter, Editor-in-Chief, Eastern Kentucky University
Alyssa Davis, Volume 3 Research Section Co-author, Clemson University
Miranda Tonkins, Volume 4 Excellence at the Center Student Author, James Madison University
Lauren Beard, Volume 4 Praxis Author & Student Section Editor
Karen Boger, Volume 4 Book Reviewer, The University of Southern Mississippi
Carl Brown, Volume 4 Special Section Author and Reviewer, Grand Valley State University
Unifying our Voices: Unifying the Center
Room: SOEB 108
Panelists will discuss how Hampden-Sydney College, a small liberal arts college, is unifying its Rhetoric Program’s existing Writing and Speaking Centers and adding a Digital Rhetoric component to create a multi-modal “Rhetoric Studio,” to be housed in the College’s new Center for Rhetoric and Communication, opening Fall Semester of 2019. By unifying our efforts into one center, we seek to expand our offerings across disciplines in a more intentional way to enable our students to “Find their Voice,” whether that be in written, spoken, or multi-modal formats. Panelists will discuss the history of the two existing centers, current initiatives to unify the Writing and Speaking Centers, and the future plan to incorporate digital rhetoric and production in the new Rhetoric Studio. We welcome the insights of colleagues from institutions with Multi-modal Communication Centers.

Presenters:
Chair & panelist: Claire Deal, Hampden-Sydney College
Loren Loving Marquez, Sean Gleason, & Shawn Schooling, Hampden-Sydney College

11-11:50 Concurrent Sessions

The Ten Minute Workshop: Disabilities Studies at the Center
Room: SOEB 110
Students with disabilities are on every campus. Is your center ready to meet every speaker who comes in for support, regardless of disabilities? Presenters will facilitate ten-minute long communication center workshops on a variety of communication center disabilities studies topics. All workshop materials are drawn from M. Jeffress’ edited books Pedagogy, Disability, & Communication and International Perspectives on Teaching with Disability

Presenters:
Chair: Tyler Christian, UNC Greensboro
Tabrea LaGrone & Shakiyah Speight, Wisam Salah & Giovanna Kast, & Abbie Harrison, UNC Greensboro
Creating Space: Exploring the Voices in Communication Center Relationships
Room: SOEB 104
This panel seeks to understand how communication centers create a distinct space at a four-year university. Communication centers create a unique space in a few ways: they are not classrooms, but still cultivate learning; they are also distinct from other tutoring spaces given the peer tutoring relationship; and their overall focus of communication. We will explore how centers and faculty, students, administration, and the community work together in order to create mutually beneficial relationships. Through discussion we aim to understand how centers can be inclusive of voices of their partners on and off campus as well as establish their own voice.

Presenters:
Victoria L. Brown, University of Mississippi
Elizabeth Moore, University of Mississippi
Laura Stengrim, University of Southern Mississippi
Jacquelyn R. Horton, University of San Francisco

Moving Beyond Our Boundaries: Supporting Persuasive Speech Organization in the Classroom
Room: SOEB 202
UNCG’s Speaking Center has been pushing outside the boundaries of the Center walls to take services into the classroom. This panel will discuss how the Center is taking its organizational support service into the classroom. This expanse is in part to meet the needs of the campus community, but also another creative way of utilizing limited resources when budget constraints limit the number of individual students who can be supported in consultation. Previous research from Clemson’s Comm Lab has shown that even 15 minutes of “triage” to an outline can make an impact on the success of a presentation. Knowing this, the goal should be to increase the volume of organizational support, but limited staff and resources can block needed support. The voices of multiple perspectives will be heard during our discussion of the first trial of the new programming. Perspectives will include basic course instructors and Center facilitators. The panelists invite audience members to share in this discussion and to offer insight on strategies for future improvement.
Presenters:
Chair & panelist: Jenny Southard, Speaking Center Coordinator, UNC Greensboro
Doris Wesley, & Amber Holland, Communication Studies Teaching Assistant, UNC Greensboro
Emily Spann & Troy Moss, Communication Consultants, UNC Greensboro

Start Your Semester with a POV Pop!
Room: SOEB 106
The first day of class can generate anxiety in finding classrooms, getting acclimated to classmates and professors, and understanding the syllabus and course expectations. For college students enrolled in oral communication goal classes, the first day of class might be especially overwhelming. The University Speaking Center at UNC Charlotte visits various classrooms on the first day of class to promote our services and encourages them in finding their voice with public speaking competencies. According to Predicted Outcome Value (POV) research, first interactions and impressions are key predictors of responsiveness and participation in future relationships. To increase our Predicted Outcome Value (POV) in building future client relationships, we developed the Start Your Semester with a POV Pop! exercise to help ease public speaking apprehension when conveying information about our services.

Presenters:
Debbie Kilby Baker & Veronica Shoemaker, UNC Charlotte

11:50 Walk to Fountain View Dining Hall for lunch at the cafeteria
Attendees will need to present voucher to gain entrance.
For help navigating dietary needs, ask for Rick

12-12:50 LUNCH BREAK

1-1:50 Concurrent Sessions
Open Forum for Directors
Room: SOEB 202
Intended for Faculty and Directors
Facilitated by: Beau Bingham, University of Wyoming

Open Forum for Students
Room: SOEB 222
Intended for Students
Facilitated by Jenny Southard, National Communication Association’s Student Advocate for Communication Centers

Open Forum for Start-ups
Room: SOEB 206
Intended for those in the start-up phase of center work
Facilitated by Debbie Baker, UNC Charlotte

1:50 - 2  Grab some popcorn and a bottle of water from the registration area between sessions.

2:00-2:50  Concurrent Sessions

Improvisational Storytelling
Room SOEB 108
Intended for Students
This experiential workshop, facilitated by faculty who are storytellers themselves, will provide communication center peer educators with strategies to add storytelling support to their home center.
Presenters: Bruce Kirchoff & Kim Cuny, UNC Greensboro
Using Virtual Reality to Find Your Voice: Innovations in Tutoring Pedagogy
Room: SOEB 212

Every day people are coming up with more ways to utilize virtual reality. Whether it be for education, innovation or entertainment, it seems that VR is everywhere. Virtual reality also can impact the human psychology in ways not seen before. In the education realm, VR is seen as a new and effective tool to help teach people in a more effective manner. People may have great things to say, but are not able to say it effectively due to speech anxiety. Hopefully this study will be a means to give them a voice for public speaking. Our study aims to utilize virtual reality in decreasing speech anxiety for undergraduate students. Through participant trials we tested the impact of giving speeches in VR and its effectiveness in boosting student confidence and comfort in giving speeches in a simulated classroom environment. The results of these trials could lead to more ways of increasing effective education and be another important use virtual reality has to offer.

Presenters:
Chair & panelist: Miranda Tonkins, James Madison University
Anthony Carino, Brittany Loving, & Paul E. Mabrey III, James Madison University

Creative Differences: The Benefits of Reaching out to People Unlike Ourselves
Room: SOEB 202

Adam Galinsky, Columbia Business School professor found people who have deep relationships with someone from another country become more creative. That got us to thinking about the benefits to consultants when we work with people who are different than us. Join us in a fishbowl discussion as we explore this concept as it relates to working in communication centers.

Presenters:
Chair & panelist: Gabbi Torello, UNC Greensboro
Olivia Tarpley, Giovanna Kast, & Rachel Digman, UNC Greensboro
Communication Centers: Voices of Research in Progress:
Room: SOEB 106
Join in a discussion about ongoing research projects surrounding communication centers with those most invested in communication center research, our colleagues and fellow researchers. In finding our voice and reaching others, sometimes it is helpful to do this in community by bouncing ideas off each other and giving guidance where it is needed. We believe that attendees of this panel will also benefit by learning about new research and helping to shape the direction it takes as it moves forward.

Presenters:
Chair & panelist: Alyssa Davis, Clemson University
Misty L. Knight, Shippensburg University
Rachel Olsen, UNC Greensboro
Rachel Sieczkowski, University of Rhode Island
Katelyn Wilkinson, College of Southern Nevada
Kim Cuny, UNC Greensboro

Case Studies and Student Essays
Room: SOEB 222
Self Disclosure in Peer Mentoring at the Communication Center, Tanisha Tak, Arkansas State University

Haunted by the Ghost of my Past: Use of Relationship Based Coaching Practices to Empower Disenfranchised, Marginalized Populations, Amy May, Shippensburg University & Tori McDermott, University of Alaska Fairbanks

Supporting Freshman Seminar, Anand Rao, University of Mary Washington

Coach as a Peer Anchor: Embedding the Communication Center Coach in a Reticent Section of the Basic Course, Amy May and Terri Hoover, Shippensburg University

Chair & panelist: Anand Rao, University of Mary Washington
Concurrent Sessions

If You Build it, They Will Not Come: Exploring Strategies to Increase Communication Center Utilization
Room: SOEB 208
Communication centers provide a variety of services to strategically improve the communication and presentation skills of students. Despite evidence of their effectiveness, utilization rates vary significantly. For some students, competing interests limit available time to seek support outside of a formal class setting. For others, a lack of awareness or other barriers reduce utilization. Communication centers are challenged to design intervention strategies that reduce barriers and make visiting the center “easy” for students. This panel presents several strategies designed to promote the utilization of communication centers by meeting students where they are.

Presenters:
Amy May, Misty Knight, Victoria Campbell, Terri Hoover, Shippensburg University

Let Your Voice be Heard: Tips for Speaking out in a Group Discussion
Room: SOEB 106
Throughout our training session we will provide information on how we work with a non-traditional oral presentation assignment, such as a formal group discussion. First, we will explain the group discussion assignment and how the CommLab designed a system to help support student groups during the planning and practice stages. We will also discuss highlights of the staff trainings for how best to provide feedback to individuals and groups working on discussion-based presentations, as well as go over the various challenges and complexities of providing feedback on a group discussion activity. By creating a unique training activity that the groups can complete in the CommLab, students can practice a group discussion and get valuable information from the peer coaches on items such as the group decision making process, interpersonal and nonverbal communication skills, active listening, and group dynamics.

Presenters:
Brandi Quesenberry, Zack Sowder, Maddy Dodd, Corinne Gorda, Virginia Tech
Voices of Diversity at Our Center
Room: SOEB 206
This panel is a follow up conversation of graduate student research in progress. It will focus on many facets of diversity including race, sexual orientation, disability, and gender identity. The panel will delve into the diversity of the center and the effects it has in and outside the consultation room.

Presenters:
Chair & panelist: Rebecca Ray, UNC Greensboro
Lynell Sprauve, Bri Ferraro, Wisam Salah, Kellar Poteat, & Ali Ramirez Garibay, UNC Greensboro

Tutor Training: Finding Our Voice in a Speaking Center Internship
Room: SOEB 214
This panel will explore how oral communication tutors are trained for the dynamic work they do in the communication center. Using a recently developed and executed, University of San Francisco course, RHET 328 - Speaking Center Internship as a case study, panelists will discuss training courses successes and failures. The voices represented on the panel are Speaking Center Director, Course Instructor, mentors, and interns. We hope through sharing our experience, the audience will walk away with some pragmatic advice and inspiration. There will be time for the audience to discuss different training models represented within the audience.

Presenters:
Chair & panelist: Jacquelyn R. Horton, University of San Francisco
Tiffany Toor, Nora Ward, Ria Laxa, Jazmine M. Kelleher, University of San Francisco

The Speaking Center Orientation Remix
Room: SOEB 108
This is a duplicate of the session that is scheduled for 4:00pm. Join us in this hands-on orientation activity where the primary goal is teaching participants about the speech-making process and the secondary goal involves coming to the speaking center later, for help with the process. At the close of this session, participants will be ready to replicate this activity at their home campus.

Presenters:
Tyler Christian, Speaking Center Graduate Assistant, UNC Greensboro
Breanna Bowers, Sarah Haight, Alexander Rose, and Joshua Brown Speaking Center Consultants, UNC Greensboro
Out of the Center and into the Classroom
Room: SOEB 114
This workshop will cover what in class workshops are, how they work, the benefits of offering these in class workshops, and how to begin to set them up with professors. The workshop will also provide tips for setting up general workshops, listing examples of workshop topics that the University of Mary Washington offers, as well as their benefit.
Presenter:
Sarah Giuseppe, University of Mary Washington

The Speaking Center Orientation Remix
Room: SOEB 108
This is a duplicate of the session that is scheduled for 3:00pm. Join us in this hands-on orientation activity where the primary goal is teaching participants about the speech-making process and the secondary goal involves coming to the speaking center later, for help with the process. At the close of this session, participants will be ready to replicate this activity at their home campus.
Presenters:
Tyler Christian, Speaking Center Graduate Assistant, UNC Greensboro
Breanna Bowers, Sarah Haight, Alexander Rose, and Joshua Brown Speaking Center Consultants, UNC Greensboro

Finding Your Center’s Voice: Strategies for Marketing Your Public Speaking Center: Room: SOEB 212
The University of Texas at Austin’s Public Speaking Center had a very soft roll-out in 2016. Three years later, pressure has been placed on UT’s Public Speaking Center to outgrow its current space. This workshop will explore the UT Public Speaking Center’s recent marketing campaign, which includes rebranding, building connections across campus, and marketing strategically in response to data collected. The success of the marketing campaign (tripled growth from Fall 2017 to Fall 2018) is due to marketing efforts by Public Speaking Center staff, administration, and speech consultants.
Presenter:
Rachel Jenkins, the University of Texas at Austin
Voices of Transition: From Training to Leading
Room: SOEB 204
Join us as we talk candidly about what it is like to be in the Speaking Center Theory and Practice course and what it is like to no longer be in the course! Students currently enrolled and some who have completed the course will discuss the process of training, utilizing a checklist, and getting comfortable with a peer educator identity.

Presenters:
Chair & panelist: Kaisia Torrence, UNC Greensboro
Shimya Patterson, Shanelle Ypema, Alexus Lipscomb, Emily Spann, Hunter Evans, and Enelida Brito, UNC Greensboro

5:00
Alumni Gathering and Discussion
Location: TBD
UNC Greensboro alumni gathering where graduates discuss the role the speaking center played in their lives and how it has translated in their post-UNCG personal, professional, and public lives.

Presenters:
Master of Ceremony: John Essick
Speakers: Aaron Wright, Si Bates, Katie Marshall, Corey Bussiere, Tambria Marsh, Rolando Sanchez, LaShawndra White, Rachel Sieczkowski, Jordan Wright, Amanda Parsons Cook, Kiya Shears, Carley Swaim Walker, & Moriah Governor

We highly recommend that you find your way downtown on Saturday night after the conference.
Communication Center Journal (CCJ)

Beginning in 2016, the Communication Center Journal (CCJ) began to welcome submissions on a rolling cycle for all sections of the journal. The sections are described at http://commcenters.org/journal.

Theme: Communicating Science and the Communication Center

In addition to general manuscripts, the journal also invites submissions for special topical sections of the journal, which offer a deeper look at broad-based themes and trends.

The November 2019 special section of CCJ invites authors to consider the many methods, approaches, and perspectives of communication centers and communicating science.

Communication centers and scientists have established collaborative relationships. In some cases, communication centers work in direct and sustained collaboration with the sciences. These relationships, collaborations, and dynamics are complex, interesting, and valuable to share. Moreover, we know that communicating science may require adapting existing best practices and training to new audiences and genres.

Authors might consider best practices implemented or in process at their institutions that allow for new understandings of communicating science and the communication center. Framing questions can include but are not limited to:

- How can communication centers help scientists foster greater empathy?
- How are communication centers supporting the art of communication for nursing and other medical programs in higher education?
- What role does the rhetoric of science play in connecting communication centers with scientific communication?
- What role does the three-minute thesis competition play in connecting the communication center with the art of communicating science?
- What role does the communication center play in the science of communicating science?
- How do we adapt current staff training and research efforts to successfully support patrons interested in communicating science?

Authors are welcome to pursue other threads of inquiry related to this theme as well. This special section encourages practical, specific solutions as well as data-driven research.

Deadlines
July 15, 2019: Special section submissions due
August 15, 2019: Results sent to authors
November 16, 2019: CCJ issue released at NCA conference

Manuscript Details
CCJ manuscripts submitted for consideration in a thematic special section are limited to 5,000 words, but shorter submissions are welcome. All manuscripts should follow conventions of APA 6th edition. Authors must register for the online submission site before submitting full manuscripts: http://library.uncg.edu/mail/ojsregister.aspx.

Questions and inquiries can be emailed to Dr. Russell Carpenter, CCJ Editor-in-Chief, at russell.carpenter@eku.edu
YOUR FUTURE UNFOLDS ONE STEP AT A TIME, AND EVERY STEP IS A GIANT STEP. WHERE WILL YOUR JOURNEY LEAD?

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