



- Coordinate curriculum and course offerings for the Communication Studies Major
- Develop programs and initiatives to recruit and retain Communication Studies majors
- Advise undergraduate Communication Students to facilitate academic and career success
- Assist undergraduates in learning how to articulate the value of their major to employers, graduate schools, and other external audiences
- Nurture and develop the connection between the department and undergraduate students
- Supervise graduate student assistant undergraduate advisor
- Mentor undergraduate students on probation toward academic recovery

**Director of Business and Professional Communication**

*July 2011- Present*

Department of Communication Studies  
University of Nebraska-Lincoln

- Oversee curriculum for multi-section COMM 286 course teaching 500+ students a semester
- Mentor Graduate Teaching Assistants working in the course
- Develop course learning objectives, policies, assessments and schedule
- Create and maintain a central resource website with teaching aids, lesson plans and in class activities for all instructors to draw from
- Manage student concerns
- Coordinate educational objectives with the ACE 2 (general education) requirements and College of Business for students

**Special Projects Coordinator**

*January -May 2015*

Dr. John W. Creswell's International Mixed Methods Training Academy  
College of Education and Human Sciences  
University of Nebraska-Lincoln

- Organized multi-campus Mixed Methods presentation by Dr. John W. Creswell
- Facilitated interdisciplinary online mixed methods training seminar presented by scholars from University of Nebraska-Lincoln, Johns Hopkins University, and Harvard University
- Consulted on mixed methods research projects

**Online Educational Consultant**

*July 2011-August 2015*

Department of Communication Studies  
University of Nebraska-Lincoln

- Consulted with new and developing online instructors as they made technological choices in developing their courses
- Advised new and developing instructors on how to effectively teach online
- Reduced online student drop rate by more than half in coaching and mentoring new online instructors

**Business & Professional Communication Associate Course Director- Instructional Technology**

*May 2010-July 2011*

Department of Communication Studies  
University of Nebraska-Lincoln

- Developed a media rich online version of COMM 286
- Identified and implemented various forms of technology to meet course objectives
- Researched and provided technological guides and resources to assist students
- Developed digital lectures to enhance the overall content of the course
- Managed online discussion forums to deepen student understanding of concepts
- Assist Graduate Teaching Assistants in developing their approach to teaching the course
- Troubleshoot technological issues for all 12 sections
- Develop and teach 2 online sections of Business and Professional Communication
- Teach one face to face section of Business and Professional Communication

**Adjunct Instructor**

*August 2003-July 2011*

Department of Communication Studies  
University of Nebraska

- Teach classes in communication studies
- Assist students in understanding complex communicative concepts

**Academic Advisor/Graduate Assistant**

*April 2001-August 2002*

College of Arts & Sciences Advising Center  
University of Nebraska

- Advised undergraduate students in general education requirements
- Advised students in pre-health and pre-law requirements
- Advised incoming freshmen at New Student Enrollment program
- Guided students in choosing courses appropriate to their readiness
- Assisted students in achieving their academic goals
- Evaluated transfer work and advised incoming transfer students
- Served as informal mentor for undergraduate student advisors

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**HONORS AND AWARDS**

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**Bruce Kendall Faculty Award for Teaching Excellence, Department of Communication Studies, UNL (2015).** This award is given to faculty members that have demonstrated a commitment to excellence in teaching within and beyond the classroom walls.

**Phyllis Japp Scholar, Department of Communication Studies, UNL (2014).** This award is given to promising scholars in the Department of Communication whom the faculty perceive to have a high potential for producing quality scholarship in the discipline.

**Information Services Faculty Showcase, UNL (2012).** Selected to be a part of elite group of UNL faculty to serve as an exemplar of cutting edge use of technology in the classroom

**UNL's Parent Association Outstanding Contribution to Students Award, UNL (2010).** This award is awarded by UNL's Parent's Association and is awarded to one student-nominated faculty member or staff whom they feel improves the undergraduate student experience on campus

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## TEACHING

### Department of Communication Studies, University of Nebraska-Lincoln

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#### **Communication Studies Undergraduate Advisor**

- Assist undergraduate majors/minors in meeting their educational and career goals
- Guide undergraduate majors/minors toward campus and community resources and help them gain experience by
- Connect undergraduate majors/minors with campus leadership opportunities, internships, research opportunities, and study abroad opportunities
- Identify and mentor students who are excelling to help them showcase their research at undergraduate conferences and prepare for graduate and/or professional school.
- Serve as a probation recovery coach, working with students to help them identify strategies to recover from probation and avoid dismissal from the university.

#### **Mentoring Graduate Teaching Assistants in COMM 286**

- Mentor 6-10 Graduate Teaching Assistants each semester as they learn to student learning, manage classroom dynamics, work with difficult students, assess student work, and develop their own personal pedagogical approach.
- Develop and facilitate weekly staff meetings
- Engage in extensive, in depth one on one conversations with each Graduate Teaching Assistant throughout the semester to provide support and guidance as they teach the course.
- Serve as consultant for Graduate Teaching Assistants on pedagogical questions within COMM 286 and other courses they are slotted to teach

#### **Overseeing the Graduate Student Assistant Undergraduate Advisor**

- Train, advise, mentor and guide the Assistant Undergraduate Advisor (AUA)
- Work to ensure consistent and supportive academic advising for our undergraduate majors and minors

- Coordinate recruitment and retention activities, to include campus Visits for prospective undergraduate students, major fairs, and activities for the UNL COMM Club.

### **COURSES TAUGHT:**

**Interpersonal Communication Theory** (UNL COMM 470). This course focuses on introducing students to interpersonal communication theories used to research and translate ideas related to relational development, identity formation, social support, and sense-making processes. Students are challenged to use theory to understand real life interpersonal situations and build arguments for research and translational projects.

**Communication in Conflict and Negotiation** (UNL COMM 371). This course focuses on helping students develop an in-depth, theoretical understanding of conflict across contexts as a type of human interaction that is constituted in and sustained in verbal and nonverbal communication. In taking a close look at conflict interaction, students can begin to understand both their agency in conflict situations as well as their responsibility.

**Business and Professional Communication** (UNL COMM 286). This course combines public speaking with aspects of organizational, small group and interpersonal communication. Students learn how to give effective public presentations as well as learn theories and interpersonal concepts concerning communication in the workplace. T

**Online Business and Professional Communication** (UNL COMM 286X). This is the online version of Business and Professional Communication. The course's learning objectives mirror the objectives for the traditional course and accomplishes this by integrating 4 distinct technological platforms (i.e., BlackBoard, Maple TA testing system, SpeechConnect, and AdobeConnect). Students in this course have the advantage of engaging state of the art virtual meeting and speaking technologies.

**Small Group Problem Solving** (UNL COMM 210). This course is an introduction to the theory and practice of communication in small groups. The course foci are leadership, group formation, group decision-making, group problem-solving, and managing conflict in groups.

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### **PROFESSIONAL DEVELOPMENT**

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- University of Nebraska Teaching Symposium (Fall 2015; Spring 2016)
- Peer Review of Teaching Project (2015-2016). I conducted a year-long, in-depth inquiry into the effectiveness of my large, multi-section blended course in achieving its stated pedagogical goals. During the course of this project, I produced a portfolio detailing the findings that affirm the effectiveness of the course and provide clear direction for the course in the future.
- BlackBoard Learn Certified (2011)
- UNL Summer Institute for Online Teaching (2009)

- BlackBoard Cohort Series (2009)

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### INVITED PRESENTATIONS

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**Castle, K.M.** (2016, March). Health Disparities in Systemic Lupus Erythematosus. Guest lecturer in Dr. Angela Palmer-Wackerly's Health Disparities course. University of Nebraska-Lincoln. Lincoln, NE.

**Castle, K.M.** (2015, December). What Can I Do With My Communication Studies Major? Invited Speaker for COMM Club, University of Nebraska-Lincoln: Lincoln, NE.

**Castle, K.M.** (2015, October). UNL Communication Studies: Health Communication. Invited Speaker at Pre-Health Red Letter Day. University of Nebraska-Lincoln: Lincoln, NE.

**Castle, K.M.** (2015, April). Mixed methods research in communication studies. Guest lecturer in Kaitlin Phillips' Methods course. University of Nebraska-Lincoln. Lincoln, NE.

**Castle, K.M.** (2014, November & 2015, February). *Understanding illness narratives*. Guest lecturer in Dr. Amanda Holman's undergraduate Health Communication course. Creighton University. Omaha, NE.

**Castle, K.M.** (2014, March). *Illness narratives and chronic illness*. Guest lecture in Dr. Jody Koenig Kellas' undergraduate Health Communication course. University of Nebraska-Lincoln. Lincoln NE.

**Castle, K.M., & Soliz, J.** (2013, October). *Voice of medicine and voice of the lifeworld: Outcomes of physician and patient convergence in the medical encounter*. Paper presented at the Communication Studies Department Colloquium. University of Nebraska-Lincoln. Lincoln, NE.

**Castle, K.M.** (2012, November). *Presenting the online coordinator position*. Guest Speaker. Blended and Distance Learning Symposium. University of Nebraska-Lincoln. Lincoln, NE.

**Castle, K.M.** (2012, February). *Enabling student voice through BlackBoard: Teaching the business and professional communication course online*. Guest Speaker. Regional BlackBoard Conference. University of Nebraska-Lincoln. Lincoln, NE.

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### ADMINISTRATION DIRECTOR OF UNDERGRADUATE EDUCATION

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**Oversight of Undergraduate Curriculum**

- Work with all faculty to review and update the curriculum for the major to ensure it is consistent with disciplinary and departmental standards
- Ensure courses and major requirements are consistent across all university publications and systems
- Assist the Chair in scheduling courses
- Coordinate and oversee the assessment of the undergraduate major.
- Lead the Undergraduate Committee to identify and develop initiatives to improve the overall articulation and organization of our major

#### **Recruitment Activities**

- Developed print and online major recruitment materials to include banners handouts, web materials, and several recruitment videos featuring alumni, faculty, and students
- Run campus visits for potential UNL undergraduate students interested in Communication Studies
- Represent Communication Studies at the Arts & Sciences Majors Fair
- Give presentations to potential UNL undergraduates about the Communication Studies major

#### **Retention Activities**

- Developed a comprehensive BlackBoard organization with resources for our majors
- Instituted the COMM Connections biweekly newsletter that highlights department, campus, and community news, resources, and opportunities
- Increased awareness of and improved engagement in undergraduate research by encouraging our students to submit their work to undergraduate conferences
- Developed and presented four COMM Career Conversations aimed at helping students prepare for careers post-graduation
- Assisted in the establishment of 2 new undergraduate awards (Undergraduate Scholarly Achievement Award and Undergraduate Community Impact Award)
- Coordinated the planning for the 2016 annual faculty, graduate and undergraduate student end-of-semester pizza party

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### **PROFESSIONAL SERVICE**

#### **Department of Communication Studies, University of Nebraska-Lincoln**

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**Undergraduate Committee Chair** (2015-Present).

**Undergraduate Committee Member** (2011-2015).

**Honors & Awards Committee Member** (2015-Present).

**Health Communication Faculty Search Committee** (September-November 2014).

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**PROFESSIONAL SERVICE**  
**University of Nebraska-Lincoln**

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**ACE 2 (General Education) 5 Year Review Faculty Group Leader** (2015-2016). Led a group of faculty to critically evaluate and revise the communication general education requirement for the University of Nebraska-Lincoln.

**CANVAS Pilot Test Participant** (Spring 2016). Selected to pilot my course using Canvas, a new learning management system, and provide feedback to inform university decision-making processes on which LMS to adopt.

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**PROFESSIONAL SERVICE**  
**National-Communication Studies Discipline and Publishing Companies**

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**Manuscript Reviewer** for *Journal of Psycho-Oncology*. March 2014.

**Manuscript Reviewer** for *Journal of Family Communication*. September 2014.

**Member, McGraw Hill Digital Advisory Board**. Selected to be a part of a national faculty group to advise the McGraw-Hill digital products team on the development/enhancement of Connect Public Speaking, their digital public speaking platform. 2010.

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**PROFESSIONAL SERVICE**  
**Community Lincoln, NE**

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Development of conflict management curriculum for St. Peter's Junior High School (Summer 2016).

Group Facilitator for Lincoln Mayor Chris Beutler's "Budgeting for Outcomes" project, organized by the Nebraska Public Policy Center. (April 2008).

Group Facilitator for the Nebraska Public Policy Center for a public discussion regarding e-Health records (November 2008).

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**PROFESSIONAL MEMBERSHIPS**

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**National Communication Association (NCA) Member**. September 2011-present.

**Central States Communication Association (CSCA) Member**. September 2012-present

**UNL Academic Advising Association Member** (January 2016-present).

**National Academic Advising Association Member** (October 2015-present)

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**CONFERENCE PAPERS AND SHORT COURSES**

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**Castle, K.M.**, & Koenig Kellas, J. (2016, November). *Family communication and communicated narrative sense-making in women with systemic lupus erythematosus*. Paper accepted for presentation at the annual meeting of the National Communication Association. Philadelphia, PA.

Koenig Kellas, J., **Castle, K.M.**, Johnson, A., Cohen, M.Z. (2016, November). *Cancer as Communal: Understanding communication and relationships from the perspectives of patients, survivors, family caregivers, and health care providers*. Paper accepted for presentation at the annual meeting of the National Communication Association. Philadelphia, PA.

Koenig Kellas, J., Canzona, M.R., Fisher, C.L., Ohs, J., Wittenberg-Lyles, E., Goldsmith, J. Trees, A., Harter, L., Willer, E., **Castle, K.M.** (2016, November). *Translational research as a civic calling: Applying narrative medicine to family communication research*. Panel accepted for presentation at the annual meeting of the National Communication Association. Philadelphia, PA.

Floyd, K., Wahl, S., **Castle, K.M.**, Simmons, J., & Wang, T.R. (2016, November). *Undergraduate Communication Program Advocacy: Reflections on the "Civic Callings" of Communication Weeks and Visiting Scholar Programs*. Panel accepted for presentation at the annual meeting of the National Communication Association. Philadelphia, PA.

Koenig Kellas, J., **Castle, K.M.**, & Johnson, A. (2014, November). *Collaboratively constructing hope: Narratives and hope communication in the context of palliative care*. Paper presented as part of the panel entitled Talking to Death: Interpersonal Communication in End-of-Life Contexts at the annual meeting of the National Communication Association. Chicago, IL.

**Castle, K.M.** & Soliz, J. (2014, April). *Voice of medicine and voice of the lifeworld: Outcomes of physician and patient convergence in the medical encounter*. Paper presented at the annual meeting of the Central States Communication Association in Minneapolis, MN.

**Castle, K.M.** (2013, April). *Discursive tensions inherent in identity work in the construction of the medical professional identity: Understanding provider communication*. Paper presented at the annual meeting of the Central States Communication Association in Kansas City, MO.

**Castle, K.M.** (2011, November). *Enabling student voice through technology: Moving your business and professional communication course online*. Short Course presented at the annual meeting of the National Communication Association. New Orleans, LA.

**Castle, K.M., & Krone, K.** (2006, November). *Re- conceptualizing Individualization: Negotiating the Dialectics of Success*. Paper presented at the annual meeting of the National Communication Association. San Antonio, TX.

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### MANUSCRIPTS IN PREPARATION

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**Castle, K.M., Soliz, J., & Watson, B.** (revising for journal submission). *Voice of medicine and voice of the lifeworld: Outcomes of physician and patient convergence in the medical encounter*.

**Castle, K.M. & Duncan, A.** (in revision). *Balancing act: Strategies for developing and teaching the basic communication course across delivery formats*. Short course in revision for submission to the 2017 annual meeting of the National Communication Association. Dallas, TX.

**Castle, K.M. & Koenig Kellas, J.** (manuscript in preparation). *Outcomes of communicated narrative sense-making in women with systemic lupus erythematosus*.

**Castle, K.M.** (manuscript in preparation). *Understanding family identity in women with systemic lupus erythematosus: SLE family myths*.

**Castle, K.M.** (data analysis in progress). *Women's accounts of medical provider communication in the context of systemic lupus erythematosus*.

**Castle, K.M.** (data collected). *Traversing chronic illness: The unfolding of a story*.

**Castle, K.M.** (data collected) *Enabling and constraining patient adherence to medical advice: Dual perspectives*.

**Castle, K.M.** (project in development). *Relational maintenance in systemic lupus erythematosus*.

**Castle, K.M.** (project in development). *Biomedical language as a linguistic and relational resource in illness*.

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### GRANT EXPERIENCE

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*Research Assistant and Focus Group Moderator (February 2014)*. Pilot study testing the effectiveness of Dr. Wayne Beach's National Cancer Institute's funded project on The

Cancer Play in promoting conversation about cancer at St. Elizabeth's Regional Medical Center in Lincoln, NE.

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### TEXTBOOK REVIEWS

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Quintanilla, K.M , & Wahl, S. T. (2015). *Business and professional communication: Keys for workplace success*. Thousand Oaks, CA: Sage (Reviewer, 2015).

Quintanilla, K.M , & Wahl, S. T. (2012). *Business and professional communication: Keys for workplace success*. Thousand Oaks, CA: Sage (Reviewer, 2012).

Waldeck, J., Kearney, P., & Plax, T. (2012). *Business and professional communication in a digital age*. Independence, KY: Wadsworth (Reviewer for earlier unpublished edition, 2007).

Quintanilla, K.M , & Wahl, S. T. (2011). *Business and professional communication: Keys for workplace success*. Thousand Oaks, CA: Sage (Reviewer, 2011).

Seiler, W. J., & Beall, M.L. (2007). *Communication: Making connections*. Boston, MA: Allyn and Bacon. (Authored test question bank and placed digital media, 2007).

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### PROFESSIONAL BUSINESS EXPERIENCE

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**State Farm Insurance. Health Claims Supervisor.** Health Claims Department. Lincoln, NE (1998-2000).

- Responsible for the management of a team of 10 health claim specialists, examiners and processors
- Co-lead a large department charged with processing and investigating health claims for the Midwestern region.
- Lead various projects pertinent to success of Health Claim Department

**State Farm Insurance. Health Claims Examiner.** Health Claims Department. Lincoln, NE (1996-1998).

- Evaluated health claims to determine eligibility for benefits.
- Routinely conducted in-depth investigation of claims to determine eligibility of benefits.