

# Dr. Scott C. D'Urso

Assistant Professor

J. William and Mary Diederich College of Communication  
Department of Communication

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## Education

University of Texas at Austin, Doctorate of Philosophy – Communication Studies, 2004

Dissertation Title - *“Electronic Monitoring And Surveillance In The Workplace: Modeling The Panoptic Effect Potential Of Communication Technology, Organizational Factors And Policies”*

– Advisor - Craig R. Scott, Associate Professor

University of Texas at El Paso, Master of Arts – Communication (1999)

Thesis Title - *“Embracing the Future: A Preliminary Analysis of the United States Army’s Transition to Technology Based Education and Training at a Fort Bliss Classroom XXI Site”*

– Advisor - Eduardo Barrera, Associate Professor

University of Texas at El Paso, Bachelor of Arts – Journalism (1994)

## Academic Employment

Assistant Professor, Department of Communication Studies, Marquette University, 2004-present

Graduate Teaching Assistant & Assistant Instructor, Department of Communication Studies, The University of Texas at Austin, 2001-2004

Academic Mentor, Intercollegiate Men’s Athletics, The University of Texas at Austin, 2000-2002

## Courses Taught

- CCOM 080 - Issues in Corporate Communication
- CMST 052 - Introduction to Small Group Communication
- CMST 054 - Foundations of Communication Studies
- CMST 078 - Communication Approaches to Interviewing
- CMST 132 - Organizational Communication
- CMST 144 - Leadership and Communication
- CMST 147 - New Communication Technologies in the Workplace
- CMST 155 - Business and Professional Presentations
- CMST 262 - Seminar in Organizational Communication

### **Publications (Refereed Journals)**

D'Urso, S. C. & Rains, S. A. (2008). Examining the scope of channel expansion: A test of channel expansion theory with new and traditional communication media. *Management Communication Quarterly*, 21, 486-507.

D'Urso, S. C. (2006). Who's watching us at work? Toward a structural-perceptual model of electronic monitoring and surveillance in organizations. *Communication Theory*, 16, 281-303.

### **Publications (Invited Publications)**

Stephens, K. K., D'Urso, S. C., & Holmes, P. (2006). The Sulzer hip replacement recall crisis: A patient's perspective. In S. May (Ed.). *Case Studies in Organizational Communication: Ethical Perspectives and Practices* (pp 125-138). Thousand Oaks, CA: Sage.

### **In Press (Refereed Journals)**

D'Urso, S. C. & Pierce (in press). Connected to the organization: A survey of communication technologies in the modern organizational landscape. *Communication Research Reports*.

### **In Press (Edited Books - Competitively Selected)**

Scott, C. R., Lewis, L. K., Davis, J. D., & D'Urso, S. C. (in press). Finding a home for communication technologies. In, J. Keyton & P. Shockley-Zabalak (Eds.). *Case Studies for Organizational Communication: Understanding Communication Processes* (2nd ed.). Los Angeles, CA: Roxbury

### **Manuscripts in Under Review (Refereed Journals)**

D'Urso, S. C., & Feldner, S. B. Do you Facebook? An exploration of socially networked communication. *Southern Journal of Communication*.

### **Manuscripts in Preparation for Publication Submission**

Feldner, S. B. & D'Urso, S. C. What's in a name? Examining organizational identity from divergent stakeholder perspectives.

D'Urso, S. C. & Scott, C. R. Comparing students in technology-enhanced classroom and technology-enhanced distance learning environments: Communication technology use and the effects on student learning.

Scott, C. R., & D'Urso, S. C. Virtual teams, viable decisions? Participation extensiveness and message timing in online problem-solving groups.

Scott, C. R. & D'Urso, S. C. Digital divides within and between organizations: Toward an organizational fairness perspective on access and currency differences related to new media in the workplace.

### **Related Scholarly Activities**

Special Issue Editor, *Journal of Computer-Mediated Communication*, 2008-09

Reviewer, *Management Communication Quarterly*, 2007, 2008

Reader/Reviewer, Organizational Communication Division for the NCA National Conference, 2008

Reader/Reviewer, Human Communication and Technology Division for the NCA National Conference, 2003, 2005, 2006, 2008

Reviewer, *Communication Theory*, 2006

Reader/Reviewer, Organizational and Professional Communication Division for the CSCA Regional Conference, 2006

Reader/Reviewer, Communication and Technology Unit for the ICA Conference, 2006

### **Professional Assessment Reports / Presentations**

"You Can Tell a Lot About a Person From Their Profile: A Study in Identity Creation and Online Social Networking." Presented to the J. William and Mary Diederich College of Communication Research Colloquium, December 2007.

"Communicating at Work: Tapping into Organizational and Corporate Communication Theory, Research and Practice." Presented to the J. William and Mary Diederich College of Communication Dean's Advisory Board, October 2006.

"What's in a Name? Constructing Organizational Identity from Divergent Stakeholder Perspectives." Presented to the J. William and Mary Diederich College of Communication Research Colloquium, February 2006.

"Communication Assessment Final Report: City of Austin: Austin Art Commission." Led by C. R. Scott with assistance by K. Weir, D. Moreland, D. Mangis, S. D'Urso, & R. E. Bentley. March, 2002 (41 pages plus a 65 page appendix of field notes). Portions of report included in a larger assessment report given to the Austin City Council.

"Embracing the Future: A Primary Analysis of the United States Army's Transition to Technology Based Education and Training at a Fort Bliss Classroom XXI Site." Presented during the United States Army Air Defense Commander's Conference, July 1999.

### **Conference Presentations** (\*competitively selected)

Feldner, S. B., & D'Urso, S. C. (2008, July). Negotiating organizational identity in a faith-based university. Paper presented to the Association of Jesuit Colleges and Universities Communication Conference, Milwaukee, WI.

D'Urso, S. C., & Pierce, K. M. (2007, December). Connected to the organization: A survey of communication technologies in the modern organizational landscape. Presented at the Annual Forward Thinking Colloquy at Marquette University, Milwaukee, WI.

\*Feldner, S. B., & D'Urso, S. C. (2007, November). You can tell a lot about a person from their profile: A study in identity creation and online social networking. Presented to the Human Communication and Technology Division at the National Communication Association Annual Conference, Chicago, IL.

D'Urso, S. C. (2007, March). Facebook: Organizational and individual challenges. Presentation made to the Organizational and Professional Communication Division at the Central States Communication Association Annual Conference, Minneapolis, MN.

\*Feldner, S. B. & D'Urso, S. C. (2006, November). What's in a name: Constructing organizational identity from divergent stakeholder perspectives. Presented to the Organizational Communication Division at the National Communication Association Annual Conference, San Antonio, TX.

\*D'Urso, S. C. & Rains, S. A. (2006, June). Does the expansion stop?: A test of Channel Expansion Theory with new and traditional communication media. Presented to the Communication and Technology Division at the International Communication Association Annual Conference, Dresden, Germany.

D'Urso, S.C. (2006, April). Integrating contemporary events into teaching leadership and communication. Presented to the Organizational and Professional Communication Division at the Central States Communication Association Annual Conference, Indianapolis, IN.

\*D'Urso, S. C. (2005, November). Electronic monitoring and surveillance in the organization: Presenting a three component model for predicting panoptic effects. Presented to the Human Communication and Technology Division at the National Communication Association Annual Conference, Boston, MA.

\*Scott, C. R., Lewis, L. K. & D'Urso, S. C. (2005, November). Sowing the seeds of interorganizational collaboration: A case study of listserv use in a community of homeless service providers. Presented to the Organizational Communication Division at the National Communication Association Annual Conference, Boston, MA.

\*Scott, C. R. & D'Urso, S. C. (2005, October). Comparing students in technology-enhanced classroom and online-dispersed learning environments: Communication technology use and the effects on student learning. Presented at the Association of Internet Researchers Annual Conference (AOIR 6.0), Chicago, IL.

\*Rimal, R. N., Morrison, D. D., Moore, J. L., Banas, J., Rains, S. A., Jang, S., D'Urso, S. C., Han, S. H., Romo De Vivar, C. (2004, November). What do you want first, the good news or the bad news? Effects of positive and negative feedback sequencing in interpersonal interactions. Presented to the Interpersonal Communication Division at the National Communication Association Annual Conference, Chicago, IL.

\*Stephens, K. K., D'Urso, S. C., & Holmes, P. (2003, November). Crisis communication message strategies in distributed stakeholder relationships: A case study analysis of the Sulzer Hip Replacement recall. Presented to the Organizational Communication Division at the National Communication Association Annual Conference, Miami Beach, FL.

\*D'Urso, S. C., & Rains, S. A. (2003, November). Changing places, changing channels, and changing perceptions: A longitudinal study of channel expansion theory in a field setting. Presented to the Human Communication and Technology Division at the National Communication Association Annual Conference, Miami Beach, FL.

Scott, C. R., & D'Urso, S. C. (2003, November). Virtual teams, viable decisions? Participation extensiveness and message timing in online problem-solving groups. Presented to the Group Communication Division at the National Communication Association Annual Conference, Miami Beach, FL.

D'Urso, S. C. (2003, November). Computer-mediated communication and interpersonal workplace relationships: Understanding the importance of interpersonal relationships and perceived effectiveness of e-mail as a medium for communication. Presented to the Human Communication and Technology Division at the National Communication Association Annual Conference, Miami Beach, FL.

\*Turner, M. M., D'Urso, S. C., Rankin, C. T., & Malone, P. (2003, May). Cognition during conflict: The impact of communication medium and perceived intentions on attributions. Presented to the Interpersonal Communication Division at the International Communication Association Annual Conference, San Diego, CA.

\*Scott, C. R. & D'Urso, S. C. (2003, May). Digital divides within and between organizations: Toward an organizational fairness perspective on access and currency differences related to new media in the workplace. Presented to the Communication and Technology Division at the International Communication Association Annual Conference, San Diego, CA. [Top Four Paper]

\*D'Urso, S. C. (2002, November). Thinking different about feedback and computer-mediated communication: A case study of user feedback in the development of the new Macintosh operating system. Presented to the Human Communication and Technology Division at the National Communication Association Annual Conference, New Orleans, LA.

D'Urso, S. C. (2002, November). :-) ICWUM: Understanding the impact of instant messaging as a medium for interpersonal computer-mediated communication. Presented to the Human Communication and Technology Division at the National Communication Association Annual Conference, New Orleans, LA.

\*Mitchell, M. M., Rankin, C. T., D'Urso, S. C., & Malone, P. (2002, July). The impact of intention to handle conflict face-to-face or via e-mail on perceived conflict resolution style. Presented to the Interpersonal Communication Division at the International Communication Association Annual Conference, Seoul, Korea.

Scott, C. R. & D'Urso, S. C. (2001, November). Using WebCT and streaming video to teach organizational communication online. Demonstration made to the National Communication Association Conference, Atlanta, GA.

Mitchell, M. M., Rankin, C. T., D'Urso, S. C. & Malone, P. (2001, June). Relationship saver or aggregious error? Handling conflict on-line. Presented at the International Network for Personal Relationships, Annual Conference, Arizona State University, Tucson, AZ.

### **Conference Panel Respondent**

Communication Technology in the Classroom, Sponsored by the Human Communication and Technology Division at the National Communication Association Annual Conference, Boston, MA - 2005

Global Graduate Student Research in Human Communication and Technology, Sponsored by the Human Communication and Technology Division at the National Communication Association Annual Conference, Chicago, IL – 2004

### **Conference Panel Chair**

Conversations with Leading Scholars: The Past, Present, and Future Research on Human Communication and Technology, Sponsored by the Human Communication and Technology Division at the National Communication Association Annual Conference, Chicago, IL – 2007

Leadership, Supervision & Management Communication, Sponsored by the Organizational and Professional Communication Division at the Central States Communication Association Annual Conference, Indianapolis, IN - 2006

Communication and Workplace Relations, Sponsored by the Organizational Communication Division at the International Communication Association Annual Conference, New Orleans, LA - 2004

Computers and Education: An Examination of Intended and Unintended Impacts, Sponsored by the Human Communication and Technology Division at the National Communication Association Annual Conference, Miami Beach, FL – 2003

Current Doctoral Student Research in Interpersonal Aspects of Computer-Mediated Communication, Sponsored by the Human Communication and Technology Division at the National Communication Association Annual Conference, New Orleans, LA – 2002

### **Current Professional Memberships**

Central States Communication Association, 2006 - present  
– *Division* - Organizational and Professional Communication

Association of Internet Researchers, 2005 – 2006

International Communication Association, 2001 - present  
– *Divisions* - Organizational, Interpersonal, & Communication & Technology

National Communication Association, 2001 - present  
– *Divisions* - Organizational, Interpersonal, Human Communication & Technology

### **Grant Activity / Research**

Technology in the Curriculum Grant, J. William & Mary Diederich College of Communication, Marquette University, 2007 – 2008

J. William and Mary Diederich Summer Fellowship - 2006

Faculty Incentive Grant, J. William & Mary Diederich College of Communication, Marquette University, 2006

Way Klinger Research Grant, Marquette University, 2005

Graduate Research Assistant and Technology Specialist, Collaborative Technologies for Organizations Serving the Homeless (CTOSH) Project, Department of Communication Studies, Directed by C. R. Scott and L. K. Lewis, 2002 – 2006

### **Selected Honors / Awards**

Dean's Award - Adviser of the Year, J. William and Mary Diederich College of Communication, Marquette University, 2008

Rookie Advisor of the Year, Lambda Pi Eta Honor Society, National Communication Association Annual Conference, San Antonio, Texas, 2006

Faculty Development Award, Graduate School, Marquette University, 2006

W. Charles Redding Dissertation Award – Organizational Communication Division, International Communication Association Annual Conference, New York, New York – 2005

Top Four Paper Award – Communication and Technology Division, International Communication Association Annual Conference, San Diego, California – 2003

Outstanding Teaching Assistant, Department of Communication Studies, University of Texas at Austin – 2002 - 2003

Outstanding First Year Ph.D. Student, Department of Communication Studies, University of Texas at Austin – 2000 – 2001

### **College & University Service**

Marquette University - College of Communication Dean Search Committee - 2008-09

Marquette University - College of Communication Technology Committee - 2008 - present

Marquette University - College of Communication Corporate Communication Major - Participating Faculty, 2008 - present

Marquette University - College of Communication Undergraduate Curriculum Committee - 2007 - present

Marquette University - Faculty Advisor, Lambda Pi Eta Communication Honor Society, Beta Epsilon Chapter, 2004 – present

Marquette University - University Committee for Desire2Learn, 2006 - present

Marquette University - College of Communication Strategic Planning Committee, 2004 - 2007

Marquette University - College of Communication Dean's Advisory Board, 2004 – 2007

### **Community and Professional Service**

Legislative Assembly Member, NCA Human Communication and Technology Division Representative, 2006 - present

Co-Chair, NCA Human Communication and Technology Division, 2006 - 2007

Co-Chair, Programs, NCA Human Communication and Technology Division, 2005 - 2006

Co-Chair, Publications, NCA Human Communication and Technology Division, 2004 - 2005

Co-Chair, Membership, NCA Human Communication and Technology Division, 2003 - 2004

Advisor to Student Co-Representatives, NCA Human Communication and Technology Division, 2002 - 2003

Student Representative, NCA Human Communication and Technology Division, 2001 - 2002