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September 4, 2007

## I. Professional Training and Experience

### A. Education

Ph. D. in organizational communication, University of Texas at Austin, 1980.  
M.A. in interpersonal communication, Oklahoma State University, 1972.  
B.A., in speech, Oklahoma State University, 1970.

### B. Professional Experience

Vice Provost and Chief Information Officer, August 2007-present.  
Vice-Provost for Academic Operations, 2006-present.  
Director, Student Academic and Institutional Research, 2005-2006.  
Director, Student Information System Replacement Project, 2004- present.  
Professor of Communication, 2004-present.  
Associate Dean, College of Arts and Sciences, Western Michigan University, 1999-2004.  
Chair, Department of Communication, Western Michigan University, 1993-1999.  
Associate Professor of Communication, Western Michigan University, 1985-2004.  
Director, Center for Communication Research, Western Michigan University, 1986-1989.  
Assistant Professor of Communication, Western Michigan University, 1980-1985.  
Staff Development Specialist, Texas Comptroller of Public Accounts, Austin, Texas, 1977-1980  
Assistant Instructor and Research Assistant, Department of Communication, The University of Texas at Austin, 1975-1977.  
Instructor of Speech and Associate Director of Forensics, Department of Speech Communication, University of Georgia, 1972-1975.  
Teaching Assistant and Director of Debate, Department of Speech, Oklahoma State University, 1970-1972.

## II. Research and Professional Activity

### A. External Grants Funded

Nonprofit Technical Assistance Center, Irving S. Gilmore Foundation, \$29,500. Co-Principal Investigator with Alan Rea.  
Nonprofit Technical Assistance Center, Kalamazoo Community Foundation, \$15,000. July 1, 2003-June 30, 2004. Principal Investigator.  
Kalamazoo Alliance for Service Learning, Kalamazoo Consortium for Higher Education, \$10,000. July, 2002. Co-Principal Investigator with Wendy Wintermute.  
Capacity-Building among Community-Based Nonprofit Organizations, W.K. Kellogg Foundation, \$393,081. This grant supported education and technical assistance programs for nonprofit organizations in Kalamazoo and Calhoun Counties, through June 30, 2003. Principal Investigator.

Summer Institute for the Arts and Sciences, Michigan Department of Education, \$88,000. Grant funded summer institute for academically talented high school students, July, 2000. Co-PI with Melissa Gibson.

Preparing Future Communication Faculty, National Communication Association and Pew Charitable Trust, \$2600. Grant funded a program to introduce communication graduate students to the work of the profession of faculty at various types of universities. Co-PI with Shirley Van Hoeven.

## B. Publications

- Gilchrist, J.A., & Gilchrist, P.S. (1996). Communication ethics and computer technology: The case of computer monitoring. In J.A. Jaksa & M.S. Pritchard (Eds.) *Responsible communication: Ethical issues in business, industry, and the professions* (pp. 107-134). Cresskill, NJ: Hampton Press
- Gilchrist, J.A. (1997). (Ed.) *Proceedings of the Fourth National Communication Ethics Conference*. Annandale, VA: National Communication Association.
- Gilchrist, J.A., & Gilchrist, P.S. (1994). Communication ethics and computing technology. In J.A. Jaksa (Ed.) *Conference Proceedings of the Third National Communication Ethics Conference*, pp. 271-288. Annandale, VA: Speech Communication Association.
- Gilchrist, J.A., & Van Hoeven, S. A. (1994). Listening as an organizational construct. *Journal of the International Listening Association*, 8, 6-30..
- Gilchrist, J.A., & Van Hoeven, S.A. (1993). Employee accounts of broken organizational promises. In Jaksa, J.A. (Ed.) *Proceedings of the Second National Conference on Communication Ethics*. Annandale, VA: Speech Communication Association.
- Meisenhelder, S.M., & Gilchrist, J.A. (1990). Interpersonal skills in organizations. *Journal of the Michigan Association of Speech Communication*, 25, 23-32.
- Gilchrist, J. A., & White, K. (1990). Participation in policy development and satisfaction with the outcomes of merit pay: A field study in a university setting. *College Student Journal*, 24, 249-254
- Gilchrist, J.A.. Pencils and keyboards: Affective responses to using technology to encode messages. (1988). *Journal of the Michigan Association of Speech Communication*, 23, 1-18.
- Browning, L.D. & Gilchrist, J.A. (1987) Negotiating and bargaining in academic settings. *Bulletin of the Association for Communication Administration*, Issue #61, 30-35.
- Gilchrist, J.A. (1985). A decision model for interview training . In L.R. Moise (Ed.) *Organizational Policy and Development, Volume III*. Louisville, Kentucky: University of Louisville.
- Gilchrist, J.A. and Browning, L.D. (1984). Loose coupling theory: A counter-rational model of organizational communication. In L.R. Moise (Ed.) *Organizational Policy and Development, Volume II*. (pp. 9-29). Louisville, Kentucky: University of Louisville.
- Gilchrist, J.A. (1983). A framework for ethical evaluation of interviewing strategy. *Journal of the Michigan Speech Association*, 18, 50-72.
- Gilchrist, J.A. (1982). The compliance interview: Negotiating across organizational boundaries. In M.E. Burgoon (Ed.) *Communication Yearbook 6*.(pp. 653-673). Beverly Hills: Sage Publications.
- Gilchrist, J.A. and Browning, L.D. (1981). A grounded theory model for developing communication instruction. *Communication Education*, 30, 273-277.
- Bowers, J.W., Gilchrist, J.A., and Browning, L.D. (1980). A communication course for high-powered bargainers. *Communication Education*, 29, 10-20.
- Browning, L.D., & Gilchrist, J.A. (1979) *Political leadership for women: A statement of the case, and education in tactics*. Austin, TX: Southwest Educational Development Lab. (ERIC Document Reproduction Service No. ED 193-125.)

### C. Convention Presentations

- Panel Member, (2001, November) *University-Nonprofit Collaboration*. Association for Research on Nonprofit Organizations and Voluntary Action. Miami, FL.
- Gilchrist, J.A. (2000, November) *Community Outreach Programs of the WMU College of Arts and Sciences*. Talk presented at the annual meeting of the Council of Colleges of Arts and Sciences, Washington, DC.
- Gilchrist, J.A., & Gilchrist, P.S. (1994, May). *Communication ethics and computing technology: The case of computer monitoring*. Presented at the Third National Conference on Communication Ethics, Kalamazoo, MI.
- Gilchrist, J.A., & Van Hoeven, S.A. (1993, May). *Creation and communication of organizational values*. Presented at the annual meeting of the International Communication Association, Washington, D.C.
- Gilchrist, J.A., & Van Hoeven, S.A. (1993, March). *Organizations that don't listen, and some that do*. Presented at the annual meeting of the International Listening Association, Memphis, TN.
- Van Hoeven, S.A., & Gilchrist, J.A. (1992, June). *Employee accounts of broken organizational promises*. Presented at the Second National Conference on Communication Ethics, Gull Lake, MI.
- Gilchrist, J.A., & Van Hoeven, S.A. (1991, August). *A case study of organizational values and organizational growth*. Presented at the annual meeting of the Academy of Management, Miami, FL.
- Gilchrist, J.A. (1990, June). *Here's a new wonder, incredible glorious!* Presented at the annual meeting of the International Communication Association, Dublin, Ireland. (Invited critic's paper.)
- Meisenhelder, S.M., & Gilchrist, J.A. (1990, April). *Interpersonal skills in organizations*. Presented at the annual meeting of the Central States Communication Association, Detroit, MI.
- Gilchrist, J. A., & Van Hoeven, S.A. (1989, May). *A study of corporate values*. Presented at the annual meeting of the International Communication Association, San Francisco, CA.
- Gilchrist, J. A., & White, K. (1989, May). *Participation in policy development and satisfaction with the outcomes of merit pay: A field study in a university setting*. Presented at the annual meeting of the International Communication Association, San Francisco, CA.
- Gilchrist, J.A., & Van Hoeven, S.A. (1988, October). *Qualitative and quantitative approaches to the study of organizational values*. Presented at the annual meeting of the Michigan Association of Speech Communication, Flint, MI. (Panel Proposal)
- Gilchrist, J.A. (1988, May). *Pencils and keyboards: Affective responses to using technology to encode messages*. Presented at the annual meeting of the International Communication Association, New Orleans, LA.
- Gilchrist, J.A. (1988, April). *The communication challenge of a small rural hospital*. Presented at the annual meeting of the Central States Speech Communication Association, Schaumburg, IL.
- Gilchrist, J.A. (1987, October). *Why public speaking should not be a requirement for all college students*. Presented at the annual meeting of the Michigan Association of Speech Communication, Grand Rapids, MI. (Invited)
- Browning, L.D., & Gilchrist, J.A. (1987) *Negotiating and bargaining in academic settings*. Paper presented at the 14th Association for Communication Administration Annual Seminar, Atlanta, GA. (Invited.)
- Gilchrist, J.A. (1985, April). *A decision model for interview training*. Presented at the Organizational Policy and Development Conference, Louisville, KY.

- Gilchrist, J.A., & Browning, L.D. (1984, November). *The impact of loose coupling theory on organizational communication*. Presented at the annual meeting of the Speech Communication Association, Chicago, IL.
- Gilchrist, J.A., & Browning, L.D. (1984, April). *Loose coupling theory: A counter-rational theory of organizational communication*. Presented at the Organizational Policy and Development Conference, Louisville, KY.
- Gilchrist, J.A. (1983, November). *Pedagogical implications of general systems theory*. Presented at the annual meeting of the Speech Communication Association, Washington, D.C. (Invited)
- Snyder, C.I., & Gilchrist, J.A. (1983, May). *Instructional communication expectations of traditional and nontraditional students*. Presented at the annual meeting of the International Communication Association, Dallas, TX.
- Gilchrist, J.A. (1982, November). *A proposed framework for the ethical evaluation of interviewing strategy*. Presented at the annual meeting of the Speech Communication Association, Louisville, KY. (Panel Proposal)
- Gilchrist, J.A. (1982, May). *The compliance interview: Negotiating across organizational boundaries*. Presented at the annual meeting of the International Communication Association, Boston, MA. (Top Three Paper in Organizational Communication Division)
- Gilchrist, J.A., & Browning, L.D. (1981, May). *Implications of loose coupling theory for organizational communication research*. Presented at the annual meeting of the International Communication Association, Minneapolis, MN. (Panel Proposal)
- Gilchrist, J.A. (1981, November). *A grounded theory model for developing a typology of message strategy*. Presented at the annual meeting of the Speech Communication Association, New York, NY.
- Browning, L.D., & Gilchrist, J.A. (1981, November). *Consultation as a political process: The application of negotiation strategies in the client-consultant relationship*. Presented at the annual meeting of the Speech Communication Association, New York, NY.
- Gilchrist, J.A., Bowers, J.W., & Browning, L.D. (1980, April) *The RHETSEN and PRCA as predictors of bargaining behavior*. Presented at the annual meeting of the Central States Speech Association, Chicago, IL.
- Gilchrist, J.A., & Browning, L.D. (1980, May). *A grounded theory model for developing communication instruction*. Presented at the annual meeting of the International Communication Association, Acapulco, Mexico.
- Morris, G.H., Browning, L.D., & Gilchrist, J.A. (1980, May). *Qualitative evaluation of communication instruction*. Presented at the annual meeting of the International Communication Association, Acapulco, Mexico.
- Browning, L.D., & Gilchrist, J.A. (1980, May). *Negotiating for organizational direction: Effects of politics on men and women in leadership positions*. Presented at the annual meeting of the International Communication Association, Acapulco, Mexico.
- Gilchrist, J.A., & Gilchrist, P.S. (1976). *A study of mediated legal negotiations: The pre-hearing conference of the Texas Industrial Accident Board*. Presented at the annual meeting of the Speech Communication Association, San Francisco, CA. (Top Three Paper in Communication and Law SIG)

#### D. Other Scholarly Activity

Co-Director and Chair of Conference Planning Committee, National Communication Ethics Conference, 1996, 1998, 2000, 2002, 2004. This conference is jointly sponsored by the National Communication Association Communication Ethics Division, Western Michigan University (until 2002) and Duquesne University.

Paper Reviewer, Communication and Technology Division, Association for Education in Journalism and Mass Communication, 1994, 1995.

Director, Sixth Annual Midwest Organizational Communication Mini-Conference, Western Michigan University, October 1-2, 1993.

Program Planner and Chair, "Addressing the Case of Culpable Neglect: Research in Organizational Communication Ethics," International Communication Association, Washington, DC, May, 1993.

Program Chair, "Communication Technology and the Future," International Communication Association, Division of Human Communication Technology, Miami, FL, May, 1992.

Paper reviewer, Human Communication Technology Division, International Communication Association, November, 1988, 1990, 1991. Reviewed papers submitted for the 1989, 1991, and 1992 conventions.

Program Chair and program proposer, "Research in Organizational Communication," Michigan Association of Speech Communication, Flint, MI, October, 1988.

Program Chair, "Communication Research at Western Michigan University", Michigan Association of Speech Communication, Grand Rapids, MI, 1987

Respondent, two program sessions at the Michigan Speech Association Convention, Battle Creek, MI, October, 1985.

Respondent-critic, two program sessions at the Organizational Policy and Development Conference, University of Louisville, May, 1985.

"Ethics in Applied Communication," program planned for the 1982 Speech Communication Association Convention in Louisville, Kentucky, with J. Jaks. (Program was competitively selected.)

Respondent, "Communication and Organizational Culture, " Speech Communication Association Convention, Louisville, Kentucky, 1982.

### III. Professional Service

#### University Service

Chair, Committee to Review Curriculum Change Process, 2007.

Chair, Enrollment Forecasting Committee, 2006-present.

Chair, Academic Support Team, Critical Incident Planning Committee, 2006-present.

Chair, System Integration Team for the Student Information System, 2005-present.

Director, Student Information System Replacement Project, 2004-2006.

Member, Elementary Education Revision Committee, including chair of the Language Arts and Social Studies Subcommittees. 2001-present.

Member, NCATE Accreditation Steering Committee, 2001-present.

Co-Chair, International Education Curriculum Committee. 2001-2003.

Member, Student Information System Advisory Committee 2001-2003.

Chair, College Curriculum Committee, College of Arts and Sciences, 1999-2004.

Member, Advisory Board, American Humanics Program, 2001-2004.

Chair, American Humanics Curriculum Committee and initial director of American Humanics Program, 1999-2001.

Member, University Enrollment Advisory Committee, 1999-2000.

Chair, North Central Accreditation Committee for General Institutional Requirements 9, 10, 11. Report Submitted June, 1999.

Member, North Central Accreditation Planning Committee, 1998.

President (1989, 1990), Secretary (1990, 1991, 1992), Chair of Undergraduate Selection Committee (1993-2000), Western Michigan University Chapter, The Honor Society of Phi Kappa Phi.

Chair, Undergraduate Education Special Emphasis Committee, North Central Accreditation Review, 1989-1990. Served as committee chair, reported to Steering Committee, and edited one of four special emphasis reports for North Central Accreditation. A copy of this report is in the file.

Vice-Chair and Acting Chair (1988-1989), Member 1987-1990, Undergraduate Studies Council.

Co-chair, Phi Kappa Phi Organizing Committee. 1988-1989. Wrote and supervised the University's petition to establish a chapter of The Honor Society of Phi Kappa Phi. Coordinated the site visit by the society's national board delegates. Charter awarded, 1989. A copy of the petition is included in the file.

Member, University Undergraduate Curriculum Committee, 1985-1987  
Chair (1987) and Member (1986), Social Science Screening Committee, Faculty Research and Creative Activity Fund.

Faculty Adviser, WMU Young Democrats, 1985-1987.

#### Departmental Service

Chair, Department of Communication, 1993-1999.

Faculty Advisor, Lambda Pi Eta, the national communication honor society, 1998-1999.

Chair, Organizational Communication Area, 1985-1987. 1990-1993

Co-Chair, Departmental Merit Review Committee, 1987, 1988, 1989, 1990, 1991, 1992.

Member, Departmental Personnel Committee, 1988-1989.

Chair, Committee to Study Offering the MA in Organizational Communication in Grand Rapids, 1987-1988.

Chair (1987, 1988), Departmental Sabbatical Leave Committee.

Chair, Organizational Communication Search Committee, 1985-1987, 1991-1992.

Director, Center for Communication Research, 1987-1989.

Member, Chairperson's Advisory Committee, 1982-1988, 1990-1992.

#### Professional Service

Treasurer, MERIT Network, August 2007-present.

Co-Director, National Communication Ethics Conference, 1996, 1998, 2000, 2002

Member, Executive Board, Michigan Association of Speech Communication, 1986-1988.

#### Current Professional Memberships

National Communication Association  
Central States Communication Association  
The Honor Society of Phi Kappa Phi