

VERONICA ROSS
Department: Communication
Head of Communication Department
Business and Promotions Manager of WGRN 89.5

Greenville College
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ACADEMIC PREPARATION

A.A., Kaskaskia College--Centralia, IL--August 1984 to December 1986
5.0 GPA--Summa Cum Laude graduate

B.S., Southern Illinois University at Edwardsville, IL--June 1989
Major: Speech Communication, Minor: History
3.89 GPA Overall/4.0 GPA in Major--Magna Cum Laude graduate
Specialties: Public Speaking; Small Group; Theory;
Interviewing; Public Relations; Persuasion; and Writing

M.A., Southern Illinois University at Edwardsville, IL--June 1990
Speech Communication
4.0 GPA Overall--Summa Cum Laude graduate
Specialties: Intercultural, Group, and Relational
Communication Theory; Animal Communication;
and Recruitment Office Internship

M.A., Greenville College--In Progress
Leadership and Ministry
Specialities: Teams and Leadership Communication

CONTINUING EDUCATION

Career Track Professional Telephone Skills Seminar
October 8, 1991--Collinsville, IL

Career Track Managerial/Leadership Seminar
April 15, 1992--Fairview Heights, IL

PROFESSIONAL LICENSE

Federal Communication Commission Operator's License--1991

PROFESSIONAL EXPERIENCE

College and University

Teaching Assistant
Speech Communication Department--SIU-Edwardsville, IL
September 1989-June 1990

Instructor

Speech Communication Department--Greenville College
September 1990-1992

General Manager

WGRN Christian Radio--Greenville College
September 1990-August 1991

Business Manager

WGRN Christian Radio--Greenville College
September 1990-June 1994

Admissions Coordinator--Greenville College

September 1991-August 1993

Chair of Administrative Faculty Division

Greenville College--1992-1993

Student Welfare Committee--Presidential Scholarship Subcommittee

Greenville College--1993-1994

Academic Affairs Committee--May 1994-1997

Elected Secretary--Fall 1995

New Student Orientation Group Leader--August 1993-1998

Freshman Year Experience Committee--1994-1998

Departmental Honors Chair--Fall 1994-1997

Director of Business and Promotions

WGRN Radio--Fall 1994--to present

Humanities Division Secretary--Fall 1994-Fall 1997

Acting Head of Communication Department--Spring semester 1995

GOAL (Adult Degree Completion Program) Instructor and Developer of Two Courses--1995-present

Tenure Awarded (after 5 years)--April 1996

Head of the Communication Department--August 1996-present

Faculty Development Committee Secretary--Spring 1997

Chair of Presidential Installation Seminars Committee--October/November 1999

Chair of Women's Issues Seminars--*Stepping into the Future*--November 1997-May 2000

GOAL Primary Instructor of Cohort 33--Greenville, IL--March 2000-September 2001
Co-Chair, Media Promotions/Digital Media Major

President Mannoia's Master Planning Committee--May 2000-October 2000

Chair of Professional Concerns Committee--September 2000-May 2001

Secretary of Faculty Review Committee--September 2001-May 2002

Mentor to New Faculty Member for Faculty Review Committee--September 2001-May 2002

Covenant Faculty for Christen House--September 2001-May 2002

Sophomore Retention Committee/Advisor--September 2001-present

Search Committee--Vice-President for Retention and Recruitment--January 2003-April 2003

Sub-Committee Chair of Faculty Review Committee--September 2003-May 2003

Secretary of Faculty Review Committee--Spring semester, 2004

Undergraduate Academic Affairs Committee--September, 2004-August 2006

PROFESSIONAL MEMBERSHIPS

National Communication Association, Spring 1989-present

Central States Communication Association, Spring 1989-present

Religious Communication Association, Spring 1990-present

Illinois Speech and Theater Association, Fall 1990-present

Business and Professional Women of Centralia, August 1992-June 1994

American Association of University Women, July 1993-June 1994

Phi Kappa Phi National Honor Society, Spring 1989-present

Phi Theta Kappa National Honor Society, Spring 1986-present

Delta Kappa Gamma International, December 1995-present

Kappa Delta Pi, October 1998-present

TEXTBOOK

Anderson, R.O., & Ross, V.R. (2001) *Questions of communication: A practical introduction to theory* (3rd ed.) New York: Bedford-St. Martin's Press.

PUBLICATIONS

Managing Interpersonal Communication--GOAL Course Teachers' and Students' Manual.

Organizational Communication--GOAL Course Teachers' and Students' Manual.

PROFESSIONAL PRESENTATIONS

"Assertiveness Training"

Centralia YMCA--1990

"Effective Telephone Skills"

Greenville College Staff

April 1992

"Small Group and Leadership Skills"

Kaskaskia District Student Councils--Leadership Conference, Collinsville, IL

September 23, 1992

"Friendship and the Ten Stages of a Relationship"

American Baptist Women's Ministries Retreat--Benton, IL

September 25, 1992

"Self-Concept is Not Just One Chapter"

ISTA Annual Meeting--Decatur, IL

October 16, 1992

"Time Management for the Working Woman"

Business & Professional Women--Centralia, IL

January 13, 1993

"Professional Communication Skills"

Greenville College Admissions Staff

January 1993

"Professional Speaking & Understanding Self"

Jaycees of Illinois--Convention--Highland, IL

March 28, 1993

"Verbal Communication Begins with Positive Self-Esteem"

Woodridge Business Institute--Highland, IL

May 14, 1993

"You are On Your Way"--Commencement Address

Woodridge Business Institute--Highland, IL

July 25, 1993

"Communication and Culture of the 1960s"

ISTA Annual Meeting--St. Louis, MO

October 16, 1993

"How to Communicate Effectively in Business"

Business and Professional Women's Seminar--Centralia, IL

October 23, 1993

"Life Begins at 40: Visions from Over the Hill"
ISTA Annual Meeting--Decatur, IL
October 14, 1994

"Listening is Your Responsibility"
Greenville College Chapel
February 1995

"Effective Communication in the Workplace"
Greenville College Maintenance Crew
April 1995

"A Typical Communication Classroom"--Phil Brown's Memorial Day President's View
Greenville College
May 1995

"Assertiveness Training and Effective Communication Skills"
Greenville College RA and CAB Workshop
August 1995

"Gender Communication at College"
Burritt Hall and Dallas Annex--Greenville College
January 1996

"Relationships Between Males and Females"
First Baptist Church of Robinson
September 8, 1996

"Professional Interviewing Skills"
Career Day--Greenville College
September 20, 1996

"Gender Differences"
Holtwick Hall--Greenville College
September 20, 1996

"Nonverbal Communication Behaviors During the Interview Process"
Business/Economics Class--Greenville College
December 4, 1996

"Assertiveness and the Christian Woman"
Christian Women's Association--Greenville, IL
December 4, 1996

"Your Spiritual Renewal"
Christian Women's Association--Greenville, IL
February 9, 1997

“Oasis Spiritual Retreat”
American Baptist Women’s Ministries of Area 2--Jacksonville, IL
May 20-21, 1997

“Professional Communication”
Student Association Training--Greenville College
August 27, 1998

“Mediocrity Isn’t Good Enough for God”
Greenville College Chapel--Junior Class
September 30, 1997

“Bloom Where You’re Planted”
Greenville College Student Association Chapel
October 21, 1997

“Now You Can”
Greenville College GOAL 3 Commencement
February 11, 1998

“Interpersonal Experiences”
R.A. Training--Greenville College
August 24, 1998

“Communicating in Difficult Situations”
Student Association Training--Greenville College
August 28, 1998

“My Faith Journey”
Chapel--Greenville College
September 22, 1998

“From *Ozzie and Harriett* to *Ally McBeal*; from ‘the Fonz to Tom Brokaw:
Gender Issues in the Mass Media Today”
Presidential Installation Seminars--Greenville College
November 8, 1999

“Tell Your Story/Tell THE Story”
Vespers--Greenville College
November 17, 1999

“Be the Professional Interviewer”
Burritt Dormitory/Student Development
Greenville College
April 6, 2000

- “Developing Effective Communication--Especially for Women”
Delta Kappa Gamma International
April 8, 2000
- “Relationships--Why is College so Difficult?”
Burritt Dormitory/Student Development
Greenville College
November 8, 2000
- “The Passing of Your Seasons”
Freshmen Chapel
Greenville College
December 20, 2000
- “The Ministry of Listening”
Faculty Chapel
Greenville College
November 9, 2001
- “Evaluating Public Speaking”
GOAL Faculty Training
Greenville, College
January 12, 2002
- “Self-Confidence in Today’s Woman”
Burritt Dorm
Greenville College
March 4, 2002
- Moderated Faculty Symposium on “Domestic Issues”
Class Reunion Weekend
Greenville College
June 14, 2002
- “Moods and the Teacher’s Self-Esteem in the Classroom”
Bond-Fayette-Effingham Women Teacher’s (150) Dinner
Vandalia, IL
November 4, 2002
- APA Workshop for Greenville College Tutors
Academic Enrichment Department
November 5, 2002
- “Small Groups Within the Classroom” Workshop
Faculty Development Committee--All Faculty Invited
Greenville College--Studio A
November 6, 2002

“Roomies, Run-ins, and Other Relationship Rigors”

COR 101 Breakout Session
Greenville College—DZ 201
October 31, 2003

“Small Groups Within the Classroom” Workshop

Faculty Development Committee—All Faculty Invited
Greenville College—Studio A
December 4, 2003

“Sex in the Lounge” Panel Discussion

Greenville College
Females on Campus
March 3, 2004

“Communication Issues Between Genders”

Delta Kappa Gamma
Lambda State Convention
April 24, 2004

“Waiting on God”

E-Café Women’s Discipleship
La Due Auditorium
March 9, 2005

GUEST LECTURER at ANOTHER INSTITUTION

“Entrepreneurial Communication Behaviors in Leadership Roles”

Dr. Rob Anderson’s Introduction to Communication class
St. Louis University—March 25, 2002

“Strengths and the Communication Department” Introductory Material

Gallup Strengths Conference
Gallup University—Omaha, NE
January 23, 2004

“Exercise is not the Only Way to Strengthen That Class”

Gallup Strengths Conference
Gallup University—Omaha, NE
January 23, 2004

“Entrepreneurial Communication Techniques”

Dr. Rob Anderson’s Introduction to Communication class
St. Louis University—April 2, 2004

PERFORMANCES

Smoke on the Mountain--Mrs. Sanders

Greenville College--February 1994

Smoke on the Mountain--Mrs. Sanders
Greenville College--October 1998

Smoke on the Mountain—Mrs. Sanders
Greenville College--February 2005

RADIO PROGRAMMING

Radio Air-Personality PRIMO Radio
WGRN--Greenville College--September 1995-May 1997

Greenville/Utlaut Hospital Wellness Program
Radio Program #3 “Mental Well-Being” with Host, Donna Daisy
“Stress-Reducing Techniques through Communication”
WGRN--Greenville College--October 23, 1997

PROFESSIONAL PAPERS

Ross, V. R. (1991, April). *What is the Basic Course?*
Paper presented at a meeting of the Speech Communication Association at Chicago, IL.

Ross, V. R. (1999, November). *The Importance of Lambda Pi Eta on Your Campus*
Panel Discussion at a meeting of the National Communication Association at Chicago, IL.

PROFESSIONAL CONFERENCES

National Communication Association Convention

San Francisco–1989

Chicago–1990

Atlanta–1991

Chicago–1992

San Antonio–1995

Chicago–1997

Chicago–1999

Atlanta–2001

New Orleans–2002

Central States Communication Association

Chicago

St, Louis

Oklahoma City

Lexington

Cincinnati–2000

Illinois Speech and Theatre Association

Decatur–1992

Decatur–1993

Decatur–1995

Decatur–1996

AWARDS AND HONORS

Kaskaskia College Ambassador, 1984-1986
Herbert J. Levine Writing Scholarship, 1985-1986
Phi Theta Kappa Honor Society, 1985-1986
Ambrose Harbert Provost Scholarship--Eight Quarters Full Tuition, 1987-1989
Dean's College, 1987-1989
Dean's College Club, 1988-1989
Phi Kappa Phi Honor Society, January 1989
Outstanding Senior in Speech Communication, April 1989
Graduate Assistantship--Teaching Assistant, 1989-1990
Competitive Graduate Fellowship Award, Fall 1989
Greenville College Five-Year Service Award, April 1995
Tenure at Greenville College, Spring 1996
OASIS Facilitator for ABWMinistries/USA, Summer 1996
The 1997-98 Student Association President's Citation Award, May 1998
Greenville College Ten-Year Service Award, April 2000
Who's Who Among America's Teachers, 2002

DEPARTMENTAL HONORS THESES COMMITTEES

Janet Koch--Chaired--1993
Charline Cox--Committee Member--1994
Rhonda Grogan--Committee Member--1995
Lyn Allen Thomas--Committee Member--1995
Karla Lows--Chaired--1996
Brandi Kelly--Committee Member--1997
Ryan Miller--Committee Member--1998
Erika Holmes--Chaired-1999
Lenny Almeda--Chaired --2000
Kelcey Newton--Chaired--2000
Miriam Fisher--Chaired --2002
Johanna Truesdell--Chaired--2002
Christy Grimes--Chaired--2003
Sarah Propst Honett--Committee--2004
Ashleigh Miller Thompson--Chaired--2004
Melissa Dawson--Committee Member--2004

CLASSES TAUGHT

CORE 101

- *The 60s: A Decade of Movies, Music, Madness, and Mania* (2000)
- *Movie, Music, and Me: Where do I Fit in Today's World?* (2001, 2002, 2003, 2004)

Speech Communication 101

Honors Speech Communication 101H

Radio Station Operations 130 (140)

Effective Listening 170/175

Listening in an Entrepreneurial World 170

Gender Communication 170/172
 Crossing Cultural Borders 172
 Communication and Culture of the 1960s 171/174
 Lies, Deceits, and dishonesty 171
 Cultural Borders: Males and Females Communicating Differently 172
 Nonverbal Communication 199/399
 Radio Station Practicum 230/330 (240/340)
 Broadcast Writing 232
 Radio Production 233
 Advanced Public Speaking 201
 Persuasion and Argumentation 301
 Small Group Communication 303
 Communication Theory 304
 Voice and Diction 305
 Introduction to Public Relations 306
 Advanced Interpersonal Communication and Gender 307
 Applied Public Relations 308
 Broadcast Management 350
 Interviewing (370) 360
 Independent Studies 399
 Internships 405 A, C, F
 Communication Seminar 410
 Media Promotions Seminar 410
 Principles and Practices of Entrepreneurship and Ethics 399A
 Entrepreneurship: Case Studies and Ventures 399B
 GOAL--Managing Interpersonal Communication
 GOAL--Organizational Communication
 GOAL--Group Dynamics
 GOAL--Writing Strategies and Organization

AFFILIATIONS AND LEADERSHIP POSITIONS

President of the American Baptist Women's Ministries of Area 4
 (All of Southern Illinois)--4 1/2 years
 Communication Coordinator--Great Rivers Region *Mainstream*--2 years
 Moderator of Area 4, American Baptist Churches of the Great Rivers Region--7 1/2 years
 Board of Managers of the Great Rivers Region, American Baptist Churches (Missouri and Illinois)
 Board of Managers of the ABWomen's Ministries of the Great Rivers Region
 Board of Trustees of the First Baptist Church--Centralia, IL for 6 years--President for 2 years
 Board of Trustees of Hudelson Baptist Children's Home--Centralia, IL--3 years
 Circle of Concern--Hudelson Baptist Children's Home
 Church Clerk, First Baptist Church--Centralia, IL--4 years
 Secretary of Pastoral Search Committee--First Baptist Church--Centralia, IL
 Member of the Great Rivers Region Executive Minister Search Committee--Springfield, IL
 Chairperson of Carrie Perrine Mission Circle--First Baptist Church--Centralia, IL--3 years
 Centralia Chapter No. 353, Order of the Eastern Star--Past Worthy Matron
 Syrian Shrine No. 68, White Shrine of Jerusalem--Past Worthy High Priestess
 Secretary of Centralia High School Chorus Parents' Association--The Mamas and the Papas--1 year
 Local Arrangements Chairperson--American Baptist Youth Gathering, "Focus"--November 6-8, 1992

Friends of the Centralia Public Library--November 1993-June 1994
 American Association of University Women--2 years
 Greenville Women's Club--Spring 1994 to present
 Baccalaureate Advisory Council for Kaskaskia College--Spring 1994
 Charter Member of the Friends of the Greenville Public Library--5 years
 June 1994-to present--Served as Secretary 2 years
 G.C. Freshman Orientation Weekend Group Leader--August/September 1994, 1995, 1996, 2000, 2001
 G.C. Freshman Year Experience Advisory Committee--September 1994 to 1997
 Worship Leader Committee--First Baptist Church, Greenville, IL--November 1994 to 1996
 Deaconess--First Baptist Church, Greenville, IL--January 1995 to 1997
 G.C. Class Sponsor--(Class of 1970)--1995-1997
 Nominating Committee--First Baptist Church, Greenville, IL--October 1994 to 1995
 Delta Kappa Gamma International, Women in the Arts Chairperson--May 1997 to May 2000
 Lambda Pi Eta National Communication Honors Society Advisor--1995 to present
 G.C. Honors Council--Summer, 1995 to 1997; 1998-present
 G.C. Secretary of Academic Affairs Committee--1995-96
 G.C. Secretary of Humanities Division--1996 to 1997
 G.C. Faculty Development Committee--1996 to 1998
 OASIS Facilitator for ABWMinistries of ABC/USA in Areas 2, 4, and 5--Summer 1996 to present
 Chaired FYE (CONNECT) Freshman Retreat Committee--Summer, 1996
 G.C. Christian Women's Association Advisor--1996 to 1998
 G.C. Coordinator of Personal Development for ABWMinistries of Area 5--Spring 1996-present
 President of the Greenville Women's Club--April, 1997-May 1998
 President of ABWMinistries of the First Baptist Church of Greenville--September 1997-June 1999
 Greenville College Technology Committee--December 1999-present
 G.C. Floor Parent--1999-2000
 G.C. Media Promotions--New Major Committee, January, 2000-present
 G.C. President Mannoia's Master Planning Committee--May, 2000-present
 G.C. CORE Class Instructor--Task Force Committee--April, 2000-present
 Delta Kappa Gamma International 2nd Vice-President (Membership Chairperson)--June 2000-present
 Church Clerk for First Baptist Church of Greenville--January 1999-January 2002
 Primary Instructor, GOAL 33--March, 2000-August, 2001
 G.C. Professional Concerns Committee--September, 2000-May 2001
 Fine and Performing Arts Council of Greenville--September, 2000-September 2001
 G.C. Faculty Review Committee--September, 2001-May 2003
 G.C. Floor Parent--September 2001-May 2002
 Christen House Faculty Topic Leader--September 2001-May 2002
 President of Alpha Pi Chapter of Delta Kappa Gamma International--June 2002--present
 G.C. Floor Parent--September 2002-May 2003
 Missions Committee at the First Baptist Church--January 2003-December 2005
 G. C. Class Sponsor--(Class of 2007)--November 2003-present
 Secretary Pro-Tem--Faculty Review Committee--February-May 2004
 Secretary--Undergraduate Academic Affair Committee--September-December 2005