Jeanine Warisse Turner

Georgetown University

Communication, Culture & Technology Program and

The McDonough School of Business

311 Carbarn, 3520 Prospect Street, Washington DC 20057

[turnerjw@georgetown.edu](mailto:turnerjw@georgetown.edu), 202-687-6927

**Education**

Ph.D. Communication Studies: The Ohio State University, Columbus, Ohio, December 1996.

Dissertation, "Communicative Implications of Implementing Telemedicine Technology: A Framework of Telecompetence"

M.A. Organizational Communication: University of Dayton, Dayton, Ohio, 1993.

B.A. Communication Management: University of Dayton, Dayton, Ohio, 1987.

**Academic Professional History**

Professor and Annette N. Shelby Endowed Chair in Business & Leadership Communication, Georgetown University, McDonough School of Business, Georgetown University, August 2023-present.

Professor, Georgetown University, Communication, Culture, and Technology Program, Washington D.C., August 2020-present.

Affiliate Professor, Georgetown University, The McDonough School of Business, Washington, D.C. , August 2016-present.

Associate Professor, Georgetown University, Communication, Culture, and Technology Program, Washington D.C., August 2006-July 2020.

Assistant Professor, Georgetown University, The McDonough School of Business, Washington D.C., August 1997-August 2006

Adjunct Research Assistant Professor, Georgetown University Medical Center, Department of Radiology, Washington D. C., November 1997-2000.

Graduate Research Associate, Telemedicine Research Project, The Ohio State University Medical Center, Columbus, Ohio, 1996-August 1997.

Graduate Research Associate, Center for Advanced Study in Telecommunications, The Ohio State University, Columbus, Ohio, 1993-1996.

Graduate Teaching Associate, The Ohio State University, Department of Communication

Columbus, Ohio, 1993-1996.

Instructor, University of Dayton, Department of Communication, Dayton, Ohio,

Summer, 1993.

Graduate Teaching Associate, University of Dayton, Dayton, Ohio, 1991-1993.

**Research**

**Publications**

*Books*

Turner, J.W. (2022). Being Present: Commanding Attention at Work and at Home by Managing Your Social Presence. Georgetown University Press, Washington, DC.

Awarded Axiom Award, Gold, Independent Publisher Book Award, Networking/Communications Category

*Refereed Journal Articles*

Foss, S. and Turner, J. (under review). Cultivating Diverse Perspectives in the Workplace. Harvard Business Review.

Allen, J and Turner, JW (under review). Don’t Let Me Down: Impact of Technology Use on Meeting Effectiveness and Interpersonal Evaluations. Submitted to Management Communication Quarterly.

Reinsch, NL and Turner, JW (under review). Perceived effectiveness of computer-mediated channels for upward directed persuasion: A partial replication, extension, and exploration. Submitted to Computers in Human Behavior.

Reinsch, NL and Turner, JW (under review). The Online Business Presentation: Two Studies of Effectiveness. Submitted to Business and Professional Communication Quarterly

Robinson, J. D., Turner, J.W., Toman, R., Chandler, L., and Roett, M. (under review). Communication and Residency Training: Developing a Patient-Centered Focus. Health Communication

Hurtado-de-Mendoza, A., Cabling, M., Turner, JW, Drago, F., Sheppard, V. (in press). Revisiting Agency and Medical Health Technology: Actor network theory and breast cancer survivors’ perspectives on an adherence tool. Health and Technology

Turner, J.W., Robinson, J. D., Wang, F., Toman, R. and Roett, M. (2022). Patient Accounts for Nonadherence: A Critical Window into the Patient Experience. Patient Education and Counseling, 105(9), 2934-2939. <https://doi.org/10.1016/j.pec.2022.05.010>

Turner, J. W., Wang, F., Robinson, J. D. (2021). Stories or Directives: A Cross Cultural Comparison of Governmental Messages to Their Constituents during COVID-19. Health Communication. https://doi.org/[10.1080/10410236.2021.1996912](https://doi.org/10.1080/10410236.2021.1996912)

Reinsch, Lamar, and Turner, Jeanine W. (2021). Multicommunicating in a Pandemic: A Preliminary Report. The American Journal of Management, 21(4), 78-91. DOI: [https://doi.org/10.33423/ajm.v21i4](https://nabpress-dot-yamm-track.appspot.com/Redirect?ukey=1Y-UpNJcntyokqJvmBZ_ayu2SppDXAIetFaG3rbvoZ5M-1304069940&key=YAMMID-54726205&link=https://doi.org/10.33423/ajm.v21i4)

Farrell, B. and Turner, J.W. (April, 2021). Thoughts on Ecumenical Dialogue in the Digital Age. Ecumenical Review, 73(2), 253-260.

Turner, J. W., Wang, F., Reinsch, N. L., Jr. (2020). How to Be Socially Present When the Class Becomes “Suddenly Distant”. Journal of Literacy and Technology, 21(2), 76-101.

Pariera, K. and Turner, J.W. (2020). Invitational rhetoric between parents and adolescents: Strategies for successful communication. Journal of Family Communication, 20(2), 175-188 <https://doi.org/10.1080/15267431.2020.1729157>

Turner, JW, Robinson, J., Morris, E., Oberkircher, K., and Roett, M. (2020). Resident reflections on resident-patient communication during family medicine clinic visits. Patient Education and Counseling, 103(3), 484-490 <https://doi.org/10.1016/j.pec.2019.09.011>

Turner, JW, Robinson, JR, Morris, E.. Oberkircher, K., Roett, M. (2019). Creating a middle stage: Finding a new space for reflection within a residency program. Health Communication, 35(5), 548-559. <https://doi.org/10.1080/10410236.2019.1573294>

Reinsch, N.L. and Turner, JW. (2019). Multicommunicator aspirational stress, Suggestions for teaching and research, and other insights after 10 years of multicommunication research, 33(2), Journal of Business and Technical Communication 141-171. [https://doi.org/10.1177/1050651918816356](https://doi.org/10.1177%2F1050651918816356)

Hurtado-de-Mendoza, A., Cabling, M., Dilawari, A., Turner, JW, Fernandez, N., Henderson, A., Gomez-Trilos, S. Sheppard, V.. (2019). Providers’ perspectives on adherence to hormonal therapy in breast cancer survivors: Is there a role for the digital health feedback system? Health and Technology, 9(2), 175-184. doi: 10.1007/s12553-018-0267-x

Turner, JW and Foss, S. (2018). Options for the Construction of Social Presence in a Digitally Enhanced Multicommunicative Environment. Communication Theory, 28, 22-45. <https://doi.org/10.1093/ct/qty002>

Robinson, J.D., Turner, J.W., Tian, Y., Neustadtl, A., Levine, B., and Mun, S. (2017). The Relationship between Emotional and Esteem Social Support Messages and Health. Health Communication, 1-7. [10.1080/10410236.2017.1405476](https://doi.org/10.1080/10410236.2017.1405476)

Turner, JW, Robinson, JR, Morris, E.,Roett, M. (2017) Creating a New Context for Dialogue and Reflection within a Residency Program: The Development of a Blog. Journal of Communcation in Healthcare, Special Issue: Strategies, Media and Engagement in Global Health, 10, 296-303. <https://doi.org/10.1080/17538068.2017.1389344>

Cabling, M., Turner, J., Hurtado-de-Medoza, A., Zhang, Y., Jiang, X., and Sheppard, V. (2017). Breast cancer survivors’ sentiments about adjuvant hormonal therapy: Discursive and clinical differences between the most active and least active users. Health Communication, 1-8. doi: [10.1080/10410236.2017.1339370](https://dx.doi.org/10.1080%2F10410236.2017.1339370)

Turner, JW and Sirjue, D. (2017). Can a pink ribbon really limit awareness Health Communication, 1-4. <https://doi.org/10.1080/10410236.2017.1384349>

Robinson, J.D., Turner, JW, Tian, Y, Morris, E., Roett, M., Liao, Y. (2016) What Residents Say About Communicating with Patients: A Preliminary Examination of Doctor-to-Doctor Interaction. Health Communication 31(11), 1405-1411.

Robinson, J. D., Turner, J.W., Wood, K. (2015). Patient perceptions of acute care telemedicine: A pilot investigation. Health Communication, 30(12), pp. 1269-76

Turner, J.W., and Robinson, J. D. (2014). Malaria no more: Nothing but nets. Health Communication, 29, 1067-1068.

Turner, J. Robinson, J., Tian, Y., Neustadtl, A., Angelus, P., Russell, M., Mun, S. & Levine, B. (2013). Can messages make a difference? The association between E-mail messages and health outcomes in diabetes patients. Human Communication Research*,* 39(2), 252-268.

Friessen, M., Herbst, A., Turner, J., Speroni, K., Gabel, K., & Robinson, J. D. (2013). Developing a patient-centered ISHAPED handoff with patient/family and parent advisory councils. Journal of Nursing Care Quality 28(3) 208-216.

Turner, J.W. Robinson, J.D., Stoever, K., and Funk, K. (2012). Tweeting for dollars: A case study of a campaign to address the need for malaria nets. Online Journal for International Case Analysis, 3(1) http://ojica.fiu.edu/index.php/ojica\_journal/article/view/46

Robinson, J.D., Turner, J.W., Levine, B.A., and Tian, Y. (2011) Expanding the walls of the healthcare encounter: Support and outcomes for patients online. Health Communication.26(1), 125-134.

Robinson, J.D., Turner, J.W., Levine, B., and Tian, Y. (2010). Patient-Provider interaction and the regulation of diabetes mellitus. Health Communication 25(6-7), 597-598.

Grube, J., Piliavin, J., & Turner, J.W. (2010). The courage of one’s conviction: When nurses report unsafe practices? Health Communication, 25(2), 155-164.

Haldeman, T. & Turner, J.W. (2009). Implementing a community based social marketing program to increase recycling. Social Marketing Quarterly, 15(3), 114-127.

Levine, B.A., Turner, J.W., Robinson, J.D., Angelus, P., and Hu, M. (2009). Communication plays a critical role in web based monitoring. Journal of Diabetes Science and Technology, 3(3), 461-467.

Turner, J.W. & Reinsch, N.L. Successful and Unsuccessful Multicommunication Episodes:

Engaging in Dialogue or Juggling Messages? (May 5, 2009) Information Systems Frontiers, http://springerlink.com/content/103798/.

Reinsch, N.L., Turner, J.W., Tinsley, C. (2008). Multicommunicating: A Practice Whose Time Has Come? Academy of Management Review, 33(2), 391-403.

Turner, J.W., Reinsch, N.L. The Business Communicator as Presence Allocator: Multi-Communicating, Equivocality, and Status at Work. (2007). Journal of Business Communication, 44(1), 36-59.

Reinsch, N.L. and Turner, J.W. Aristotle r u there? Re-orienting Business Communication for the Technology Era (2006). Journal of Business and Technical Communication, 20(3) 1-18.

Turner, J.W., Grube, J., Tinsley, C., Lee, C., and Opell, C. Exploring the dominant media: Does media use reflect organizational norms and impact performance? (2006) Journal of Business Communication, 43(3), 220-250.

Turner, J.W., Thomas, R., Reinsch, N. L. (2004) Willingness to try a new communication technology: Perceptual factors and task situations in a health care context. Journal of Business Communication, 41(1), 1-21.

Turner, J.W., Robinson, J.D., Alaoui, A., Winchester, J., Neustadtl, A., Levine, B., Collmann, J., & Mun, S.K. (2003). Media attitudes vs. media use: The contribution of context to the communication environment in telemedicine. Health Care Management Review, 28(2), 95-106.

Robinson, J.D., & Turner, J.W. (2003). Impersonal, interpersonal, and hyperpersonal social support: Cancer and older adults. Health Communication, 15(2), 227-234.

Gilman, S.C. & Turner, J.W. (2001). Media richness and social information processing: Rationale

for multifocal CME activities. Journal of Continuing Education in the Health Professions, 21(3), 134-139.

Turner, J.W., Thomas, R., & Gailiun, M. (2001). Consumer response to virtual service organisations: The case of telemedicine. International Journal of Medical Marketing, 1(4), 309-318.

Turner, J.W. (2001). Telepsychiatry as a case study of presence: Do you know what you are missing? Journal of Computer-Mediated Communication 6(4), http://www.ascusc.org/jcmc/vol6/issue4/turner.html.

Turner, J.W., Grube, J., Meyers, J. (2001). Developing an optimal match within online communities: An exploration of CMC support communities and traditional support. Journal of Communication, 51(2), 231-251.

Mun, S., & Turner, J.W. (1999). Telemedicine: Emerging e-Medicine. Annual Review of Biomedical Engineering, 1, 589-610.

Mekhjian, H., Turner, J.W., Gailiun, M., & McCain, T. (1999). Patient satisfaction with telemedicine in a prison environment. Journal of Telemedicine and Telecare, 5, 55-61.

Winchester, J., Levine, B. Coleman, J., Sculman, K., Turner, JW, Rathore., S., Khanafer, N., Alaoui, A., Pania, N., Al-Awaa, A., Hoffman, L., Hofilena, M., Mun, S. (1999). Telemedicine: future promise for dialysis management. Seminars in Dialysis, 5, S-101.

Pacht, E., Turner, J.W., Gailiun, M., Violi, L., Ralston, D., Mekhjian, H., & St.John, R. (1998*).*  Effectiveness of Telemedicine in the Outpatient Pulmonary Clinic*.* Telemedicine Journal, 4(4), 287-292.

Cegala, D., Coleman, M., & Turner, J.W. (1998). The development and partial assessment of the medical communication competence scale. Health Communication, 10(3), 261-288.

Pacht, E., Turner, J.W., Gailiun, M., Violi, L., Ralston, D., Mekhjian, H., & St.John, R. (1998). The Effectiveness of Telemedicine in the Outpatient Pulmonary Clinic – Abstract*.* American Journal of Respiratory and Critical Care Medicine*,*153(4).

Warisse (Turner), J., Mekhjian, H., & Gailiun, M. (1996). Telemedicine – Caring for incarcerated patients. Administrative Radiology Journal, 15(7), pp. 42-44.

Mekhjian, H., Warisse (Turner), J., Gailiun, M., & McCain, T. (1996). An Ohio telemedicine system for prison inmates: A case report. Telemedicine Journal, 2(1), pp. 17-24.

Scheerhorn, D., Warisse (Turner), J., & McNeilis, K. (1995). Computer-based telecommunication among an illness-related community: Design, delivery, early use, and the functions of HIGHnet. Health Communication, 7(4), pp. 301-325.

Watters, K., Warisse (Turner), J., Sullivan, S., & Kinsella, C. (1994). First time voters: Media use and political discussion during the 1992 presidential election. Ohio Speech Journal, 32, pp. 15-22.

*Non Refereed Journal Articles*

Turner, JW. (April 14, 2020). Virtual communication can be tricky. What happens when every part of your life depends on it? Fast Company. <https://www.fastcompany.com/90489915/virtual-communication-can-be-tricky-what-happen-when-every-part-of-your-life-depends-on-it>

Mishori, Ranit, Turner, JW, Hannaford, A., and Biel, M. (January 15, 2017). Latino kids and autism: Why are they diagnosed so late? Global Health. Angle Journal. https://anglejournal.com/article/2016-11-latino-kids-and-autism-why-are-they-diagnosed-so-late/

Turner, JW. (2011). Real presence: Challenges and opportunities for a wired generation. Conversations, 41, 59-61.

Levy, D., Nardick, D., Turner, J.W., McWatters, L. (May 13, 2011). No cellphone? No internet? So much less stress. The Chronical of Higher Education: The Digital Campus, B27.

Turner, J.W., & Turner, J. (1996). Product, process, and practice: Telecompetence in telemedicine. Teleconference, 4(16), pp. (11-13).

Warisse (Turner), J., Mekhjian, H., & Gailiun, M. (1996). Interactive consults add practical benefits: Measures of success extend beyond economics. Telemedicine and Telehealth Networks, 2(10), pp. 44-45, 49.

**Book Chapters**

Robinson, James D., Tian, Yan, and Turner, Jeanine W. (2021). Theories of Message Effects. In T. Thompson and P. Schulz (Eds), Health Communication Theory. (pp. 201-212). Wiley Blackwell Publishing.

Turner, J.W. and Foss, S. (2020). Best Practices in the Construction of Attentional Social Presence: Securing the Attention of Multicommunicating Audiences in the Business World. In S. Allen, K. Gower, and D. Allen (Eds), Handbook of Teaching With Technology in Management, Leadership, and Business, (pp. 51-65), Edward Elgar Publishing.

Foss, S. and Turner, JW. (2020). Challenges to the Enactment of Invitational Rhetoric in the Age of Mobile Communication Technologies. In S. Foss and C. Griffin (Eds), Exploring Invitational Rhetoric: Expanding Conversations about Human Communication, (pp, 157-179), Rowman & Littlefield.

Turner, JW, Robinson, JR., and McCarthy, A. (2020). Real or Not Real? How Interpersonal Communication is Augmented and Supplemented by Digital Platforms and What We Can Learn about Physiological Outcomes. In L. Aloia, A. Denes, and J.P. Crowley (Eds), The Oxford Handbook of the Physiology of Interpersonal Communication, (pp. 308-326). Oxford University Press. DOI: 10.1093/oxfordhb/9780190679446.013.17

Turner, JW, Cabling, M., de Mendoza, A, and Sheppard, V. (2018). The Curious Nature of Support in Online Communities. In J. Mazer (Ed.), Communication and Social Media: Case Studies Across Personal and Professional Relationships, (pp, 86-93), Oxford University Press.

# Robinson, J. D., Turner, J., Levine, B., Tian, Y. (2014). Facilitating diabetes management using telemedicine:  The role of social support. In M. Brann (Ed.) Contemporary Case Studies in Health Communication: Theoretical and Applied Approaches 2nd edition*,* Dubuque, IA: Kendall Hunt. (see below, first edition)

Turner, J.W., Robinson, J.D., Alaoui, A., Winchester, J., Neustadtl, A., Levine, B., Collmann, J., & Mun, S.K. (2014). Understanding the communicative context created through telemedicine interactions. In A. Schorr (Ed.), Health Communication (Gesundhietskommunikation), Gottingen, Germany: Hogrefe.

Robinson, J. D., Thompson, T. L., Turner, J. W. & Agne, R. R. (2013).  Recent trends in research on health portrayals in the media. In S. Mazzarella (Ed.), International Encyclopedia of Media Studies, volume 3: Content and Representation, 463-483, Oxford, UK: Blackwell*.*

Robinson, J.D., Turner, J.W., Levine, B., Tian, Y. (2011) Facilitating Diabetes Management Among Native Americans: The Potential of Online Social Support. (pp. 245-259) M. Brann, Contemporary Case Studied in Health Communication: Theoretical and Applied Approaches, Debuque, Iowa: Kendall Hunt. (first edition)

Turner, J.W. and Reinsch, N.L. (2011). Multicommunicating and episodic presence: Creating new constructs for studying new phenomenon. In K. Wright and L. Webb (Ed.) Computer-Mediated Communication in Personal Relationships. (pp. 181-193) New York: Peter Lang Publishing.

Robinson, J. D., Turner, J. W., & Thompson, T. (2008).Cancer and older adults: A model of technology and social support . In L. Sparks, D. O'Hair, & G. Kreps (Eds.), Cancer Communication and Aging (pp169-188). Mahwah, NJ: Hampton Press

Robinson, J., Skill, T., & Warisse, J. (2004). “Media Usage Patterns and Portrayals of Seniors.” In J.F. Nussbaum and J. Coupland (2nd Ed.)Handbook of Communication and Aging Research, Mahwahe, NJ: Lawrence Erlbaum Associates.

Turner, J.W., Robinson, J.D., Alaoui, A., Winchester, J., Neustadtl, A., Tohme, W.G., Levine, B., Collmann, J., & Mun, S.K. (2004). Doctor and patient interactions during telemedicine: Clashes of perception and reality. In P. Whitten and D. Cook (Eds.) Understanding Health Communication Technologies. San Francisco, CA: Jossey-Bass, 118-126.

Turner, J. W. (2003). Telemedicine: Expanding health care into virtual environments. In Thompson, T.L., Dorsey, M., Miller, K. & Parrott, R. (Eds.), Handbook of Health Communication. Mahwah, NJ: Lawrence Erlbaum Associates, Publishers, pp. 515-535.

Turner, J.W. (2000). Telemedicine: Generating the virtual office visit. In L. Eder (Ed.), Managing Healthcare Information Systems with Web-Enabled Technologies, Hershey, PA: Idea Group Publishing, pp. 59-68.

McCain, T., & Turner, J.W., (1999). Teaching mass communication and telecommunication. In J. Daly, G. Friedrich, & A. Vangelisti (Eds.) Teaching communication: Theory, research, and methods, Mahwah, NJ: Lawrence Erlbaum Associates, Publishers, pp. 195-208.

Turner, J.W., & Peterson, C. (1998). Organizational telecompetence: Creating the virtual organization. In S. Viegas and K. Dunn (Eds.) Telemedicine: Practicing in the Information Age, Philadelphia, PA: Lippincott-Raven, pp. 41-48.

Turner, J.W., Gailiun, M., Caruso, K., Murray, O., and Warren, M. (1998). The corrections environment. In S. Viegas and K. Dunn (Eds.) Telemedicine: Practicing in the Information Age, Philadelphia, PA: Lippincott-Raven, pp. 61-68.

**Encyclopedia Entries**

Turner, J. & Robinson, J. (2014). Diabetes. In T. Thompson (Ed.), Encyclopedia of Health Communication*,* Sage. Thousand Oaks, CA: 315-317

Robinson, J. Turner, J. & Skill, T. (2014). Malaria and Mosquito Nets. In T. Thompson (Ed.), Encyclopedia of Health Communication*,* Sage, Thousand Oaks, 783-785.

**Book Review**

Grigsby, K., & Turner, J.W. (1997). [Review of the book Telemedicine theory and practice]. Telemedicine Journal, 3(2), pp. 185-187.

**Grants**

Recipient, 2019 Spring Competitive Grant in Aid, Georgetown University (2,000.00)

Recipient, 2018 Fall Competitive Grant in Aid, Georgetown University (2,000.00)

Recipient, 2018 Spring Competitive Grant in Aid, Georgetown University (2,000.00)

Recipient, 2017 Fall Competitive Grant in Aid, Georgetown University (2,000.00)

Recipient, 2017 Spring Competitive Grant in Aid, Georgetown University (2,000.00)

Recipient, 2016 Fall Competitive Grant in Aid, Georgetown University (1, 475.00)

Primary Care Training and Enhancement – Residency Training in Primary Care Program

Georgetown University-Providence Hospital Family Medicine Residency Program, funded by HRSA Primary Care Residency Training Grant

Grant was written by Michelle Roett, “Primary Care Training and Enhancement – Residency Training in Primary Care Program Georgetown University-Providence Hospital Family Medicine Residency Program.” Turner is funded in the grant to support the blog site for peer evaluation of resident doctor patient communication (the funding period of the grant is 7/1/2016 - 6/30/2021, #TOBHP2994) at 5% of her salary

Primary Care Training and Enhancement – Residency Training in Primary Care Program

Georgetown University-Providence Hospital Family Medicine Residency Program, funded by HRSA Primary Care Residency Training Grant

Grant was written by Pat Evans, “Primary Care Training and Enhancement – Residency Training in Primary Care Program Georgetown University-Providence Hospital Family Medicine Residency Program.” Turner is funded in the grant to help develop a blog site for peer evaluation of resident doctor patient communication (September 30, 2011 - 9/29/2016) at 10% of her salary. This grant also supports a CCT graduate student.

Recipient, Junior Faculty Sabbatical, Georgetown University Graduate School, Fall 2001.

Recipient, Summer Grant, Georgetown University Graduate School, Summer 2001.

Recipient, Summer Grant, Georgetown University, The McDonough School of Business, Summer 2001, 2002, 2003, 2004, 2005.

Managing in Polychronic Times: Cross-cultural comparisons of temporal norms and communication medium. Funded by the Hong Kong Government Research Grants Council. Investigators: Hui Chun, Cynthia Lee, Jeanine Turner, and Cathy Tinsley.

Project Phoenix: Scrutinizing a Telemedicine Test bed. Funded by the National Library of Medicine. Primary investigator: Seong K. Mun. Specific emphasis: Studying doctor and patient communication in mediated environment.

Graduate Research Associate: "A Clinical Evaluation of Telemedicine Use in Pulmonary Care." Fellowship received by Roy St. John, M.D., Professor of Pulmonary Care, Michelle Gailiun, M.A., M.S.W., & Hagop Mekhjian, M.D., Professor of Internal Medicine, The Ohio State University, from the Ameritech Foundation Program in Telecommunication at the Ohio State University. This project examines the use of telecommunications technology as applied to medical consultations within the specialty of pulmonary care. It is one of the first clinical experimental designs of its kind in telemedicine (Fall, 1996).

Research Coordinator: "The Evaluation and Diffusion of a Telemedicine System: A Case Study Evaluation." Fellowship received by Hagop Mekhjian, M.D., Professor of Internal Medicine, The Ohio State University, from the Ameritech Foundation Program in Telecommunication at the Ohio State University in collaboration with The Ohio State University Medical Center (OSUMC) and the Center for Advanced Study in Telecommunications. This project examines the use of telecommunications technology as applied to medical consults and medical education between the OSUMC and the Ohio Department of Rehabilitation and Corrections (1995 -1996).

Graduate Research Associate: "Hemophiliacs in Good Health Network (HIGHnet)." Fellowship received by Dr. Dirk Scheerhorn from the Ameritech Foundation Program in Telecommunication at the Ohio State University in collaboration with The Ohio State Hemophilia Treatment Center and the Center for Advanced Study in Telecommunications. This project examines the communicative and health-related effects of participation on an electronic bulletin board created for families affected by hemophilia. Responsible for managing the data collection of 120 users, training users, and evaluating use (1994).

Assistant Research Director of Kid's Voting Ohio 1992 Research Project: Responsible for managing a data set of 1200 student surveys assessing media use and interpersonal discussion during the 1992 presidential election, conducting statistical analysis, and analyzing results.

**Conference Papers & Presentations**

Woolard, J., Turner, JW, and Foster, A. (March, 2023) You’re just like lost: Defendants’ court appearance via video. American Psychology-Law Society Conference, Philadelphia, PA.

N.L. Reinsch and Turner, JW (March, 2023). Electronic Eloquence: Some Advice for Teaching the On-Line Presentation. Association for Business Communication, Houston, Texas.

N.L. Reinsch and Turner, JW (March, 2023). Perceived Effectiveness of Computer-Mediated Channels for Persuasion: A Partial Replication and Extension. Submitted to the 45th Association of Business Information Systems Conference (ABIS), Houston, Texas.

Turner, JW and Foss, S. (November 2022). Key Factors Motivating Attentional Social Presence: An Intentional Approach. A Round Table Discussion at the National Communication Association Conference, New Orleans, Louisiana.

Turner, JW (November 2022). Returning to “Normal”? The Emergence of a New Hybrid Workspace. Paper presented at the National Communication Association Conference, New Orleans, Louisiana.

Reinsch. Lamar N., and Turner, Jeanine W. (March 2022). Why Do People do That? Coding Self-Reports of Reasons for Multicommunicating. Paper presented at the Association of Business Information Systems. New Orleans, Louisiana

Turner, JW, Adams, C., Hopkins, C., Walker, T. and Miller, J. (November, 2021). Understanding and telling your transition story. Paper presented at the National Conference on Higher Education in Prisons. Denver, Colorado.

Turner, JW, Robinson, JD, Toman, R., Wang, F. and Roett, M. (November, 2021). Patient Excuses: A Critical Window in the Patient Experience. National Communication Association Conference, Seattle, Washington.

Robinson, JD., Turner, J.W., Toman, R., Chandler, L., and Roett, M. (November, 2021). Communication and Residency Training: Developing a Patient-Centered Focus. National Communication Association Conference, Seattle, Washington.

Turner, JW. (October, 2021). Constructing Presence in the Classroom: Using a Social Presence Framework to Create Intentional Strategies for Engaging Students. Association of Business Communicators Annual Conference, (virtual due to Coronavirus).

Turner, JW and Foss, S. (August, 2021). Teaching with Technology: Teaching Managers.

Academy of Management Association Conference, (virtual due to Coronavirus).

Turner, JW & Wang, F. (March, 2021). Wikipedia as a Canvas for Communication Theories. Presented at the Eastern Communication Association Conference, (virtual due to Coronavirus).

Reinsch, Lamar, and Turner, Jeanine W. (March, 2021). Multicommunicating in a Pandemic: A Preliminary Report. Paper presented at the Association of Business Communicators/Association of Business Information Systems joint conference (going virtual due to COVID-19

Turner, J.W., Collins, A., Grossman, J., Fordyce, A. and Genovese, N. (November, 2020). Transition or Transformation? Former Elite Athletes Describe the Moment they Stop Playing at the Professional Level. Paper presented at 106th NCA Annual Convention, (virtual due to COVID-19).

Turner, J. W., Robinson, J. D., Wang, F. (November, 2020). Managing Attentional Social Presence? Lessons from the Kardashians. Paper presented at 106th NCA Annual Convention, (going virtual due to COVID-19).

Foss, S. and Turner, J.W. (October, 2020). Constructing Attention to Engage Social Presence: Choosing Wisely and Managing Expectations. 18th Conference of the International Society for Presence Research. (going virtual due to COVID-19).

Foss, S. and Turner, JW (February 2020). Mismatches in Attentional Social Presence: When Communicative Worlds Collide. Western States Communication Association Convention, Denver, CO.

Turner, JW, Robinson, JR, Morris, E., Oberkirker, K., Rios, R., and Roett, M. (November, 2019). Motivational interviewing and residency training: A pilot investigation. Presented at the National Communication Association Conference, Washington, DC.

Turner, JW, Robinson, JR, Morris, E., Oberkirker, K., Rios, R., and Roett, M. (May, 2019) Exploring How Residents Think: Examining Resident Communication About Resident and Patient Interactions. Presented at the International Communication Association Conference, Washington, DC.

Foss, S. and Turner, J.W. (November 2018). Challenges to the enactment of invitational rhetoric in the age of mobile communication technologies. Paper presented at the 104th annual National Communication Association annual meeting, Salt Lake City, Utah.

Pariera, K. and Turner, JW. (May 2018). Invitational Presence Between Parents and Children: Strategies for Successful Communication. Paper presented at the International Communication Association, Prague, Czech Republic.

Turner, JW, Robinson, JR., Morris, E., Oberkircher, K, and Roett, M. (November 2017). Creating middle stage: Finding a new space for reflection within a residency program. Paper presented at the National Communication Association Conference, Dallas, TX

Turner, JW, Robinson, JR (October–November 2017). Bridging information gaps: Using a blog to enable reflection and learning. Knowledge Translation in the Health Sciences, Presentation at the Association for Information Science and Technology annual meeting, Washington, DC

Morris, E., Turner, J., Robinson, J., Oberkircher, K., and Roett, M. (September, 2017). Focusing on doctor patient interaction: Peer to peer feedback through blog reflections. Lecture Discussion at the 38th Forum for Behavioral Science in Family Medicine, Chicago, IL

Turner, J., Morris, E., Roett, M., and Oberkircher, K. (May 2017). Blogs as tools for peer critique, reflection, and learning in a residency program. Presentation at the Teaching, Learning & Innovation Summer Institute, CNDLS, Washington, DC.

Brooks, G., Turner, JW, Robinson, J. (2016) *Curating an Image through Instagram: How Transparency is Coopted by Organizations.* Paper presented at the National Communication Association Conference, Philadelphia, PA

Turner, JW, Foss, S., Watters, W. (2016). *Options for the Construction of Social Presence in a Digitally Enhanced Multicommunicative Environment*. Paper presented at the National Communication Association Conference, Philadelphia, PA

Turner, JW, Robinson, J, Morris, E., Roett, M. (2016) *A Window into Clinical Practice: A Communication Program Introducing a Blog as a Reflective Tool for Doctor-Patient Communication Training*. Paper presented at the Association of Business Communicators Annual Conference, Albequerque, New Mexico (Included in Proceedings document)

Turner, JW (2016) How do We Construct Presence in a Digitally Enhanced Multicommunicative Environment? Presentation at the Association of Business Communicators Annual Conference, Albequerque, New Mexico

Cabling, M., Turner, J., Hurtado-de-Medoza, A., Zhang, Y., Jiang, X., and Sheppard, V. (2016). *Breast cancer survivors’ sentiments about adjuvant hormonal therapy: Discursive and clinical differences between the most active and least active users*. Poster presented at the Survivorship Conference, Lombardi Comprehensive Cancer Center, Washington, DC.

Georgi, E., Roett, M., Turner, J., Robinson, J. (2015). Patient Communication and Maximizing Peer Review Feedback: Utilizing a Video Blog vs. Group Review. Poster session presented at Society of Teachers of Family Medicine, Lake Buena Vista, Florida

Georgi, E. Roett, M., Turner, J.W., Robinson, J. (2015). Creating an Online Space for Resident Peer Doctor Patient Communication Critique. Poster session presented at the Colloquium for GUMC Educators, Georgetown University, Washington, DC.

Robinson, J., Turner, J.W., Evans, P. Sosnicki, S. (2014). Residents Reflect on Interaction: the Elise, Development and Assessment of a Blog to Study Doctor and Patient Interaction. Paper presented at the National Communication Association, Chicago, IL.

Reinsch, L., Mayer-Somer, A., and Turner, J. (2014) Neither Deliberative, Epideictic, Nor Forensic: What Kind of Rhetoric is Business Communication? Paper presented at the Association of Business Communication, Philadelphia, PA.

Robinson, J. Turner, J. & Wood, K. (2013). *Patient Satisfaction and Effectiveness of Teleneurology: A Pilot Investigation*. National Communication Association, Washington, D.C.

Robinson, J. Turner, J., Tian, Y., Neustadtl, A., & Levine, B. (2013). *Online Health Monitoring of Diabetes: Social Support Messages & Patient Health Outcomes*. National Communication Association, Washington, D.C.

Turner, J., and Reinsch, L. (2013). *Multicommunicating: Where we’ve been and where we might go*. National Communication Association, Washington, D.C.

Friesen, M. A., Robinson, J. D., Turner, J. (October 10, 2012). *Patient Perceptions of the Bedside Shift Report Process Utilizing the ISHAPED Strategy*. ANCC National Magnet Conference, American Nursing Credentialing Center, Baltimore, MD.

Turner, J.W, Reinsch, N.L., Mayer-Somer, A. (October, 2012). *Corporate Apologia in Annual Reports: A Follow-Up Study of ‘TARP’ Banks.* 77th Annual International Association of Business Communication, Honolulu, HI.

O’Leary,M., and Turner, J. (August, 2012). *Focus, Divide, or Switch: A Theoretical Model of Attention Allocation.* Paper presented at the Academy of Management Annual Meeting, Boston, MA.

Turner, J.W. and O’Leary, M. (June, 2012). *Targets Practices: How People Allocate their Attention Among Multiple Streams of Information.* Paper presentedat European Conference on Information Systems, ESADE, Barcelona, Spain.

Turner, J.W. (April, 2012). *I Listen When it Pertains to Me: Understanding How Audiences Allocate Attention When Faced with Multiple Streams of Information*. University of Texas, Austin. Invited Presentation.

Waters, W., Turner, J.W, Foss, S. (February, 2012). *Looking for Presence in All the Wrong Places: An Exploration of Social Presence*. Paper presented at Western Communication Association, Albuqueruque, New Mexico.

Friesen, MA, Turner, J.W., Watson, R., Work, M., Harrison, B., Connor-Ballard, P., Speroni, K., Robinson, J.D., (November 2011). *A Pilot Project: Perceptions of the Shift to Shift Handoff Process Using the ISHAPED Strategy and Implications for Nursing Communication*. International Nursing Conference, Trinity College, Ireland.

Levy, D., Nardick, D., Turner, J.W. and McWatters, L. (November, 2011) *Always on: Exploring undergraduate attitudes toward information technology*. The Association for Contemplative Mind in Higher Education (ACMHE) Third Annual Conference. Amherst, Massachusetts.

Turner, JW, Robinson, JD, Tian, Y., Levine, B. (November, 2011). *Can Messages Make a Difference? Association between Email Messages and Health Outcomes in Diabetes Patients*. National Communication Association, New Orleans, Louisiana.

Turner, JW, Mayer-Sommer, AP, Reinsch, NL, and Kunath, S. (October 2011). *Navigating Rough Seas: TARP Recipients Explain Their Circumstances.* Association of Business Communicators Conference

Reinsch, N.L., Turner, J.W., and Mayer-Sommer, A.P. (October 2011). *“Our Patriotic Duty": Explaining TARP Money.* Association of Business Communicators Conference

Friesen, Mary Ann, Turner JW, Robinson, J. (April 7-8, 2011). *Perception of the Shift to Shift Handoff Process Using the ISHAPED Strategy and Implications for Nursing Communication.* The Role of Nursing Research in Symptoms Management and Palliative Care - International Nursing Research Conference, Inova Fairfax Hospital, Falls Church, VA.

Friesen, M., Watson, R., Work, M., Harrison B., Collard-Ballard, P., Turner, JW. (2010, September). *Nurses’ perceptions of the Handoff Process utilizing the ISHAPED strategy.* Virginia Nurses Association, Richmond, VA.

Turner, J.W., Ashley, L., Brooks, G., and Reinsch, N.L. (2009, November). *E-Leadership among working women?* Association for Business Communication, Portsmouth, VA.

Reinsch, N.L., Turner, J.W., and Heino, R. (2009, November). *Interpersonal presence: A research agenda for business communication*. Association for Business Communication, Portsmouth, Virginia.

Robinson, J.D., Turner, J.W., Levine, B.A., and Tian, Y. (2009). *Expanding the walls of the healthcare encounter. Support and outcomes for patients online*. National Communication Association, Chicago, Illinois.

Reinsch, L., Turner, J.W., and Heino, R. (2009, May). *Interpersonal presence in virtual and blended workspaces.* International Communication Association, Chicago, Illinois.

Robinson, J.D., Turner, J.W., Levine, B. A., Angelus, P., and Mun, S. (2009, April). *The effect of patient-provider communication on blood glucose monitoring*. American Telemedicine Association Annual Meeting, Las Vegas, Nevada.

Levine, B., Turner, J.W., Angelus, P., Robinson, J.D., Hu, T.M., Mun, S. (2008, November). *Communication plays a critical role in web-based monitoring for diabetes patients*. Diabetes Technology Meeting, Washington, D.C.

Reinsch, L. and Turner, J.W. (2008, November). *How campus and community leaders communicate*. Association of Business Communicators, Lake Tahoe.

Reinsch, L., Turner, J.W., and Heino, R. (2008, October). *Presence and productivity in virtual and blended workplaces*. INFORMS Conference, Washington, D.C.

Turner, J.W. & Reinsch, N.L., (2008, October). *Successful and unsuccessful episodes of multicommunicating*. INFORMS Conference, Washington, D.C.

Grube, J., Piliavin, J., & Turner, J.W. (2007, October). *The Courage of One’s Conviction: When Do Nurse Practitioners Report Unsafe Practices.* Association of Business Communication, Washington, DC.

Reinsch, N.L., Turner, J.W. (2007, October). *Helping Students to Improve Their Public Speaking (On Viewing the Learner as Self-Programming)*. Association of Business Communication, Washington, DC.

Reinsch, N.L., Turner, J.W. (2007, October). *Multicommunicating: A Critical Incident Study of More and Less Successful Episodes*. Association of Business Communication, Washington, DC.

Reinsch, N.L., Turner, J.W., and Tinsley, C. (2005, November). *Polychronic communication in the workplace: The temporal structure of connected time*. National Communication Association Conference, Boston, MA.

Turner, J. W. & Grube, J. (2005, August). *Exploring the dominant media: Does media use reflect organizational norms and impact performance?* Academy of Management Conference, Honolulu, Hawaii.

Reinsch, N.L. and Turner, J.W. (2005, May 26). *The Rhetor as Self-Organizing System: A Fresh Perspective for Communication Education*, Association of Business Communication, Copenhagen, Denmark.

Turner, J. W., & N. Lamar Reinsch, Jr. (2004, August 10). *Is It the Person or the Situation: Antecedents and Consequences of Polychronic Communication*. Academy of Management, New Orleans, LA.

Turner, J. W., & N. Lamar Reinsch, Jr. (2004, August 9). *‘Except When It’s My Boss’: An Exploratory Study of Intent to Communicate Polychronically.* Academy of Management, New Orleans, LA.

Reinsch, N. Lamar Jr., & Jeanine Warisse Turner. (2004, August 29). *Can a Metaphor Make a Memorandum Persuasive?* Association for Business Communication, Boston, MA.

Robinson, J, Turner, J., & Watters, K. (October, 2003). *Technology and Effective Public Speaking Instruction*. A paper presented at the International Society for Exploring Teaching and Learning, Fort Collins, CO.

Robinson, J, Turner, J., & Watters, K. (November, 2003). *Educational Technology and Instruction in a Public Speaking Course*. A paper presented at Educause, Anaheim, CA.

Robinson, J., Watters, K., & Turner, J.W. (2003). *Educational Technology: Connecting Learning, Teaching and Assessment in a Multi-section Introductory Communication Course*. A paper **presented and published** in the conference proceedings of the Ohio Learning Network’s 2003 “Network on the Future Conference,” Columbus, Ohio.

Robinson, J & Turner, J. (November, 2002). *Interpersonal and Hyperpersonal Social Support: Cancer and Older Adults*. A paper presented at the National Communication Association annual meetings, New Orleans.

Turner, J.W. & Tinsley, C. (October 2002) *Managing Multiple Conversations: Executive Skill or Managerial Chaos?* Paper presented at the Association for Business Communicators, Cincinnati, Ohio.

Turner, J.W. & Tinsley, C. (August 2002). *Polychronic communication: Managing multiple conversations at once*. Paper presented at the Academy of Management Conference, Denver, Colorado.

Robinson, J.D. & Turner, J.W. (September 2001). *Interpersonal and hyperpersonal social support. Cancer and the elderly adult*. Paper presented at the conference Health, Communication, and Aging: A Showcase of Issues and Implications in Cancer Communication, Washington, DC.

Robinson, J.D. & Turner, J.W. (September 2001). *Interpersonal and hyperpersonal social support. Cancer and the elderly adult.* Paper presented at the conference Health, Communication, and Aging: A Showcase of Issues and Implications in Cancer Communication, Washington, DC.

Turner, J.W., Robinson, J.D., Alaoui, A, Winchester, J., Neustadtl, A., Levine, B., Collmann, J., and Mun, S. (May, 2001). *Understanding the communication environment from both perspectives: Assessment of medium use by patients and healthcare practitioners*. Paper presented at the International Communication Association meeting, Washington, DC.

Turner, J.W. (August 2000). *Communicative implications of telemedicine on the doctor and patient encounter*. Paper presented at the Academy of Management annual conference, Toronto, Canada.

Turner, J.W., Grube, J., & Meyers, J. (November 1999). *Developing hyperpersonal: In the media or in the relationship? An exploration of CMC support communities & traditional support*. Paper presented at the annual National Communication Association conference, Chicago, Illinois.

Turner, J.W. & Thomas, R. (November 1999). *Segmented response to innovation: Telemedicine technology in rural America*. Paper presented at the annual National Communication Association conference, Chicago, Illinois.

Turner, J.W. (August, 1999). *Becoming virtual: Creating a virtual organization within a telemedicine network*. Paper presented at the annual Academy of Management conference, Chicago, Illinois.

Turner, J.W. (May, 1999). *Revisiting the charter: Selling management communication to MBA consumers*. Paper presented at the annual meeting of the Management Communication Association, Washington, D.C.

Turner, J.W. (November 1998). *New communication environments: The emergence of telemedicine*. Paper presented at the annual Association of Business Communicators, San Antonio, Texas.

Adrian, A. & Turner, J.W. (November 1998). *Can technology bridge intercultural distance.* Paper presented at the annual Association of Business Communicators, San Antonio, Texas.

Turner, J.W. (August 1998). *The integration of new communication technologies to form virtual organizations*. Paper presented at the Pacific Medical Technology Symposium, PACMEDTek, Honolulu, Hawaii.

Winchester, JF, Tohme, W., Collmann, J., Schulman, K., Turner, J., Rathore, S., Khanafer, N., Alaoui, A., Pania, N., Kim, A., Hoffman, L., Hofilena, M., Mun, S. (1998*). Hemodialysis and Telemedicine: 2 Years Clinical Experience*. Paper presented at the International Society of Peritoneal Dialysis annual meeting, Seoul, Korea.

Turner, J.W., Mekhjian, H., Gailiun, M. & McCain, T. (1998). *Patient Satisfaction with Telemedicine Instrument: Preliminary Validation of Two Communicative Dimensions*. Paper presented at the American Telemedicine Association annual meeting, Orlando, Florida.

Pacht, E., Turner, J., Gailiun, M., Violi, L., Ralston, D., Mekhjian, H., & St.John, R. (1998). *The Effectiveness of Telemedicine in the Outpatient Pulmonary Clinic*. Presented at the American Lung Association/American Thoracic Society International Meeting, Chicago, Illinois

Turner, J.W., Janke, I., & Campbell, A. (November, 1997). *Telepsychiatry: Do You Know What You Are Missing?* Paper presented at the National Communication Association meeting, Chicago, Illinois.

Turner, J.W. & Campbell, A. (June 1997). *The Pitfalls and Promise of Telemedicine within a Corrections Environment.* Paper presented at Telemedicine 2000, 3rd Annual Meeting, Chicago, Illinois.

Mekhjian, H., Turner, J. W., Gailiun, M., & McCain, T. (February 1997). *Patient Evaluation of Telemedicine Consultations*. Paper presented at the Western Speech Communication Association meeting, Monterey, California. Received Top Four Paper in Mass Communication Division.

Mekhjian, H., Warisse (Turner), J., Gailiun, M., & McCain, T. (November 1996). *The Ohio Telemedicine System for Prison Inmates*. Paper presented at the annual Speech Communication Association meeting, San Diego, California.

McCain, T., Acker, S., Warisse (Turner), J., & Morris, S. (November 1996). *Living in the Information Age*. Short course presented at the annual Speech Communication Association meeting, San Diego, California.

McCain, T. & Warisse (Turner), J. (November 1996). *Teaching Living in the Information Age*. Presentation at the Speech Communication Association, San Diego, California.

Grigsby, K. and Warisse (Turner), J. (November, 1996). *Utilizing advanced telecommunications technology for clinical interventions*. Presentation at the annual meeting of the National Association of Social Workers, Cleveland, Ohio.

McCain, T., & Warisse (Turner), J. (June, 1996). *Living in the Information Age*. Course presentation at the 4th annual CAST Distance Education Symposium, Columbus, Ohio.

Maxwell, L., & Warisse (Turner), J. (June, 1996). *Assessing the Impact of Communication Technology on Teaching and Learning: A Community-Centered Approach*. Paper presented at the 4th annual CAST Distance Education Symposium, Columbus, Ohio.

Warisse (Turner), J., & McCain, T. (November, 1995). *Expectations About Technology in a Two-Way Video Interactive Classroom*. Paper presented at the annual Speech Communication Association meeting, San Antonio, Texas.

Kline, S., Warisse (Turner), J., & McCain, T. (November, 1995). *It Wasn't the Rhetoric; It Was Just a Great Deal! Influence Processes and Lamination in Television Home Shopping*. Paper presented at the annual Speech Communication Association meeting, San Antonio, Texas.

Warisse (Turner), J., McCain, T., & Scheerhorn, D. (November, 1995). *The Functions and Uses of a Computer Mediated Community Designed for Support*. Paper presented at the annual Speech Communication Association meeting, San Antonio, Texas.

Warisse (Turner), J. (October, 1995). *Implementation Issues Critical to the Success of a Telemedicine Program. Telemedicine: A Tutorial*. Presented by the Central & Southern Ohio Chapter of Healthcare Information and Management Systems Society (HIMSS), Columbus, Ohio.

Warisse (Turner), J. (June, 1995). *Understanding Presence by Exploring Distance: Searching for a Model of Presence Education*. Paper presented at the 3rd annual CAST Distance Education Symposium, Columbus, Ohio.

McCain, T., Warisse (Turner), J., Maxwell, L., DiCenzo, R., & Bratt, M. (May 1995). *Social Presence and Interaction in Mediated Classrooms: The Marion-Columbus Connection*. Paper presented at the 45th annual International Communication Association meeting, Albuquerque, New Mexico.

Warisse (Turner), J., McNeilis, K., and Scheerhorn, D. (April, 1995). *Computer-Based Telecommunication by Caregivers within an Illness-Related Community*. Paper presented at the annual Central States Communication Association meeting, Indianapolis, Indiana.

Warisse (Turner), J. and McCain, T. (March 1995). *Facilitating International Collaboration through Electronic Communication Networks*. Paper presented at the Comparative International Education Society conference, Boston, Massachusetts.

Warisse (Turner), J. (November, 1994). *Communication Richness: In the Media or in the Message?* Paper presented at the annual Speech Communication Association meeting, New Orleans, Louisiana.

McCain, T., Hollifield, A., Warisse (Turner), J., Bakhshi, S., Broadus, C., Radhakrishnan, J. (November 1994).  *Listening to the Sounds of Silence: The Unexplicated Communication Issues of the National Information Infrastructure*. Paper presented at the annual Speech Communication Association meeting, New Orleans, Louisiana.

Watters, K., and Warisse (Turner), J. (November, 1994). *Student Political Communication and Voting: An Exploratory Analysis of Interpersonal Discussion, Mass Media and Election Participation*. Paper presented at the annual Speech Communication Association meeting, New Orleans, Louisiana.

Scheerhorn, D., Warisse (Turner), J., & McNeilis, K. (October 1994). *A Computer-based Telecommunication Network Among the Ohio Hemophilia Community: System Design and Service Delivery*. Paper presented at the 46th annual meeting of the National Hemophilia Foundation, Dallas, Texas.

Warisse (Turner), J. (June, 1994). *A Case Study in Distance Education: The Merging of Two Cultures*. Paper presented at the 2nd annual CAST Distance Education Symposium, Columbus, Ohio.

Watters, K., Warisse (Turner), J., and Walfoort, S. (July, 1994). *When Children and Adolescents Vote: The Impact of Political Discussion and Media Use on Participation in the 1992 Presidential Election*. Paper presented at the annual International Communication Association meeting, Sydney, Australia.

Warisse (Turner), J. (April, 1994). *Mass Communication and Political Socialization: A Study of Adolescent Media Use*. Paper presented at the annual meeting of the Central States Communication Association, Oklahoma City, Oklahoma.

Warisse (Turner), J. (November, 1993). *Do High Communication Apprehensives Follow the Crowd? A Study of Communication Apprehension and Response to Peer Pressure*. Paper presented at the annual Speech Communication Association meeting, Miami Beach, Florida.

Watters, K., Warisse (Turner), J., Kinsella, C., and Sullivan, S. (April 1993). *When Children and Adolescents Vote: Election '92 and Kids Voting*. Paper presented at the annual Central States Communication Association meeting, Lexington, Kentucky.

**Invited Presentations**

Turner, J.W. (November, 2007). Communication technologies in healthcare contexts. Presentation made at Linguistics Career Panel, Georgetown University.

Turner, J.W. (May, 2001). *Making the Most of Telemedicine Technology*. Invited presentation to the Dutch delegation for the exploration of e-health in the United States. Presentation made at Georgetown University Medical Center.

Turner, J.W. (February 2001). *Becoming Telecompetent: Creating a virtual organization within a telemedicine network.*. Invited keynote research presentation, University of Dayton, Dayton, OH.

Turner, J.W. (October 2000). *Becoming telecompetent: Exploring the phases of virtual organization development*. Invited research presentation, MIT Sloan School of Management, Boston, MA.

Turner, J.W. (October, 1999). *Becoming Telecompetent: Creating a virtual organization within a telemedicine network*. Invited research presentation, University of Michigan Business School, Ann Arbor, Michigan.

Turner, J.W. (March, 1999). *The art of communication*. Presentation at the annual meeting of the American Association of Operating Room Nurses, San Francisco, CA.

Turner, J.W. (March 1999).  *Innovation: Making the most of information technology*. Presentation at the annual meeting of the American Association of Operating Room Nurses, San Francisco, CA.

Turner, J.W., Aloui, A., Winchester, J., Neustadtl, A., Levine, B., Collmann, J., Mun, S. (March, 2001). *Understanding the communicative context created through telemedicine interactions*. Telemedicine Symposium, National Library of Medicine, Washington, DC.

Turner, J.W. (February, 1998). *Developing Telecompetent Organizations: Product, Process, People, and Practice*. Presentation at the Health Sciences Communication Association and Bio Communications Association Joint Annual Meeting, Portland, Maine (key note, broadcast to 35 additional sites via videoconference)

Turner, J.W. (November, 1998). *Developing Telecompetence: Understanding the Role of Product, People, Process and Practice*. Invited presentation at the Dartmouth-Hitchcock Medical Center, Hanover, NH.

Turner, J.W. (August, 1997). *Exploring Telecompetent Implementation: Understanding the Human Element of Communication Technology Adoption*. Paper presented at Telemedicine ‘97: Summer School, Sveti Stefan, Montenegro.

Warisse (Turner), J. (October 1996). *Instant Telemedicine: Just Add People!* Paper presented at conference, "TeleCon XVI: Connecting to the Desktop," the Sixteenth Annual Teleconferencing Users Conference, Anaheim, California.

Warisse (Turner), J. (July 1996). *A Captive Audience. Telemedicine within a Corrections Setting*. Paper presented at the Global Telemedicine and Federal Technologies Symposium and Exhibition, Williamsburg, Virginia.

Gailiun, M., & Warisse (Turner), J. (June, 1996). *A Case Study: An Alternative Method of Prison Inmate Care*. Paper presented at the American Medical Informatics Association 1996 Spring Congress, Kansas City, Missouri.

Warisse (Turner), J. (April, 1996). *Roadblocks & Opportunities for Telemedicine in a Correctional System*. Paper presented at conference, "Developing and Maintaining Profitable Telemedicine Programs: Practical Solutions for the Challenges of Creating Self-Sustaining Systems," Boston, Massachusetts.

Warisse (Turner), J. (February, 1996). *Human Factors and Program Development in Telemedicine and Distance Learning Applications*. Paper presented at COMNET '96, Washington, D.C.

**Video Productions**

Script Writer and Assistant Producer, "Campus Ministry at the University of Dayton," Center for Business and Economic Research, Winner of American Corporate Video Award, August, 1992.

Script Writer, "Foundations: University of Dayton, 1920-1960" Center for Business and Economic Research, February, 1994.

**Awards**

Recipient, Axiom Gold Medal Book Award, Networking Division, Being Present: Commanding Attention at Work and at Home by Managing Your Social Presence, 2022.

Recipient, Kitty O. Locker Outstanding Researcher Award, Association for Business Communication (ABC), 2015

This award recognizes an ABC member whose research has made an outstanding contribution to the business communication discipline.  The purpose of the award is to recognize and encourage excellence in business communication research.  The award criteria include overall contribution of the researcher's cumulative publications in refereed journals and scholarly books, significance of the work to the field, overall quality of the research, and the heuristic value of the research.

Recipient, EML Distinguished Teaching Award, The McDonough School of Business, Georgetown University 2013-2014.

Recipient, EML Distinguished Teaching Award, The McDonough School of Business, Georgetown University 2012-2013.

Recipient, EML Distinguished Teaching Award, The McDonough School of Business, Georgetown University 2011-2012.

Recipient, EML Distinguished Teaching Award, The McDonough School of Business, Georgetown University 2006-2007.

Recipient, Outstanding Teacher Award, The McDonough School of Business, Georgetown University, 2000-2001.

Recipient, Summer Graduate Aid and Enrollment Program, Awarded for Dissertation Research, Communication Department, The Ohio State University, Summer, 1996.

Presidential Fellowship for Dissertation Research Nominee, Communication Department, The Ohio State University, spring, 1996.

Phi Kappa Phi Honor Society Member, The Ohio State University Chapter, Nominated Spring, 1995.

Outstanding Teacher Award, International Communication Association, 1993.

"Campus Ministry at the University of Dayton," Center for Business and Economic Research, Winner of American Corporate Video Award, August 1992 (script writer and assistant producer).

University of Dayton, Fellowship Research Award, summer 1992.

**Professional & Community Service**

## Professional Academic Community Service

* Member, Editorial Board, Health Communication Journal
* Secretary, Health Care Management Executive Board, Academy of Management
* Member of Nominating Committee, Organizational Communication and Information Systems Division, Academy of Management, 1998-1999, 2001-2002
* Chair (August, 2001) Healthcare Management Division, Academy of Management
* Chair (April, 1995). Competitive Papers in Mass Communication, Central States Communication Association Convention, Indianapolis, Indiana.
* Research Coordinator, 1994 Annual Meeting of CAST Distance Education Symposium.
* Member, Editorial Board (1993). Ohio Speech Journal, Speech Communication of Ohio, Volume 31.

Ad hoc Reviewer for Following Journals

* Health Communication Journal
* Telemedicine Journal
* Journal of Telemedicine and Telecare
* Journal of Applied Communication Research
* Advances in Renal Replacement Therapy
* Academy of Management Journal
* Organization Science

## Georgetown University Service

* SCS Advisory Board, 2021-present
* Futures Advisory Committee, 2015-present
* Mission and Ministry Advisory Board, 2010-2011, 2019- present
* Teaching Evaluation Committee (MCEF), present
* Chair, Tenure and Promotion Committee, He, 2022
* Graduate School Executive Council, 2017-present
* Chair, Building Committee, 2021
* Advisor Committee Graduate Union Negotiations, 2018-2019
* Seminar on the Constitutions of the Society of Jesus, 2015-2016
* Technology-Engaged Learning Faculty Committee 2012-2013
* Tenure Committee, 2012, Zayani, School of Foreign Service
* Faculty Senate, August 2007-present
* Graduate School Executive Committee, August 2007- 2016
* Georgetown Graduate Executive Committee – SCS Graduate Proposal Review Committee August 2009-2014
* McDonough School of Business, Dean Search Committee, 2010-2011
* Member, Telemedicine Task Force, Georgetown University Medical Center, 1997-1998
* Led Career Management seminar on cover letters and networking, 1998-2001
* Member, Faculty Advisory Board, Communication, Culture, and Technology program, 1998-2001
* John Carroll scholar mentor, 1997-2001
* Member and Investigator, Georgetown University Honor Council 2003- 2006
* Executive Board Member, Georgetown University Honor Council, 2005
* Faculty Senate appointed member Georgetown University College Executive Council, 2005-2006

Within CCT

* Mentor thesis students
* Serve/Chair tenure and promotion committees
* Serve on merit review

Within The McDonough School of Business

* Member, Undergraduate Curriculum Committee 2003-2005
* Member, Search Committee, Management of Information Systems senior and junior positions
* Member, Nominating Committee, Associate Dean for Graduate Studies, McDonough School of Business
* Undergraduate Management Advisor, McDonough School of Business 1999
* Faculty leader, Undergraduate Leadership Retreat, McDonough School of Business, 1999
* Served as faculty judge, MBA case competition, consulting club 1998
* Faculty Sponsor, Georgetown Partners, MBA student group, 1998-1999
* Faculty Associate, Capital Markets Research Center 2001-2004
* Faculty Sponsor, MBA Toastmasters group
* Faculty committee, Tropaia speaker selection
* Deliver annual cover letter seminar for MBAs

## Community Service

* Board member, The Nyumbani Orphanage, Kenya, Africa, Children of God Relief Fund, US Board, 1998-2001
* Secretary, The Nyumbani Orphanage, Kenya, Africa, Children of God Relief Fund, US Board, 2000-2001

## Consulting Seminars

National Association of Broadcasters (NAB), APTA, ARINC, Nextel, Sprint, Verizon, US Senate Staff, Jesuit Curia, Country of Montenegro, US Department of Agriculture, ISMA, OPIC, Morgan Stanley, Rolls Royce, KPMG, AARP, NSL, US Chamber of Commerce, ISMA, Merrill Lynch, FINRA, Heritage Foundation, American Telemedicine Association, China Friendship Foundation, US Department of Energy, Smithsonian, Telefonica, Bayer, Clark Construction, Thales, MedStar Health, Areva, Cienna Communications, Jesuit Curia, Microsoft, Morgan Franklin, NSC, School Nutrition Association, Martha’s Table, Lockheed Martin, NSC Clearinghouse, NFL, ISMA, ODP, Kipps Desanto, Marriott, National Park Service, EMHOL, Attivo, Astra Zenica, RSPA, Georgetown SAGE, Sacred Heart Catholic Church, Arlington Diocese, Panasonic, Sheppard Pratt Health System, USAID, Think Food Groups, Deutsche Bank, Win Saudi Arabia Entrepreneurship, World Bank, WMATA, SAIC, Pace Global Energy, Mount Washington Health, InQTel, Grundfos, Griffols, Freddie Mac, Evolve IP, Eurovision, Force 3, Financial Underwriters Association, Edward Jones, US Department of Education, US Department of Justice, Pentagon, Community Wealth Ventures, Avaya Communication, AREVA, Alion, ACC Leadership Academy, AARP

**Positions Prior to Graduate Education Experience**

Communications Coordinator, CON/SPAN Bridge Systems, Dayton, Ohio, 1991-1992.

Developed marketing materials and sales communication tools for the marketing of pre-fabricated concrete bridge systems to 35 licensees.

Account Manager, General Mills, Dayton, Ohio and Fort Wayne, Indiana, 1987-1992.

Regional responsibilities for the sales, marketing and promotion of over 200 products that generated 5 million dollars per year in General Mills product.

Dale Carnegie Professional and Personal Development Instructor, J.R. Thomas and Associates, Dayton, Ohio, 1989-1991.

Taught motivational and public speaking skills to classes of approximately thirty students each. Students ranged in age, business experience, career, education, and background.