
Marguerite P. Joyce, Ed.D.
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Degrees Earned

- Ed.D. University of Nebraska, Lincoln, NE, Lincoln, NE, U.S.A., Administration, Curriculum, & Instruction, 1978
M.Ed. Bowling Green State University, Bowling Green, OH, Business Education, 1975
B.S. Missouri Western State College, St. Joseph, MO, Business Education, 1973

Peer-Reviewed Publications and Artistic Performances/Exhibitions

Articles

- Joyce, M. P. (2008). Interviewing Techniques Used in Selected Organizations Today. *Business Communication Quarterly*.
- Joyce, M. P. (2000). Incorporating Group/Teamwork Involvement to Enhance Interpersonal Skills in Business Communication. *NEW JERSEY BUSINESS/TECHNOLOGY EDUCATION ASSOCIATION OBSERVER*, LXXIII, 52-59.
- Joyce, M. P. (1999). Enhancing Students' Interpersonal Communication Skills Through the Use of Quality Circles in the Business Communication Classroom. *TEXAS BUSINESS EDUCATION JOURNAL*.
- Dickey-Olson, P. A. & Joyce, M. P. (1996). Keyboarding Instruction at NABTE Institutions: Are We Teaching Techniques to Reduce CTD Incidence? *THE DELTA PI EPSILON JOURNAL*.
- Blasczynski, C. & Joyce, M. P. (1993). A Study of the Effects of Basic Skills Readiness, Attitudes Toward Writing Software Programs and Personal Characteristics on Business Writing. *NABTE Review*.
- Joyce, M. P. (1992). The Changing Work Force: New Agendas, New Skills for the 21st Century. *BUSINESS FORUM*.
- Joyce, M. P. (1992). Business Writing Made Simple. *THE BULLETIN*, 72-73.
- Dufrene, D. D., Daniel, L. G. , & Shane-Joyce, M. P. (1992). Hand Preference and Grade Outcome in Business Communication Classes. *Journal of Education for Business*, 67 (5), 310-313.
- Joyce, M. P. (1991). Teaching Business Communication Accountably. *DELAWARE BUSINESS JOURNAL*, 8 (1), 20-22.
- Dufrene, D. D. & Shane-Joyce, M. P. (1990). Quality Perceptions of Journals for Business Education Professionals. *NABTE Review*, 17, 38-42.
- Joyce, M. P. (1989). Proofreading Skills for Today's Electronic Office. *JOURNAL OF EDUCATION FOR BUSINESS*, 89-90.
- Shane-Joyce, M. P. (1988). Typewriting Basics vs. Computer Frills. *MISSISSIPPI BUSINESS EDUCATION ASSOCIATION YEARBOOK 1988*, 16, 16-22.
- Shane-Joyce, M. P. (1988). Business Writing Via Microcomputers: Passing Fancy or Pressing Need. *DELAWARE BUSINESS JOURNAL*, 5 (1), 18-24.
- Shane-Joyce, M. P. (1988). There's an Easier Way to Grade Assignments. *THE BALANCE SHEET*, 69 (3), 42-43.
- Shane (Joyce), M. P. (1987). Integrating Microcomputers into Business Writing. *BUSINESS EDUCATION FORUM*, 11-12.
- Shane-Joyce, M. P. (1987). Shorthand Skill in Today's Society. *THE OHIO BUSINESS TEACHER*, XLVII, 39-41.
- Shane (Joyce), M. P. (1984). Videotape Presentations Integrate Written and Oral Communication Skills. *BUSINESS EDUCATION FORUM*, 38 (4), 13-14.

Book/TextBook

Shane Joyce, M. P. (1997). *BUSINESS COMMUNICATION FOR THE 21st CENTURY*, Dubuque, IOWA: Kendall/Hunt Publishing Company.

Proceedings

Full Paper

Joyce, M. P. & Robertson, J. (2009). Incivility in Workplace Communication and The Law. *General Business Conference*, GBA - SHSU.

Joyce, M. P. (2008). Implications of Using Incivility in Workplace Communication. *Association for Business Communication Annual Convention*, Association for Business Communication.

Joyce, M. P. (2008). Students' Preferred Means of Communication: Convenience or Effectiveness. *Federation of Business Disciplines*, Association for Business Communication-SWUS Procee.

Shane-Joyce, M. P. (1994). Voice Recognition Systems: Status and Implications for Teaching Business Communication. *Association for Business Communication - Southwest United States*.

Shane Joyce, M. P. (1990). Expert Systems: Panacea or Pandemonium. *International Information Management Conference Proceedings--End-User Computing*, 25-30.

Dickey-Olson, P. A. & Shane-Joyce, M. P. (1989). A Comparison of Document Formats Used in Word Processing Centers in Selected Fortune 500 Companies and Those Taught in NABTE Schools for Input Into Curriculum Materials Which Should Be Used in Busines. *Eighth Annual Office Systems Research Conference*, 119-130.

Dufrene, D. D., Daniel, L. G. , & Shane-Joyce, M. P. (1989). Left or Right Handedness as a Factor of Success in Business Communication. *Association for Business Communication - Southwest United States*.

Dufrene, D. D., Shane-Joyce, M. P. , & Zimmer, T. M. (1988). Journal for Administrative Services Professionals: Perceptions of Their Quality. *SouthWest Administrative Services Association Conference*, 57-67.

Research Monographs and Technical Reports

Funded External Grants

Research: Grants

Research

2008 - Joyce, M. P., Research Grant (\$2,500), Survey of HR managers' communication practices and the incidents of workplace violence in their business organizations, College of Business Administration - SHSU.

2008 - Joyce, M. P., The Impact of Managers' Communication Practices Upon Workplace Violence (\$6,556), Survey of HR personnel to determine managers' communication practices and the incidents of workplace violence in their organizations, Faculty Research Council.

Teaching: Grants

1993 - Joyce, M. P. & Blaszczynski, C., A Study of the Effects of Basic Skills Readiness, Attitudes Toward Software Writing Programs, and Personal Characteristics on Business Writing. , Article was published in the NABTE REVIEW, Fall 1993.,, Delta Pi Epsilon Society, (\$2,500 of a total grant amount of \$0).

Peer-Reviewed Presentations/Posters

Paper Presentations

Local

Joyce, M. P. & Robertson, J. (2009, April). *Incivility in Workplace Communication and The Law*. General Business Conference, Huntsville, Texas.

National

Joyce, M. P. (2008). *Current Trends in the Assessment of Communication Skills in the Job Interview*. Association for Business Communication, Lake Tahoe, Nevada.

Joyce, M. P. & Hill, K. (2008). *GMAT Writing Score As A Predictor of Academic Success in Graduate Writing Course*. Association for Business Communication, Lake Tahoe, Nevada.

Joyce, M. P. (2007, October). *My Favorite Assignment: The Get-to-Know You Ice Breaker*. Association for Business Communication Annual Convention, Washington, District of Columbia.

Joyce, M. P. & Jarrett, N. L. (2007, October). *An Assessment of Student Perceptions of Intellectual Property Issues in Writing*. Association for Business Communication Annual Convention, Washington, District of Columbia.

Regional

Joyce, M. P. (2009, March). *Civility in Workplace Communication: At the Crossroads*. Association for Business Communication--Joint Southeastern and Western U.S. Regional Conference, Atlanta, Georgia.

Joyce, M. P. (2009, February). *Implications of Using Incivility in Workplace Communication*. Association for Business Communication--Southwest (Federation of Business Disciplines), Oklahoma City, Oklahoma.

Work or Professional Experiences

Experience: Academic

Associate Professor, Department of General Business & Finance, College of Business Administration, Sam Houston State Univ (August, 2007 - 2010). Teach graduate and undergraduate courses in business communication and research in business writing courses; serve on committees; and publish articles; and serve the community.

Vice President of Student Affairs; Interim Vice Pres. of Academic Affairs (3 months); and an Academi, American InterContinental University (June, 2004 - May, 2006). I was promoted from an Academic Advisor to Vice President of Student Affairs. I set up the Student Affairs Department, hired staff; was responsible for retention, academic advisors, registrar, bookstore, career services, and handled all students complaints. As an Interim Vice President of Academic Affairs, I hired staff, evaluated faculty, supervised the librarian and all faculty, and readied the school for SACS' visit.

Interim Director of the Campus; Assistant Director & Professor, Our Lady of the Lake University (September, 2006 - July, 2006). I first served as Assistant Director of the OLLU Houston campus; then was promoted to Interim Director of the campus; I also taught a business communication course.

Professor; Associate Professor; Director of Student Academic Services, California State University - College of Business and Economics (June, 1989 - December, 2003). As an Associate Professor and then Professor, I taught business communication and managerial communication, office systems and supervision, and introduction to microcomputers courses; served on committees; published articles, etc. As Director of Student Academic Services for the College of Business and Economics, I was responsible for student files, reinstatement petitions, graduation petitions, course substitutions, honors convocation for the College, recruitment, etc. .

Associate Professor, Nicholls State University - College of Business (August, 1988 - May, 1989). I taught courses, served on committees, and published articles.

Assistant Professor, McNeese State University - College of Business (August, 1986 - May, 1988). I taught courses, served on committees, and published articles.

Assistant Professor, Illinois State University, College of Business (September, 1978 - June, 1986). I taught courses in business communication, business education, office systems, served on committees, was faculty sponsor for a student organization, and published articles.

Instructor, Coffeyville Community College - Office Occupations (August, 1975 - June, 1976). Taught office occupation courses and business courses.

Experience: Consulting

2009: Prentice Hall Publishers, Reviewed two chapters of a proposed new business communication textbook for Prentice Hall Publishers

2006: Our Lady of the Lake University - San Antonio, TX, Dr. Estes called me at SHSU to discuss my concerns for the leadership and direction of the Houston campus relative to strategic planning for increasing the student population, faculty concerns, OLLUSA top management visibility on Houston campus, etc.

Experience: Non-Academic

National

Instructor, Tinley Park High School (September, 1973 - June, 1974). Taught introduction to business courses, shorthand, and typewriting courses.

Honors and Awards

Award

2004: This award was for Dedicated Services to Students. American InterContinental University - Houston.

1997: This was an award for Excellence in Advising. College of Business and Economics, California State University, Los Angeles.

1994: This was a National Award of Merit from the Association for services rendered to the Association. Association for Business Communication.

1987: The award was the Powell Faculty Award of Excellence in Teaching, Research, and Community Service College of Business - McNeese State University.

Honor

2001: Elected (by members of the Association) as a Director-at-Large (2001-2007) Association for Business Communication.

1992: Selected as a judge for Delta Pi Epsilon Research Award; had to critique master's and doctoral dissertations for the Research Award (1992-1995) Delta Pi Epsilon Society.

1992: Selected as the Assistant Editor and later Editor of the premier journal in the field of Business Education --The Delta Pi Epsilon Journal (1992-1996) Delta Pi Epsilon Society.

Other Competencies

2004 - Other : Wrote test questions for several chapters in Lehman & Dufrene's textbook for the testbank

2003 - Other : Doctoral Dissertation Committee Member for Rhoda James at University of LaVerne, LaVerne, CA I critiqued the chapters of her dissertation.

Last Updated: 09-Sep-09 (08:17 AM)