

Honors

Faculty Senate Outstanding Service Award Recipient, 2001-2002
Arts& Humanities Excellence in Service Award Recipient, 2001-2002
Top Paper Award in Applied Communication at
National Communication Association Convention, 1998
Top Paper Award in Health Communication at
Eastern Communication Association Convention, 1995
The Kathryn DeBoer Distinguished Teaching Award 1994
Presidential Scholar 1986-89
University Scholar 1987-1990
Twin Rose Scholarship Award 1989
Golden Candle Award 1989
Women's Association Award 1989
Communication's Divisional Scholar 1989
Who's Who Among American College Students 1989

Teaching Experience

Texas A&M-Corpus Christi

Associate Professor

Assistant Professor

Communication

September 1999 - Present

August 1994-August 1999

Responsible for the design and instruction of Communication Arts courses. Developed course materials, examinations, exercises, counseled students, assigned grades, and served as an academic advisor. Courses included:

Comm 5699/PA 5307	Communication in Organizations
Comm 4310	Teamwork and Leadership
Comm 4350	Organizational Communication
Comm 4340	Public Relations Techniques
Comm 4390	The Communication Consultant
Comm 4345	Intercultural Communication
Comm 3310	Communication Theory
Comm 3350	Interviewing
Comm 2310	Small Group Communication
Comm 1315	Public Speaking
Comm 1370	Survey of Communication Arts (Repeated Guest Lecturer)
Comm 4395	Legal and Moral Issues in Communication (Repeated Guest Lecturer)

Directed Independent Studies

Supervised the development of 40+ independent studies covering topics ranging from political communication and deception to corporate downsizing and perceived leadership.

Pennsylvania State University.

Graduate Instructor

Speech Communication

1989-1994

Responsible for the design and instruction of Speech Communication courses. Developed course materials, examinations, exercises, counseled students, and assigned grades. Courses included:

SpCom 100A	Public Speaking
SpCom 100B	Small Group Communication
SpCom 230	Communication Theory
SpCom 350	Business and Professional Communication

Texas A&M-Corpus Christi
Consultant/Trainer

University Outreach
August 1994-present

Responsible for the design and instruction of workshops and corporate training for the following organizations.

- HEB
- United Way
- Horton Automatics
- South West Bell: HACEMOS
- Corpus Christi Army Depot
- Corpus Christi State School
- Driscoll Children's Hospital
- Port Authority of Corpus Christi
- Supervisor Development Certificate Program for Non-Profit Organizations

Professional Service

Departmental Service

Chair, Department of Communication & Theatre

2001-Present

- Planning and chairing meetings of the Department faculty
- Serving as an active member of the Coordinating Committee
- Developing class schedules for each semester
- Supervising curricular and course planning
- Approving all degree plans
- Supervising the textbook selection process
- Supervising the Communication and Theatre registration process each semester
- Conducting annual faculty reviews, with recommendations to the Dean pertaining to such personnel issues as salary, contract renewal, tenure, and promotion
- Supervising Department faculty secretary and degree counselor including making work assignments, conducting annual reviews, and approving time cards and leave time
- Employing and supervising appropriate adjunct faculty for the Department as needed
- Serving as Chair of all Department faculty search committees, which entails supervising the development and circulation of job descriptions, organizing files of applicants, making written acknowledgement of all applications, calling references and organizing conference calls among members of the search committee and specific candidates, and organizing on-campus interview visits with candidates recommended by the committee.
- Supervising the University Theatre and the University Cinema.
- Developing of annual Department budget requests, in consultation with Dean.
- Primary adjudication of student complaints pertaining to Department classes and faculty.

- Assistant Chair, Department of Visual & Performing Arts** 2000 - 2001
- Oversaw all phases of the division between Communication & Theatre
 - Rewrote the catalog copy for Communication & Theatre
 - Coordinated the Non Substantive Degree Proposal for the System
 - Developed course schedules
 - Recruited and supervised Communication Arts adjunct faculty
 - Assisted in the completion of SACS recommendations
 - Supervised Departmental annual assessment for SACs
 - Assisted Communication Arts faculty in the development of goals
 - Handled multiple personnel issues
 - Aided in problems between students and Communication Arts faculty
 - Served as a resource in the development of the KEDT / A&M-CC link
and the development of the Distance Education/Media Literacy TIF grant
 - Conduct annual evaluations of all Communication Arts faculty
 - Assisted Department Chair of the DVPA and the Dean of A&H when needed

- Academic Advisor** 1994 - Present
- Academic Advisor to Communication Majors
 - Academic Advisor to the Public Relations Minor
 - Graduate Advisor, Served on two MAIS committee
 - Freshmen Advisor, (1995-1999)

- Public Relations Minor** 1997 - Present
- Developed and implemented an interdisciplinary public relations minor
 - Recruit and advise PR minors

- Communication Faculty Internship Advisor** 1997 - Present
- Developed a handbook for interns and on-site supervisors
 - Serve as a recruiter for and liaison between students and organizations

- Lambda Pi Eta, Faculty Advisor** 1997 - Present
- Began local chapter of the National Communication Honor Society
 - Recruit all potential inductees and review applications for acceptance
 - Coordinate induction ceremonies

- Spectrum Communication Club, Faculty Advisor** 1995 - 1998
- Reestablished and supervised campus club for Communication students.

- Library Liaison** 1995-97

- Communication Arts Search Committees**
- Chair, Assistant Professor In Mass Communication 2001
 - Chair, Visiting Assistant Professor In Mass Communication 2001
 - Chair, Assistant Professor in Intercultural Communication 2001
 - Chair, Assistant Professor In Mass Communication 2000
 - Chair, Assistant Professor in Theatre & Speech 2000

- Member, Assistant Professor in Mass Communication 1999
- Member, Assistant Professor in Intercultural Communication 1998
- Member, Assistant Professor in Rhetoric 1996
- Member, Visiting Professor of Rhetoric 1995

College of Arts & Humanities Service

Peer Collaboration Workshop	2001
Coordinating Committee	1998 - Present
DVPA-FPAC	1999 - 2001
Graduate Studies Committee	1995 - 1998
Ad Hoc Committee on Third Year Review	1995

University Service

University Outreach Council	2001 - Present
O'Connor Building Committee	2001 - Present
THECB Curriculum Committee	2001 - Present
University Grievance Committee	1998 - 2000
Faculty Senate	1998 - 2000
<ul style="list-style-type: none">• Secretary & Treasurer, Executive Committee, 1998-1999• Academic Affairs Committee, 1998 -2000	
University Search Committees	
<ul style="list-style-type: none">• Vice President of Institutional Advancement	1999
<ul style="list-style-type: none">• Director of Workforce Development, Outreach	1999
<ul style="list-style-type: none">• Provost & Vice President for Academic Affairs	1997
<ul style="list-style-type: none">• Director of Workforce Development, Outreach	1995
Office of Student Life	
<ul style="list-style-type: none">• Greek Expansion Committee	1997-98
<ul style="list-style-type: none">• Island Mascot Selection Committee, Judge	1998
<ul style="list-style-type: none">• S.A.I.L. Program	1994-97
<ul style="list-style-type: none">• Ad Hoc Committee on Student Handbook	1995-96
<ul style="list-style-type: none">• Spring Fling	1996
Women's Center Speaker	1996 - Present
<ul style="list-style-type: none">• Get The Job (Spring 2000, Spring 2001, Spring 2002)• Women's Health and Aging Issues (Spring 1997).• Dying to Be Thin (January 1997)• Are Women From Venus and Men From Mars? (March 1996)	
Teen Mother School, Faculty Mentor	1997 -1999
TAMUS Center for Leadership In Higher Education, Speaker	1998
SAC's Assessment Core Curriculum	1998

Research and Scholarship

Publications

Quintanilla, K., Schatz, R. & Benibo, B. (2000). "Exploring the Effects of Organizational Change on an Organizational Subculture." **New Jersey Journal Of Communication**, Volume 8, No.2, pp. 221-243.

Forthcoming Book Chapter: Quintanilla, K. (2002). "Nonverbal Communication: A Fashion Alert" in **Readings in Gendered Text**, Backlund, P. & Williams, M. (Eds).

Presentations

Quintanilla, K. (2000). Developing a Consultative Selling Culture: A Case Study for Assessing the Needs of an Organization in Change." Presented at the National Communication Association's Annual Conference in Seattle, WA.

Quintanilla, K., Ivy, D., & Cano, N. (2000) "The Defining of Menopause" Presented at the Conference for the Organization for the Study of Language and Gender in Milwaukee, WI.

Quintanilla, K., Schatz, R. Benibo, B. & Wise, N. (1998) "Exploring the effects of organizational change on organizational culture: A qualitative analysis." Presented at the 1998 National Communication Association's Annual Conference.
Top Paper Award, Applied Communication Division

Miller, K. (1996). "Narratives of the Change: Analysis of the Paradigms of Menopause." Presented at Speech Communication Association, San Diego CA

Miller, K. (1996). "Varied Levels of Preparedness: Overcoming Obstacles in the Basic Course." Paper Presentation at the 1996 Speech Communication Association, San Diego CA.

Schatz, R., Miller, K., Bilaye, B., Worsham, M., and Adams, D. (1996). "Symbolic versus attributed-based group attachment." Presented at 1996 Southwestern Psychological Association Convention in Houston Texas.

Miller, K. (1995). "Raising Our Voices An Analysis of the Narratives of Menopausal Women." Presented at Eastern Communication Association Convention in Pittsburgh Pennsylvania. **Top Paper Award, Health Communication Division**

Miller, K. (1995). A revised and extended version of "Raising Our Voices An Analysis of the Narratives of Menopausal Women" Presented at the 11th Conference of The Society for Menstrual Cycle Research, Montreal, Canada.

Grants

An Impact Assessment of Multi-Directional Changes in Complex Organizations. Texas A&M-Corpus Christi, (1994), University Grant, \$10,471
Professors Kelly Quintanilla, Robert Schatz, and Bilaye Benibo

Defining Menopause.

Texas A&M- Corpus Christi, (2000), College Grant
Professors Kelly Quintanilla and D.K. Ivy

Applied Research

HEB Project

1999 - Present

- Conducted focus group interviews to explore the selling obstacles for HEB partners.
- Conducted focus group interviews to explore customer service wants and needs.
- Developed a 16 hour training program for HEB Partners titled “Selling and Customer Service.”
- Developed an 8 hour training program for HEB Managers titled “Developing a Selling Culture Through Mentoring.”
- Designed Training Manuals for the training programs noted above.
- Developed Mentoring Workbooks.
- Trained over 400 partners and 100 managers at the CC#2, CC#5, CC#13, Kingsville, and Portland HEBs.
- Presented program assessment to HEB Regional Vice Presidents and Unit Directors.
- Conducted program assessment to test the role of establishing Level Four Communication Training.
- To date the program has had a positive impact on the bottom line at all five locations.

Updated January 2002