

JACQUELINE M. ZALEWSKI, PH.D.

Professor of Sociology
Department of Anthropology and Sociology
775 S. Church Street, 101D, West Chester University
West Chester, PA 19383
Work: 610-436-3529, Mobile: 630-310-6116
jzalewski@wcupa.edu

EDUCATION

Ph.D. in Sociology 2006
Loyola University Chicago, Chicago, IL

Dissertation: Business Process Outsourcing: Its Ideology, Actuality, and The Effects on Professionals and Their Work. *Director: Dr. Peter Whalley.*

M.A. in Sociology 2000
Loyola University Chicago, Chicago, IL

Thesis: "Here Today, Gone Tomorrow:" Outsourcing Production and Its Effects on Contingent Workers. *Director: Dr. Judith Wittner.*

B.A. in Sociology 1996
University of Wisconsin-Parkside, Kenosha, WI

RESEARCH INTERESTS SUMMARY

Outsourcing and market organization; the labor process and workplace social relations; technologies in the workplace; academic and career advising in higher education; the jobs, professional careers, and ongoing education of sociology undergraduate alumni from West Chester University; pedagogy of team work and cooperative learning

PROFESSIONAL EXPERIENCE

Professor, West Chester University of Pennsylvania 2007 – present

I teach the following courses:

- Introduction to Sociology
- Sociology of Work
- Sociology of Organizations
- Sociology Internship
- Urban Sociology
- The Social Contexts of Substance Use
- Independent Study
- Senior Seminar

Adjunct Instructor, Indiana University Northwest, Gary, IN 2000 – 2007

I taught the following courses:

- Principles of Sociology
- Social Problems

- The Economy, Organizations, and Work
- Social Change
- Inequality

PEER-REVIEWED PUBLICATIONS

- “Work and the Economy,” chapter 10 in *Investigating Social Problems* (3rd ed), A. Javier Trevino editor. Washington DC: Sage Publishing. 2020
- “Too Much of a Good Thing: When Student Contribution Harms Collaborative Teamwork.” Paper in collaboration with Dr. Susan Brudvig (Northern Kentucky University) with the intention to submit to *Teaching in Higher Education*. 2019
- “Preparing Our Students for the Human Capital Requirements in Jobs in Markets.” Under review at *NACADA Journal* (With Susan Brudvig) 2019
- Working Lives and In-House Outsourcing: Chewed Up By Two Masters* New York: Routledge. ISBN: 1138606316 2019
- “Dangers of Foreclosure.” In *Academic Advising and the First Year of College*, Holly Martin and Jenny Fox (eds). NACADA/National Center for the First Year Experience: Manhattan, KS (with Leigh Shaffer). 2017
- “Advising Students to Value and Develop Emotional Labor Skills for the Workplace.” *NACADA Journal* 31(2):44-54. (With Leigh Shaffer) 2011
- “‘It’s What I Have Always Wanted to Do:’ Advising the Foreclosure Student.” *NACADA Journal* 31(2):62-77. (With Leigh Shaffer) 2011
- “Career Advising in a VUCA Environment.” *NACADA Journal* 31(1):64-74. (With Leigh Shaffer) 2011
- “A Human Capital Approach to Career Advising.” *NACADA Journal* 31(1):75-87. (With Leigh Shaffer) 2011
- “The Professionalization of Academic Advising: Where are We in 2010?” *NACADA Journal* 30(1):66-77. (With Leigh Shaffer and John Leveille). 2010
- “When Will the Information Society Lead to a Revolution in Curricular Goals and Practices?” *International Knowledge, Technology, and Society* 5(3):143-154. (With Leigh Shaffer). 2009
- “Discretion, Control, and Professional Careers with Outsourcing Companies.” *Sociological Viewpoints*, vol. 23, Fall, pgs. 121-137. 2007
- “Cyberactivism and Alternative Globalization Movements.” In W. Dunaway (ed.), *Emerging Issues in the 21st Century World System: Crises and Resistance in the 21st Century World System*. Westport, CT: Praeger. (With Lauren Langman and Douglas Morris). 2003

OTHER PUBLICATIONS

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| “Abstract for ‘It All Revolved Around Numbers:’ Greater Commodification of Work and Culture With Outsourcing,” <i>LERA Proceedings of the 69th Meeting</i> . | 2017 |
| “Abstract for ‘Chewed Up:’ Adversarial Workplace Interactions Resulting From In-House Outsourcing,” <i>LERA Proceedings of the 68th Meeting</i> . | 2016 |
| "Introduction," in <i>Ambassador Dogs</i> (Lisa Loeb). Atglen, PA: Schiffer Publishing | 2013 |
| “Book Review: Ain’t No Makin’ It: Leveled Aspirations in a Low-Income Neighborhood (2009: 3 rd ed.)” <i>Sociological Viewpoints</i> , vol 25, Fall, pgs. 93-4. | 2010 |
| “Book Review: Rural Communities: Legacy and Change (2008: 3 rd ed.)” <i>Sociological Viewpoints</i> , vol 24, Fall, 91-93. | 2008 |
| “The Economy, Organizations, and Work: Book and Article Review Assignment.” <i>Sociology of Work and Occupations—Resource Materials for Teaching</i> , 5 th edition (Carol Auster, ed.). Washington DC: American Sociological Association. | 2004 |

PROFESSIONAL CONFERENCE PRESENTATIONS

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| “When the Subjects are Your Alumni (the and Researchers are Your Current Students): Navigating the University Foundation AND the IRB.” <i>Society for the Study of Social Problems Conference</i> , August, New York City. | 2019 |
| “Advocating for Workers Who Get ‘Chewed Up’ in Social Interactions and Jobs in Market Organizations.” <i>North American Management Society Conference</i> , March, Chicago, IL. | 2019 |
| “Preparing Our Students for the Human Capital Requirements in Jobs in Markets” <i>NACADA Region 2 Conference</i> , March 12, Atlantic City | 2019 |
| “Trading In Human Beings on Behalf of Cost Reduction: Precarity in Jobs, Work Relations, And Meaning with in-House Outsourcing.” <i>Society for the Study of Social Problems Conference</i> , August, Philadelphia, PA. | 2018 |
| “The Impact of Behaving Cooperatively and With-holding Effort in Team Based Learning.” <i>Marketing Educators’ Association Conference</i> , April, Santa Fe, NM. | 2018 |
| “‘Trading In Human Beings on Behalf of Cost Reduction:’ An Introduction to In-House Outsourcing and Why Companies Outsource.” <i>Eastern Sociological Society Conference</i> , February, Baltimore, MD. | 2018 |
| “Team-Based Learning: The Role of Student Behaviors and Team Processes.” <i>Eastern Sociological Society Conference</i> , February, Baltimore, MD. | 2018 |
| “It All Revolved Around Numbers:’ Greater Commodification of Work and Culture With Outsourcing Companies.” <i>Labor and Employment Relations Association 69th Annual Meeting</i> , June 2, Anaheim, CA | 2017 |
| “Betrayed, Sold, and Rebadged to Outsourcing Companies.” <i>Eastern Sociological Society Conference</i> , February 23, 2017, Session: Responses to Precarity, Philadelphia, PA | 2017 |

- "Where Do Our Majors Go? A Longitudinal Study of the Careers of Undergraduate Sociology Majors." *Eastern Sociological Society Conference*, February 24, 2017, Session: Education and Beyond, Philadelphia, PA. (With Miguel Ceballos and Jade McClellan) 2017
- "'Chewed Up:' Adversarial Workplace Interactions Resulting From in-House Outsourcing." *Labor and Employment Relations Association 68th Annual Meeting*, May 27, Minneapolis, MN 2016
- "Work, the Job, and Professional Careers with Outsourcing: Theorizing About Job Quality and Loss." *American Sociological Society Conference*, August 23, Chicago, IL. 2015
- "'Chewed Up:' Adversarial Interactions That Result From in-House Outsourcing." *Society for the Study of Symbolic Interaction Conference*, August 23, Chicago, IL. 2015
- "'It Worked Out Better For Some:' Consent, Resistance, and Professional Careers With Outsourcing Companies." *Eastern Sociological Society Conference*, February 26-March 1, New York City. 2015
- "The Invisible Social Consequences and Costs of Reorganizing Work with IN-HOUSE Outsourcing." *Eastern Sociological Society Conference*, February 20-23, Baltimore, MD. 2014
- "Working, the Job, and Postindustrial Careers with Outsourcing: Theorizing About Job Quality and Loss." *Labor and Employment Relations Association Conference*, January 3 and 4, Philadelphia, PA. 2014
- "Education Goals and Strategies for the 21st Century: Building Blocks in a 'Just-in-case Toolkit' of Human Capital." *Knowledge Crossing Borders Conference*, May 30-June 1, West Chester, PA 2012
- "Professional Values and Identity in a VUCA Environment: The Case of Outsourced Information Technologists." *Eastern Sociological Society Conference*, February 24-27, Philadelphia, PA 2011
- "Variation in the Work Outcomes of IT and HR Professionals Who Experience Outsourcing." *International Labor Process Conference*, March 15-17, Rutgers University, New Brunswick, NJ 2010
- "The Interactional Basis of Transaction Costs: A Common Issue in Outsourcing." *Pennsylvania Economic Association Conference*, June, West Chester, Pennsylvania. 2009
- "When Will the Information Society Lead to a Revolution in Curricular Goals and Practices?" *5th International Conference on Technology, Knowledge and Society*, January, Huntsville, Alabama. (With Leigh S. Shaffer). 2009
- "Distributed Teams, Change Management, and the Standardization of Work at Outsourcing Companies." Pre-conference of the *Communication and Information Technology section of the American Sociological Association*, August, Boston, Massachusetts. 2008
- "Business Process Outsourcing: Changing Professional Work and Employment Conditions." *Midwest Sociological Society*, March, Chicago, Illinois. 2007

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| “Rebadging: The <i>In-house</i> Outsourcing of Professional Workers.” <i>Midwest Sociological Society</i> , March, Omaha, Nebraska. | 2006 |
| “Rebadging: The <i>In-house</i> Outsourcing of Professional Workers.” <i>Society for the Study of Social Problems</i> , August, Philadelphia, Pennsylvania. | 2005 |
| “Globalization, Domination, and Cyberactivism.” Association of Internet Researchers, <i>Internet Research 1.0: The State of the Interdiscipline</i> , September, Lawrence, Kansas. (With Lauren Langman, Douglas Morris, and Carl Davidson). | 2000 |
| “Where the Links Were Broken: Mandating Efficiency in an Electronics Supply Chain.” <i>American Sociological Association</i> , August, Washington D.C. (With Antea Rezba). | 2000 |
| “Here Today, Gone Tomorrow: Outsourcing Electronics Production Jobs and Its Alienating Effects on Temporary Workers.” <i>American Sociological Association</i> , August, Washington D.C. | 2000 |
| “Here Today, Gone Tomorrow: The Growth of the Contingent Workforce and Its Effects on Social Relationships.” <i>Midwest Sociological Society</i> , April, Minneapolis, Minnesota. | 1999 |
| “Here Today, Gone Tomorrow: The Impact of Temporary Employment on Social Relations in a Manufacturing Setting.” <i>Chicago Ethnography Conference for Graduate Students</i> , February, Northwestern University, Evanston, Illinois. | 1999 |
| “Collaborative Research: Bringing the Community to the Researcher’s Table.” Paper presented at the <i>Policy and Research Action Group Conference</i> , Loyola University Chicago, Chicago, Illinois. (With Madeline Troche-Rodriquez) | 1998 |
| “The Experience of Latinos in the Housing Market.” <i>Colorlines Conference</i> , September, Roosevelt University, Chicago, Illinois. (With Madeline Troche-Rodriquez). | 1998 |
| “Collaborative Research Explores the Needs of Immigrating Latinos and the Partnerships that Ease Their Transition into Chicago Suburbs.” Paper presented at the <i>Graduate School Colloquium</i> , Loyola University Chicago, Chicago, Illinois. (With Madeline Troche-Rodriquez) | 1998 |

AWARDS AND INTERNAL GRANTS

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| <i>West Chester University Outstanding Advising Award</i> Awarded by the WCU Circle of Omicron Delta Kappa | 2019 |
| <i>NACADA, Global Awards Program for Academic Advising</i> Leigh S. Shaffer Award for the <i>NACADA Journal</i> article, “The Professionalization of Academic Advising: Where Are We in 2010?” | 2018 |
| The Abbe Society (student organization) | Inducted April 2017 |
| West Chester University, <i>Graduate Assistant</i> Sociology Majors Project—Alumni Research Incorporated into Sociology of Organizations and Sociology of Work courses | 2016-17 |

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| <i>West Chester University, College of Arts and Sciences Student Engagement Grant</i> Project: Increasing Student Engagement with Sociology and Sociological Research | Fall 2015 |
| <i>West Chester University, College of Arts and Sciences Student Engagement Grant</i> Project: Increasing Student Engagement with Sociology and Sociological Research | Spring 2015 |
| <i>West Chester University, Sabbatical Leave</i> | Fall 2014 |
| <i>West Chester University College of Arts and Sciences Grant</i> Project: Unraveling Organizations and Professional Work with IN-HOUSE Outsourcing | 2014 |
| <i>West Chester University Faculty Academic Advisor Appreciation Award</i> | 2013 |
| <i>West Chester University College of Arts and Sciences Entrepreneurial Grant</i> Project: Taking Soc 200 online | 2010 |
| <i>West Chester University College of Arts and Sciences Grant</i> Project: Identity in the Post-Industrial Workplace: The Case of Outsourced IT Workers | 2009 |
| <i>Arthur J. Schmitt Dissertation Fellowship</i> Loyola University Chicago, Chicago, IL | 2005 – 2006 |
| <i>Founder's Day Teaching Award, Associate Faculty</i> Indiana University Northwest, Gary, IN | 2004 – 2005 |
| <i>Judicial Development Project Assistantship</i> Loyola University Chicago, Chicago, IL Director: Dr. Richard Block | 2000 – 2002 |

SERVICE TO WEST CHESTER UNIVERSITY (WCU)

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| <i>Committee on Excellence in Learning and Teaching, Co-chair</i> | 2019 – 2020 |
| <i>Committee on Excellence in Learning and Teaching, Committee Member</i> | 2017 – 2018 |
| <ul style="list-style-type: none"> Co-organizer, CELT Spring Workshop on “Interdisciplinary Teaching” | Spring 2019 |
| <ul style="list-style-type: none"> Co-organizer, CELT Spring Workshop on “Inquiry-based Teaching and Learning” | Spring 2018 |
| <ul style="list-style-type: none"> Faculty Panelist at CELT Spring Workshop (with student Syria Aaron) Explaining What “Free Inquiry” Teaching and Learning Is, How I Benefited As an UG Student From Independent Study (IS) Courses, and Syria Aaron Described Her Spring 2018 Experience In an IS Course With Me and Its Benefits For Her | Spring 2018 |
| APSCUF Student Scholarship Committee | 2017 - ongoing |
| Faculty Mentoring Program, Mentor Mentee | 2014 – ongoing 2007 - 2008 |
| APSCUF Legislative Delegate Assembly, Member | 2016 - ongoing 2007 – 2013 |

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| Facilitator, Two Sessions on “Managing Strengths and Weaknesses.” <i>Women’s Leadership Conference</i> | November 2017 |
| “Where Do Our Majors Go? A Longitudinal Study of the Careers of Undergraduate Sociology Majors from West Chester University.” (with Dr. Miguel Ceballos, Jade McClellan*, and Kai Reitelbach**) <i>WCU All Science Fair</i> , Research Poster. *Graduate Student; **UG Student | December 2016 |
| “Betrayed, Sold, and Rebadged to Outsourcing Companies” Presentation in <i>Department of Anthropology and Sociology Symposium Series</i> , Conversations on Social and Human Inquiry | November 2016 |
| Student Success and Retention Committee, Chair College of the Sciences and Mathematics | 2016 – 2017 |
| Committee for Excellence in Learning and Teaching, Book Club Co-Facilitator | Spring 2016 |
| Academic Recognition Committee, Member | 2012 – 2015 |
| Service Learning Workgroup, Member | 2012 – 2015 |
| LGBTQA Workgroup, Member | 2012 – 2013 |
| Search Committee Member, Associate Dean for the College of Arts & Sciences | 2013 - 2014 |
| Committee for Excellence in Teaching and Learning, Workshop Discussant <ul style="list-style-type: none"> • “Your Best Assignment Ever” • "Fostering Dynamic Dialogue in the Classroom” • “Using Journals, Blogs, and Other Forms of Ungraded Writing in the Classroom” | 2012 - 2013 |
| PASSHE Transfer Articulation Committee for Sociology, WCU Delegate | Fall 2012 |
| Office of Distance Education, Panel Discussant <ul style="list-style-type: none"> • "Lessons Learned Converting to an Online Course" | Fall 2012 |
| Pedagogy for Engagement Committee, Co-chair | 2010 – 2012 |
| Pedagogy for Engagement Committee, Member | 2009 – 2010 |
| APSCUF Temporary Faculty Committee, Member | 2009 – 2010 |
| APSCUF Bylaws Committee, Member | 2007 – 2008 |
| CAPC and CAPC Program Review Committee, Member (Proxy for Dr. Susan Johnston) | 2008 – 2009 |

SERVICE TO THE DEPARTMENT OF ANTHROPOLOGY AND SOCIOLOGY

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| Executive Committee, Member | 2009 – 2020 |
| DAS Outstanding Student Committee | 2019 – ongoing 2009 – 2012 |

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| <i>Anthropology and Sociology Symposium Series, “Conversations on Social and Human Inquiry,”</i> Co-Chair | 2016 - 2017 |
| Evaluation Committee, Chair | 2013 - 2016 |
| Sociology Club, Advisor | 2008 – 2015 |
| Sociology Search Committee (Health and Inequalities), Chair | 2013 - 2014 |
| Sociology Search Committee (Culture and New Media), Chair | 2012 - 2013 |
| Webmaster | 2011 – 2013 |
| Curriculum Committee, Chair | 2009 – 2011 |
| Assessment Committee, Chair | 2009 – 2010 |

PROFESSIONAL SERVICE

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| Division Chair, Labor Studies <i>Society for the Study of Social Problems</i> | 2019 – 2021 |
| Session Organizer, “The Future of Work in the Digital Age” <i>Society for the Study of Social Problems Conference</i> , August, New York City | 2019 |
| <i>Sage Open</i> , Reviewer | |
| <i>Labor Studies Journal</i> , Reviewer | |
| <i>Social Sciences and Humanities Research Council of Canada</i> , Grant Reviewer | |

COMMUNITY SERVICE

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| Volunteer Poll Watcher and/or Greeter at Easttown 5 poll spring and fall | 2008 – ongoing |
| Democratic County Committee member, 207 Easttown 5, Chester County | 2010 – 2013 |

MEMBERSHIP IN PROFESSIONAL SOCIETIES

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| American Sociological Association |
| Society for the Study of Social Problems |
| Eastern Sociological Society |
| NACADA (Academic and Career Advising) |
| Pennsylvania Sociological Society |