**JACQUELINE M. ZALEWSKI, PH.D.**

Professor of Sociology

Department of Anthropology and Sociology

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**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, contingent, and non-standard work; contractor and consultant organizational socialization; teamwork pedagogy; academic and career advising; the jobs and professional careers of sociology alumni.

**TEACHING EXPERIENCE**

*Professor*, West Chester University of Pennsylvania (WCU) 2007 – present

I teach the following courses:

* Introduction to Sociology
* The Social Contexts of Substance Use
* Sociology of Work
* Sociology of Organizations
* Urban Sociology
* Sociology Internship
* Independent Study (e.g., Teamwork Pedagogy and Team Development Interventions, Contractor Onboarding, Women and Law, Immigration Law, Sex Trafficking, Substance Use)
* Senior Seminar

I mentored sociology students to develop empirical research projects and/or present posters at West Chester University’s (WCU) Research and Creative Day, the Eastern Sociological Society’s (ESS) conference, and the Mid-Atlantic (Mid-A) Undergraduate Social Research conference:

* The Stigmatization of Mental Health (ESS 2024)
* Overconsumption (Mid-A 2023)
* Social Media and Political Polarization (ESS 2023)
* Contractor Onboarding (WCU 2022)
* Immigration Law (WCU 2021)
* Women in Law (WCU 2020)
* Sex Trafficking (WCU 2019)
* Sociology of the Military (WCU 2018)
* The Sociology Majors Project (ESS 2014)
* Leadership Qualities (ESS 2014)
* Undervalued Management Qualities (ESS 2014)
* Environmental Inequality in Low-Income Neighborhoods (ESS 2014)
* Sociology of Disaster (WCU 2011)

*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**

“Career Advising for Non-standard Employment” (Drafting manuscript) 2025

“Surviving and Thriving in Non-standard Work During Onboarding” (Under revision) 2025

Social Media Post Assignment, in American Sociological Association’s *Teaching Resources* 2025

*And Innovation Library for Sociology* (TRAILS)

“Work and the Economy,” chapter 10 in *Investigating Social Problems* (4th ed), A. Javier 2024

Trevino editor. Washington DC: Sage Publishing.

Sociology of Organizations Syllabus, In American Sociological Associations *Teaching* 2024

*Resources and Innovation Library for Sociology* (TRAILS)

“Encouraging Productive Behavior in Student Teams With Interventions” 2023

*Teaching Sociology* 51(2): 127-138. (With Susan Brudvig)

[https://doi.org/10.1177/0092055X221108105](https://protect-us.mimecast.com/s/UUEQCM86lgTpmYO4HkemTg?domain=doi.org)

“Work and the Economy,” chapter 10 in *Investigating Social Problems* (3rd ed), A. Javier 2021

Trevino editor. Washington DC: Sage Publishing.

“The Sociology Majors Project” (With Miguel Ceballos, Susan Brudvig, and Camille Norris) 2020

In American Sociological Association’s *Teaching Resources and Innovation Library for Sociology* (TRAILS) [https://trails.asanet.org/Pages/Resource.aspx?ResourceID=13858](https://protect-us.mimecast.com/s/JLStCwplD5TAJWNJFVAOFX?domain=trails.asanet.org).

*Working Lives and In-House Outsourcing: Chewed Up By Two Masters* 2019

New York: Routledge. ISBN: 1138606316

“Dangers of Foreclosure.” In *Academic Advising and the First Year of College*, 2017

Holly Martin and Jenny Fox (eds). NACADA/National Center for the First Year Experience:

Manhattan, KS (with Leigh Shaffer).

“Career Advising in a VUCA Environment.” *NACADA Journal* 31(1):64-74. 2011

(With Leigh Shaffer)

“Advising Students to Value and Develop Emotional Labor Skills for the Workplace.” 2011

*NACADA Journal* 31(2):44-54*.* (With Leigh Shaffer)

“’It’s What I Have Always Wanted to Do:’ Advising the Foreclosure Student.” 2011

*NACADA Journal* 31(2):62-77. (With Leigh Shaffer)

“A Human Capital Approach to Career Advising.” *NACADA Journal* 31(1):75-87. 2011

(With Leigh Shaffer)

“The Professionalization of Academic Advising: Where are We in 2010?” 2010

*NACADA Journal* 30(1):66-77. (With Leigh Shaffer and John Leveille).

“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.” 2007

*Sociological Viewpoints*, vol. 23, Fall, pgs. 121-137.

“Cyberactivism and Alternative Globalization Movements.” In W. Dunaway (ed.), 2003

*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).

**OTHER MEDIA AND PUBLICATIONS**

“Fostering Student Engagement in the Classroom,” *American Sociological Association* 2023

Webinar Panelist, October 26

“Encouraging Productive Behavior in Student Teams with Interventions,” *American* 2023

*Sociological Association* Podcast, <https://journals.sagepub.com/page/tso/podcasts>

“Abstract for A Qualitative Study of the Nonstandard Contingent Workforce,” *LERA* 2022

*Proceedings of the 74th Meeting.* (With Johnna Capitano)

“The Sociology Majors Project,” New Teaching Resources in TRAILS, *Teaching Sociology*, 2021

April 49(2):214.

“Abstract for ‘It All Revolved Around Numbers:’ Greater Commodification of Work and 2017

Culture With Outsourcing,” *LERA Proceedings of the 69th Meeting*.

“Abstract for ‘Chewed Up:’ Adversarial Workplace Interactions Resulting From 2016

In-House Outsourcing,” *LERA Proceedings of the 68th Meeting*.

"Introduction," in *Ambassador Dogs* (Lisa Loeb). Atglen, PA: Schiffer Publishing 2013

“Book Review: Ain’t No Makin’ It: Leveled Aspirations in a Low-Income Neighborhood 2010

 (2009: 3rd ed.)” *Sociological Viewpoints*, vol 25, Fall, pgs. 93-4.

“Book Review: Rural Communities: Legacy and Change (2008: 3rd ed).” 2008 *Sociological Viewpoints,* vol 24, Fall, 91-93.

“The Economy, Organizations, and Work: Book and Article Review Assignment.” 2004

*Sociology of Work and Occupations—Resource Materials for Teaching*, 5th edition (Carol

Auster, ed.). Washington DC: American Sociological Association.

**PROFESSIONAL CONFERENCE PRESENTATIONS**

“Career Advising for Non-standard Employment.” *Society for the Study of Social Problems* 2025

*Conference*, August, Chicago, IL.

“Career Advising for Non-standard Employment: A Human Capital Approach.” *NACADA* 2025

*Region ½ Conference*, April, Buffalo, NY.

“Encouraging Productive Behavior in Student Teams – Part II.” *Society for the Study of Social* 2024

*Problems Conference*, August, Montreal, Canada.

“Non-standard Workers as Newcomers: Proactive Behaviors During Onboarding.” *Western* 2024

*Academy of Management Conference*, March, Long Beach, CA.

“How and Why Interventions Improve Student Teamwork.” *Eastern Sociological Society* 2024

*Conference*, March, Washington D.C.

“Contingent Workers’ Proactive Behaviors in the Stages of Their Organizational Socialization 2023

At Clients: What, When, and How Do Contractors and Consultants Use Them?” *Society for the*

*Study of Social Problems Conference*, August, Philadelphia, PA.

“Organizational Socialization of Contingent Workers: The Proactivity of Contractors and 2023

Consultants Compared to the Agencies and Client Organizations That Employ Them.” *Eastern*

*Sociological Society Conference*, February, Baltimore, MD.

“A Map and Gap Analysis of the Socialization Experience of Non-standard Employees Into 2022

Client Organizations: What Typically Happens and What’s Missing?” *Society for the Study of*

*Social Problems Conference*, August, Los Angeles, CA.

“A Qualitative Study of the Non-standard, Contingent Workforce.” *Labor and Employment* 2022

*Relations Association Annual Meeting*, June, Virtual Format.

“Giving the Social (and Society) a Lift Using Collaborative Learning and Team Development 2020

Interventions.” *Pennsylvania Sociological Society*, November, Virtual Format.

“Individual Effort in Student Teams: Why Does Gender Matter?” *Society for the Study of* 2020

*Social Problems Conference*, August, San Francisco, CA.—accepted, conference cancelled.

“Improving Students’ Satisfaction, Perceptions of Learning, and Interactions with Classmates: 2020

The Role of Faculty Interventions.” *Society for the Study of Social Problems Conference*,

August, San Francisco, CA.—accepted, conference cancelled.

“Gender and Individual Effort in Students Teams.” *Eastern Sociological Society Conference*, 2020

February, Philadelphia, PA.

“When the Subjects are Your Alumni (and the Researchers are Your Current Students): 2019

Navigating the University Foundation AND the IRB.” *Society for the Study of Social Problems Conference*, August, New York City.

“Advocating for Workers Who Get ‘Chewed Up’ in Social Interactions and Jobs in Market 2019

Organizations.” *North American Management Society Conference*, March, Chicago, IL.

“Preparing Our Students for the Human Capital Requirements in Jobs in Markets” 2019

*NACADA Region 2 Conference*, March 12, Atlantic City

“Trading In Human Beings on Behalf of Cost Reduction: Precarity in Jobs, Work Relations, 2018

And Meaning with in-House Outsourcing.” *Society for the Study of Social Problems*

*Conference*, August, Philadelphia, PA.

“The Impact of Behaving Cooperatively and With-holding Effort in Team Based Learning.” 2018

*Marketing Educators’ Association Conference*, April, Santa Fe, NM.

“’Trading In Human Beings on Behalf of Cost Reduction:’ An Introduction to In-House 2018

Outsourcing and Why Companies Outsource.” *Eastern Sociological Society Conference*,

February, Baltimore, MD.

“Team-Based Learning: The Role of Student Behaviors and Team Processes.” *Eastern* 2018

*Sociological Society Conference*, February, Baltimore, MD.

“It All Revolved Around Numbers:’ Greater Commodification of Work and Culture With 2017

Outsourcing Companies.” *Labor and Employment Relations Association 69th Annual*

*Meeting*, June 2, Anaheim, CA

“Betrayed, Sold, and Rebadged to Outsourcing Companies.” *Eastern Sociological* 2017

*Society Conference*, February 23, 2017, Session: Responses to Precarity, Philadelphia, PA

"Where Do Our Majors Go? A Longitudinal Study of the Careers of Undergraduate Sociology 2017

Majors." *Eastern Sociological Society Conference*, February 24, 2017, Session: Education and

Beyond, Philadelphia, PA. (With Miguel Ceballos and Jade McClellan)

“’Chewed Up:’ Adversarial Workplace Interactions Resulting From in-House Outsourcing.” 2016

*Labor and Employment Relations Association 68th Annual Meeting*, May 27, Minneapolis, MN

"Work, the Job, and Professional Careers with Outsourcing: Theorizing About Job Quality 2015

and Loss." *American Sociological Society Conference*, August 23, Chicago, IL.

"'Chewed Up:' Adversarial Interactions That Result From in-House Outsourcing." 2015

*Society for the Study of Symbolic Interaction Conference*, August 23, Chicago, IL.

"'It Worked Out Better For Some:' Consent, Resistance, and Professional Careers With 2015

Outsourcing Companies." *Eastern Sociological Society Conference*, February 26-March 1,

New York City.

"The Invisible Social Consequences and Costs of Reorganizing Work with IN-HOUSE 2014

Outsourcing." *Eastern Sociological Society Conference*, February 20-23, Baltimore, MD.

“Working, the Job, and Postindustrial Careers with Outsourcing: Theorizing About 2014

Job Quality and Loss." *Labor and Employment Relations Association* *Conference*,

January 3 and 4, Philadelphia, PA.

“Education Goals and Strategies for the 21st Century: Building Blocks in a 2012

‘Just-in-case Toolkit’ of Human Capital.” *Knowledge Crossing Borders Conference*,

May 30-June 1, West Chester, PA

“Professional Values and Identity in a VUCA Environment: The Case of Outsourced 2011

Information Technologists.” *Eastern Sociological Society Conference*, February 24-27,

Philadelphia, PA

“Variation in the Work Outcomes of IT and HR Professionals Who Experience 2010

Outsourcing.” *International Labor Process Conference*, March 15-17, Rutgers University,

New Brunswick, NJ

“The Interactional Basis of Transaction Costs: A Common Issue in Outsourcing.” 2009

*Pennsylvania Economic Association Conference*, June, West Chester, Pennsylvania.

“When Will the Information Society Lead to a Revolution in Curricular Goals and 2009

Practices?” 5th *International Conference on Technology, Knowledge and Society,*

January, Huntsville, Alabama. (With Leigh S. Shaffer).

“Distributed Teams, Change Management, and the Standardization of Work at 2008

Outsourcing Companies.” Pre-conference of the *Communication and Information*

*Technology section of the American Sociological Association*, August, Boston,

Massachusetts.

“Business Process Outsourcing: Changing Professional Work and Employment Conditions.” 2007

*Midwest Sociological Society*, March, Chicago, Illinois.

“Rebadging: The *In-house* Outsourcing of Professional Workers.” 2006

*Midwest Sociological Society*, March, Omaha, Nebraska.

“Rebadging: The *In-house* Outsourcing of Professional Workers.” 2005

*Society for the Study of Social Problems,* August, Philadelphia, Pennsylvania.

**AWARDS AND INTERNAL GRANTS**

*Research Alternative Work Assignment* to draft article on “Career Advising for Spring 2025

Non-standard Employment, West Chester University, College of Sciences and Mathematics

*University of Wisconsin Parkside Distinguished Alumni Achievement Award* 2021/2022

*West Chester University (Inaugural) Outstanding Advisor Award*  2019

Awarded by West Chester University and the Committee for Advising Excellence

*West Chester University Outstanding Advising Award* 2019

Awarded by the WCU Circle of Omicron Delta Kappa

*NACADA, Global Awards Program for Academic Advising* 2018

Leigh S. Shaffer Award for “The Professionalization of Academic Advising: Where Are We

in 2010?”

The Abbe Society (student organization) Inducted April 2017

West Chester University, *Graduate Assistant* 2016-17

Sociology Majors Project—Alumni Research Incorporated into Sociology of

Organizations and Sociology of Work courses

*West Chester University, College of Arts and Sciences Student Engagement Grant* Fall 2015

Project: Increasing Student Engagement with Sociology and Sociological Research

*West Chester University, College of Arts and Sciences Student Engagement Grant* Spring 2015

Project: Increasing Student Engagement with Sociology and Sociological Research

*West Chester University, Sabbatical Leave* Fall 2014, 2022

*West Chester University College of Arts and Sciences Grant*  2014

Project: Unraveling Organizations and Professional Work with IN-HOUSE Outsourcing

*West Chester University Faculty Academic Advisor Appreciation Award* 2013

*West Chester University College of Arts and Sciences Entrepreneurial Grant* 2010

Project: Taking Soc 200 online

*West Chester University College of Arts and Sciences Grant*  2009 Project: Identity in the Post-Industrial Workplace: The Case of Outsourced IT Workers

*Arthur J. Schmitt Dissertation Fellowship* 2005 – 2006

Loyola University Chicago, Chicago, IL

*Founder’s Day Teaching Award, Associate Faculty* 2004 – 2005

Indiana University Northwest, Gary, IN

*Judicial Development Project Assistantship* 2000 – 2002

Loyola University Chicago, Chicago, IL

Director: Dr. Richard Block

**SERVICE TO WEST CHESTER UNIVERSITY (WCU)**

Dissertation Defense Appointment, Ed.D. in Policy, Planning, and Administration 2025 – 2026

West Chester University

Faculty Mentor, Research Alternative Work Assignment Fall 2025

College of Sciences and Mathematics

Ram Nation Connectors, Career Development Center 2023 – 2024

Presentation on “Contractor Onboarding” November 2022

*WCU Faculty Forum, “Onboarding,”* Office of Research and Sponsored Programs

Invited Panelist, College of Sciences & Math, “Associate to Full Professor Panel” October 2022

*Faculty Mentoring Committee*

University Advising Committee, Member 2021 – 2024

*Center for Newcomer Onboarding*, Member 2019 – 2024

Faculty Judge for Student Research Posters October 2018, 2019, 2020, 2021, 2022, 2023

*WCU Research and Creative Activity Day*

*Committee on Excellence in Learning and Teaching*, Co-chair 2019 – 2020

*Committee on Excellence in Learning and Teaching*, Committee Member 2017 – 2018 Spring 2021

* Organizer, CELT Spring Workshop on “Culturally Sustaining Pedagogies” Spring 2021
* Co-organizer, CELT Spring Workshop on “Interdisciplinary Teaching” Spring 2019
* Co-organizer, CELT Spring Workshop on “Inquiry-based Teaching Spring 2018

and Learning”

* Faculty Panelist at CELT Spring Workshop (with student Syria Aaron) Spring 2018

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

Presentation on “The Sociology Majors Project” October 2019

*WCU Faculty Forum, “Scholarship of Teaching and Learning: Course-based*

*Undergraduate Research at WCU*,” Office of Research and Sponsored Programs

APSCUF Student Scholarship Committee 2017 - 2018

Faculty Mentoring Program, Mentor 2014 – ongoing

APSCUF Legislative Delegate Assembly, Member 2016 - ongoing

Facilitator, Two Sessions on “Managing Strengths and Weaknesses.” November 2017

*Women’s Leadership Conference*

“Where Do Our Majors Go? A Longitudinal Study of the Careers of Undergraduate December 2016

Sociology Majors from West Chester University.” (with Dr. Miguel Ceballos, Jade

McClellan\*, and Kai Reitelbach\*\*) *WCU All Science Fair*, Research Poster.

\*Graduate Student; \*\*UG Student

“Betrayed, Sold, and Rebadged to Outsourcing Companies” November 2016

Presentation in *Department of Anthropology and Sociology Symposium Series*,

Conversations on Social and Human Inquiry

Student Success and Retention Committee, Chair 2016 – 2017

College of the Sciences and Mathematics

Committee for Excellence in Learning and Teaching, Book Club Co-Facilitator Spring 2016

**SERVICE TO THE DEPARTMENT OF ANTHROPOLOGY AND SOCIOLOGY**

Sociology Club, Advisor 2021-ongoing

2008 – 2015

Promotion Committee, Member 2019 – ongoing

Assistant Chairperson 2021 – 2023

Executive Committee, Member 2009 – 2020

DAS Outstanding Student Committee 2019 – 2021

Wrote the Sociology Program Writing Guide: *The Sociological Perspective:* 2019

*A Student’s Guide to Research and Writing for Sociology*

*Anthropology and Sociology Symposium Series*, “Conversations on Social and 2016 - 2017

Human Inquiry,” Co-Chair

Evaluation Committee, Chair 2013 - 2016

**PROFESSIONAL SERVICE**

Division Chair, Educational Problems 2025 – 2027

*Society for the Study of Social Problems*

*Teaching Sociology,* Editorial Board Member and Peer Reviewer 2023 – 2026

Teaching Resources and Innovations Library for Sociology (TRAILS) Editorial Board, 2023 – 2025

Teaching Resources Peer Reviewer, *American Sociological Association*

Session Co-organizer and Presider, “Bring Your Own Brilliance: Sharing Our Ideas August 2025

That Have Been Successful in Teaching.”

*Society for the Study of Social Problems*, August, Chicago

Session Co-organizer and Presider, “Contingent/Precarious Work.” August 2025

*Society for the Study of Social Problems*, August, Chicago

Session Presider, “Curricular Interventions” August 2024

*Society for the Study of Social Problems*, August, Montreal

Session Co-Organizer, “Contingent/Precarious Work” August 2024

*Society for the Study of Social Problems*, August, Montreal

Workshop Facilitator, “GIFTS: Good Ideas for Teaching Sociology and for Publishing August 2024

In TRAILS,” *Society for the Study of Social Problems Conference*

Webinar Panelist for “Fostering Student Engagement” October 2023

*American Sociological Association*

External Tenure/Promotion Review 2023

Indiana University Kokomo, Candidate Promotion to Full Professor

Session Co-Organizer, “Contingent Work Issues” 2023

*Society for the Study of Social Problems*, August, Philadelphia

Student Research Poster Judging 2023 & 2024

*Eastern Sociological Society Conference*, February/March, Baltimore/Washington DC

Membership and Outreach Committee 2022 – 2025

*Society for the Study of Social Problems*

Session Organizer, Presider, Discussant, “Nonstandard/Contingent Employment” 2022

*Society for the Study of Social Problems*, August, Los Angeles

Division Chair, Labor Studies 2019 – 2021

*Society for the Study of Social Problems*

Session Organizer, “Precarity: The growth of the non-standard workforce, the social 2021

consequences, workforce, and organizational responses”

*Society for the Study of Social Problems Conference*, August, Virtual.

Session Presider/Discussant, “CRITICAL DIALOGUE: Labor and the Global Economy” 2021

*Society for the Study of Social Problems Conference*, August, Virtual.

Session Organizer and Discussant, “Precarity” 2020

*Society for the Study of Social Problems Conference*, August, San Francisco—conference cancelled.

Session Organizer, “The Future of Work in the Digital Age” 2019

*Society for the Study of Social Problems Conference*, August, New York City

Mentoring Program, Mentor 2019 – 2021

*Society for the Study of Social Problems*

*Sociological Forum,* Journal Reviewer 2025

*Sage Open*, Journal Reviewer

*Labor Studies Journal*, Journal Reviewer

*Social Sciences and Humanities Research Council of Canada*, Grant Reviewer

**COMMUNITY SERVICE**

Volunteer Poll Watcher and/or Greeter at Easttown 5 poll spring and fall 2022 – ongoing

2008 – 2020

**MEMBERSHIP IN PROFESSIONAL SOCIETIES**

American Sociological Association

Society for the Study of Social Problems

Labor and Employment Relations Association

NACADA