

# JACQUELINE M. ZALEWSKI, PH.D.

Associate 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

The labor process and workplace social relations; organization and employment restructuring; outsourcing; new technologies; academic and career advising; the jobs, professional careers, and ongoing education of sociology undergraduate students

## PROFESSIONAL EXPERIENCE

*Associate Professor*, West Chester University of Pennsylvania 2007 – present

I teach the following courses:

- Introduction to Sociology
- Sociology of Work
- Sociology of Organizations
- Career Internship
- Urban Sociology
- Sociology of Education (Spring 2011 and 2013)
- Senior Seminar (Spring 2013)

*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

- "The Danger of Foreclosure." Chapter in *Academic Advising and the First Year of College* (forthcoming, with Leigh Shaffer). 2016
- "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 21<sup>st</sup> Century World System: Crises and Resistance in the 21<sup>st</sup> Century World System*. Westport, CT: Praeger. (With Lauren Langman and Douglas Morris). 2003

## OTHER PUBLICATIONS

- "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 (2009: 3<sup>rd</sup> ed.)" *Sociological Viewpoints*, vol 25, Fall, pgs. 93-4. 2010
- "Book Review: Rural Communities: Legacy and Change (2008: 3<sup>rd</sup> ed.)." *Sociological Viewpoints*, vol 24, Fall, 91-93. 2008
- "The Economy, Organizations, and Work: Book and Article Review Assignment." *Sociology of Work and Occupations—Resource Materials for Teaching*, 5<sup>th</sup> edition (Carol 2004

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

## PROFESSIONAL CONFERENCES

- “‘Chewed Up:’ Adversarial Workplace Interactions Resulting From in-House Outsourcing.” 2016  
Labor and Employment Relations Association 68<sup>th</sup> Annual Meeting, Minneapolis, MN  
(Abstract Submitted)
- “‘It All Revolved Around Numbers:’ The Commodification of Work, Working Time,  
and Management Recognition with In-House Outsourcing.” *Eastern Sociological Society  
Conference*, Boston, MA (Abstract Submitted) 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 21<sup>st</sup> 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.” 2009  
*Pennsylvania Economic Association Conference*, June, West Chester, Pennsylvania.
- “When Will the Information Society Lead to a Revolution in Curricular Goals and  
Practices?” 5<sup>th</sup> *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 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.

“Globalization, Domination, and Cyberactivism.” 2000  
 Association of Internet Researchers, *Internet Research 1.0: The State of the Interdiscipline*, September, Lawrence, Kansas. (With Lauren Langman, Douglas Morris, and Carl Davidson).

“Where the Links Were Broken: Mandating Efficiency in an Electronics Supply Chain.” 2000  
*American Sociological Association*, August, Washington D.C. (With Antea Rezba).

“Here Today, Gone Tomorrow: Outsourcing Electronics Production Jobs and Its Alienating Effects on Temporary Workers.” 2000  
*American Sociological Association*, August, Washington D.C.

“Here Today, Gone Tomorrow: The Growth of the Contingent Workforce and Its Effects on Social Relationships.” 1999  
*Midwest Sociological Society*, April, Minneapolis, Minnesota.

“Here Today, Gone Tomorrow: The Impact of Temporary Employment on Social Relations in a Manufacturing Setting.” 1999  
*Chicago Ethnography Conference for Graduate Students*, February, Northwestern University, Evanston, Illinois.

“Collaborative Research: Bringing the Community to the Researcher’s Table.” 1998  
 Paper presented at the *Policy and Research Action Group Conference*, Loyola University Chicago, Chicago, Illinois. (With Madeline Troche-Rodriguez)

“The Experience of Latinos in the Housing Market.” 1998  
*Colorlines Conference*, September, Roosevelt University, Chicago, Illinois. (With Madeline Troche-Rodriguez).

“Collaborative Research Explores the Needs of Immigrating Latinos and the Partnerships that Ease Their Transition into Chicago Suburbs.” 1998  
 Paper presented at the *Graduate School Colloquium*, Loyola University Chicago, Chicago, Illinois. (With Madeline Troche-Rodriguez)

## INTERNAL GRANTS, AWARDS, AND UNIVERSITY SUPPORT

*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

<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)**

Faculty Mentoring Program, Mentor Mentee	2014 – ongoing 2007 - 2008
Academic Recognition Committee, Member	2012 – 2015
Service Learning Workgroup, Member	2012 – 2015
LGBTQA Workgroup, Member	2012 – 2013
ABSCUF Legislative Delegate Assembly, Member	2007 – 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"> <li>• “Your Best Assignment Ever”</li> <li>• "Fostering Dynamic Dialogue in the Classroom”</li> <li>• “Using Journals, Blogs, and Other Forms of Ungraded Writing in the Classroom”</li> </ul>	2012 - 2013
PASSHE Transfer Articulation Committee for Sociology, WCU Delegate	Fall 2012
Office of Distance Education, Panel Discussant <ul style="list-style-type: none"> <li>• "Lessons Learned Converting to an Online Course"</li> </ul>	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**

Executive Committee, Member	2009 – ongoing
Evaluation Committee, Chair	2013 - 2017
Sociology Club, Advisor	2008 – 2015
Webmaster	2011 – 2013
Sociology Search Committee (Health and Inequalities), Chair	2013 - 2014
Sociology Search Committee (Culture and New Media), Chair	2012 - 2013
Curriculum Committee, Chair	2009 – 2011
Assessment Committee, Chair	2009 – 2010

## **COMMUNITY SERVICE**

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**

American Sociological Association  
 Eastern Sociological Society  
 Pennsylvania Sociological Society  
 NACADA

## **REVIEWER**

Social Sciences and Humanities Research Council of Canada