

## CURRICULUM VITAE

Charles R. Crowell

### Address

#### University Offices

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### Educational History

<u>Institution</u>	<u>Dates Attended</u>	<u>Degree</u>
University of Notre Dame	1966-1969	BA
University of Iowa	1969-1973	MA/PhD
McMaster University	1973-1974	Post-doctoral

Field of Specialization: General Experimental - Learning and Motivation

### Academic Employment History

Undergraduate research assistant, University of Notre Dame, 1968-1969.  
Graduate research assistant, University of Iowa, Sept. 1969 - Aug., 1972  
Research coordinator, Oregon Health Sciences Center, Sept. 1972 - Aug., 1973.  
Instructor in Psychology (part-time), Portland State University, Jan., 1972 - May, 1973.  
Professional Associate in Psychology, McMaster University, Hamilton, Ontario, Sept., 1973 - Aug., 1974.  
Assistant Professor in School of Adult Education (part-time), McMaster University, Sept., 1973 - June, 1974.  
Assistant Professor of Psychology and Acting Director of Psychology Graduate Studies, University of Notre Dame, 1977-1978.  
Assistant Professor of Psychology, University of Notre Dame, Sept., 1974-1981.  
Associate Professor and Director of Psychology Graduate Studies, University of Notre Dame, 1982-1984.  
Associate Professor of Psychology, University of Notre Dame, Sept., 1981 - present  
Director, Computer Applications Program, University of Notre Dame, 2001- present  
Director, Cognitive Psychology Program, University of Notre Dame, 2005 - present

### Present or Past Professional Affiliations

The Psychonomic Society  
Society for Applied Learning Technology  
National Society for Performance and Instruction  
Association for Applied Behavior Analysis  
OBM Network

### **Honors**

Magna cum laude, University of Notre Dame, 1969  
Presidential Faculty Award, University of Notre Dame, 2005  
Invited Hesburgh Lecture Series Speaker, University of Notre Dame, 2006-present

### **Professional Activities**

Research Grants Coordinator, OBM Network, 2006 to present.

Member of the Advisory Board, *Indiana Careers at Notre Dame*, 2004 to present

Member of the Advisory Board, *College of Arts & Letters Center for Creative Computing*, 2003 to present

Member of the Advisory Board, *Notre Dame College of Business MIS Program*, 2002 to present.

Member of Editorial Board for *Journal of Organizational Behavior Management*

Past Member of Editorial Board for electronic *Journal of Behavior Analysis and Therapy* (JBAT)

Consulting reviewer for *Journal of Comparative and Physiological Psychology*  
*Animal Learning & Behavior*  
*Learning and Motivation*  
*Journal of Applied Behavior Analysis*  
*American Journal of Mental Retardation*  
*International Journal for Human Computer Studies*  
*Journal of Social Psychology*  
*Psychology and Marketing*  
*Journal of Organizational Behavior Management*  
National Science Foundation  
Prentice-Hall Publishers  
Allyn & Bacon Publishers

Past faculty representative to Midwest Institute of Studies on Alcohol, 1975 to 1978.

Past panel reviewer for National Research Council.

Consulting editor for Learning Systems in Psychology, Allyn & Bacon, Inc., 1983-88.

Past or present consultant to numerous organizations and corporations including:

Abbott Laboratories

AT&T

Bell Labs

Financial Training Resources

First Interstate Bancorporation

First Source Bank

Golden Dome Productions

Green Bay Packers

General Motors

Hillshire Farms

Huntington Bank

IBM

Krueger, Inc.

National City Bank Corporation

Merck & Co., Inc.

Miles Laboratories

Raddison Hotels

## **Reference**

Dr. Scott Maxwell  
Department of Psychology  
University of Notre Dame  
Notre Dame, IN 46556

## **Research Interests**

Basic Processes in Learning and Motivation  
Instructional and Educational Methods  
Educational/Learning Technology  
Behavior Management/Performance Technology  
Computer/Information Technology

## **Courses Taught**

Conditioning and Learning, Motivation, Physiological Psychology, General Psychology, Instrumentation and Laboratory Techniques, Research Methodology, Computer Applications in Research and Education, Behavior Management, Performance Technology

## **Works Published, In Press, Submitted, and In Preparation**

### Books, Monographs and Technical Reports

Crowell, C. R. with Anderson D. C. (1983). OBM in multiple business environments. New York: Haworth Press. (Special issue of JOBIM)

- Crowell, C. R. & Wikoff, M. B. (1987) An analysis of behaviors that distinguish high and low pharmaceutical sales performers in the UK and Spain. Unpublished technical report 8701.
- Crowell, C. R. & Wikoff, M. B. (1987). An analysis of behaviors that distinguish high and low pharmaceutical sales performers in Italy. Unpublished technical report 8702.
- Crowell, C. R. & Wikoff, M. B. (1989). A second analysis of behaviors that distinguish high and low pharmaceutical sales performers in the UK. Unpublished technical report 8901.
- Crowell, C. R. & Wikoff, M. B. (1989). A second analysis of behaviors that distinguish high and low pharmaceutical sales performers in Italy. Unpublished technical report 8902.
- Crowell, C. R. & Wikoff, M. B. (1989). An analysis of behaviors that distinguish high and low pharmaceutical sales performers in Mexico. Unpublished technical report 8903.
- Crowell, C. R. & Wikoff, M. B. (1990). An analysis of behaviors that distinguish high and low pharmaceutical sales performers in Saudi Arabia. Unpublished technical report 9001.
- Crowell, C. R. & Wikoff, M. B. (1990). An analysis of behaviors that distinguish high and low pharmaceutical sales performers in Puerto Rico. Unpublished technical report 9002.
- Crowell, C. R. (1990). An analysis of behaviors that distinguish high and average pharmaceutical sales performers in France. Unpublished technical report 9003.
- Crowell, C. R. (1990). An analysis of behaviors that distinguish high and average pharmaceutical sales performers in Portugal. Unpublished technical report 9004.
- Crowell, C. R. (1990). An analysis of behaviors that distinguish high and average pharmaceutical sales performers in Spain. Unpublished technical report 9005.
- Crowell, C. R. (1991). An analysis of behaviors that distinguish high and average sales performers in MSD Australia. Unpublished technical report 9101.

- Crowell, C. R. (1991). Progress Analysis 1991: Factors that characterize and distinguish high and average sales performers in MSD France. Unpublished technical report 9102.
- Crowell, C. R. (1991). Consultative Review 1991: Factors that characterize and/or distinguish high and average sales performers in MSD Holland B. V.. Unpublished technical report 9103.
- Crowell, C. R. (1991). Consultative Review 1991: Factors that characterize high and average sales performers in MSD Portugal. Unpublished technical report 9104.
- Crowell, C. R. (1992). Consultative Review 1992: Factors that characterize high and average sales performers in MSD New Zealand. Unpublished technical report 9201.
- Crowell, C. R. (1992). Consultative Review 1992: Factors that characterize high and average sales performers in MSD Belgium. Unpublished technical report 9202.
- Crowell, C. R. (1992). Consultative Review 1992: Factors that characterize high and average sales performers in MSD Mexico. Unpublished technical report 9203.
- Crowell, C. R. (1993). Consultative Review 1992: Factors that characterize high and average sales performers in the Caribbean region. Unpublished technical report 9301.
- Crowell, C. R. (2004) *Guided Self Development: A New Leadership Paradigm for Achieving and Sustaining Peak Performance.* [www.nd.edu/~ccrowell/GSD/](http://www.nd.edu/~ccrowell/GSD/)

#### Articles, Chapters, Abstracts and Reviews

- Crowell, C. R., & Anderson, D. C. (1972). Variations in intensity, interstimulus interval, and interval between pre-conditioning CS exposures and conditioning with rats. Journal of Comparative and Physiological Psychology, 79, 291-298.
- Crowell, C. R., Brown, J. S., & Lewis, R. W. (1972). Self-punitive behavior in the rat during successive-discrimination "extinction" trials. Psychonomic Science, 27, 131-135.
- Crowell, C. R., & Frei, L. (1972). A circuit to permit an electronic drinkometer to operate during footshock. Behavior Research Methods and Instrumentation, 4. 193-194.

- Crowell, C. R., and Brown, J. S. (1973). An electrifiable restraining cage for small animals. The American Journal of Psychology, 86, 851-854.
- Cunningham, C. L., Crowell, C. R., Eaton, N. K., & Brown, J. S. (1974). A digital system for recording startle responses in small animals. Behavior Research Methods & Instrumentation, 5, 1-3.
- Crowell, C. R. (1974). Conditioned-aversive aspects of electric shock. Learning and Motivation, 5, 209-220.
- Crowell, C. R. (1974). The role of shock-induced emotionality in the reinforcing effects of response-contingent shock-rate reduction. Dissertation Abstracts, 34, 46-47.
- Brown, J. S., and Crowell, C. R. (1974). Alcohol and conflict resolution: A theoretical analysis. Quarterly Journal of Studies on Alcohol, 35, 66-85.
- Crowell, C. R. (1974). Shock-frequency reduction and avoidance behavior in a running wheel. Bulletin of the Psychonomic Society, 3, 395-397.
- Crowell, C. R., and Eaton, N. K. (1974). A fully-automated locomotor-training apparatus. Behavior Research Methods & Instrumentation, 2, 19-22.
- Eaton, N. K., Crowell, C. R., and Brown, J. S. (1974.) Acquisition and extinction of runway performance under escape, avoidance, and partial-avoidance procedures. Animal Learning & Behavior, 2, 193-297.
- Anderson, D. C., Crowell, C. R., Koehn, D., and Lupo, J. V. (1976). Different intensities of unsignalled inescapable shock treatments as determinants of non-shock motivated upon open field behavior: A resolution of disparate results. Physiology and Behavior, 17, 391-394.
- Crowell, C. R. (1976). Fear of crime: Overview and bibliography. In J. Kromkowski, Neighborhood deterioration and juvenile crime. South Bend: Urban Observatory.
- Eaton, N. K., and Crowell, C. R. (1977). Two-way self-punitive locomotor behavior. Bulletin of the Psychonomic Society, 9, 73-76.
- Crowell, C. R. and Brown, J. S. (1977). The psychology of conflict. In B. Wolman (Ed.), International Encyclopedia of Neurology, Psychiatry, Psychoanalysis, and Psychology. New York: Aesculapius Publishers.

- Crowell, C. R., Lupo, J. V., Cunningham, C. L., & Anderson, D. C. (1977). Temporal form of shock is a determinant of magnitude of interference with escape-avoidance learning produced by exposure to inescapable shock. Bulletin of the Psychonomic Society, 12, 407-410.
- Anderson, D. C., Crowell, C. R., Lupo, J. V., & Sarmina, T. (1978). The effects of sex and exposure to inescapable shock on shock-elicited fighting in albino rats. Physiological Psychology, 5 445-448.
- Crowell, C. R., & Bernhardt, T. (1979). The feature-positive effect and sign-tracking behavior during discrimination learning in the rat. Animal Learning & Behavior, 5, 313-317.
- Anderson, D. C., Crowell, C. R., Cunningham, C. L., & Lupo, J. V. (1979). Behavior during shock as a determinant of the magnitude of interference with escape-avoidance learning in the rat. Journal of Experimental Psychology: Animal Behavior Processes, 5, 243-257.
- Crowell, C. R., & Anderson, D. C. (1979). The effects of a passive-escape procedure on activity during shock and subsequent interference with escape-avoidance learning in the rat: A replication. Bulletin of the Psychonomic Society, 14, 413-416.
- Anderson, D. C., Crowell, C. R., Wikoff, M. B., & Lupo, J. V. (1980). Activity during prior shock determines subsequent shock-elicited fighting in the rat. Animal Learning & Behavior, 8, 664-672.
- Konarski, E. A., Jr. Johnson, M. R., Crowell, C. R., & Whitman, T. L. (1980). Response deprivation and reinforcement in applied settings: A preliminary analysis. Journal of Applied Behavior Analysis, 13, 595-609.
- Quintanar, L. R., Grant, K. L., & Crowell, C. R. (1980). PSIPROG: An interactive system for self-paced instruction in a PSI-format psychology course. Proceedings of the Fourth Biennial Conference on Computing in Indiana, 4, 85-100.
- Quintanar, L. R., Cacioppo, J. T., Crowell, C. R., Sklar, J. A., & Snyder, C. W. (1981). Comparative effects of cranial vasoconstriction and digital vasodilation feedback on migraine. Psychophysiology, 18, 159-160 (Abstract).
- Crowell, C. R., & Anderson, D. C. (1981). Influence of duration and number of inescapable shocks on intrashock activity and subsequent interference effects. Animal Learning & Behavior, 9, 28-37.

- Crowell, C. R., Hinson, R., & Siegel, S. (1981). The role of conditional drug responses in tolerance to the hypothermic effects of ethanol. Psychopharmacology, 73, 51-54.
- Crowell, C. R., Quintanar, L. R., & Grant, K. L. (1981). PROCTOR: An online student evaluation and monitoring system for use with PSI format courses. Behavior Research Methods & Instrumentation, 13, 121-127.
- Crowell, C. R. and Moskal, P. (1981). On the manifestation of stimulus-directed behavior in the rat. Bulletin of the Psychonomic Society, 17, 41-44.
- Konarski, E. A., Jr., Johnson, M. R., Crowell, C. R., & Whitman, T. L. (1981). An alternative approach to reinforcement for applied researchers: Response deprivation. Behavior Therapy, 12, 653-666.
- Konarski, E. A., Jr., Crowell, C. R., Johnson, M. R., & Whitman, T. L. (1982). Response deprivation, reinforcement, and instrumental academic performance in an EMR classroom. Behavior Therapy, 13, 94-102.
- Anderson, D. C., Crowell, C. R., & Brown, J. S. (1982). Retardation of extinction of an escape response by prolonged intense goal-box shock. Journal of Comparative and Physiological Psychology, 96, 184-191.
- Quintanar, L. R., Crowell, C. R., Pryor, J. B. & Adamopoulos, J. (1982). Human-computer interaction: A preliminary social-psychological analysis. Behavior Research Methods & Instrumentation, 14, 210-220.
- Crowell, C. R. and Anderson, D. C. (1982). The scientific and methodological basis of a systematic approach to human behavior management. Journal of Organizational Behavior Management, 4, 1-32.
- Anderson, D. C., Crowell, C. R., Sponsel, S. S., Clark, M. & Brence, J. (1982). Behavior management in the public accommodations industry: A three-project demonstration. Journal of Organizational Behavior Management, 4, 33-66.
- Anderson, D. C., Crowell, C. R., Sucec, J. & Gilligan, K. D. (1982). Behavior management in a real estate brokerage: Getting agents to sell more. Journal of Organizational Behavior Management, 4, 67-95.
- Wikoff, M. B., Crowell, C. R. & Anderson, D. C. (1982). Behavior management in manufacturing: Increasing work efficiency. Journal of Organizational Behavior Management, 4, 97-128.

- Crowell, C. R., & Anderson, D. C. (1982). Systematic behavior management: General program considerations. Journal of Organizational Behavior Management, 4, 129-163.
- Anderson, D. C., Crowell, C. R., Wikoff, M., & Sergio, J. (1983). On getting people to do what they could and should be doing. Proceedings: The 1983 SPC/IREAPS technical symposium, 10, 680-719.
- Anderson, D. C., Crowell, C. R., & Brown, J. S. (1985). Startle potentiation and heart rate as affected by fear and hunger. Psychological Reports, 56, 95-109.
- Konarski, E. A., Crowell, C. R., & Duggan, L. M. (1985). Use of the response deprivation hypothesis to increase the academic performance of EMR students. Applied Research in Mental Retardation, 6, 15-31.
- Anderson, D. C., Crowell, C. R., & Siroky, L. (1985). Activity, startle magnitude, and prolonged food and water deprivation: Two failures to duplicate. Bulletin of the Psychonomic Society, 23, 423-426.
- Steck, E. J., Crowell, C. R., & Johnson, J. F. (1986). Comparing the instructional effectiveness of CAI and traditional methods in the freshmen chemistry lab. Proceedings of the National Educational Computing Conference, 7, 190-195.
- Crowell, C. R., Hantula, D. A., Johnson, J. F., & Miller, A. E. (1986). The psychology of interactive learning. Proceedings of the Academic Microcomputer Conference, 2, 137-148.
- Birdsell, J., Widerquist, K. L., Johnson, J. F., & Miller, A. E. (1986). Components of a level III interactive videodisc delivery system. Proceedings of the Academic Microcomputer Conference, 2, 149-156.
- Phillips, J., Villano, M., Crowell, C. R., Setzer, M., & Miller, A. E. (1986). Typing versus menu selection for data entry: In search of the crossover point for maximum efficiency. Proceedings of the Academic Microcomputer Conference, 2, 157-169.
- Widerquist, K. L., Birdsell, J., Johnson, J. F., Crowell, C. R., & Miller, A. E. (1987). Designing a course to train secondary teachers to develop interactive videodisc courseware. T.H.E. Journal, 6, (February), 25-34.
- Quintanar, L. R., Crowell, C. R., & Moskal, P. M. (1987). The interactive computer as a social stimulus in human-computer interactions. In G. Salvendy, S. L. Sauter and J. J. Hurrell, Jr. (Eds.), Social ergonomic and stress aspects of work with computers. Amsterdam: Elsevier Publishers.

- Crowell, C. R., Hantula, D. L., Johnson, J. M., & Miller, A. E. (1987). Authoring for interactive learning: Some features and considerations. Proceedings of the Academic Microcomputer Conference, 4, 110-119.
- Anderson, D. C., Crowell, C. R., & Ramirez, R. (1987). Stepwise reductions in US density and intensity: Maintenance and extinction of conditioned suppression. Animal Learning & Behavior, 15, 312-320.
- Crowell, C. R., Johnson, J. F., Selner, M. B., Miller, A. E., Sayer, N. & Raine, B. (1987). Developing a model curriculum with database capabilities for severely handicapped adults. Proceedings of the CTG 5th International Conference, Computer Technology for Special Education and Rehabilitation, 25-32.
- Anderson, D. C., Crowell, C. R., Doman, M. & Howard, G. (1988). A systematic analysis of feedback, goal-setting, and work-contingent praise as applied to a university hockey team. Journal of Applied Psychology, 73, 87-95.
- Crowell, C. R., Anderson, D. C., Abel, D., & Sergio, J. (1988). Task clarification, performance feedback, and social praise: Procedures for improving the customer service of bank tellers. Journal of Applied Behavior Analysis, 21, 65-71.
- Crowell, C. R., Boyd, N., & Setzer, M. (1988). Software recording technology: Promise for reducing the hidden costs of computerization. Proceedings of the Academic Microcomputer Conference, 4, 120-129.
- Sayer, N., Raine, B., Johnson, J., & Crowell, C. R. (1988). A model curriculum with database capabilities for severely handicapped adults. Closing the gap, 6, 1-4.
- Anderson, D. C., Crowell, C. R., Hantula, D., & Siroky, L. (1988). Using task clarification and individual performance posting to increase cleaning in a student-run university bar. Journal of Organizational Behavior Management, 2, 73-90.
- Hantula, D. A., Boyd, J., & Crowell, C. R. (1989). Ten years of behavioral instruction with computers: Trials, tribulations, and reflections. Proceedings of the Academic Microcomputer Conference, 5, 143-155.
- Quintanar, L. R., & Crowell, C. R. (1991). The PC/PBX exploration guide system for PC-based sales demonstrations and training. Proceedings of the AT&T Human Factors and Behavioral Sciences Symposium. Hinsdale, NJ.

- Hantula, D. A. & Crowell, C. R. (1991). Experience or framing? Further inquiry into the dynamics of persistence and escalation of commitment. Proceedings of the Academy of Management, 54, 198-204.
- Crowell, C. R., & Anderson, D. C. (1991). Behavior management in a book bindery: Can OBM work against the odds? Proceedings of the Association of Management, 29, 55-60.
- Williams, C. J., & Crowell, C. R. (1993). Providing institutional support for developing and using educational technologies: A case study. Technological Horizons of Education Journal, 21, 114-118.
- Hantula, D. A., & Crowell, C. R. (1994). Intermittent reinforcement and escalation processes in sequential decision making: A replication and theoretical analysis. Journal of Organizational Behavior Management, 14, 7-36.
- Crowell, C. R., & Worland, P. D. (1994). Behavioral instruction and computers: An 18-year experience at Notre Dame. In Langthorne, M. & Williams, C. J. Changing the process of teaching and learning: Essays by Notre Dame faculty. University of Notre Dame, 1994.
- Hantula, D. A., & Crowell, C. R. (1994). Investment choices in a multiple alternative environment: Escalation of commitment or behavioral contrast? Journal of Applied Behavior Analysis, 27, 607-617
- Anderson, D. C., Crowell, C. R., Boyd, N., & Hantula, D. (1995). Fixed-duration shock treatment: Pre- and post-treatment stimulation, activity, and skin resistance as predictors of escape performance. Psychobiology, 23, 329-344.
- Crowell, C. R., Worland, P. W., & Jones, J. W. (1995). Cost-effective approaches to training in banks. Bank Administration Institute Newsletter, Mar., 2-3.
- Crowell, C. R. (1996). On the nature and evaluation of "performance diagnosis." South Bend, IN: CRC Publications
- Crowell, C. R. (1996). Performance imaging and the return on investment in development: Some issues and perspectives. South Bend, IN: CRC Publications.
- Crowell, C. R., Worland, P. W. & Jones, J. W. (1996). Are you in search of cost-effective training? South Bend, IN: CRC Publications.
- Anderson, D. C., Crowell, C. R., DePaul, M., & McEachin, J. (1997). Intensification of punishment effects through exposure to brief, fixed-duration

- shocks: The role of shock cues as a stimulus for fear. Animal Learning & Behavior, 25, 68-83.
- Crowell, C. R. (1998). On the Road to Organizational Success. South Bend, IN: CRC Publications.
- Crowell, C. R. (1998). Paradigms for Organizational Effectiveness: Achieving Lasting Change. South Bend, IN: CRC Publications.
- Anderson, D. C., & Crowell, C. R. (2003). The Sacred and the secular in OBM. OBM Network News, 17, 4-7.
- Boker, S., & Crowell, C. R. (2004). Using the Internet to archive psychological data. Behavior Research Instrumentation & Computers, 36(4), 670-677.
- Crowell, C. R., & Anderson, D. C. (2005). On reinventing OBM: Comments on Geller's proposals for change. Journal of Organizational Behavior Management, 24(1/2), 27-53.
- Crowell, C. R. (2005). Beyond positive reinforcement: OBM as a humanizing approach to management practices. Journal of Organizational Behavior Management, 24(1/2), 195-202.
- Barger, R. N., & Crowell, C. R. (2005). The ethics of parasitic computing: Fair Use or Abuse of TCP/IP Over the Internet? In L. A. Freeman, & A. G. Peace (Eds.). *Information Ethics: Privacy and Intellectual Property*. Hershey, PA: Idea Group, pp. 143-161.
- Crowell, C. R., Narvaez, D., & Gomberg, A. (2005). Moral Psychology and Information Ethics: Psychological Distance and the Components of Moral Behavior in a Digital World. In L. A. Freeman, & A. G. Peace (Eds.). *Information Ethics: Privacy and Intellectual Property*. Hershey, PA: Idea Group, pp. 19-37.
- Crowell, C. R. & Barger, R. N. (2007). A meta view of information ethics. In M. Quigley (Ed.). *Encyclopedia of Information Ethics and Security*. Hershey, PA: Idea Group.
- Chapple, M. J. & Crowell, C. R. (2007). Federal information security law. In M. Quigley (Ed.). *Encyclopedia of Information Ethics and Security*. Hershey, PA: Idea Group.
- Barger, R. N., & Crowell, C. R. (2007). The ethics of parasitic computing: Fair Use or Abuse of TCP/IP Over the Internet? In H. Nemati (Ed.). *Information Security and Ethics: Concepts, Methodologies, Tools, and Applications*.

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- Crowell, C. R. (2007). Of rats and humans: a 35-year odyssey in OBM from the laboratory to the real world. *Journal of Organizational Behavior Management*, 27(2), 37-64
- Scheutz, M., & Crowell, C. R. (2007). The burden of embodied autonomy: Some reflections on the social and ethical implications of autonomous robots. *Proceedings of the 2007 IRCA Conference*. Rome, IT: IEEE-RAS.
- Crowell, C. R. (in press). [Review of the book Cyberbullying and cyberthreats: responding to the challenge of online social cruelty, threats, and distress]. *Journal of Moral Education*.
- Hagan, E. M., Matthews, A. R., & Crowell, C. R. (revision under review). The impact of study guide use on performance in a PSI course. *Teaching of Psychology*.
- Crowell, C. R., & Hanson, A. J. (under review). Webconferencing: A multimedia approach to the virtual office. *Encyclopedia of Multimedia and Networking*. Hershey, PA: Idea Group.
- Shermerhorn, P., Scheutz, M, and Crowell, C. R.. (in press). Robot social presence and gender: do females view robots differently than males?, *3rd ACM IEEE International Conference on Human-Robot Interaction*, Amsterdam..
- Chapple, M. J. & Crowell, C. R. (under review). Information security law and regulation. In M. Khosrow-Pour (Ed.). *Encyclopedia of Information Science and Technology*. Hershey, PA: Idea Group.

#### Works in Various Stages of Preparation

- “The social consequences of being in the presence of an autonomous robot.” With Scheutz, M. and Schermerhorn, P.
- “The technological insularity scale: Toward identifying different types of online communicators.” With Matthews, A. R., Corning, A. & Narvaez., D.
- “Area under as a summary measure of repeated measures in individual subject designs.” With Villano, M. & Mitchell, M.
- “Improving secondary task efficiency as an indirect means to increase primary task output in a complex out-bound telemarketing job”. With Anderson, D. C., Crowell, C. R., Tolzman, K. M., & Van, A.
- “Evaluating the impact of bonus points on performance in a PSI course using a cross-over design.”
- “The effects of proctor messages on student attitudes and performance in a computerized PSI course.” With Worland, P. W
- “Student feedback preferences in a computerized PSI course.” With, Setzer, M. & Worland, P. W.
- “Performance Recognition: A bank-wide implementation to improve customer service at the teller station.” With Anderson, D. C.
- “Behavioral Coaching as an Intervention to Reduce Production Costs Through a Decrease in Scrap.” With Sergio, J. P. & Anderson, D. C.
- “Quality Improvement as a Means of Increasing Productivity: Behavior Management, Task Complexity, and Shared Vision.” With Siroky, L. M., & Anderson, D. C.
- “An analysis of service: Implications for the behavior management of factory service technicians of a large appliance manufacturer.” With McArthur, K., & Anderson, D. C.
- “OBM and Geriatric Health-Care Delivery: A Preliminary Investigation.” With Biedenharn, P. D., & Anderson, D. C.

#### Published Learning Systems

- Crowell, C. R. and Villano, M. (1983). Micro-Proctor: A user's guide. Boston: Allyn & Bacon.

- Crowell, C. R. (Ed., 1984). Discovering psychology: A study guide for Psychology by Carlson. Boston: Allyn & Bacon.
- Crowell, C. R. with Johnson, J., & Miller, A. E. (1986). A prototype videodisc program for teaching manufacturing-specific chemical safety practices. Endicott, NY: IBM Corporation.
- Crowell, C. R. with Miller, A. E. (1986). A videodisc module for teaching the pre-control method of quality assurance. Endicott, NY: IBM Corporation.
- Crowell, C. R. with Martin, H. (1987). The Notre Dame learning skills program. Office of Academic Advising: University of Notre Dame.
- Crowell, C. R. & Hantula, D. A. (1989). Basic conditioning and learning: A SIMLABS unit for introductory psychology. South Bend, IN: Soft Productions.
- Hantula, D. A. & Crowell, C. R. (1989). Memory and cognition: A SIMLABS unit for introductory psychology. South Bend, IN: Soft Productions.
- Crowell, C. R., & Hantula, D. A. (1989). Social Psychology: A SIMLABS unit for introductory psychology. South Bend, IN: Soft Productions.
- Crowell, C. R., Setzer, M., & Quintanar, L. R. (1989). The PC/PBX exploration guide. Denver, CO: AT&T

### **Professional Papers**

- Crowell, C. R., and Anderson, D. C. Intensity of pre-conditioning CS exposure as a determinant of response suppression during testing. MPA, 1969.
- Lupo, J. V., Crowell, C. R., and Anderson, D. C. Inescapable shock treatment and interference of fighting behavior: Helplessness or competing behavior? MPA, 1975.
- Lupo, J. V., Anderson, D. C., and Crowell, C. R. The respective roles of the treatment and test environments as sources of differential responding in an off-the-baseline CER paradigm. MPA, 1975.
- Crowell, C. R., Lupo, J. V., Bernhardt, T. and Kubiak, P. Feature positive and feature negative learning in the rat. MPA, 1976.

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