

## CHAPTERS, ARTICLES, AND OTHER PUBLICATIONS

Fortunato, J. A., Gigliotti, R. A., & Ruben, B. D. (Forthcoming). Analyzing the dynamics of crisis leadership in higher education: A study of racial incidents at the University of Missouri. *International Journal of Business Communication*.

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Gigliotti, R. A., Agnew, B., Goldthwaite, C., Sahay, S., Dwyer, M., & Ruben, B. D. (2016). Scholar in training; leader in training: The Rutgers University PreDoctoral Leadership Development Institute. In P. Blessinger & D. Stockley (Eds.), *Emerging directions in doctoral education* (pp. 39-59). Bingley, UK: Emerald Group Publishing.

Immordino, K. M., Gigliotti, R. A., Ruben, B. D. & Tromp, S. (2016). Evaluating the impact of strategic planning in higher education. *Educational Planning*, 23(1), 35-47.

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Ruben, B. D. Higher Education Assessment: Linking Accreditation Standards and the Malcolm Baldrige Criteria. ***New Directions for Higher Education***. In Susan C. White and Theodore S. Glickman, eds., New York: Wiley, Spring, Volume 137, Spring, 2007, 59-83.

Ruben, B. D., T. Russ, S. M. Smulowitz, and S. L. Connaughton. Evaluating the Impact of Organizational Self-Assessment in Higher Education: The Malcolm Baldrige/*Excellence in Higher Education* Framework. *Leadership and Organizational Development Journal*, 28(3), 2007. 230-249.

Ruben, B. D., and S. M. Smulowitz, *Core Communication. A Guide to Organizational Assessment, Planning and Improvement*. San Francisco: International Association of Business Communicators, 2007, 99 pp. (B) Collateral publication

Ruben, B. D., Departmental Effectiveness: What Is It? Why Is It Important? How Can It Be Achieved? *Effective Practices for Academic Leaders*, 1(12), 2006. (A) Abstracted and discussed in Reis, R., "Managing a Career Versus Managing a Program or Department," No. 782, [tomorrows-professor@lists.stanford.edu](mailto:tomorrows-professor@lists.stanford.edu), March 9, 2007.

Ruben, B. D., Linking Accreditation and the Malcolm Baldrige Framework. *Academic Leader*, May 2006, 22(5) 1,5.

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**Rutgers 2003: A Progress Report. "The Red Tape Report Revisited."** In 1991, the Committee to Study Routine Requests for University Action undertook a review of then-current administrative practices at Rutgers, and in 1992 issued what has come to be called the Red Tape Report. Rutgers 2003: A Progress Report is a review of the themes and recommendations outlined in the Red Tape Report.

