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## EDUCATION

### **Wright State University**

**Dayton, OH**

*In Progress:* Doctor of Philosophy (Ph.D.) in Human Factors Psychology

- Proposed dissertation research concerns culturally-sensitive and assistive technology and systems in the aviation environment
- Integrative Graduate Education & Research Traineeship Program (IGERT) Fellow
- California Doctoral Incentive Program Recipient

### **California State University**

**Northridge, CA**

*Candidate, May 2009:* Master of Arts (M.A.) in Human Factors Psychology

- Thesis Title: "The Cognitive Cost of Code-Switching in Critical Cockpit Conditions"
- Elective coursework conducted in aerospace & electronics (avionics) engineering; vector calculus & mathematical analysis; and cultural, language & global studies

*May 15, 2004:* Bachelor of Arts (B.A.) in Psychology

- Overall GPA 3.97/4.00 in the major
- First quarter of units transferred from California State University, Los Angeles

### **University of Southern California / Annenberg**

**Los Angeles, CA**

*May 1996:* Master of Arts (M.A.) in Communications Management

### **Washington University**

**St. Louis, MO**

*May 1993:* Bachelor of Arts (B.A.) in English Composition, American Literature and Music

- Original candidacy: Languages & Linguistics with a concentration in Chinese and Russian

## PRESENTATIONS & PUBLICATIONS

*International Symposium of International Psychology, 2007 Conference*

*April 23 – 27, Dayton, OH*

Mel J. Futrell

Presentation – Permanent NORDO: Deaf and Hard-of-Hearing Aviators

*Society for the Psychological Study of Social Issues, 2004 Conference*

Presentation – Heterosexist Discourse Among U.S. Adolescents: A comparison of talk about race and sexuality

Kevin A. Whitehead, Malena Hinze, Mel J. Futrell

- Qualitative discourse analysis
- Submitted for publication to the *Journal of Homosexuality*

*Office of Aerospace Medicine (OAM) Technical Report, pending revision and review*

Publication – Non-native as Compared with Native English Speaking En route Communication

Dr. O. Veronika Prinzo, Mel J. Futrell

- Federal Aviation Administration/Civil Aerospace Medical Institute document

*Office of Aerospace Medicine (OAM) Technical Report, pending revision and review*

Publication – Permanent NORDO: Deaf and Hard-of-Hearing in Aviation

Mel J. Futrell, Kevin C. Willis

- Federal Aviation Administration/Civil Aerospace Medical Institute document
- To be submitted for further publication to the *International Journal of Aviation Psychology*

*Federal Air Surgeon Quarterly Bulletin, pending review*

Article – Conducting a Deaf Medical Certification Exam

Mel J. Futrell, Dr. Warren Silberman

- Guide for Aviation Medical Examiners on proper exam procedures for deaf & hard-of-hearing

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## **ADDITIONAL RESEARCH & RELATED PROJECTS**

*Professor Tim Fox, Aerospace Engineering, & Human Factors Psychology Faculty  
California State University Northridge*

Program Initiation – Independent project by a team of engineering (AE & EE) students to design an aircraft to be entered into international UAV competition.

- Interdisciplinary integration effort: first formal involvement of human factors analysis and students in an engineering project
- Recruitment & organization of faculty and fellow students with appropriate focuses to shape a unique, integrated HF unit on project.
- Program design and organization for both current & potential future HF student
- HF analysis & recommendations to design engineers – application, usability testing and evaluation as implemented
- Structure and conduct of cooperative research studies in human performance and error as associated with remote aerial operation, navigation and related systems

*Dr. Michele Wittig, California State University Northridge*

Graduate Researcher – Prejudice & discrimination reduction, outgroup orientation, intergroup contact theory & social dominance orientation and influence

- Formulation of design questions and methodology
- Summarization of results for grant audit reports
- Study of design and approval processes
- Hypothesis testing, survey and evaluation
- Data collection, entry & verification
- Statistical analysis (t-test, ANOVA, linear regression & correlation, multivariate, plus pilot & post hoc analyses)

*Dr. Tyler Blake, California State University Northridge*

Course Designer – Distance Learning Systems Group

- Usability & effectiveness testing; BETA test formulation
- Course design and production of university residence courses for distance delivery
- HCI/HSI principles assessment & analysis as applicable

## **PROFESSIONAL EXPERIENCE**

### **Federal Aviation Administration**

*Psychology Technician – Human Factors Laboratory/CAMI*

Researcher under the supervision of principle investigators, examining the use of Aviation English between international pilots and air traffic control facilities

- Temporary one-year long part time position
- Conducting literature reviews of relevant prior research
- Collecting, “cleaning” and entering data & conducting statistical analyses
- Preparing technical and academic papers and presentations to inform ICAO international language proficiency standards.

**Oklahoma City, OK**

*Sept 2006 - Present*

### **AviaTech Concepts**

*Founder/Owner*

Market: Active network of successful international aviation entities; private pilots; employed commercial, test and airline pilots; instructors; researchers; regulators; attorneys and aircraft owners

**North Hollywood, CA**

*July 1999 - Present*

- Concept/designer, product & business manager: Aviation service/products, multicultural design considerations, technologic relevance and use – particularly deaf pilot and alternative modality interests; flight training and performance research
- Specialty closed-captioning services for aviation multi-media to accommodate deaf and hard-of-hearing audiences as well as facilitate English-as-a-Second-Language needs. Developed from professional transcription services (clients included The History Channel, A&E, and independent producers) concerning aviation, maritime & automotive and other technological subjects. Ground instruction and university liaison for flight training – Hollywood Aviators, VNY
- Contract work: technical content of manuals and support materials; design analysis; consulting and human factors principles advisement; copy and technical writing, editing, proofreading; word-processing & print content management services; database design, conversion & management; graphic design; budgeting; web content & site coordination; business & electronic documents (with & without GUI)
- Second cohort participant of developing NASA-sponsored Cal-Polytech (Pomona) business incubator & technology transfer program
- Customer support/technical support systems for DOS/Windows/Mac based software and aviation products

### ACADEMIC HONORS & ACTIVITIES

**Phi Kappa Phi** *Graduate Member since 2008*  
**Golden Key Honour Society** *Graduate Member since 2008*  
**Airbus Leadership Grant** *Women in Aviation International, 2007 Finalist*  
**Psi Chi** *Graduate Member since 2003*  
**Multicultural Psychology Association** *Executive Board, 2003*  
**Dean's List** *California State University, Los Angeles & Northridge; University of Southern California*  
**International Psychology Student Organization** *General Member since 2002*  
**Advanced Statistics Tutor and TA** *Drs. Jay Holden and Howard Lee, CSUN, 2003 & 2004*

### VOLUNTEER EXPERIENCE

<p><b>FAA Safety Team (FAASTeam)</b>  <i>Safety Representative</i></p> <ul style="list-style-type: none"> <li>➤ Organize safety seminars &amp; education forums, with a particular liaison to deaf aviation community</li> </ul>	<p><b>Western Pacific Region</b>  <i>Summer 2007 – Present</i></p>
<p><b>Experimental Aircraft Association</b>  <i>Volunteer Staff</i></p> <ul style="list-style-type: none"> <li>➤ On-air personality, "Magneto Mel," for EAA Radio at AirVenture (first and only female, full-time): field interviews in all aspects of aviation, technical editing, on-air delivery; webcast worldwide</li> <li>➤ Project manager for regional expansion of EAA Radio project – beginning with CA Golden West</li> <li>➤ Annual Foundations Forum presenter on the topic of deaf pilots, Airventure &amp; Golden West</li> </ul>	<p><b>Oshkosh, WI</b>  <i>2000 - Present</i></p>
<p><b>International Symposium of Aviation Psychology - 2005</b>  <i>Volunteer Staff – IAAP &amp; Wright State University</i></p> <ul style="list-style-type: none"> <li>➤ Registration &amp; coordination staff for duration of event (Monday – Thursday)</li> <li>➤ Informal PowerPoint presentation on Culture &amp; Communication Concerns in General Aviation</li> </ul>	<p><b>Oklahoma City, OK</b>  <i>April 2005</i></p>
<p><b>Pacifica Radio – KPFK, 90.7 Public Radio</b>  <i>Volunteer Staff</i></p>	<p><b>Studio City, CA</b>  <i>Spring 2005 – Spring 2006</i></p>

## SOCIETIES, ASSOCIATIONS & ORGANIZATIONS

**Aircraft Owners & Pilots Association (AOPA)**  
**American Institute of Aeronautics & Astronautics (AIAA)**  
**Association of Aviation Psychology (AAP)**  
**Association of Psychological Science (APS)**  
**Deaf Pilots Association (DPA)**  
**Experimental Aircraft Association (EAA)**  
**Human Factors & Ergonomics Society (HFES)**  
**IEEE Communications Society (ComSoc)**  
**Institute of Electrical & Electronics Engineers (IEEE)**  
**International Association of Cross-Cultural Psychology (IACCP)**  
**National Association for the Deaf (NAD)**  
**Society of Automotive Engineers (SAE)**  
**Society for the Psychological Study of Social Issues (SPSSI)**  
**Women in Aviation International (WAI)**

## ADDITIONAL SKILLS

- Private Pilot - ASEL
  - Instrument-rated, pursuing Commercial/CFI
  - Certified Ground Instructor (AGI), mentor, curriculum designer
- Language ability (in order of fluency): German, French, ASL, Spanish, Japanese
  - Chinese, Russian & Arabic studied
    - Including Chinese characters and Cyrillic & Aramaic alphabets
    - Not currently capable
  - Korean, Armenian (Eastern dialect), Italian & Tagalog familiarity – no language skills
  - German teacher – K-6 (summer session, 1988)
- IT – Internet – Programming
  - Basic
    - Bilingual OS and hardware (Mac/Unix, Windows/DOS)
    - Standard HTML, some scripting (Flash/Java)
    - Relational database design and management
    - MS-Office, Adobe, Macromedia
  - Specialized
    - VBA & syntax-script editors (flight profile and data analysis)
    - SPSS, ARC, MatLab, SuperLab, PSPICE (circuit analysis), SolidWorks, some CAD
    - Various additional proprietary software, including design, engineering and statistical
- Audio and event production
  - Live sound, lights, sets – promotion & management
  - Studio production and sound editing (recording & broadcast)
  - Voice-over, narration
  - Transcription & multimedia

*...Will Work for Sushi*