

LISELLE MILAZZO

Curriculum Vitae

Updated: September 16, 2022

University of Illinois Urbana-Champaign
Department of Recreation, Sport, and Tourism
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EDUCATION

- Ph.D. of Recreation, Sport, and Tourism *(Anticipated) 2022*
University of Illinois Urbana-Champaign
Dissertation Title: Liminoidity in Modern Media Tourism
Experiences: Understanding the uses and gratifications of fans visiting the Wizarding World of Harry Potter
Committee: Dr. Carla Santos (chairperson), Dr. Kim Shinew, Dr. Michelle Nelson, Dr. Laurie Johnson
- M.A. of Anthropology of Travel, Tourism, and Pilgrimage 2015
SOAS, University of London
Thesis Title: A Not So Unexpected Journey: Embodied Experiences at Sites of Media-Tourism
Advisor: Dr. Naomi Leite
- B.A. of History 2012
Keene State College
Major: 20th Century History
- Semester at Sea, University of Virginia 2011
Exchange student, Cultural Studies and Writing

RESEARCH INTERESTS

Tourist Experiences
Media Tourism
Entertainment and Popular Culture
Socio-Cultural Impacts of Tourism
Fanship

TEACHING

Instructional Design, Department of Recreation, Sport and Tourism, University of Illinois (Summer, 2022):

- Led a team of graduate students to collaboratively design a general education course on leisure and consumer culture. Used scaffolding to ensure the curriculum met all levels of Bloom’s taxonomy. Applied specialized research knowledge as well as generally applicable concepts. Leveraged college and departmental resources to create timely content.

Instructor of Record, Department of Recreation, Sport and Tourism, University of Illinois
Undergraduate Course(s):

RST 360: Communications in Recreation, Sport and Tourism (Fall 2021, Spring 2022)

- Format: face-to-face
- Student enrollment: 65-70
- Student evaluations: 4.1/ 5
- Adapted this course to focus on professional communication by using group discussions (e.g., Analytic Teams, “Fishbowls” and “Take a Stand”) and case studies in class.

RST 230: Diversity in Recreation, Sport and Tourism (Spring 2021)

- Format: online, asynchronous
- Student enrollment: 550
- Student evaluations: 4.3/5
- Grew enrollment from 235 students in the fall 2020 to 550 students in spring 2021.

RST 150: Foundations of Tourism Management (Spring 2019, Fall 2019, Fall 2020)

- Format: face-to-face and asynchronous, online
- Student enrollment: 25-40
- Student evaluations: 4.7/5
- This course was taught in person, face-to-face in 2019. It was redeveloped in the summer of 2020 to increase diversity and address the ongoing changes in the tourism industry as a result of COVID-19. In the redesign, I also adapted the course for an online, asynchronous format for fall 2020.
- Prior to teaching this course, it was only offered once a year in the spring. As IOR, I attracted such high enrollment numbers the course was offered again in the fall.

RST 232: Nature and American Culture (Fall 2017, Spring 2018, Summer 2018, Fall 2018)

- Format: online, asynchronous
- Student enrollment: 1,500
- Student evaluations: 4.2/5
- Grew course enrolled by 1,000 students and sustained an average enrollment of 1,500 students.

Graduate Course(s):

RST 519: Strategic Management (Summer 2022)

- Format: online, blended
- Student evaluations: —/5
- Student enrollment: 9

RST 518: Events Management (Summer 2021)

- Format: online, asynchronous
- Student enrollment: 6

- Student evaluations: 4.0/5

Supervision of Teaching Assistants

RST 230: Diversity in Recreation, Sport and Tourism (Spring 2021)

- 4 graduate students

RST 232: Nature and American Culture (Fall 2017, Spring 2018, Summer 2018, Fall 2018)

- 6-12 graduate students and visiting scholars

Teaching Assistant, Department of Recreation, Sport and Tourism, University of Illinois
 Orientation to Recreation, Sport and Tourism (Fall 2019, Spring 2020, Fall 2020)
 Foundations of Tourism Management (Spring 2017)
 Nature and American Culture (Fall 2017)
 Leisure and Consumer Culture (Fall 2016)
 Society and Leisure (Fall 2016)

CITL Teaching Training Seminars

2017-2020

Center for Innovation in Teaching and Learning University of Illinois

- Attended seminars designed to expand pedagogical approach in the classroom. Completed the requirements for the Graduate Teacher Certification.

PUBLICATIONS

Milazzo, L. and Santos, S. (May 2022). Fanship and imagination: The transformation of everyday spaces into Lieux D'Imagination. *Annals of Tourism Research*.

Manuscripts in Review

Milazzo, L. (Under Review). Liminoidity in tourism experiences: Fanship at popular culture attractions. Target journal: *Journal of Leisure Sciences*

Yeager, E., Soulard, J., Deale, C., & Milazzo, L. (Under Review). Building rural resilience with peer-to-peer accommodations. Target journal: *Journal of Sustainable Tourism*.

Manuscripts in Preparation

Milazzo, L. (anticipated submission date: October, 2022). Engaging tourists through brand community. Target journal: *Journal of Travel Research*.

CONFERENCE PRESENTATIONS

Peer Reviewed Paper Presentations

Yeager, E., Soulard, J., Deale, C., & Milazzo, L. (2022, June). *Building rural resilience with peer-to-peer accommodations*. International Travel and Tourism Research Association Conference, Victoria, Canada.

Yeager, E., Soulard, J., Deale, C., & Milazzo, L. (2021, September). *Building rural resilience with peer-to-peer accommodations*. Southeast Tourism Society.

Milazzo, L. (2021, June). *Engaging tourists through brand community*. International Travel and Tourism Research Association Conference, Dallas, TX.

Milazzo, L. (2021, April). *Fanship, imagination, and experience*. Worlds of Imagination Conference, Rotterdam, The Netherlands.

Milazzo, L. (2020, February). *Investigating media tourism as secular ritual*. The Academy of Leisure Sciences, Champaign-Urbana, IL.

Milazzo, L. (2019, February). *Myth, magic, and tourism: A structural analysis of Harry Potter and the Hero with a Thousand Faces*. Southwest Popular American Culture Association, Albuquerque, NM.

Milazzo, L. (2018, February). *Momentarily Magical: Tourist Experiences at Platform 9 ¾*. Southwest Popular American Culture Association, Albuquerque, NM.

SELECTED GRANTS, FELLOWSHIPS, AND AWARDS

Doctoral Program Disruption Grant Higher Education Emergency Relief Fund awarded and administered through the Graduate College, University of Illinois at Urbana Champaign, \$5,000	2021
Illinois Summer Teaching Institute, \$1,500 Center for Innovation and Teaching, University of Illinois Urbana-Champaign	2021
Supplemental Block Grant Program Higher Education Emergency Relief Fund awarded and administered through the Graduate College, University of Illinois at Urbana Champaign, \$1,000	2021
Globalizing RST Curriculum: Foundations of Tourism Management. Department of Education Title VI funds awarded and administered through the Center for Global Studies, University of Illinois at Urbana Champaign, \$4,000	2020
Excellence in Undergraduate Teaching Award, \$1,000 College of Applied Health Sciences, University of Illinois Urbana-Champaign	2020
Supplemental Block Grant Program Higher Education Emergency Relief Fund awarded and administered through the Graduate College, University of Illinois at Urbana Champaign, \$1,000	2020
Christine Ziebarth Howe Graduate Student Award, \$1,000 University of Illinois Urbana-Champaign	2019

UIUC Graduate College, Graduate Conference Travel Award, \$150
University of Illinois Urbana-Champaign

2018

INVITED LECTURES

Milazzo, L. (April 2022). *Popular culture and media tourism*. Delivered to RST 350: Tourism and Culture, the Department of Recreation, Sport and Tourism.

Milazzo, L. (March 2022). *Using qualitative research methods in doctoral research*. Delivered to ADV 581: Qualitative Research Methods in Advertising, the Department of Communications, University of Illinois Urbana-Champaign.

Milazzo, L. (February 2021). *Teaching in the times of COVID*. Delivered at the Center for Global Studies, University of Illinois Urbana-Champaign

Milazzo, L. (October 2020) *Conducting netnographic research during COVID-19*. Delivered to ADV 581: Qualitative Research Methods in Advertising, the Department of Communications, University of Illinois Urbana-Champaign.

Milazzo, L. (November 2020). *How to become an effective teacher*. Delivered to RST 590: RST Graduate Seminar. The Department of Recreation, Sport, and Tourism, University of Illinois Urbana-Champaign.

Milazzo, L. (October 2019; February 2020). *Introduction to diversity, inclusion, and tolerance*. Delivered to RST 100: Orientation to Recreation, Sport, and Tourism. The Department of Recreation, Sport, and Tourism, University of Illinois Urbana-Champaign.

Milazzo, L. (February 2018) *Harry Potter and Places of the Imagination*. Delivered to CWL 199: Harry Potter and the Western World. The Department of Germanic Languages and Literatures, University of Illinois Urbana-Champaign.

Milazzo, L. (November 2016) *Popular culture and tourism experiences*. Delivered to RST 250: Leisure and Consumer Culture. The Department of Recreation, Sport, and Tourism, University of Illinois Urbana-Champaign.

Milazzo, L. (October 2016) *Equity, diversity, and leisure*. Delivered to RST 100: Society and Leisure. The Department of Recreation, Sport, and Tourism, University of Illinois Urbana-Champaign.

UNIVERSITY SERVICE

Voice Actor, RST Recruitment Advertisement
Department of Recreation Sport, and Tourism, University of Illinois Urbana-Champaign

2022

Moderator, The Cutting Edge Symposium
Department of Recreation Sport, and Tourism, University of

2021-2022

Illinois Urbana-Champaign

Committee Member, Faculty Job Search 2021
Department of Recreation Sport, and Tourism, University of
Illinois Urbana-Champaign

Mentor, James Scholar Honors Program 2018-Present
College of Applied Health Sciences, University of Illinois Urbana-Champaign

Founder and Facilitator, 2017-2018

Recreation, Sport, and Tourism Reading Group
Illinois Program for Research in the Humanities (IPHR),
University of Illinois Urbana-Champaign

Judge for Undergraduate Research Symposium 2019-2020
Illinois Office of Undergraduate Research,
University of Illinois Urbana-Champaign

Consultant on VR Research for Publicis Media 2016
Department of Advertising, University of Illinois

PROFESSIONAL MEMBERSHIPS

Travel and Tourism Research Association 2021-Present
The Academy of Leisure Sciences 2020-Present

PROFESSIONAL EXPERIENCE

Study Tour Coordinator, Global Education and Training Institute 2022
at the University of Illinois Urbana Champaign

- Assist the GET Director and Associate Director with the coordination and management of a project sponsored by Amideast Egypt, a U.S. non-profit organization, to train visiting Egyptian universities professionals in disability services on a university campus.

Site Supervisor, Anita Purves Nature Center at Urbana Park District 2019

- Led a team of 10-15 full staff to provide educational learning opportunities at a nature-based recreation day camp. Created an inclusive training manual to share institutional knowledge and facilitate staff training. Worked with state food programs to distribute free meals to underserved participants.

Tour Director, EF (Education First) Explore America 2013-2017

- Curated custom itineraries for multi-day educational tours in urban centers including New York City, Washington DC and Boston. Designed and executed pre-travel hospitality and transportation logistics. Provided on-tour educational commentary for groups. Partnered

with industry stakeholders and vendors to ensure successful and enjoyable on-tour experiences for all participants

Travel Agent, Liberty Travel

2016

- Met with clients to determine travel budgets, goals, and preferences. Sold and coordinated transportation, accommodations, insurance, activities. Advised clients regarding destinations, customs, weather and activities. Collected payments and booked travel arrangements.

ADDITIONAL TRAINING & LICENSING

New York City Tour Guiding License

2012-2018

Washington DC Tour Guiding Certificate

2012-2017