

APPENDIX A
TABLE 1-A
PROJECTED HEADCOUNT FROM POTENTIAL SOURCES
(Baccalaureate Degree Program)

Source of Students (Non-duplicated headcount in any given year)*	Year 1 HC	Year 1 FTE	Year 2 HC	Year 2 FTE	Year 3 HC	Year 3 FTE	Year 4 HC	Year 4 FTE	Year 5 HC	Year 5 FTE
Upper-level students who are transferring from other majors within the university**	90	60	60	40	30	20	15	10	5	3
Students who initially entered the university as FTIC students and who are progressing from the lower to the upper level***	20	15	50	40	80	64	100	80	150	105
Florida College System transfers to the upper level***	20	14	60	42	80	56	110	77	148	95
Transfers to the upper level from other Florida colleges and universities***	10	6	30	21	30	21	30	21	30	18
Transfers from out of state colleges and universities***	15	8	15	8	15	8	15	9	15	8
Other (Explain)*** Students classified as Pre-business with 60+ credits earned. As the General Business program matures, FTIC students will matriculate into the General Business Major more expeditiously and are accounted for in	20	15	10	7	5	3	4	2	0	0
Totals	175	118	225	158	240	172	274	199	348	229

* List projected annual headcount of students enrolled in the degree program. List projected yearly cumulative ENROLLMENTS instead of admissions.

** If numbers appear in this category, they should go DOWN in later years.

*** Do not include individuals counted in any PRIOR CATEGORY in a given COLUMN.

APPENDIX A
TABLE 1-B
PROJECTED HEADCOUNT FROM POTENTIAL SOURCES
(Graduate Degree Program)

Source of Students (Non-duplicated headcount in any given year)*	Year 1 HC	Year 1 FTE	Year 2 HC	Year 2 FTE	Year 3 HC	Year 3 FTE	Year 4 HC	Year 4 FTE	Year 5 HC	Year 5 FTE
Individuals drawn from agencies/industries in your service area (e.g., older returning students)	0	0	0	0	0	0	0	0	0	0
Students who transfer from other graduate programs within the university**	0	0	0	0	0	0	0	0	0	0
Individuals who have recently graduated from preceding degree programs at this university	0	0	0	0	0	0	0	0	0	0
Individuals who graduated from preceding degree programs at other Florida public universities	0	0	0	0	0	0	0	0	0	0
Individuals who graduated from preceding degree programs at non-public Florida institutions	0	0	0	0	0	0	0	0	0	0
Additional in-state residents***	0	0	0	0	0	0	0	0	0	0
Additional out-of-state residents***	0	0	0	0	0	0	0	0	0	0
Additional foreign residents***	0	0	0	0	0	0	0	0	0	0
Other (Explain)***	0	0	0	0	0	0	0	0	0	0
Totals	0	0	0	0	0	0	0	0	0	0

* List projected annual headcount of students enrolled in the degree program. List projected yearly cumulative ENROLLMENTS instead of admissions.

** If numbers appear in this category, they should go DOWN in later years.

*** Do not include individuals counted in any PRIOR category in a given COLUMN.

APPENDIX A

**Table 2
Anticipated Faculty Participation**

Faculty Code	Faculty Name or "New Hire" Highest Degree Held Academic Discipline or Specialty	Rank	Contract Status	Initial Date for Participation in Program	Mos. Contract Year 1	FTE Year 1	% Effort for Prg. Year 1	PY Year 1	Mos. Contract Year 5	FTE Year 5	% Effort for Prg. Year 5	PY Year 5
A	Richard Gendler Accounting/Business Law	Instructor	MYA	Fall 2023	9	0.75	0.05	0.04	9	0.75	0.10	0.08
A	Karen Dye Operations Management	Instructor	MYA	Fall 2023	9	0.75	0.05	0.04	9	0.75	0.10	0.08
A	Joanne Chive Business Communications	Instructor	MYA	Fall 2023	9	0.75	0.05	0.04	9	0.75	0.20	0.15
A	Joseph Patton International Business	Instructor	MYA	Fall 2023	9	0.75	0.05	0.04	9	0.75	0.10	0.08
A	Ting Levy Economics	Instructor	MYA	Fall 2023	9	0.75	0.05	0.04	9	0.75	0.10	0.08
A	Soyoung Park Hospitality Management	Asst Prof.	Earning	Fall 2023	9	0.75	0.03	0.02	9	0.75	0.05	0.04
A	Tamara Mangelberg Marketing	Assoc Prof.	Tenure	Fall 2023	9	0.75	0.03	0.02	9	0.75	0.05	0.04
A	Steven Smith Management	Instructor	MYA	Fall 2023	9	0.75	0.05	0.04	9	0.75	0.10	0.08
A	Zsusza Pusztai Information Systems	Instructor	MYA	Fall 2023	9	0.75	0.05	0.04	9	0.75	0.05	0.04
A	David Herst Management	Instructor	MYA	Fall 2023	9	0.75	0.05	0.04	9	0.75	0.20	0.15
A	Huang, Chiang-Shang (Derrick) Information Systems	Professor	Tenure	Fall 2023	9	0.75	0.03	0.02	9	0.75	0.05	0.04
A	Jarvis, Cheryl Marketing	Professor	Tenure	Fall 2023	9	0.75	0.03	0.02	9	0.75	0.05	0.04
A	Nielsen, Sarah Business Communications	Instructor	MYA	Fall 2023	9	0.75	0.05	0.04	9	0.75	0.20	0.15
A	Luther, William Economcis	Assoc Prof.	Tenure	Fall 2023	9	0.75	0.03	0.02	9	0.75	0.05	0.04
A	Ward, J. B. Hospitality Management	Instructor	MYA	Fall 2023	9	0.75	0.03	0.02	9	0.75	0.10	0.08
A	Gianetti, Antoine Finance	Assoc Prof.	Tenure	Fall 2023	9	0.75	0.03	0.02	9	0.75	0.05	0.04

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Table 2
Anticipated Faculty Participation

Total Person-Years (PY)								0.47				1.16
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Faculty Code	Code Description	Source of Funding	PY Workload by Budget Classification	
			Year 1	Year 5
A	Existing faculty on a regular line	Current Education & General Revenue	0.47	1.16
B	New faculty to be hired on a vacant line	Current Education & General Revenue	0.00	0.00
C	New faculty to be hired on a new line	New Education & General Revenue	0.00	0.00
D	Existing faculty hired on contracts/grants	Contracts/Grants	0.00	0.00
E	New faculty to be hired on contracts/grants	Contracts/Grants	0.00	0.00
F	Existing faculty on endowed lines	Philanthropy & Endowments	0.00	0.00
G	New faculty on endowed lines	Philanthropy & Endowments	0.00	0.00
H	Existing or New Faculty teaching outside of regular/tenure-track line course load	Enterprise Auxiliary Funds	0.00	0.00
Overall Totals for			0.47	1.16

APPENDIX A
TABLE 3
PROJECTED COSTS AND FUNDING SOURCES

Budget Line Item	Reallocated Base* (E&G) Year 1	Enrollment Growth (E&G) Year 1	New Recurring (E&G) Year 1	New Non-Recurring (E&G) Year 1	Contracts & Grants (C&G) Year 1	Philanthropy/Endowments Year 1	Enterprise Auxiliary Funds Year 1	Subtotal Year 1	Continuing Base** (E&G) Year 5	New Enrollment Growth (E&G) Year 5	Other*** (E&G) Year 5	Contracts & Grants (C&G) Year 5	Philanthropy/Endowments Year 5	Enterprise Auxiliary Funds Year 5
Faculty Salaries and Benefits	68,373	0	0	0	0	0	0	\$68,373	193,137	0	0	0	0	0
A & P Salaries and Benefits	68,550	0	0	0	0	0	0	\$68,550	137,100	0	0	0	0	0
USPS Salaries and Benefits	0	0	0	0	0	0	0	\$0	0	0	0	0	0	0
Other Personal Services	0	0	0	0	0	0	0	\$0	0	0	0	0	0	0
Assistantships & Fellowships	0	0	0	0	0	0	0	\$0	0	0	0	0	0	0
Library	0	0	0	0	0	0	0	\$0	0	0	0	0	0	0
Expenses	0	0	0	0	0	0	0	\$0	0	0	0	0	0	0
Operating Capital Outlay	0	0	0	0	0	0	0	\$0	0	0	0	0	0	0
Special Categories	0	0	0	0	0	0	0	\$0	0	0	0	0	0	0
Total Costs	\$136,923	\$0	\$0	\$0	\$0	\$0	\$0	\$136,923	\$330,237	\$0	\$0	\$0	\$0	\$0

*Identify reallocation sources in Table 3.

**Includes recurring E&G funded costs ("reallocated base," "enrollment growth," and "new recurring") from Years 1-4 that continue into Year 5.

***Identify if non-recurring.

Faculty and Staff Summary

Total Positions	Year 1	Year 5
Faculty (person-years)	0.47	1.16
A & P (FTE)	1	2
USPS (FTE)	0	0

Calculated Cost per Student

	Year 1
Total E&G Funding	\$136,923
Annual Student FTE	118
E&G Cost per FTE	\$1,160



ACADEMIC PROGRAM ASSESSMENT

Bachelor of Science In General
Business

Prepared for Florida Atlantic
University

June 2022

In the following report, Hanover assesses demand for bachelor's degree programs in general business, specifically highlighting demand trends within Florida and the Southeast. This report includes an examination of student and labor market demand, and an analysis of potential competitor programs.



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EXECUTIVE SUMMARY

RECOMMENDATIONS

Based on an analysis of degree completions, labor market demand, and market competitors, Hanover recommends that Florida Atlantic University (FAU):



CREATE A BACHELOR OF SCIENCE IN GENERAL BUSINESS, ENSURING THAT THE PROGRAM IS DIFFERENTIATED FROM COMPETITORS

Our analysis of student demand, labor demand, and other elements in the competitive market supports FAU's creation of a new BS in General Business degree if FAU is able to differentiate itself in this crowded field. The business education offerings are large and mature, and new entrants into the market are obliged to differentiate themselves. In order to maximize enrollments, FAU should offer this degree in a hybrid format initially, and build out to in-person and entirely online instruction as resources and demand allow. In addition to offering different modalities, FAU can distinguish itself by offering features that will allow students with a general business degree to pursue and attain more desirable specializations in business. These include minors in business law and accounting, and cocurricular programming and internships.



MARKET THE PROGRAM TO NONTRADITIONAL AND TRANSFER STUDENTS AS WELL AS CURRENT FAU STUDENTS INTERESTED IN COMPLETION

FAU should focus its external program marketing towards students interested in online, nontraditional degrees and transfer students from community colleges or other programs. FAU conceptualizes the General Business program as a destination for students who have not found success in other FAU Business programs. Hanover recommends that FAU augment these internal completions with nontraditional and transfer students who are new to FAU. The associate's degree market in South Florida is a rich source of additional enrollments, as shown by the fact that a third of FAU business students are community college transfers. Palm Beach State College, a community college close to FAU, offers several business programs in a range of fields. FAU should consider establishing partnerships with Palm Beach State University and other community colleges in order to maximize degree completions in a tight job market.



PURSUE AACSB ACCREDITATION

FAU should pursue accreditation from the [Association to Advance Collegiate Schools of Business \(AACSB\)](#) in order to help the new program draw applicants. Because AACSB has stringent [accreditation procedures](#) and good name recognition, accreditation is a draw for enrollment. While FAU's business school is already AACSB [accredited](#), FAU should ensure that the new program complies with AACSB requirements.

EXECUTIVE SUMMARY

KEY FINDINGS

Projected labor growth for business-related fields is slightly higher than average on all geographic levels.

Regional projected growth for relevant business-related fields is higher than average on state, regional, and national levels. Growth is especially high on the state level, with a 14.9 percent overall growth rate in the state of Florida.

Business is an established field, characterized by higher than average volume but below average growth.

Degree completions growth for bachelor's degrees in general business is slightly lower than average at all geographic levels. Business is a victim of its own success: as a large and stable field, growth opportunities are not infinite. Despite the maturity of the field, the number of degree conferrals is on the rise at the regional and national levels. Associate degree conferrals in business have increased by almost 1 percent, when associate degree conferrals for all fields decreased by 0.4 percent over the same period.

Many benchmarked general business programs market themselves to associate's degree holders and community colleges.

The transfer process usually requires some prerequisite coursework, but is conducted through advisors on a person-by-person basis. Prerequisite requirements are often adjusted for transfer students, especially those who have associate's degrees.

Benchmarked programs require a combination of general education, major, and elective courses, usually available online.

Most general business programs require students to complete a total of 120 credits, with major requirements ranging from 30-60 credits. Students usually complete their general education requirements before junior year, when they shift to major courses. Six of the eight benchmarked institutions offer instruction online.

REGIONAL BENCHMARK ANALYSIS

Comparison of general business completions and relevant labor market to all completions and all occupations in the region



FAST FACTS



0.9%

Growth rate for associate's degrees in general business in South Florida, 2016-2020



701

Number of AACSB accredited undergraduate business programs that are available online, 2020



\$8,212

Average annual tuition at benchmarked programs



STUDENT DEMAND ANALYSIS- ASSOCIATE DEGREE

SOUTH FLORIDA ASSOCIATE DEGREE COMPLETIONS

South Florida distribution of degree completions from 2016 to 2020



TOTAL DEGREE COMPLETIONS

Aggregate degree completions by geographic level (2020)

	State	Regional	National
Business/Commerce, General.	11	3,282	17,117
Business Administration and Management, General.	224	8,002	56,642
Total Completions, Observed Fields	235	11,284	73,759
Growth Rate, Observed Fields	0.9%	-0.9%	0.8%
Growth Rate, All Fields	-0.4%	-0.2%	0.1%

Source: [IPEDS](#). "South Florida" includes the counties: Martin, Glades, Palm Beach, Hendry, Collier, Broward, Monroe, Miami-Dade

ANALYSIS

Completions growth for associate's degrees in general business is higher than average in South Florida.

In South Florida, student demand for associate's degrees in general business grew at an average annualized rate of 0.9 percent between 2016 and 2020, compared to an average rate of -0.4 percent across all disciplines.

This growth is also reflected on the national level. Nearly a fifth ([16.8 percent](#)) of all business degrees completed in the United States in 2021 were associate's degrees. These associate's degree students may create more demand for bachelor's degrees in general business. A study by the National Student Clearinghouse Research Center shows more than 60 percent of students who earned an associate degree when they were 20 years old or younger went on to earn a bachelor's within six years. ([Inside Higher Ed](#)).

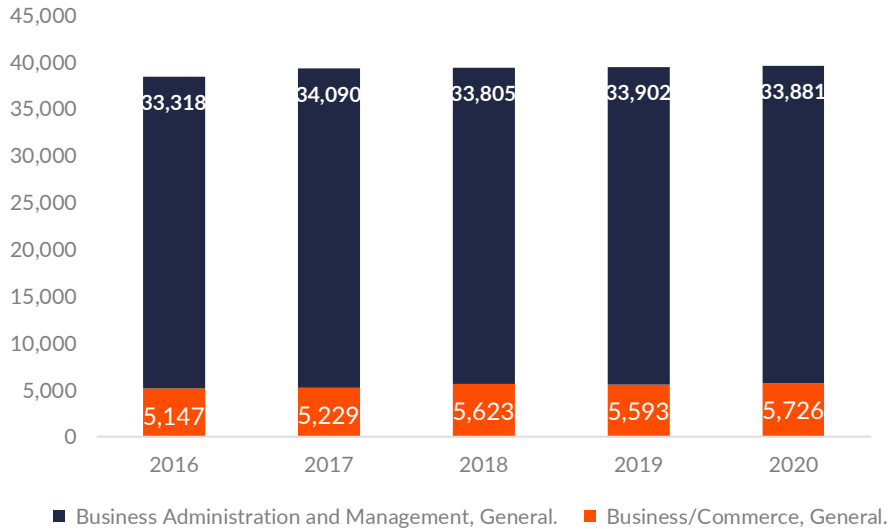
Students from other associate's degree programs may also be interested in a bachelor's degree in general business.

Students graduating from other business-related programs may pursue a bachelor's degree in business, rather than focusing on their associate's degree specialization. Small Business Administration/Management, Business Statistics, Marketing, and International Business are all areas that have reported completions in the South Florida area. Focusing on all business students, rather than just those interested in general business, could increase enrollment, especially if this outreach stresses FAU's AACSB accreditation.

STUDENT DEMAND ANALYSIS- BACHELOR DEGREE

DEGREE COMPLETIONS IN THE SOUTHEAST

Regional distribution of degree completions from 2016 to 2020 in Alabama, Arkansas, Florida, Georgia, Kentucky, Louisiana, Mississippi, North Carolina, South Carolina, Tennessee, Virginia, and West Virginia.



TOTAL DEGREE COMPLETIONS

Aggregate degree completions by geographic level (2020)

	State	Regional	National
Business/Commerce, General.	1,082	5,726	24,866
Business Administration and Management, General.	5,456	33,881	144,185
Total Completions, Observed Fields	6,538	39,607	169,051
Growth Rate, Observed Fields	-0.6%	0.7%	0.4%
Growth Rate, All Fields	2.1%	1.6%	1.5%

Source: [IPEDS](#)

ANALYSIS

Completions rates for business remain generally stable, as would be expected of an established field like business.

Degree completions growth for bachelor's programs in general business is slightly lower than average on all geographic levels. Within South Florida, two counties have seen significant growth: Broward County has seen 84.6 percent growth in undergraduate general bachelor's degrees in business, while Miami-Dade county saw 12.5 percent growth (2020, [Data USA](#)).

Although degree completion growth rates for business bachelor's programs are increasing slower-than-average at all geographic levels, business represents 11 percent of all baccalaureate degrees awarded in South Florida. Because business is already a well-represented field, the less than average growth is not a cause for concern, It is a sign of the maturity and stability of the field,

For business students, online programs are gaining in popularity.

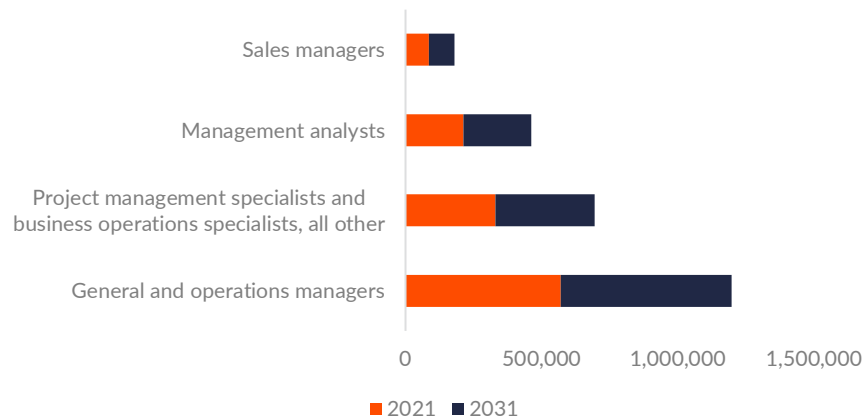
During the 2016-17 school year, 203 programs offered an online option for their undergraduate business degree. By 2021, 701 programs in the nation offered an entirely online option, with even more offering a hybrid option. While most students still prefer face-to-face learning (around 74 percent), online programs experienced huge enrollment growth in 2020-2021 academic year. This trend was made possible by recent technological innovations, and driven by the demands of the COVID pandemic. While this trend is weakening as the pandemic subsides, online programs still appeal to many current and prospective students. The online programs are expected to remain popular, especially for nontraditional students.

Note: Of the 31,569 BS/BA degree conferrals in South Florida in 2020, 3,492 were for Business /Commerce or Business Administration and Management.

LABOR MARKET ANALYSIS

REGIONAL CURRENT AND PROJECTED EMPLOYMENT

Regional general business-related positions as of 2021 and 2031 (projected)



TOTAL LABOR MARKET

Aggregate projected employment growth by geographic level

	State	Regional	National
Estimated Employment (2021)	326,537	1,201,857	5,128,286
Projected Employment (2031)	379,383	1,335,621	5,518,575
Employment Growth, Observed Occupations	37,165	127,924	520,212
Total Annual Openings, Observed Occupations	16.2%	11.1%	7.6%
Employment Growth, All Occupations	12.6%	7.0%	4.3%

Source: JobsEQ

ANALYSIS

Projected labor growth for business-related fields is slightly higher than average on all geographic levels.

Regional projected growth for relevant business-related fields is higher than average on state, regional, and national levels. Growth is especially high on the state level, with a 14.9 percent overall growth rate in the state of Florida. Financial Managers, Accountants and Auditors, and Other Managers are other positions expected to see both high growth and a large number of available positions for graduates of general business programs ([DataUSA](#)). Some of these positions, notably Accountant and Auditor, require additional education, which FAU provides.

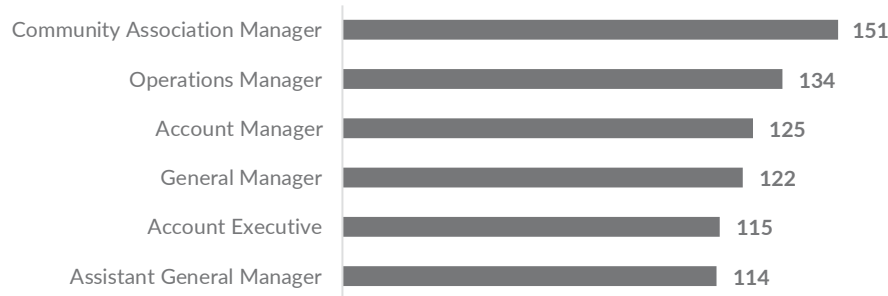
Employment growth is expected to stay high, despite the large and increasing number of business graduates in the labor market.

The number of business graduates in the workforce grew a rate of 2.51%, from 11.2M in 2018 to 11.5M in 2019. ([DataUSA](#)). The largest single share of business graduates go on to work as accountants & auditors (9.2%). Across the board, business-related occupations make up a significant number of top-growing occupations in the nation. In 2018, eight of the 10 top majors in demand by employers at the bachelor's degree level fell in the business category ([NACE](#)). Motivated students can differentiate themselves from the competition with a relevant minor, extracurricular or internship experience, or strong skills and certifications.

REAL-TIME JOB POSTINGS INTELLIGENCE

TOP BUSINESS- RELATED JOB TITLES

State general business-related positions by job title.



TOP CREDENTIALS AND SKILLS

Top Skills

- Sales
- Finance
- Presentation
- Marketing
- Customer Relationship Management (CRM)
- Personal Computers (PC)
- Structured Query Language (SQL)
- Spanish
- Salesforce
- Change Management

Top Certifications

- Certified Public Accountant (CPA)
- Project Management Professional (PMP)
- Associate Service Executive (ASE)
- Professional in Human Resources (PHR)
- Secret Clearance
- Certified Internal Auditor (CIA)
- Senior Professional in Human Resources (SPHR)

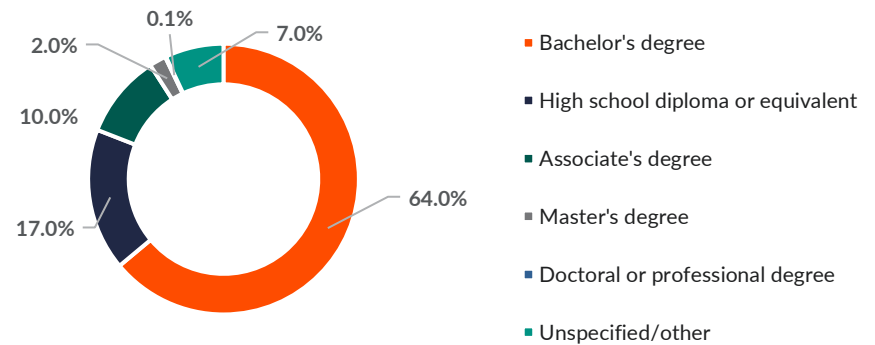
Note: For this analysis, Hanover retrieved job postings data for general business- related positions in Florida from [JobsEQ](#), a proprietary database providing real-time job postings aggregated from thousands of websites. All data reflect the 12-month period as of May 2022.

ANALYSIS

The bulk of Florida-based employers seek business professionals with a bachelor's degree and sales, finance, and presentation skills.

Sixty-four percent of business-related real-time state job postings require a bachelor's degree. Most of these positions do not require a specific facet of business as a major, accepting a general business degree and evaluating other elements like experience, certifications, and skills.

EDUCATION REQUIREMENTS



TOP STATE EMPLOYERS

- Adventist Health System
- FirstService Residential
- FedEx
- Advance Auto Parts
- KPMG
- State of Florida
- Humana
- Castle Group
- Bank of America

COMPETITOR ANALYSIS

ANALYSIS

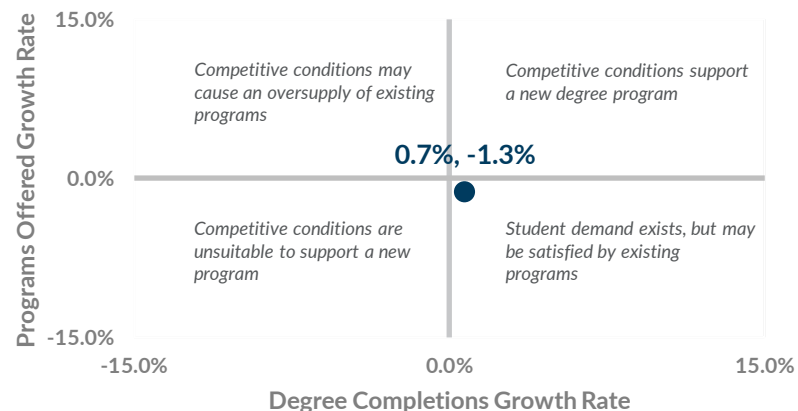
Competitive conditions indicate a mixed market for a new general business degree.

Between 2016 and 2020, Southeastern institutions have awarded .7 percent more bachelor's of business degrees on an annual basis. For the same time period and in the same region, the number of institutions offering relevant programs has decreased by 1.3 percent. An initial assessment of market saturation might indicate that student demand may be satisfied by existing programs in the region. However, considering the slightly more favorable rates at the state level and the large number of associate's degree completions in South Florida, FAU has an opportunity to create a successful program, if it utilizes its resources and knowledge of the market.

In order to better understand the competitive market, Hanover benchmarked a selection of general business bachelor's degree programs from the state and Southeast region (with the addition of Kent State, which was identified as a key competitor by FAU).

REGIONAL MARKET SATURATION

Within the Southeast, do competitive conditions support an additional general business program?

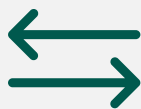


BENCHMARKED COMPETITOR PROGRAMS

Institution	2020 Degree Completions	Completions Growth Rate	State
University of West Florida	39	11.8%	FL
Kent State University	285	-0.8%	OH
University of Central Florida	527	28.1%	FL
University of South Florida	271	6.0%	FL
University of Texas San Antonio	7	-34.9%	TX
Strayer University - Florida	152	4.2%	FL
Louisiana State University	81	12.3%	LA
University of Florida- Online	153	2.8%	FL

PROGRAM TRENDS

TRANSFER AND ASSOCIATES' STUDENTS



Many benchmarked general business programs market themselves to or allow transfer students from associate's degree programs and community colleges. The transfer process usually accepts some but not all previously completed coursework and some course prerequisites but is conducted through advisors on a person-by-person basis. The number of transfer credits accepted appears to be determined on a case-by-case basis.

CREDIT REQUIREMENTS

120

Most general business programs require students to complete a total of 120 credits, with major requirements ranging from 30-60 credits. The University of Central Florida requires slightly more credits, at 128, for degree completion.

PROGRAM FOCUS



Benchmarked general business programs focus on a range of elements of business. UTSA's BBA Management degree is an example of this, focusing on management but preparing students for a variety of business fields and occupations.

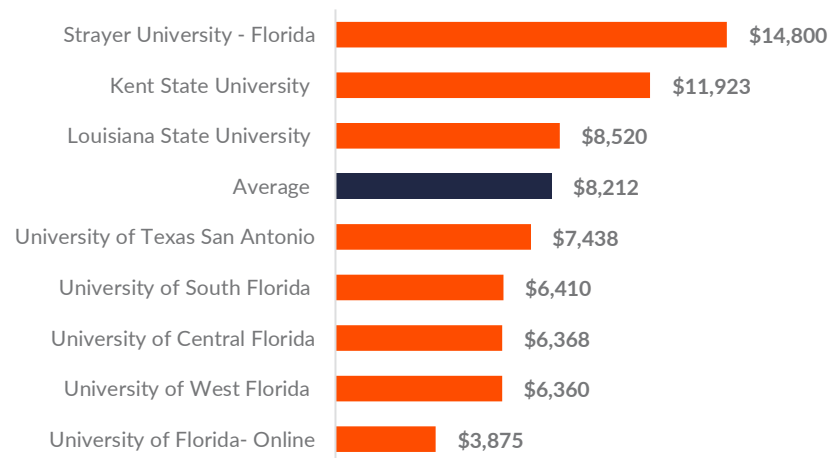
ACCREDITATION



Five out of eight benchmarked programs list [Association to Advance Collegiate Schools of Business \(AACSB\)](#) accreditation on their homepage as part of their marketing efforts. This accreditation can lend more credibility to a program and help students interested in pursuing graduate school.

ANNUAL TUITION

Average resident annual tuition at benchmarked programs is \$8,212. Tuition at or below this rate will be competitive.



DELIVERY FORMAT



6 of 8 benchmarked programs offer fully-online formats



5 of 8 benchmarked programs offer an on-campus format

CURRICULUM TRENDS

TYPICAL MAJOR COURSEWORK

Benchmarked programs require a combination of general education, major, and elective courses.

Major Courses



MAJOR REQUIREMENTS

Writing for Business: Theory and Practice
 Consumer Behavior
 Business Finance
 Dynamics of Leadership
 Principles of Management
 Managing Human Resources
 Business Statistics
 Strategic Management
 Computing in the Business Environment
 Marketing Fundamentals



Electives



MAJOR ELECTIVES

Operations Management
 Management Strategy
 Financial Accounting
 Writing and Speaking in Business



PREREQUISITE COURSES

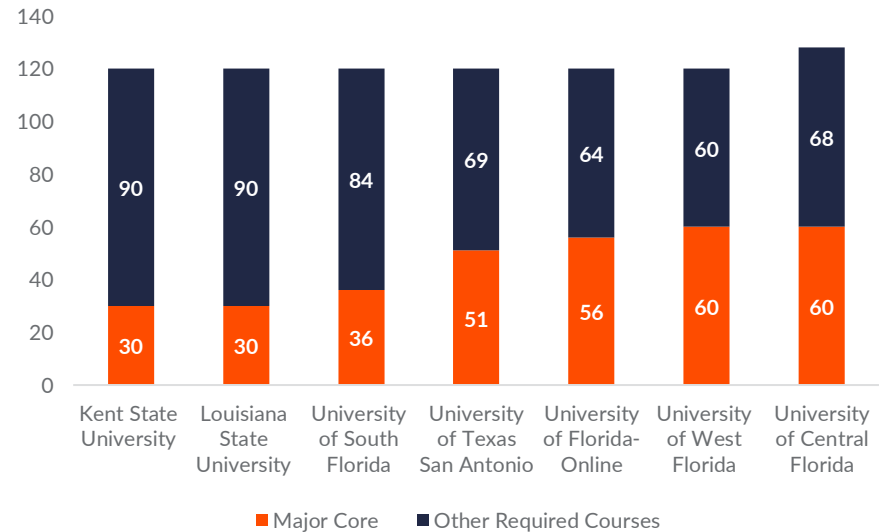
Communication for Business
 Quantitative Business Tools
 Elements of Statistics
 Principles of Managerial Accounting

PREREQUISITES

Benchmarked programs often require prerequisites to be completed before the major or graduation, depending on the program.

Five out of eight programs list required program prerequisites. No programs offered in an entirely online-format publicly list prerequisites. Institutions in Florida often refer to these courses as “common prerequisites”. The State of Florida mandates and monitors prerequisites through the [Common Prerequisites Manual](#). Several programs require students to complete these prerequisites before entrance into the business major, while some programs (especially those directed toward transfer students) require them to be completed before graduation.

CORE VERSUS ELECTIVE COURSES



Note: Strayer University does not use a traditional credit system

PROGRAM BENCHMARKING

Benchmarked programs are offered by institutions located in Florida and in the Southeast region.

Institution	Location	Program	Modality	Credits	2020 Conferrals	Yearly Tuition	Prerequisites	Notable Features
University of West Florida	Pensacola, FL	General Business, BSBA	In-Person Online	<ul style="list-style-type: none"> 30 credits BSBA core 30 credits General Business specialization 3-12 lower division electives 21 hours common prerequisites 27+ credits general education <p>Total: 120 credits</p>	39	<p>Resident: \$6,360.00</p> <p>Nonresident: \$19,238.00</p>	<p>“Common prerequisites” must be completed prior to graduation, but not before program admission</p>	<ul style="list-style-type: none"> AACSB accredited Minor option In-person and online degree programs are separate
Kent State University	Kent, OH	BBA General Business	In-Person Online	<ul style="list-style-type: none"> 36-7 hours Kent Core 39 hours upper-division 16 hours general electives 30 hours major courses <p>Total 120 credits</p>	285	<p>Resident: \$11,923.00</p> <p>Nonresident: \$20,799.00</p>	<p>minimum 2.000 cumulative GPA, minimum C grade in basic communications and math courses in order to continue with the degree at beginning of junior year</p>	<ul style="list-style-type: none"> AACSB accredited Combined BBA/MBA program option Business-related student groups
University of Central Florida	Orlando, FL	Bachelors in Integrated Business	In-Person	<ul style="list-style-type: none"> 14 credits Business Common Program Prerequisites 15 credits Primary Business Core 39 hours General Education/Gordon Rule 60 hours Major Core <p>Total: 128 credits</p>	527	<p>Resident: \$6,368.40</p> <p>Nonresident: \$22,466.70*</p>	<p>Students enter as a pre-business major and must complete five requirements (general education, Gordon Rule requirements, business prerequisites, primary business core, and career development course) for admission to the major.</p>	<ul style="list-style-type: none"> Internship options AACSB accredited Interdisciplinary, multiple facets of business
University of South Florida	Tampa, FL	B.S. General Business Studies	In-Person Online Hybrid	<ul style="list-style-type: none"> 36 hours General Education 36 hours Business Required Courses 9 hours Major Electives 39 hours other/electives <p>Total: 120 credits</p>	271	<p>Resident: \$6,410.00</p> <p>Nonresident: \$17,234.00</p>	<p>Completions of state mandated common prerequisites, during associate’s degree for transfer students and before graduation for all students.</p>	<ul style="list-style-type: none"> Minor and certificate options Transfer-friendly

Source: Institutional Websites (see embedded hyperlinks) *Calculation from per-credit rate, estimating 30 credits per year



PROGRAM BENCHMARKING

Benchmarked programs are offered by institutions located in Florida and in the Southeast region.

Institution	Location	Program	Modality	Credits	2020 Conferrals	Yearly Tuition	Prerequisites	Notable Features
University of Texas San Antonio	San Antonio, TX	BBA Management	In-Person	<ul style="list-style-type: none"> 42 hours Core Curriculum 51 hours Business CBK 3 hours Gateway Course 24 hours electives <p>Total: 120 credits</p>	7	<p>Resident: \$7,438.00</p> <p>Nonresident: \$22,824.00*</p>	Gateway course (3 credit hours) acts as a weed-out course and prerequisite for the business major	<ul style="list-style-type: none"> Management degree is the closest to general business at UTSA Human Resources specialization option
Strayer University	Tampa, FL	Bachelor of Business Administration	Online	40 11-week courses, totaling 120 credits	152	\$14,800.00**	N/A	<ul style="list-style-type: none"> No- cost gen eds Multiple start dates per year Self-paced
Louisiana State University	Baton Rouge, LA	Bachelor of Science in General Business Administration	Online	<ul style="list-style-type: none"> 30 hours Business Core 24 hours GBA electives 66 hours additional business, general education, and other approved electives <p>Total 120 credits</p>	81	\$8,520.00*	N/A	<ul style="list-style-type: none"> AACSB accredited Transfer-credit friendly
University of Florida	Gainesville, FL	B.S. Business Administration	Online	<ul style="list-style-type: none"> 56 hours major requirements 64 hours general education/electives <p>Total 120 credits</p>	153	\$3,875.40*	N/A	<ul style="list-style-type: none"> Transfer-friendly AACSB accredited

Source: Institutional Websites (see embedded hyperlinks) *Calculation from per-credit rate, estimating 30 credits per year **Calculation from per-course rate, assuming 10 courses per year (40 courses/4 years)





CONTACT

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APPENDIX A
TABLE 3
PROJECTED COSTS AND FUNDING SOURCES

Table 2 Column Explanations

Reallocated Base* (E&G)	1	E&G funds that are already available in the university's budget and will be reallocated to support the new program. Please include these funds in the Table 3 – Anticipated reallocation of E&G funds and indicate their source.
Enrollment Growth (E&G)	2	Additional E&G funds allocated from the tuition and fees trust fund contingent on enrollment increases.
New Recurring (E&G)	3	Recurring funds appropriated by the Legislature to support implementation of the program.
New Non-Recurring (E&G)	4	Non-recurring funds appropriated by the Legislature to support implementation of the program. Please provide an explanation of the source of these funds in the budget section (section III. A.) of the proposal. These funds can include initial investments, such as infrastructure.
Contracts & Grants (C&G)	5	Contracts and grants funding available for the program.
Philanthropy Endowments	6	Funds provided through the foundation or other Direct Support Organizations (DSO) to support the program.
Enterprise Auxiliary Funds	7	Use this column for continuing education or market rate programs and provide a rationale in section III.B. in support of the selected tuition model.
Continuing Base** (E&G)	9	Includes the sum of columns 1, 2, and 3 over time.
New Enrollment Growth (E&G)	10	See explanation provided for column 2.
Other*** (E&G)	11	These are specific funds provided by the Legislature to support implementation of the program.
Contracts & Grants (C&G)	12	See explanation provided for column 5.
Philanthropy Endowments	13	See explanation provided for column 6.
Enterprise Auxiliary Funds	14	Use this column for continuing education or market rate programs and provide a rationale in section III.B. in support of the selected tuition model.

APPENDIX A
TABLE 3
PROJECTED COSTS AND FUNDING SOURCES

Subtotal Year 5
\$193,137
\$137,100
\$0
\$0
\$0
\$0
\$0
\$0
\$0
\$0
\$330,237

nt FTE

Year 5
\$330,237
229
\$1,442

APPENDIX A

TABLE 4

ANTICIPATED REALLOCATION OF EDUCATION GENERAL FUNDS*

Program and/or E&G account from which current funds will be reallocated during Year 1	Base before reallocation	Amount to be reallocated	Base after reallocation
N/A	0	0	\$0
	0	0	\$0
	0	0	\$0
	0	0	\$0
	0	0	\$0
	0	0	\$0
	0	0	\$0
	0	0	\$0
	0	0	\$0
	0	0	\$0
Totals	\$0	\$0	\$0

* If not reallocating E&G funds, please submit a zeroed Table 4

JOB TITLES	Job outlook (2019-29) avg growth rate is 4%	median pay	
Administrative Services Managers BLS.gov: Miami-FLL/WPB - 10th largest metro area for this job title CAREERONESTOP.ORG.....1170 increase in 10yr in FL....20% Change (1170 annual job openings) https://www.careeronestop.org/Toolkit/Careers/Occupations/occupation-profile.aspx?keyword=Administrative%20Services%20Managers&onetcode=11301100&location=Florida	6% (faster than avg) 21,200 new jobs - USA 20% change (much faster avg)	92480 80540	Administrative services managers plan, direct, and coordinate activities that help an organization run efficiently.
Advertising, Promotions, and Marketing Managers BLS.gov: Miami-FLL/WPB - 6th largest metro area for this job title CAREERONESTOP.ORG.....140 increase in 10yr in FL.... (110 annual job openings) https://www.careeronestop.org/Toolkit/Careers/Occupations/occupation-profile.aspx?keyword=Advertising%20and%20Promotions%20Managers&onetcode=11201100&location=Miami,%20FL	6% (faster than avg) 18,800 new jobs - USA 15% change (much faster avg)	135900 78160	Advertising, promotions, and marketing managers plan programs to generate interest in products or services.
Financial Managers BLS.gov: currently 697,900 jobs CAREERONESTOP.ORG.....5420 increase in 10yr in FL....(2450 annual job openings) https://www.careeronestop.org/Toolkit/Careers/Occupations/occupation-profile.aspx?keyword=Financial%20Managers,%20Branch%20or%20Department&onetcode=11303102&location=Miami,%20FL	15% (much faster than avg) 108,100 new jobs - USA 30% change (much faster avg)	129890 124410	Financial managers create financial reports, direct investment activities, and develop plans for the long-term financial goals of their organization.
Human Resources Managers BLS.gov: 7980 jobs in FL - 5th largest state for this job title CAREERONESTOP.ORG.....1050 increase in 10yr in FL.... (570 annual job openings) https://www.careeronestop.org/Toolkit/Careers/Occupations/occupation-profile.aspx?keyword=Human%20Resources%20Managers&onetcode=11312100&location=Miami,%20FL	6% (faster than avg) 10,400 new jobs 20% change (much faster avg)	116720 96250	Human resources managers plan, coordinate, and direct the administrative functions of an organization.
Sales Managers BLS.gov: currently 433800 jobs CAREERONESTOP.ORG.....2510 increase in 10yr in FL.... (1540 annual job openings) https://www.careeronestop.org/Toolkit/Careers/Occupations/occupation-profile.aspx?keyword=Sales%20Managers&onetcode=11202200&location=Florida	4% (average) 15400 new jobs 18% change (much faster avg)	126640 108280	Sales managers direct organizations' sales teams.
General and Operations Manager CAREERONESTOP.ORG.....16260 increase in 10yr in FL.... (8740 annual job openings) https://www.careeronestop.org/Toolkit/Careers/Occupations/occupation-profile.aspx?keyword=General%20and%20Operations%20Managers&onetcode=11102100&location=West%20Palm%20Beach,%20FL	20% change (much faster avg)	90080	

LS	median pay	2019 employment	2029 employment	% Change	annual job openings	% in field w BA
Administrative Services and Facilities Managers (11-2011 and 11-2012)						
Plan, direct, or coordinate one or more administrative services of an organization, such as records and information management, mail distribution, and other office support services.						
Administrative Services Manager (11-2011) <i>Butcher examples:</i> Accounts and Information Manager, Records Management Director, Library Assistant <i>Butcher notes:</i> This block includes administrative and supervisory jobs in business and industry. They include supervising clerical and administrative staff, managing office equipment, and coordinating office services. Excludes: Executive Secretary (11-2012), Property, Plant, and Community Development Manager (11-2011), and "The Line Supervisors of Baking and Grounds Cleaning and Maintenance Workers" (31-2010), "The Line Supervisors of Mechanics and Repairers" (49-1011), and "Maintenance and Repair Workers, General" (49-9071).						
USA	\$6,400	175,900	200,000	14%	15,000	42%
Pay is Miami/WFL, employment # is FL	\$5,720	14,000	14,000	0%	0	0%
Architectural Managers (11-2081)						
Plan, direct, or coordinate the activities of buyers, purchasing officers, and related workers involved in purchasing materials, products, and services. Includes wholesale or retail trade merchandising managers and procurement managers.						
Architectural Manager (11-2081) <i>Butcher examples:</i> Commodity Manager, Procurement Manager, Purchasing Director <i>Butcher notes:</i> This block includes administrative and supervisory jobs in business and industry. They include supervising clerical and administrative staff, managing office equipment, and coordinating office services. Excludes: Executive Secretary (11-2012), Property, Plant, and Community Development Manager (11-2011), and "The Line Supervisors of Baking and Grounds Cleaning and Maintenance Workers" (31-2010), "The Line Supervisors of Mechanics and Repairers" (49-1011), and "Maintenance and Repair Workers, General" (49-9071).						
USA	\$125,940	76,900	78,000	2%	5,000	63%
Pay is Miami/WFL, employment # is FL	\$107,860	2,000	2,400	20%	310	0%
Compensation and Benefits Managers (11-2111)						
Plan, direct, or coordinate compensation and benefits activities of an organization. Job analysis and position description managers are included in "Human Resources Managers".						
Compensation and Benefits Manager (11-2111) <i>Butcher examples:</i> Compensation Director, Employee Benefits Director, Wage and Salary Administrator <i>Butcher notes:</i> This block includes administrative and supervisory jobs in business and industry. They include supervising clerical and administrative staff, managing office equipment, and coordinating office services. Excludes: Executive Secretary (11-2012), Property, Plant, and Community Development Manager (11-2011), and "The Line Supervisors of Baking and Grounds Cleaning and Maintenance Workers" (31-2010), "The Line Supervisors of Mechanics and Repairers" (49-1011), and "Maintenance and Repair Workers, General" (49-9071).						
USA	\$125,130	18,000	18,400	2%	1,500	73%
Pay is Miami/WFL, employment # is FL	\$7,750	800	920	15%	90	0%
Training and Development Managers (11-2112)						
Plan, direct, or coordinate the training and development activities and staff of an organization.						
Training and Development Manager (11-2112) <i>Butcher examples:</i> Learning Manager, Employee Development Director, Labor Training Manager <i>Butcher notes:</i> This block includes administrative and supervisory jobs in business and industry. They include supervising clerical and administrative staff, managing office equipment, and coordinating office services. Excludes: Executive Secretary (11-2012), Property, Plant, and Community Development Manager (11-2011), and "The Line Supervisors of Baking and Grounds Cleaning and Maintenance Workers" (31-2010), "The Line Supervisors of Mechanics and Repairers" (49-1011), and "Maintenance and Repair Workers, General" (49-9071).						
USA	\$111,440	43,300	49,400	14%	3,700	70%
Pay is Miami/WFL, employment # is FL	\$106,910	1,440	1,600	13%	160	0%
Miscellaneous Managers (11-2110)						
Miscellaneous Managers (11-2110) <i>Butcher examples:</i> Care of Child, Social Service Manager, Office Manager <i>Butcher notes:</i> This block includes administrative and supervisory jobs in business and industry. They include supervising clerical and administrative staff, managing office equipment, and coordinating office services. Excludes: Executive Secretary (11-2012), Property, Plant, and Community Development Manager (11-2011), and "The Line Supervisors of Baking and Grounds Cleaning and Maintenance Workers" (31-2010), "The Line Supervisors of Mechanics and Repairers" (49-1011), and "Maintenance and Repair Workers, General" (49-9071).						
Social and Community Service Managers (11-2013)						
Plan, direct, or coordinate the activities of a social service program or community outreach organization. Oversee the program or organization's budget and policies regarding personnel, program requirements, and benefits. Work may involve direct contact with clients, students, or probation officers.						
Social and Community Service Manager (11-2013) <i>Butcher examples:</i> Child Welfare Director, Family Service Center Director, Youth Program Director <i>Butcher notes:</i> This block includes administrative and supervisory jobs in business and industry. They include supervising clerical and administrative staff, managing office equipment, and coordinating office services. Excludes: Executive Secretary (11-2012), Property, Plant, and Community Development Manager (11-2011), and "The Line Supervisors of Baking and Grounds Cleaning and Maintenance Workers" (31-2010), "The Line Supervisors of Mechanics and Repairers" (49-1011), and "Maintenance and Repair Workers, General" (49-9071).						
USA	\$69,600	179,500	200,400	12%	17,100	63%
Pay is Miami/WFL, employment # is FL	\$1,400	4,100	5,000	20%	470	0%
Agents and Business Managers of Artists, Performers, and Athletes (11-2014)						
Represent and promote artists, performers, and athletes in dealings with current or prospective employers. May handle contract negotiation and other business matters for clients.						
Agents and Business Managers of Artists, Performers, and Athletes (11-2014) <i>Butcher examples:</i> Agent Manager, Literary Agent, Theatrical Agent <i>Butcher notes:</i> This block includes administrative and supervisory jobs in business and industry. They include supervising clerical and administrative staff, managing office equipment, and coordinating office services. Excludes: Executive Secretary (11-2012), Property, Plant, and Community Development Manager (11-2011), and "The Line Supervisors of Baking and Grounds Cleaning and Maintenance Workers" (31-2010), "The Line Supervisors of Mechanics and Repairers" (49-1011), and "Maintenance and Repair Workers, General" (49-9071).						
USA	\$75,420	21,900	24,400	12%	2,300	56%
Pay is Miami/WFL, employment # is FL	\$69,000	0	0	0%	0	0%
Compliance Officers (11-2011)						
Review, identify, and investigate legal risks for conformity with laws and regulations governing contract compliance of business transactions and perform other compliance and professional regulatory and public policy activities, including: <ul style="list-style-type: none"> 11-2011 "The Environmental Collectors, and Revenue Agents" (11-2011), "Occupational Health and Safety Specialist" (11-2011), "Occupational Health and Safety Technician" (11-2011), "Transportation Security Screener" (23-9003), "Agricultural Inspector" (40-2011), "Construction and Building Inspector" (40-4011), and "Transportation Inspector" (53-6051) 						
USA	\$11,100	377,400	406,100	8%	31,000	69%
Pay is Miami/WFL, employment # is FL	\$1,900	20,510	22,780	12%	2,120	0%
Training and Development Specialists (11-2113)						
Design or conduct work-related training and development programs to improve individual skills or organizational performance. May analyze organizational training needs or evaluate training effectiveness. Excludes: Career/Technical Education Teachers, Postsecondary (25-1199) and "Other Teachers and Instructors" (25-3000). Flight Instructors are included with "Aircraft Pilot and Flight Engineer" (53-2010).						
Training and Development Specialist (11-2113) <i>Butcher examples:</i> Computer Software Training Specialist, Computer Training Specialist, Corporate Trainer, Insurance Employee Trainer <i>Butcher notes:</i> This block includes administrative and supervisory jobs in business and industry. They include supervising clerical and administrative staff, managing office equipment, and coordinating office services. Excludes: Executive Secretary (11-2012), Property, Plant, and Community Development Manager (11-2011), and "The Line Supervisors of Baking and Grounds Cleaning and Maintenance Workers" (31-2010), "The Line Supervisors of Mechanics and Repairers" (49-1011), and "Maintenance and Repair Workers, General" (49-9071).						
USA	\$2,700	327,900	346,500	8%	18,700	50%
Pay is Miami/WFL, employment # is FL	\$2,140	17,940	20,900	16%	2,380	0%
Compensation, Benefits, and Job Analysis Specialists (11-2114)						
Conduct programs of compensation and benefits and job analysis for employer. May specialize in specific areas, such as position classification and job analysis programs.						
Compensation, Benefits, and Job Analysis Specialist (11-2114) <i>Butcher examples:</i> Employee Benefits Specialist, Job Analyst, Personnel Plan Specialist <i>Butcher notes:</i> This block includes administrative and supervisory jobs in business and industry. They include supervising clerical and administrative staff, managing office equipment, and coordinating office services. Excludes: Executive Secretary (11-2012), Property, Plant, and Community Development Manager (11-2011), and "The Line Supervisors of Baking and Grounds Cleaning and Maintenance Workers" (31-2010), "The Line Supervisors of Mechanics and Repairers" (49-1011), and "Maintenance and Repair Workers, General" (49-9071).						
USA	\$7,190	50,800	56,800	8%	5,000	58%
Pay is Miami/WFL, employment # is FL	\$5,010	4,440	7,180	16%	710	0%
Customer Service Representatives (43-4011)						
Interact with customers to provide basic or scripted information in response to routine inquiries about products and services. May provide information, customer complaint care, financial product representation, or primary care.						
Customer Service Representative (43-4011) <i>Butcher examples:</i> Customer Complaint Care, Financial Product Representative, Primary Care <i>Butcher notes:</i> This block includes administrative and supervisory jobs in business and industry. They include supervising clerical and administrative staff, managing office equipment, and coordinating office services. Excludes: Executive Secretary (11-2012), Property, Plant, and Community Development Manager (11-2011), and "The Line Supervisors of Baking and Grounds Cleaning and Maintenance Workers" (31-2010), "The Line Supervisors of Mechanics and Repairers" (49-1011), and "Maintenance and Repair Workers, General" (49-9071).						
USA	\$16,810	3,018,800	3,099,800	3%	193,700	38%
Pay is Miami/WFL, employment # is FL	\$13,520	25,140	26,140	4%	2,480	0%

	Pay at 0-2 yrs	Pay at 3-5 yrs	Median pay	2020 employment	Last 12 month job postings	Projected Growth Miami FL (10% for Total Labor Market)	Projected Growth Florida (10% for Total Labor Market)	Projected Growth USA (3.7% for Total Labor Mkt)	% in jobs asking for BA	% jobs w/ 0-2 yrs exp	% jobs w/ 3-5 yrs exp	% jobs w/ 6-8 yrs exp	Avg Yrs WK Exp
Burning Glass													
Used Administrative Services Managers in Burning Glass													
Administrative Services Manager: Plan, direct, or coordinate one or more administrative services of an organization, such as records and information management, mail distribution, and other office support services.													
Illustrative examples: <i>Conference Center Manager, Director of University Housing, Stadium Manager</i>													
Administrative Services and Facilities Managers (bbs.gov) <==== click link													
Pay and employment #'s are FL 41,000 47,000 47,000 67,486 6,277 11.9% 10.9% 1.5% 57.0% 23.2% 55.4% 12.3% 4.2													
Other titles: Office Manager, Business Office Manager, Services Manager, Asst Front Office Manager													
Key Competencies: Office Management 47%, Budgeting 24%, Scheduling 23%, Customer Service 21%, Customer Billing 16%, Accounting 16%, Staff Mgmt 15%, Front Office 10%, Guest Services 10%, Project Mgmt 10%													
Used Facilities Managers in Burning Glass													
Facilities Mgr: Plan, direct, or coordinate operations and functionalities of facilities and buildings. May include surrounding grounds or multiple facilities of an organization's campus. Excludes "Administrative Services Managers" (11-3012), "Property, Real Estate, and Community Association Managers" (11-9141), "First-Line Supervisors of Building and Grounds Cleaning and Maintenance Workers" (37-1010), "First-Line Supervisors of Mechanics and Repairs" (49-1011), and "Maintenance and Repair Workers, General" (49-9071).													
Illustrative examples: <i>Conference Center Manager, Director of University Housing, Stadium Manager</i>													
Administrative Services and Facilities Managers (bbs.gov) <==== click link													
Pay and employment #'s are FL 37,000 52,000 46,000 29,718 6,421 16.9% 15.0% 8.2% 55.9% 32.0% 55.4% 7.5% 3.6													
Other titles: Property Manager, Asst. Property Manager, Community Manager, Community Association Manager, Facilities Manager, Asst Community Manager, Leasing Manager													
Key Competencies: Budgeting 56%, Property Management 46%, Staff Management 24%, Scheduling 22%, Customer Service 22%, Accounting 22%, Repair 19%, Yard Software 14%, Financial Reporting 13%, Supervisory Skills 12%													
Purchasing Managers (Code: 11-3061) ---- Used Procurement/Purchasing Managers in Burning Glass													
Plan, direct, or coordinate the activities of buyers, purchasing officers, and related workers involved in purchasing materials, products, and services. Includes wholesale or retail trade merchandising managers and procurement managers.													
Illustrative examples: <i>Contracting Manager, Procurement Manager, Purchasing Director</i>													
Purchasing Managers (bbs.gov) <==== click link													
Pay and employment #'s are FL 56,000 69,000 71,000 9,927 3,122 7.6% 7.8% -2.5% 85.6% 17.5% 50.2% 19.5% 4.8													
Other titles: Purchasing Manager, Contract(s) Specialist, Contract(s) Administrator, Contract(s) Manager, Procurement Manager, Sourcing Manager, Materials Manager													
Key Competencies: Procurement 47%, Purchasing 34%, Contract Management 33%, Contract Review 26%, Contract Administration 24%, Contract Preparation 23%, Project Management 20%, Negotiation Skills 18%, Scheduling 17%													
Compensation and Benefits Managers (Code: 11-3111) ---- Used Compensation and Benefits Manager in Burning Glass													
Plan, direct, or coordinate compensation and benefits activities of an organization. Job analysis and position description managers are included in "Human Resources Managers"													
Illustrative examples: <i>Compensation Director, Employee Benefits Director, Wage and Salary Administrator</i>													
Compensation and Benefits Managers (bbs.gov) <==== click link													
Pay and employment #'s are FL 47,000 69,000 72,000 670 769 -1.0% 2.5% -5.3% 94.4% 8.9% 48.6% 27.3% 5.5													
Other titles: Benefits Manager, Compensation Manager, Manager Audit & Reimbursement, Benefits Advisor, Provider Reimbursement Manager, Compensation and Benefits Manager													
Key Competencies: Budgeting 22%, Project Management 19%, Benefits Administration/Mgmt 18%, Employee Retirement Income Security Act 15%, HR Info System 15%, COBRA 12%, HIPAA 12%, Customer Service 11%													
Training and Development Managers (Code: 11-3131) ---- Used Training and Development Specialists in Burning Glass													
Plan, direct, or coordinate the training and development activities and staff of an organization.													
Illustrative examples: <i>E-Learning Manager, Employee Development Director, Labor Training Manager</i>													
Training and Development Managers (bbs.gov) <==== click link													
Pay and employment #'s are FL 48,000 64,000 62,000 1,790 662 13.2% 17.0% 5.9% 79.3% 20.6% 52.7% 11.1% 4.7													
Other titles: Training Manager, Talent Mgmt and Leadership Program Manager (Director), Training and Development Manager, Leadership Development, Director of Talent Management, Prof Talent Development, Sales and Training Manager, Director of Training													
Key Competencies: Training Programs 32%, Training Materials 19%, Leadership Development 19%, Project Management 18%, Onboarding 16%, Talent Management 15%, Org Development 14%, Instructional Design 14%													
Miscellaneous Managers (Code: 11-9198) ---- Used Spa Managers in Burning Glass													
Illustrative examples: <i>Clerk of Court, Social Science Manager, Utilities Manager, Day Spa Director, Nail Salon Manager, Travel Agency Manager</i>													
All personal service managers not listed separately. Excludes "Financial Specialists" (13-2000). Daycare Managers are included in Education and Childcare Administrators, Preschool and Daycare (11-9031).													
Personal Service Managers, All Other, Entertainment and Recreation Managers, Except Gambling, and Managers, All Other (bbs.gov) <==== click link													
Pay and employment #'s are FL 42,000 52,000 \$ 45,000 10,245 706 10.5% 10.3% 1.6% 31.0% 38.1% 57.1% 4.8% 3.0													
Other titles: Spa Manager, Spa Director, Director of Spa, Assistant Spa Director, Retail Spa Director, Salon Manager, Spa Assistant Manager													
Key Competencies: Client Base Retention 100%, Scheduling 26%, Basic Math 17%, Retail Industry Knowledge 12%, Massage Therapy 12%, Sales 10%, Staff Mgmt 8%, Retail Operations 7%, Customer Service 7%													
Social and Community Service Managers (Code: 11-9151) ---- Used Social Services Manager in Burning Glass													
Plan, direct, or coordinate the activities of a social service program or community outreach organization. Oversee the program or organization's budget and policies regarding participant involvement, program requirements, and benefits. Work may involve directing social workers, counselors, or probation officers.													
Illustrative examples: <i>Child Welfare Director, Family Service Center Director, Youth Program Director</i>													
Social and Community Service Managers (bbs.gov) <==== click link													
Pay and employment #'s are FL 44,000 44,000 \$ 44,000 3,800 1,755 22.4% 5.1% 11.4% 85.3% 57.9% 35.6% 5.4% 2.5													
Other titles: Director of Social Services, Social Services Manager (Director), Case Manager, Targeted Case Manager, Dependency Case Manager, Child Welfare Case Manager													
Key Competencies: Case Mgmt 28%, Social Services 24%, Scheduling 17%, Staff Mgmt 16%, Budgeting 14%, Customer Service 14%, Quality Assurance and Control 13%, Social Services Industry Knowledge 12%, Discharge Planning 12%, Rehabilitation 11%													
Agents and Business Managers of Artists, Performers, and Athletes (Code: 13-1011)													
Represent and promote artists, performers, and athletes in dealings with current or prospective employers. May handle contract negotiation and other business matters for clients.													
Illustrative examples: <i>Band Manager, Literary Agent, Theatrical Agent</i>													
Agents and Business Managers of Artists, Performers, and Athletes (bbs.gov) <==== click link													
Pay is Miami/WPB, employment #'s are FL 21,900 24,400 -71% 11% -100% 56%													
https://www.careeronestop.org/Toolkit/Careers/Occupations/occupation-profile.aspx?keyword=Agents%20and%20Business%20Managers%20of%20Artists,%20Performers,%20and%20Athletes&netcode=13101100&location=West%20Palm%20Beach,%20FL&net=13101100													
Compliance Officers (Code: 13-1041) ---- Used Compliance Officers in Burning Glass													
Examine, evaluate, and investigate eligibility for or conformity with laws and regulations governing contract compliance of licenses and permits, and perform other compliance and enforcement inspection and analysis activities not classified elsewhere. Excludes "Financial Examiners" (13-2061), "Tax Examiners and Collectors, and Revenue Agents" (13-2081), "Occupational Health and Safety Specialists" (19-5011), "Occupational Health and Safety Technicians" (19-5012), "Transportation Security Screeners" (33-9093), "Agricultural Inspectors" (45-2011), "Construction and Building Inspectors" (47-4011), and "Transportation Inspectors" (47-4012).													
Illustrative examples: <i>Driver's License Examiner, Environmental Compliance Inspector, Equal Employment Opportunity Officer</i>													
Compliance Officers (bbs.gov) <==== click link													
Pay and employment #'s are FL 47,000 67,000 61,000 17,577 2,494 14.2% 16.1% 2.9% 93.8% 30.6% 55.3% 9.6% 3.6													
Other titles: Compliance Analyst, Compliance Specialist, Compliance Coordinator, Compliance Consultant, Compliance Officer, Compliance Associate, Compliance Audit Specialist, Regulatory Analyst													
Key Competencies: Internal Auditing 18%, Risk Assessment 18%, Project Mgmt 18%, Legal Compliance 14%, Anti Money Laundering 13%, Customer Service 10%, Quality Assurance and Control 8%, Compliance Mgmt 8%, Audit Planning 8%													
Training and Development Specialists (Code: 13-1151) ---- Used Training and Development Specialists in Burning Glass													
Design or conduct work-related training and development programs to improve individual skills or organizational performance. May analyze organizational training needs or evaluate training effectiveness. Excludes "Career/Technical Education Teachers, Postsecondary" (25-1194) and "Other Teachers and Instructors" (25-3000). Flight instructors are included with "Aircraft Pilots and Flight Engineers" (53-2010).													
Illustrative examples: <i>Computer Software Training Specialist, Computer Training Specialist, Corporate Trainer, Insurance Employee Trainer</i>													
Training and Development Specialists (bbs.gov) <==== click link													
Pay and employment #'s are FL 48,000 54,000 52,000 20,740 2,974 19.4% 17.3% 6.7% 73.2% 38.2% 43.2% 9.8% 3.7													
Other titles: Training Specialist, Trainer, Training Coordinator, Corporate Trainer, Sales Trainer, Quality/Training Specialist Lead, Development Specialist, Learning Specialist, Professional Development Specialist, Professional Development Trainer													
Key Competencies: Training Programs 26%, Training Materials 25%, Scheduling 18%, Teaching 17%, Sales 13%, Instructional Design 12%, Project Mgmt 12%, Customer Service 12%, Budgeting 11%, Onboarding 9%													
Compensation, Benefits, and Job Analysis Specialists (Code: 13-1141) ---- Used Compensation Benefits Analyst in Burning Glass													
Conduct programs of compensation and benefits and job analysis for employer. May specialize in specific areas, such as position classification and pension programs.													
Illustrative examples: <i>Employee Benefits Specialist, Job Analyst, Retirement Plan Specialist</i>													
Compensation, Benefits, and Job Analysis Specialists (bbs.gov) <==== click link													
Pay and employment #'s are FL 44,000 59,000 55,000 4,551 2,717 6.3% 11.3% -1.3% 88.6% 29.7% 62.1% 5.9% 3.4													
Other titles: Compensation Analyst, Benefits Specialist, Benefits Analyst, Benefits Administrator, Benefits Consultant													
Key Competencies: Customer Service 19%, Benefits Administration/Management 17%, Sales 14%, HR Info System 13%, FMLA 10%, Claims Knowledge 10%, Benefits Analysis 10%, Scheduling 10%													
Customer Service Representatives (Code: 43-4051) ---- Used Customer Service Representative in Burning Glass													
Interact with customers to provide basic or scripted information in response to routine inquiries about products and services. May handle and resolve general complaints. Excludes individuals whose duties are primarily installation, sales, repair, and technical support.													
Illustrative examples: <i>Customer Complaint Clerk, Passenger Relations Representative, Warranty Clerk</i>													
Customer Service Representatives (bbs.gov) <==== click link													
Pay and employment #'s are FL 32,000 35,000 33,000 215,797 10,650 7.3% 6.8% -0.2% 15.3% 59.4% 32.5% 4.5% 2.6													
Searched on Bachelor degree: selected occupations are not traditionally available at this specified level of education. While we do not map these to a program of study, you may continue and view any job posting demand available in your selected geography.													
Other titles: Client Service Associate, Client Service Specialist, Customer Service Associate													
Key Competencies: Customer Service 87%, Customer Contact 28%, Scheduling 16%, Sales, 14% Customer Billing 8%, Data Entry 8%													

Academic Learning Compact
FAU College of Business
Bachelor of Arts – General Business

All B.A. students majoring in General Business are required to complete an interdisciplinary College of Business Core with grades of C or better in each of the following courses:

BUL 4421 – Business Law 1

FIN 3403 – Principles of Financial Management

GEB 3213 – Intro to Business Communications

MAN 3025 – Introduction to Management and Organizational Behavior

MAR 3023 – Marketing Management

Content Knowledge (declarative knowledge): Students will demonstrate knowledge of fundamental concepts in several areas of business, including:

- Finance – capital budgeting, cash flows, cost of capital, and valuation
- Management – managing structure and design, managing organizational culture and change, managing teams, human resource management, managing employee diversity, motivation, and leadership
- Marketing – segmentation and targeting customers, elements of the marketing mix

BUL 4421, FIN 3403, MAN 3025, and MAR 3023 students will be assessed via exams or course projects that cover content in these disciplines.

Content Knowledge (Written Communication, Oral Communication, Team/Collaborative Communication): Students will produce traditional business documents (e.g., memos, letters, reports) that are clear, well-written, and follow standard conventions in style, punctuation, grammar, spelling, sentence structure, paragraph formation, and appropriate word choice. Students will present business information through oral delivery while also utilizing technology and effective infographics to convey business information. These writing and oral presentation skills are developed through collaboration, in group writing and presenting assignments, fostering teamwork and collaboration.

Content Knowledge (Declarative Knowledge) and Critical Thinking (Analytical Skills): Students will demonstrate an understanding of business law and business ethics, managerial responsibilities within the law, and the legal and economic implications of noncompliance.

In BUL 4421, students will complete an examination in which they must demonstrate their knowledge and understanding of business law. Students will also complete an examination in which they demonstrate their knowledge and understanding of business ethics.

AOL / Assessment Learning Goals

Bachelor of Arts (B.A.) – General Business

Students who graduate from this program will demonstrate:

- Foundational knowledge depth in finance, management, marketing, and business law
- Effective skills in oral and written communication
- Understanding of the breadth of applied areas of business that are components of the program: financial systems and practice; technology and data applications; management, operations, and leadership; marketing and promotion; and international business

Joanne Chive

Florida Atlantic University
Business Communications
(561) 297-3924
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Education

EdD, University of Central Florida, 2007.

Major: Educational Leadership - Higher Education Track

Dissertation Title: Online Fundraising Trends Among Selected AACSB International Business Schools

MA, University of Central Florida, 2003.

Major: Liberal Studies: Business and Professional Writing Track

BA, Niagara University, 1999.

Major: English

Supporting Areas of Emphasis: Communications Studies

Academic, Government, Military and Professional Positions

Academic - Post-Secondary

Instructor, Business Communications Department, Florida Atlantic University, College of Business. (2015 - Present).

Adjunct Instructor, Freshman Composition 1 & 2, Valencia College - East Campus. (2013 - 2014).

Adjunct Instructor, Freshman Composition 1 & 2, Foundations and Leadership, Intermediate Foundations and Leadership, University of Central Florida. (2010 - 2013).

Adjunct Instructor, Freshman Composition 1, Valencia College - Osceola Campus. (2009 - 2010).

Professional

Director of Communications, University of Central Florida. (1999 - 2013).

Licensures and Certifications

(20 hours) - Earned microcredential in Promoting Active Learning Online, Association of College and University Educators (ACUE). (2021).

eCertification Course, FAU, Center for e-Learning. (2016).

Writing Across the Curriculum Certification, FAU. (2015).

Professional Memberships

Member, American Marketing Association. (2015 - 2018).

Member, Council for Advancement and Support of Education (CASE). (2000 - 2013).

Member, Marketing and Communication Council of AACSB International. (2000 - 2013).

Development Activities Attended

Workshop, "Podcasts as a Medium for Online Learning," FAU. (June 2021).

Workshop, "Flex/Online Teaching Orientation [Training]: 4 hour workshop covering the basics of flex/hybrid teaching," FAU, Virtual. (2020).

Workshop, "Microsoft Teams Training," FAU. (July 2020).

Workshop, "Mediasite Desktop Recorder Training," FAU. (February 2020).

Workshop, "WebEx Training," FAU. (February 2020).

Conference Attendance, CASE - Council for Advancement & Support of Education. (February 2011).

TEACHING

Teaching Experience

Florida Atlantic University

GEB 3213, Intro Business Communication, 26 courses.

GEB 6215, Comm Strat for Business Profs, 8 courses.

GEB 6217, Comm Strategies for Bus Prof, 8 courses.

SERVICE

Department Service

Business Communications Program webmaster and Social Media Content Coordinator. (2017 - Present).

Business Communications Program - Writing Across the Curriculum (WAC) Assessment Rater. (May 2020).

COVID-19 Contact Plan - Wellness Calls. (March 2020).

University Service

Faculty Advisor, FAU Student Chapter of the American Marketing Association. (2016 - 2018).

Faculty Mentor, FAU Mentoring Project. (2015 - 2018).

Professional Service

Website Content Editor, UCF College of Business Administration. (2000 - 2013).

Editor of "In the Know" Monthly Newsletter, UCF College of Business Administration. (2010 - 2012).

Dr. Karen C. Dye
Florida Atlantic University
Information Technology and Operations Management
(561) 297-3446
Email: kchinand@fau.edu

Education

PhD, University of Pennsylvania - Wharton School, 1997.
Major: Operations and Information Management Department

MA, University of Pennsylvania - Wharton School, 1991.
Major: Decision Sciences

BA, Gustavus Adolphus College, 1989.
Major: Economics
Supporting Areas of Emphasis: Mathematics Minor

Academic, Government, Military and Professional Positions

Academic - Post-Secondary

University Instructor, ITOM Department, Florida Atlantic University - College of Business. (2021 - Present).

Senior Instructor, ITOM Department, Florida Atlantic University - College of Business. (2015 - 2021).

Instructor, ITOM Department, Florida Atlantic University - College of Business. (2011 - 2015).

Visiting Assistant Professor, ITOM Department, Florida Atlantic University - College of Business. (August 2008 - July 2011).

Assistant Professor, ITOM Department, Florida Atlantic University - College of Business. (2003 - 2008).

Assistant Professor, University of Miami - School of Business Administration. (1997 - 2003).

Instructor, University of Miami - School of Business Administration. (1996 - 1997).

Instructor, University of Pennsylvania - Wharton School. (1993 - 1995).

Licensures and Certifications

Quality Matters Certification for MAN 6501 Operations Management. (May 2020).

Professional Memberships

Academy of Management.

Behavioral Dynamics in Operations Management Network.

Decision Sciences Institute.

Institute of Supply Chain Management.

Production and Operations Management Society.

Development Activities Attended

Workshop, "Center for eLearning and OIT Workshops," Florida Atlantic University, Boca Raton, FL. (January 2013 - Present).

Workshop, "Quality Matters Certification [Instructional project]: Partnership with an instructional designer to prepare a course for QM certification," FAU, Virtual. (2020).

Workshop, "Teaching and Learning Workshop," Academy of Management Annual Meeting. (2020).

Workshop, "Professional Development Workshops (2015, 2017-2020)," Academy of Management Annual Meetings. (2015 - 2020).

Workshop, "Center for eLearning, Course Redesign Grant," FAU, Boca Raton, FL. (2019).

Workshop, "University Master Teacher Workshop," FAU, Boca Raton, FL. (2019).

Workshop, "Teaching with Technologies Showcase (2011, 2014-2016, 2019)," Florida Atlantic University, Boca Raton, FL. (2011 - 2019).

Workshop, "College of Business Master Teacher Workshop (2011-2013, 2015-2016, 2018)." (2011 - 2018).

Workshop, "(2 hours) - CMS training (website management)," FAU - Communications Department in College of Business, Boca Raton, FL. (August 2018).

Workshop, "OURI Curriculum Grant Workshops and Retreats," Florida Atlantic University, Boca Raton, FL. (2016 - 2017).

Workshop, "(1 hour) - Incorporating Technology to Improve Teaching and Academic Integrity," Florida Atlantic University - Master Teacher Colloquium, Boca Raton, FL. (November 2016).

Workshop, "Mentoring Project Workshop." (August 2015 - December 2015).

Workshop, "Workshop for Pedagogical Research," Florida Atlantic University, Master Teacher Committee of the College of Business, Boca Raton, FL. (November 2015).

Continuing Education Program, "eLearning Designer/Facilitator Certificate Course (40 hours)," FAU - Center for E-Learning, Boca Raton, FL, USA. (January 2012 - May 2012).

Workshop, "Center for Teaching and Learning Seminars." (2010).

Awards and Honors

Excellence and Innovation in Undergraduate Teaching Award (4 awarded university-wide), Florida Atlantic University. (2020).

Faculty Summer Research Award (2014, 2015, 2016), Florida Atlantic University, College of Business. (2016).

Excellence and Innovation in Undergraduate Teaching Award (8 awarded university-wide), Florida Atlantic University. (2014).

OM Division Outstanding Service Award, Academy of Management. (2014).

Best Reviewer Award, Journal of Operations Management. (2012).

Exceptional Faculty Award, FAU MacArthur Campus College of Business. (2008).

Operations Management Division Best Reviewer Award, Academy of Management. (2008).

Dean's Summer Research Grant, Florida Atlantic University, College of Business. (2006).

Excellence in Undergraduate Teaching Award, College of Business. (2006).

Excellence in Undergraduate Teaching Award, Florida Atlantic University. (2006).

Exceptional Faculty Award, FAU MacArthur Campus College of Business. (2006).

Nominated for College of Business Exceptional Faculty Award, FAU MacArthur Campus. (2005).

Travel Award Recipient, Florida Atlantic University, Division of Research and Graduate Studies. (2005).

Dean's Summer Research Grant, Florida Atlantic University, College of Business. (2004).

Finalist for Distinguished Teacher of the Year Award, College of Business, FAU. (2004).

Nominated for the Distinguished Teacher of the Year Award, College of Business, FAU. (2003).

Travel Award Recipient, Florida Atlantic University, Division of Research and Graduate Studies. (2003).

Recognized for Outstanding Teaching, University of Miami Panhellenic Council. (2002).

Summer Research Award, University of Miami James W. McLamore. (2002).

Excellence in Teaching Award, University of Miami School of Business. (2001).

Summer Research Award, University of Miami James W. McLamore. (1998).

Recognized for Outstanding Teaching, University of Miami Panhellenic Council. (1997).

TEACHING

Teaching Experience

Florida Atlantic University

MAN 3506, Operations Management, 29 courses.
MAN 4504, Operations Management Applctns, 9 courses.
MAN 4597, Global Supply Chain Management, 10 courses.
MAN 6501, Operations Management, 19 courses.
MAN 6596, Supply Chain Management, 10 courses.

RESEARCH

Published Intellectual Contributions

Book Chapters

Dye, K. C., Schweitzer, M. E. (2000). Judgments of Quality: Using Input Quantity to Evaluate Outcome Quality. In D. Fedor and S. Ghosh (Ed.), *Advances in the Management of Organizational Quality* (vol. 5, pp. 193-214). JAI Press/ Elsevier Inc.

Refereed Journal Articles

Dye, K. C., Eggers, J.P., Shapira, Z. (2014). Tradeoffs in a Tempest: Stakeholder Influence on Hurricane Evacuation Decisions. *Organization Science*, 25(4), 1009-1025; <http://dx.doi.org/10.1287/orsc.2013.0890>.

Dye, K. C., Schweitzer, M. E. (2003). The Input Bias: The Misuse of Input Information in Judgments of Outcomes. *Organizational Behavior and Human Decision Processes*, 91, 243 – 253.

Dye, K. C. (2001). Aligning Accountability and Awareness for Environmental Performance in Operations. *Production and Operations Management*, 10, 276 – 291.

McNulty, P. J., Schaller, L. C., Dye, K. C. (1998). Communicating under Section 112(r) of the Clean Air Act Amendments. *Risk Analysis*, 18, 191 – 197.

Dye, K. C., Kleindorfer, P. R., Kunreuther, H. C. (1998). Compliance Strategies and Regulatory Effectiveness of Performance-Based Regulation of Chemical Accident Risks. *Risk Analysis*, 18, 135 – 143.

Schaller, L. C., McNulty, P. J., Dye, K. C. (1998). Impact of Hazardous Substances Regulations on Small Firms in Delaware and New Jersey. *Risk Analysis*, 18, 181 – 189.

Conference Proceedings

Behara, R., Dye, K. C., Wears, R., Perry, S. (2006). *Managing Safety in Complex Services: The Case of Hospital Emergency Care Transitions*. 17th Annual Conference of the Production and Operations Management Society, POM-2006, Boston, MA..

Behara, R., Dye, K. C., Barreto, C., Wears, R., Perry, S. (2005). *Analyzing Human Performance in Knowledge-Intensive Services: A Study in Emergency Care*. 2005 Annual Meeting of the Decision Sciences Institute, San Francisco, CA..

Sroufe, R., Dye, K. C., Jayaraman, V. (2002). *Infrastructural Operational Issues in Measuring, Monitoring and Managing Environmental Performance*. 2002 Annual Meeting of the Decision Sciences Institute, San Diego, CA..

Dye, K. C. (2001). *Aligning Accountability and Awareness for Environmental Performance in Operations*. Twelfth Annual Conference of the Production and Operations Management Society, POM-2001, Orlando, FL..

Presentations Given

Dye, K. C. (Panelist), Doctoral and Junior Faculty Joint Consortium, OM Division, Academy of Management Annual Meeting, "Early Career Issues Panel," Academy of Management Annual Meeting, Vancouver, British Columbia, Canada. (August 2015).

Dye, K. C. (Author Only), Eggers, J.P. (Presenter & Author), Shapira, Z. (Author Only), Symposium, 2013 Academy of Management Annual Meeting, "Decision Making Under Turbulent and Recurring Conditions: How judgment, politics, and process effect on hurricane evacuation decisions," Academy of Management, Orlando, FL. (August 2013).

Warren, G. (Presenter & Author), Dye, K. C. (Author Only), Battistella, D. (Author Only), Third Annual Teaching with Technology Showcase, "Collaborative Design and Performance Evaluation of Dynamic Production Systems," Florida Atlantic University, Boca Raton, FL. (October 2011).

Dye, K. C., BLINK Freshman Reading Program Symposium, "Input Biases in Managerial Decision Making," Florida Atlantic University, Boca Raton, FL. (September 2010).

Sroufe, R. (Presenter & Author), Dye, K. C. (Author Only), Montabon, F. (Author Only), Melnyk, S. (Author Only), Second Annual Alliance for Research on Corporate Sustainability Conference, "The Role of Motivation on Environmentally Driven Operations Performance," Harvard Business School. (May 12, 2010).

Dye, K. C. (Author Only), Shapira, Z. (Presenter & Author), Organization Science Winter Conference XVI, "Organizational Learning Under Turbulent and Recurring Conditions: Effect of Costs of Anticipated Consequences on Hurricane Evacuation Decisions," Organization Science, Steamboat Springs, Colorado. (February 2010).

Dye, K. C., Shapira, Z., All-Academy Symposium, Academy of Management Annual Meeting, "Organizational Learning Under Turbulent and Recurring Conditions: The Effect of the Costs of Anticipated Consequences on Hurricane Evacuation Decisions," Academy of Management, Anaheim, CA. (August 2008).

Sroufe, R. (Author Only), Dye, K. C. (Presenter & Author), Montabon, F. (Author Only), Melnyk, S. (Author Only), Production and Operations Management Society Annual Conference, "A Study of Sustainable Operating Systems," Production and Operations Management Society, La Jolla, CA. (May 2008).

Dye, K. C. (Presenter & Author), Shapira, Z. (Author Only), Production and Operations Management Society Annual Conference, "Organizational Learning Under Turbulent and Recurring Conditions: Effect of Costs of Anticipated Consequences on Hurricane Evacuation Decisions," Production and Operations Management Society, La Jolla, CA. (May 2008).

Behara, R., Dye, K. C., Perry, S., Production and Operations Management Society Annual Conference, "Managing Safety in Complex Services: The Case of Hospital Emergency Care Transitions," Production and Operations Management Society, Boston, MA. (April 2006).

Behara, R., Dye, K. C., Wears, R., Perry, S., Academy of Management Annual Meeting, "An Ethnographic Approach to Safety in Complex Continuous Service Operations," Academy of Management, Honolulu, Hawaii. (August 2005).

Sroufe, R., Dye, K. C., Montabon, F., Jayaraman, V., Melnyk, S., Academy of Management Annual Meeting, "An Empirical Study of Expectancy Theory as a Motivational Model for Environmental Activities and Performance within Operations," Academy of Management, Honolulu, Hawaii. (July 2005).

- Dye, K. C., Shapira, Z., 21st European Group on Organizational Studies Colloquium "Unlocking Organizations" – Strategic Learning Track, "The Hurricane Evacuation Decision Making Process: Is Strategic Learning Possible?," European Group, Berlin, Germany. (June 2005).
- Dye, K. C., Research Seminar, "The Hurricane Evacuation Decision Making Process: To err is human but at what cost?," Information Technology and Operations Management Department, Florida Atlantic University. (April 2005).
- Dye, K. C., Shapira, Z., Society of Judgment and Decision Making Conference, "The Hurricane Evacuation Decision Process: To Err is Human, but at What Cost?," Society of Judgment and Decision Making, Minneapolis, MN. (November 2004).
- Dye, K. C., Shapira, Z., Behavioral Decision Research in Management Conference, "The Hurricane Evacuation Decision Process: To Err is Human, but at What Cost?," Behavioral Decision Research in Management, Duke University. (April 2004).
- Dye, K. C., INFORMS Annual Meeting, "Influences on the Marketability of Remanufactured Products," INFORMS, Atlanta, GA. (October 2003).
- Dye, K. C. (Discussant), Academy of Management Annual Meetings, Operations Management Division. (2002).
- Sroufe, R., Dye, K. C., Jayaraman, V., Decision Sciences Institute Annual Meeting, "Infrastructural Operational Issues in Measuring, Monitoring and Managing Environmental Performance," Decision Sciences Institute, San Diego, CA. (November 2002).
- Dye, K. C., Business Perspectives on Closed-Loop Supply Chains II Conference, "Marketing Issues and Product Returns," INSEAD, Fontainebleau, France. (October 2002).
- Dye, K. C., Schweitzer, M., Behavioral Research in Management Conference, "The Misuse of Input Quantity in Judgments of Outcome," Behavioral Research in Management, Chicago, IL. (May 31, 2002).
- Dye, K. C., Production and Operations Management Society Annual Conference, "Aligning Accountability and Awareness for Environmental Performance in Operations," Production and Operations Management Society Annual, Orlando, FL. (March 2001).
- Dye, K. C., INFORMS National Conference, "An Assessment of Awareness and Accountability for Environmental, Health, and Safety Performance," INFORMS, Seattle, WA. (October 1998).
- Dye, K. C., Schweitzer, M., Academy of Management Annual Meeting, "Judgments of Quality: Confusing Inputs with Outputs," Academy of Management Annual, San Diego, CA. (August 1998).
- Dye, K. C., Kleindorfer, P., Kunreuther, H., Wharton School Impact Conference, Innovative Market-Based Approaches to Environmental Policy: Implementing the Major Accident Provisions of the Clean Air Act, "Performance-based Regulation of Chemical Accident Risks," University of Pennsylvania, Philadelphia, PA. (October 1995).
- Dye, K. C., INFORMS Annual Meeting, "The Role of Accountability in Managerial Decision Making," INFORMS, Los Angeles, CA, (April 1995).

Contracts, Grants and Sponsored Research

Grant

Dye, K. C., "Distinction through Discovery Curriculum Grant received for a new research-focused assignment in MAN 4597 (2016-17, 2017-18)," Sponsored by FAU. (2016 - 2017).

Research Currently in Progress

"Managing Complex Operations: Understanding Operational Risk in Emergency Care Transitions".
Revise and Resubmit received from Service Science

SERVICE

Department Service

ITOM Department - Secretary in Department Meetings. (2017 - Present).

ITOM Department - Webmaster (2011-2014, 2016-present). (2011 - Present).

Committee Member, Search Committee, MIS Instructor position. (2019).

Committee Member, Search Committee, Business Analytics/Supply Chain Management Junior/Senior Position. (2018).

Committee Member, Search Committee, Supply Chain Management Senior Faculty Position. (2017).

ITOM Department - Advising Liason. (2011 - 2014).

Course Coordinator, MAN3506 – Operations Management. (October 2003 - October 2011).

Facilitator, University of Miami, College of Arts and Sciences Curriculum Retreat. (2003).

Committee Member, Recruiting Committee, University of Miami, Department of Management, operations management positions. (1999 - 2001).

College Service

Committee Member, FAU, College of Business Scholarship Committee. (2015 - Present).

Faculty Member, FAU, College of Business, Appeals Panel. (2017 - 2019).

Faculty Member, FAU, College of Business, Appeals Committee. (January 2019 - April 2019).

Committee Member, FAU, College of Business Non-tenure Track Promotion Review Committee. (2015 - 2016).

Mentor, FAU, Mentoring Project. (2015 - 2016).

Committee Member, FAU, College of Business Academic Integrity Committee. (October 2013 - 2014).

Committee Member, FAU, College of Business Assessment Committee. (2010 - October 2011).

Committee Member, FAU, College of Business Teaching Awards Selection Committee. (2009).

University Service

- BS Data Science Analytics Oversight Committee, COB Representative. (August 2021 - Present).
- FAU Department of Emergency Management "Business Resiliency Summit" Planning Committee. (August 2021 - Present).
- MS Data Science Analytics Oversight Committee, COB Representative. (August 2021 - Present).
- Graduate Fellowship for Academic Excellence Committee. (May 2021 - August 2021).
- Educational Grants Initiative, ITOM Department Representative. (2019).
- Fullbright Scholar Review Committee. (2016).
- Mentor - FAU Mentoring Project. (2015 - 2016).
- Committee Member, FAU Strategic Planning Committee - Instructor Review and Promotion. (November 2012 - May 2013).
- Committee Member, FAU MacArthur Campus Academic Awards Selection Committee. (2006 - 2008).
- Committee Member, Library Advisory Committee, Florida Atlantic University, MacArthur Campus. (August 2005 - December 2008).
- Faculty representative, Discover FAU at Jupiter. (July 2007).
- Graduation Marshall, Graduation Marshall, Florida Atlantic University. (May 2004).
- Committee Member, Selection Committee, University of Miami Graduate Award for Excellence. (2002).
- Minnesota Student Delegate, Council of Logistics Management National Conference. (1988).

Professional Service

- Reviewer, Ad Hoc Reviewer, Journal of Operations Management, Interfaces, Production and Operations Management, Organizational Behavior and Human Decision Processes, International Journal of Operations and Production Management, IEEE Transactions on Engineering Management, Organization & Environment, International Journal of Internet and Enterprise Management, Journal of Cleaner Production, International Journal of Operations and Quantitative Management, Journal of Industrial Ecology.
- Editor, Associate Editor, Journal of Operations Management. (May 2012 - Present).
- Reviewer, Ad Hoc Reviewer, Harvard Business School Publishing, Brief Cases. (August 2011 - Present).
- Committee Member, OSCM Distinguished Scholar Selection Committee, Academy of Management Operations and Supply Chain Management Division. (2017 - 2018).
- Interim Past Division Chair - Academy of Management Operations Management Division. (2015 - 2016).

Committee Chair, OM Scholar Selection Committee, Academy of Management Operations Management Division (2013-14, 2015-16). (2013 - 2016).

Past Division Chair - Academy of Management Operations Management Division. (2013 - 2014).

Division Chair - Academy of Management Operations Management Division. (2012 - 2013).

Committee Member, Journal of Operations Management, 2012 paper selection committee. (February 2013).

Division Chair Elect - Academy of Management Operations Management Division. (2011 - 2012).

Editorial Review Board Member, Journal of Operations Management. (May 2009 - May 2012).

Program Chair - Academy of Management Operations Management Division. (2010 - 2011).

Professional Development Workshop Chair - Academy of Management Operations Management Division. (2009 - 2010).

Secretary - Academy of Management Operations Management Division. (2002 - 2009).

Reviewer, Conference Paper, Academy of Management Annual Meetings – Operations Management Division, (2008).

Reviewer, Conference Paper, ICIS Conference. (2006).

Session Chair, Production and Operations Management Society Annual Meeting, Healthcare Operations Track. (April 2006).

Reviewer, Conference Paper, Decision Sciences Annual Meeting, P/OM – Service Management Track. (2005).

Research Clinics Co-Chair, Program Committee, 2005 INFORMS Annual Meeting. (2005).

Invited Participant, Business Aspects of Closed-loop Supply Chain Workshop. (2001 - 2005).

Reviewer, Conference Paper, Academy of Management Annual Meetings – Operations Management Division, (1995 - 2005).

Session Chair, Academy of Management Annual Meeting, Operations Management Division. (August 2004).

Invited Session Chair and organizer, INFORMS Annual Meeting, Reverse Supply Chains Cluster. (2003).

Breakout Group Leader, Business Aspects of Closed-loop Supply Chains Workshop. (2002).

Reviewer, Conference Paper, Decision Sciences Annual Meeting, P/OM – Manufacturing Track. (2002).

Session Chair, POMS Annual Conference, Environmental Issues Track. (2001).

Doctoral Colloquium Chair, Program Committee, 2001 INFORMS Annual Meeting. (2001).

Judge, Society of Judgment and Decision Making Student Poster Contest. (2000 - 2001).

Session Chair, Society of Judgment and Decision Making Annual Conference. (2000).

Reviewer, Conference Paper, ICIS Conference. (1998).

Reviewer, Conference Paper, INFORMS/ Organization Science Dissertation Proposal Contest. (1997 - 1998).

Program Committee, Behavioral Decision Research in Management Conference, University of Miami. (June 1998).

Invited Participant, Operations Management Doctoral Consortium, Academy of Management. (1994).

Public Service

Member, Marketing Committee of the National Advisory Board, Economics and Management Department, Gustavus Adolphus College. (2018 - 2019).

Member, National Advisory Board, Gustavus Adolphus College, Economics and Management Department. (2012 - 2019).

Member, Entrepreneurial Cup Committee of the National Advisory Board, Economics and Management Department, Gustavus Adolphus College. (2015 - 2018).

Member, Green School Program Committee, Trinity Christian School. (2017).

Board Member, Institute of Supply Chain Management, NAPM Gold Coast Affiliate. (April 2012 - April 2013).

Dr. Richard Gendler

Florida Atlantic University

Accounting

Email: rgendler@fau.edu

Education

Master, Florida Atlantic University, 2022.

Major: Taxation

PhD, Thomas Jefferson School of Law, 2013.

Major: Doctor of Science of Law

Dissertation Title: Home Mortgage Cramdown in Bankruptcy

LLM, Thomas Jefferson School of Law, 2009.

Major: Master of Laws

JD, University of Miami School of Law, 1992.

Major: Doctor of Jurisprudence

BA, University of Hartford, 1989.

Major: Bachelor of Arts

Academic, Government, Military and Professional Positions

Academic - Post-Secondary

Senior Instructor, School of Accounting, Business Law, FAU, College of Business. (2021 - Present).

Adjunct Professor and Co-Faculty Director, Thomas Jefferson School of Law. (2012 - Present).

Instructor, School of Accounting, Business Law, FAU, College of Business. (2016 - 2021).

Visiting Instructor, Accounting Department, Business Law, FAU, College of Business. (2014 - 2016).

Professional

Managing Member, Miami Law, PLLC. (2018 - Present).

Managing Shareholder, Law Offices of Richard S. Gendler & Associates. (1998 - 2017).

Associate Attorney, Marcia T. Dunn & Associates. (1997 - 1998).

Associate Attorney, Robbins, Tunkey, Ross, Amsel, Raben & Waxman, P.A. (1995 - 1997).

Licensures and Certifications

Licensed to Practice Law. State Courts of Florida, United States District Court in and for the Southern District of Florida, United States Bankruptcy Court in and for the Southern District of Florida, United States Tax Court, Eleventh Circuit Court of Appeals.

State of Florida life, health and variable annuity agent (2-15 license).

Florida Bar, State of Florida. (March 19, 1997 - Present).

Professional Memberships

AARP Legal Referral Network.

Academy of Florida Trial Lawyers.

American Academy of Financial Management.

American Bar Association.

Bankruptcy Bar Association for the Southern District of Florida.

Coral Gables Chamber of Commerce.

Florida Association of Criminal Defense Lawyers.

Miami Dade County Bar Association.

National Association of Criminal Defense Lawyers.

North Dade Regional Chamber of Commerce.

Agent, Old Republic Title Insurance Company.

Development Activities Attended

Workshop, "AOL Rubric Workshop (2 hours)," FAU - College of Business, Boca Raton, FL, USA.
(February 14, 2020).

Awards and Honors

School of Accounting Graduate Professor of the Year. (2021).

2015 Martindale-Hubbell Client Distinction Award. (2015).

TEACHING

Teaching Experience

Florida Atlantic University

BUL 4421, Business Law 1, 54 courses.

BUL 4443, Ethics in Business, 1 course.

BUL 6332, Bus Law for Prof Accountants, 2 courses.

BUL 6455, Business Law, Applied Ethics, 2 courses.

Non-Credit Instruction

Continuing Education, Continuing Legal Education Instructor, Strafford Publications.

RESEARCH

Published Intellectual Contributions

Books

Crain, M., Gendler, R., Hopwood, W., Young, G., Pacini, C. (2019). Essentials of Forensic Accounting. *Essentials of Forensic Accounting* (2nd ed.). American Institute of Certified Public Accountants (AICPA).

Refereed Journal Articles

DiCicco, J., Gendler, R., Filatova, U., Minkova, T. (2021). Level 3 reporting quality: trend analysis of derivative instruments' restatements. *Business Valuation Journal-OIV*, 3(1), 9-15.

DiCicco, J., Gendler, R., Filatova, U., Whiteman, A. S. (2020). Personal Goodwill and the Courts: An Analysis. *Journal of Medical Practice Management*, 36(1), 41-46.

Gendler, R. (2014). Home Mortgage Cramdown in Bankruptcy. *American Bankruptcy Institute Law Review*, 22.

Journal Articles

DiCicco, J., Gendler, R. (in press). Accounting versus US Taxation for Derivatives: Book-Tax Differences are Here to Stay (forthcoming). *FICPA Today*.

Gendler, R. (2013). Is Absolute Priority Rule "Absolute" for an Individual Chapter 11 Debtor? *BANKR. INST. COMM. NEWS*.

Gendler, R. (2012). Categorizing Tax Liabilities for the Applicability of the Means Test. *ABI Journal*.

Other

Gendler, R. (2011). *In re Quiros-Amy*, 456 B.R. 140 (Bankr. S.D.Fla.2011). Published Opinions.

Presentations Given

Gendler, R., Presentation on Business Ethics, "Presentation to graduate students regarding corporate social responsibility and ethical leadership skills," FAU, Professional and EMHA Leadership Executive Forum. (March 2021).

Gendler, R., Presentation on FAU Employee Computer and Emails Privacy Issues, "Presentation regarding legal privacy considerations when using FAU computers and email account," Florida Atlantic University College of Business Faculty and Staff Meeting. (December 2020).

Gendler, R., Presentation on Business Ethics, "Presentation to graduate students regarding corporate social responsibility and ethical leadership skills," FAU, Professional and Sport MBA Leadership Executive Forum. (September 2020).

Gendler, R., Seminar on Forensic Accounting, "Presentation to CPAs in regard to relevant enhanced skills for forensic accountants including testifying, evidence, and expert reports in family and bankruptcy litigation. Attendees received continuing professional education credit.," FAU Center for Forensic Accounting. (June 2019).

Gendler, R., The U.S. Fight Against Corruption, "Presentation to Argentinian academics and public officials regarding the Federal Corrupt Practices Act, Racketeer Influenced and Corrupt

Organizations Act and Law 27.401 of the Argentine Criminal Code," Universidad Nacional De Tres De Febrero FAU Center for Forensic Accounting. (May 2019).

Gendler, R., Seminar on Forensic Accounting, "Presentation to CPAs in regard to relevant enhanced skills for forensic accountants including testifying, evidence, and expert reports in family and bankruptcy litigation. Attendees received continuing professional education credit.," FAU Center for Forensic Accounting. (August 2018).

Gendler, R., Florida Institute of Certified Public Accountants, "Discharging Income Taxes in Consumer Bankruptcy Cases," Presentation to CPAs regarding requirements of discharging income taxes in consumer bankruptcy. Attendees received continuing professional education credit. (January 2016).

Gendler, R., Kansas State Bar Association, "Home Mortgage Cramdown in Bankruptcy." (2015).

Gendler, R., Presentation to Certified Public Accountants regarding requirements of discharging income taxes in consumer bankruptcy. Attendees received continuing professional education credit., "Discharging Income Taxes in Consumer Bankruptcy Cases," Florida Institute of Certified Public Accountants. (January 2015).

Gendler, R., Graduate Reception, "Home Mortgage Cramdown in Bankruptcy," Thomas Jefferson School of Law. (May 2014).

Gendler, R., Strafford Publications, "Lien Stripping in Consumer Bankruptcy, Bringing or Defending Actions to Avoid Junior Mortgage Leins." (2013).

Gendler, R., Strafford Publications, "Tax Issues in Consumer Bankruptcies, Navigating Discharge of Tax Liability, Impact of Tax Obligations on Means Testing, and Debt-Related Tax Consequences." (2013).

Gendler, R., University of Miami School of Law Bankruptcy Assistance Clinic, "Topical Issues in Consumer Bankruptcy." (March 2013).

Gendler, R., Brickell Homeowners Association Property Managers Forum, "Best Practices for Handling Foreclosures and Delinquencies Among Condominium Owners." (July 2011).

Media Contributions

Magazine

American Bankruptcy Institute.

SERVICE

Department Service

CPA Advisor, School of Accounting, FAU. (2017 - Present).

Business Law Coordinator, School of Accounting, FAU. (2015 - Present).

Committee Chair, Undergraduate Curriculum and Assessment Committee, Business Law Subcommittee, FAU. (2015 - Present).

College Service

Committee Member, College of Business Assessment Committee, FAU. (2015 - Present).

University Service

Faculty Senator, FAU Faculty Senate. (2021 - Present).

Committee Member, FAU Faculty Senate Policy and Procedures Committee. (2021 - Present).

Committee Member, FAU National Metrics Committee. (2021 - Present).

Faculty Affiliate, College of Arts and Letters Peace, Justice, and Human Rights Initiative. (2020 - Present).

Committee Member, Hillel of Broward and Palm Beach County, Reentry Task Force ---
Committee tasked with formulating a plan for operational return of students to Hillel on FAU campuses in response to the Covid-19 crisis. (2020 - Present).

Committee Member, College of Arts and Letters Ethics, Law and Society Certificate Program
Committee, Member representing the College of Business. (2019 - Present).

Interim Director, College of Arts and Letters Ethics, Law and Society Certificate Program. (2020 - 2021).

Professional Service

Special Magistrate, Arbitrator, National Center for Dispute Settlement. (2021 - Present).

Special Magistrate, Hearing Officer, Palm Beach County Commissions on Ethics. (2021 - Present).

Florida Bar, Appointment to the Student Education and Admissions to the Bar Committee. (2018 - Present).

Special Magistrate, Special Magistrate, Palm Beach County. (2018 - Present).

Vice Chair, Florida Bar, Appointment to the Seventeenth Judicial Circuit Grievance Committee "E". (2016 - 2019).

Committee Member, Florida Bar, Appointment to the Law Education Committee. (2015 - 2018).

Editor, Textbook, McGraw Hill Education for "Essentials of Business Law", Ninth Edition by Anthony Liuzzo. Preparation of instructor's manual, test bank, questions, PowerPoint slides and end-of-chapter quizzes for the textbook. (2014 - 2015).

Committee Member, Florida Bar, Appointment to the Federal Rule Practice Committee and Education Subcommittee. (2013 - 2015).

Committee Member, Committee, Bankruptcy Mortgage Mediation, United State Bankruptcy Court for the Southern District of Florida. (2012 - 2015).

Editor, Textbook, McGraw Hill Education for "Dynamic Business Law, The Essentials", Third Edition by Nancy Kusabek, Neil Browne, Lucien Dhooge, Daniel Herron and Linda Barkacs. Prepared end-of-chapter quizzes for the textbook. (2014).

Public Service

Board Member, Atlantic Hotel Condominium Association. (2021 - Present).

Executive Vice President of Rituals, Executive Vice President of Administration, Temple Kol Ami Emmanuel. (2021 - Present).

Board Member, Debbie's Dream Foundation to Cure Stomach Cancer. (February 2020 - Present).

Gala Committee Member, Arbitrator, National Futures Association (NFA). (2020 - Present).

Board Member, Plantation Acres Homeowners Association. (2020 - Present).

Gala Committee Member, Public Arbitrator, Financial Industry Regulatory Authority (FINRA). (2020 - Present).

Vice President and Treasurer, Vice President and Treasurer, Bravo Estates Homeowners Association. (2003 - Present).

Executive Vice President of Rituals, Executive Vice President of Education and Youth, Temple Kol Ami Emmanuel. (2020 - 2021).

Executive Vice President of Rituals, Executive Vice President of Rituals, Temple Kol Ami Emmanuel. (2018 - 2020).

Committee Member, Debbie's Dream Foundation to Cure Stomach Cancer. (2011 - 2019).

Dr. Antoine Giannetti

Florida Atlantic University

Finance

(561) 297-3192

Email: giannett@fau.edu

Education

PhD, Cornell University, 1998.

Major: Finance

Supporting Areas of Emphasis: Quantitative Analysis and Operations Research (Probability)

Diplome d'Etudes Approfondies (DEA), University of Paris I Pantheon-Sorbonne, 1993.

MBA, Ecole Superieure des Sciences Economiques et Commerciales (ESSEC), 1988.

Academic, Government, Military and Professional Positions

Academic - Post-Secondary

Associate Professor, Florida Atlantic University, College of Business, Department of Finance.
(August 2008 - Present).

Visiting Scholar, Universidad del Pacifico, Lima, Peru. (October 2011 - June 2012).

Assistant Professor, Florida Atlantic University, College of Business, Department of Finance.
(August 2001 - December 2007).

Assistant Professor, Seton Hall University. (August 1999 - May 2001).

Professional

Market-Maker, MATIF options-futures market. (1991).

Assistant Portfolio Manager, Banque Indosuez, Paris. (1990).

Professional Memberships

American Risk and Insurance Association.

Western Finance Association.

Development Activities Attended

Workshop, "(4 hours) - Teaching Online Orientation (Training) -- Workshop covering the basis of online teaching," FAU, Virtual. (2020).

TEACHING

Teaching Experience

Florida Atlantic University

FIN 3403, Principles of Financial Mgmt, 4 courses.

FIN 4504, Investment Analysis, 22 courses.

FIN 4533, Financial Derivatives, 4 courses.
FIN 6456, Quantitative Mthds in Finance, 2 courses.
FIN 6515, Investment Management, 7 courses.
FIN 6537, Fin Risk Mgmt & Derivatives, 7 courses.

RESEARCH

Published Intellectual Contributions

Refereed Journal Articles

- Giannetti, A. (2021). Local Economic Conditions and Repeat-Sale Indices Performance: Evidence from a Moderation Effect Specification. *Journal of Real Estate Research*, 43(3), 271-289.
- Giannetti, A. (2021). Home Sales Pair Counts: The Organic Metric for Trading Volume in Housing Markets. *Real Estate Economics*, 49(2), 610-634.
- Viale, A., Giannetti, A., Garcia-Feijoo, L. (2020). The stock market's reaction to macroeconomic news under ambiguity. *Financial Markets and Portfolio Management*, 34, 65-97.
- Giannetti, A. (2018). Does Temporal Aggregation Explain the Persistence of the S&P/Case-Shiller Indices? Evidence from a Longitudinal Specification. *Real Estate Economics*, 46, 559-581.
- Giannetti, A. (2017). The Dynamics of Leveraged ETFs Returns: A Panel Data Study. *Quantitative Finance*, 17(5), 745-761.
- Viale, A., Garcia-Feijoo, L., Giannetti, A. (2014). Safety First, Learning Under Ambiguity and the Cross-Section of Stock Returns. *The Review of Asset Pricing Studies*, 4(1), 118-159.
- Giannetti, A., Viale, A. (2011). A Dynamic Analysis of Stock Price Ratios. *Applied Financial Economics*, 21(6), pp. 353-368.
- Barnhart, S., Giannetti, A. (2009). Negative earnings, positive earnings and stock return predictability: An empirical examination of market timing strategies. *Journal of Empirical Finance*, 16, pp. 70-86.
- Giannetti, A. (2007). The Short Term Predictive Ability of Earnings-Price Ratios: The Recent Evidence (1994-2003). *Quarterly Review of Economics and Finance*, 47, pp. 26-49.
- Benet, B., Giannetti, A., Pissaris, S. (2006). Gains from Structured Products Markets: The Case of Reverse Exchange Securities (RES). *Journal of Banking and Finance*, 30, pp. 111-132.
- Giannetti, A. (2006). Optimal Use of Futures Contracts for the Competitive Firm. *Applied Financial Economics*, 16, pp. 425-427.
- Giannetti, A., Larson, S., Lee, C., Madura, J. (2006). Price Movements Information and Liquidity in the Night Trading Market. *The Financial Review*, 41, pp. 119-137.
- Giannetti, A. (2005). On Investing in the Long Run when Stock Returns Are Mean- Reverting. *Applied Financial Economics*, 15, pp. 1037-1040.
- Giannetti, A., Wu, L., Zhong, R. (2004). Inventory Hedging and Option Market Making. *International Journal of Theoretical and Applied Finance*, 7, pp. 853-878.

Giannetti, A. (2004). Model Risk and Option Hedging. *Quarterly Review of Economics and Finance*, 44, pp. 659-677.

Giannetti, A. (2003). Teaching Coupon Bonds Valuation: Old and New Methodologies. *Advances in Financial Education*, pp. 81-85.

Giannetti, A. (2000). Mutual Funds Flows and Stock Returns: An Empirical Investigation. *The Journal of Entrepreneurship and Management*, 5, pp. 204-217.

Presentations Given

Giannetti, A., ARES, "Local Macroeconomic Conditions and Sample Selection Bias in Repeat Sale Indices: An Empirical Study," Paradise Valley, AZ. (April 2019).

Giannetti, A., ARES, "Home Sales Pair Counts: The Organic Metric for Trading Volume in Housing Markets," Bonita Springs, FL. (April 2018).

Giannetti, A., ARES, "Temporal Aggregation and Persistence of the S&P/Case-Shiller Indices: An Empirical Study," Denver, Colorado. (2016).

Giannetti, A., Financial Management Association, "Temporal Aggregation and Persistence of the S&P/Case-Shiller Indices: An Empirical Study," Las Vegas, Nevada. (2016).

Giannetti, A., Financial Management Association, "The Cross Section of Leveraged ETFs Returns," Orlando, FL. (2015).

Giannetti, A., Viale, A., Financial Management Association, "Ambiguity and the Cross-section of Stock Returns," Atlanta, GA. (2012).

Giannetti, A., Southern Finance Association Meeting, "Constant Portfolio Insurance and Capital Risk Management: Some Empirical Evidence from Structured Products Markets," Southern Finance Association, Charleston, SC. (2007).

Giannetti, A. (Discussant), FMA. (2005).

Benet, B., Giannetti, A., Pissaris, S., European Financial Management Association Meeting, "Why are Structured Products Markets Expanding in the USA? The Case of Reverse Exchangeable Securities (RES)," European Financial Management Association, Siena, Italy. (2005).

Giannetti, A., Barnhart, S., Financial Management Association Meetings, "Negative Earnings, Positive Earnings and Stock Index Returns: An Empirical Investigation of Market Timing," Financial Management Association, Chicago, IL. (2005).

Giannetti, A., Barnhart, S., Southern Finance Association Meeting, "Negative Earnings, Positive Earnings and Stock Index Returns: An Empirical Investigation of Market Timing," Southern Finance Association, Key West, FL. (2005).

Giannetti, A. (Discussant), FMA. (2004).

Giannetti, A. (Discussant), SFA. (2004).

Giannetti, A., Financial Management Association Meetings, "The Economic Value of Predicting Returns using Earnings-Price Ratios," Financial Management Association, New Orleans, LA. (2004).

Giannetti, A., Southern Finance Association Meetings, "The Economic Value of Predicting Returns using Earnings-Price Ratios," Southern Finance Association, Naples, FL. (2004).

Benet, B., Giannetti, A., Pissaris, S., Financial Management Association Meetings, "Issuance Costs of Financially Engineered Products: The Case of Reverse Exchangeable Securities (RES)," Financial Management Association, Denver, CO. (2003).

Giannetti, A. (Discussant), FMA. (2001).

Giannetti, A., Zhong, R., Annual Meeting of the Southern Finance Association, "The Cross-Section of Option Spreads: a Market Microstructure Approach," Southern Finance Association, Destin. (2001).

Giannetti, A., Zhong, R., Financial Management Meetings Conference, "The Cross-Section of Option Spreads: a Market Microstructure Approach," Financial Management Association, Toronto. (2001).

Giannetti, A., Global Finance Conference, "Model Risk and Option Hedging," Chicago Board of Trade, Chicago, IL. (2000).

Giannetti, A., Jacquier, E., Derivatives conference, "The Cross-Section of Option Prices: Is the Martingale Restriction Rejected?," Boston College, Boston. (1998).

Research Currently in Progress

"Idiosyncratic Ambiguity, Robust Asset Pricing, and the Cross-section of Stock Returns".
Under review at Journal of Finance

"Target Stock Price Runup under Ambiguity: The Case of the Banking Industry".

SERVICE

College Service

Committee Member, Faculty Development Council. (2004 - Present).

Committee Member, Honors Committee. (2003 - 2004).

Professional Service

Committee Member, Program Committee-Eastern Finance Meetings, Philadelphia, PA. (2005).

Discussant, FMA (2001, 2004, 2005). (2001 - 2005).

Discussant, SFA (2004). (2004).

David Herst
Florida Atlantic University
Management
(561) 297-3763
Email: dherst@fau.edu

Education

PhD, University of South Florida, 2003.
Major: Industrial/Organizational Psychology

MA, University of South Florida, 2001.
Major: Industrial/Organizational Psychology

BS, University of Wyoming, 1995.
Major: Psychology
Dissertation Title: Influence on child speech patterns and mental development

Academic, Government, Military and Professional Positions

Academic - Post-Secondary

Full-time Senior Instructor, Management Programs, Florida Atlantic University, College of Business. (2004 - Present).

Adjunct Faculty, Management Programs, Florida Atlantic University, College of Business. (January 2004 - May 2004).

Adjunct Faculty, Department of Psychology, Florida International University, College of Business. (January 2004 - May 2004).

Adjunct Faculty, Johnson & Wales University. (December 2003 - February 2004).

Graduate Teaching Instructor, University of South Florida, Tampa, FL. (August 1995 - May 2002).

Professional

Leadership Development Specialist, Scitrain. (2010 - Present).

Senior Consultant, Leadership Development and Training Specialist, Peoplewise. (2011 - 2014).

Assessment Specialist, Personnel Decisions International, Manama, Bahrain. (May 2004 - June 2004).

Research Associate, Monster, Inc. (formerly TMP Worldwide, Inc.), Tampa, FL. (January 2001 - January 2003).

Development Activities Attended

Workshop, "Canvas Primer 101," FAU. (September 2016).

Tutorial, "Big Data--Continuing Education Credit," SIOP Annual Conference. (April 2015).

Training, "Sexual Harassment Awareness and Prevention Training." (December 2014).

"Sloan-C Workshop: MOOC Basics." (September 2013).

Continuing Education Program, "Graduated, Emerging Leadership Program (2 year program beginning in May (2011)," Jewish Federation of the Palm Beaches. (May 2013).

"Echo360 Screen Capture Technology." (May 2013).

"Interactive Branching in PowerPoint." (March 2013).

Continuing Education Program, "eLearning Designer/Facilitator Certificate Course (40 hours)," Center for eLearning, Florida Atlantic University, Boca Raton, Florida, USA. (December 2011).

Awards and Honors

Outstanding Contributions in Performance Management, Hospice of Palm Beach County and Broward County. (August 2013).

TEACHING

Teaching Experience

Florida Atlantic University

ENT 4024, Entrepreneurship, 1 course.
GEB 2011, Introduction to Business, 23 courses.
MAN 3025, Intro Mgmt Organizatnl Behavr, 22 courses.
MAN 3442, Intl Business Negotiations, 8 courses.
MAN 3611, Cross-Cultural Hum Rel & Negtn, 6 courses.
MAN 4046, Lead, Sprv Skills, Team Devel, 6 courses.
MAN 6245, Organizational Behavior, 3 courses.
MAN 6296, Leadership and Organizations, 20 courses.

Directed Student Learning

Dissertation Committee Member. (2013 - 2014).
Advised: Nilufer Yapici

RESEARCH

Published Intellectual Contributions

Book Chapters

Herst, D. (2013). HR Planning at CompTech. In Bernardin, H.J. & Russell, J.A. (Ed.), *Human Resource Management: an Experiential Approach* (6th ed., pp. 679-686). Irwin-McGraw-Hill.

Carey, T., Herst, D., Chan, H. W. (2010). Global selection: selection in international contexts. In K. Lundby and J. Jolton (Ed.), *Going Global: Practical Applications and Recommendations for HR and OD Professionals in the Global Workplace* (pp. 143-174). Newbury Park, CA: Sage.

Refereed Journal Articles

Parola, H., Harari, M., Herst, D., Prysmakova, P. (2019). Demographic determinants of public service motivation: A meta-analysis of psm -age and -gender relationships. *Public Management Review*, 21(10), 1397-1419.

Xu, S., Zhu, J., Herst, D., Zhang, X. (2018). Ethical leadership and pro-social rule breaking behavior in China. *Asian Business and Management*, 17(1), 59-81.

Harari, M., Herst, D., Parola, H., Carmona, B. (2017). Organizational correlates of public service motivation: A meta-analysis of two decades of empirical research. *Journal of Public Administration Research and Theory*, 27(1), 68-84; doi: 10.1093/jopart/muw056.

Williams, E., Pillai, R., Lowe, K. B., Jung, D., Herst, D. (2009). Crisis, Charisma, Values and Voting Behavior in the 2004 Presidential Election. *Leadership Quarterly*, 20(2), 70-86.

Allen, T., Herst, D., Bruck, C., Sutton, M. (1999). Consequences Associated with Work-to-Family Conflict: A Review and Agenda for Future Research. *Journal of Occupational Health Psychology*, 5(2), 278-308.

Conference Proceedings

Herst, D., Patton, J. T., Searcy, D. (2019). *Teaching in the digital age: Large Classes, Distracted Students, and Shifting Expectations*. Academy of Business Education Conference Proceedings.

Journal Articles

Herst, D. (2014). Informed Consent for Cross-Cultural Classroom Exercises: Teaching Tool or Wishful Thinking? *Academy of International Business: Insights*, 14(2), 12-14.

Presentations Given

Herst, D. (Panelist), Patton, J. T. (Panelist), Searcy, D. (Panelist), Presented at Academy of Business Education Conference, "Management In The Digital Age: Large Classes, Distracted Students, And Shifting Expectations," Savannah, Georgia. (September 19, 2019).

Herst, D., Liu, C., Li, H., Zhang, X., 30th Annual Meeting of the Society for Industrial and Organizational Psychology, "Stressor and Stressor Appraisals: The Moderating Effect of Task Efficacy," Philadelphia, PA. (2014).

Herst, D., Guest Speaker --- Rotary Club of Ft. Lauderdale, "Managing Millennials," Rotary Club of Ft. Lauderdale. (October 2012).

Herst, D., 19th Annual Meeting of the Society for Industrial and Organizational Psychology, "Cross-Cultural Measurement Invariance of Work/Family Conflict Scales between English-Speaking Samples," Chicago, IL. (April 2004).

Herst, D., Academy of Management, "Marital Status as a Stigmatized Work Identity: Are Singles "Closeted" at Work?," Seattle, Washington. (August 2003).

Herst, D., 17th Annual Meeting of the Society for Industrial and Organizational Psychology, "Supervisor "Big Five" Personality and Subordinate Attitudes," Toronto, Canada. (April 2002).

Herst, D., 16th Annual Meeting of the Society for Industrial and Organizational Psychology, "Coworker Reactions to Maternity Leave: A Procedural Justice Perspective," San Diego, CA. (August 2000).

Herst, D., 14th Annual Meeting of the Society for Industrial and Organizational Psychology, "Outcomes Associated with Work to Family Conflict: A Review and Research Agenda," Atlanta, GA. (April 1999).

Herst, D., 105th Convention of the American Psychological Association, "Validity of ASVAB Composites in Predicting Technical School Performance," Chicago, IL. (August 1997).

SERVICE

Department Service

Faculty Sponsor, Undergraduate Global Business Association. (2017 - Present).

Committee Member, Hiring Committee, Instructor for Management Programs. (January 2020 - May 2020).

Hiring Committee, Instructor Search for Executive Programs. (August 2018 - December 2019).

Committee Member, Hiring Committee, Instructor for Executive Programs. (August 2018 - May 2019).

Instructor, Redesignated GEB 2011- Introduction to Business Course for the College of Business. (August 2015 - December 2015).

Instructor, Redesignated MNA 6296 - Leadership and Organizations for Navitas Program. (August 2015 - December 2015).

Coordinator, Academic Learning Compact study and report generation for MAN 3025. (2007 - 2012).

Guest Speaker, FAU Psychology Club - "What is Industrial/Organizational Psychology?". (November 2012).

College Service

Committee Member, COB Scholarship Committee. (August 2018 - Present).

Committee Member, COB Representative - Leadership Studies Minor Advisory Committee. (January 2016 - Present).

Committee Member, College Committee for Stewart Distinguished Teaching Award, and Undergraduate Teaching Award. (January 2016 - May 2016).

Committee Member, Committee on Academic Integrity. (2013 - 2014).

Participant, McCracken Group round-table discussion. (September 2013 - December 2013).

Committee Member, Non-Tenure Track Promotion Evaluation Committee. (January 2013 - May 2013).

Comprehensive Exam Reviewer, Lori Ford. (January 2013).

University Service

Committee Member, Leadership Studies Minor advisory committee. (2016 - Present).

QEP - Judge and Moderator, GPSA Judge and Moderator, Undergraduate Research Symposium. (January 2020 - May 2020).

QEP - Judge and Moderator, 2017 Graduate Research Symposium. (January 2017 - May 2017).

Judge, FAU GPSA Research Day. (2014 - 2015).

QEP - Judge and Moderator, 2013 Undergraduate Research Symposium. (2013).

Speaker, Psychology Honors Club -- "What is Industrial/Organizational Psychology?". (2012).

Professional Service

Reviewer, Conference Paper, Academy of Management Annual Meeting. (2017 - Present).

Reviewer, Journal Article, Public Management Review. (2017 - Present).

Committee Chair, Heading subcommittee for Undergraduate Education, Society for Industrial and Organizational Psychology. (2013 - Present).

Reviewer, Journal Article, QEP-- Reviewer for the FAU Undergraduate Research Journal (FAU URJ). (2013 - Present).

Reviewer, Journal Article, International Journal of Organizational Theory and Behavior. (2006 - Present).

Reviewer, Conference Paper, Southern Management Association Meeting, Human Resources/Dispute Resolution/Careers Track. (May 1999 - Present).

Participant, McCracken Group round-table discussion. (November 2013).

Reviewer, Journal Article, QEP - FAU Undergraduate Research Journal (FAU URJ). (July 2013).

Guest Speaker - Rotary Club of Ft. Lauderdale - "Managing Millennials" International Journal of Organizational Theory and Behavior. (October 2012).

Public Service

Review of Performance Management Systems, Hospice of Palm Beach County and Broward County. (May 2013).

Dr. Derrick Huang
Florida Atlantic University
Information Technology and Operations Management
(561) 297-2776
Email: dhuang@fau.edu

Education

PhD, Harvard University, 1994.
Major: Computer Science
Dissertation Title: A Bang or a Whimper: Key Issues and Implications of Alternative Telecommunications

MS, Harvard University, 1989.
Major: Applied Physics

BS, National Taiwan University, 1985.
Major: Physics

Academic, Government, Military and Professional Positions

Academic - Post-Secondary

Associate Professor, ITOM Department, Florida Atlantic University, College of Business. (2009 - Present).

Assistant Professor, ITOM Department, Florida Atlantic University, College of Business. (2003 - 2009).

Visiting Assistant Professor, ITOM Department, Florida Atlantic University, College of Business. (2002 - 2003).

Program Director–Information Technology Management, Everglades University. (2001 - 2002).

Professional

Executive Director–Strategic Marketing, Siemens Carrier Networks. (1997 - 2001).

Director–Business Development, Nortel Networks. (1995 - 1997).

Manager–Marketing, Nortel Networks. (1993 - 1995).

Associate Director–International Affairs, NYNEX Government Affairs Company. (1991).

Associate Director–Market Development, NYNEX International Company. (1990).

Licensures and Certifications

Quality Matters Certification for ISM 6508 Web-Based Business Development, 2016-2021. (2016 - 2021).

Quality Matters Certification for ISM 6026 MIS and Technology, 2013-2018 (First FAU graduate-level and first College of Business course to be recognized by the national QM program). (2013 - 2018).

Development Activities Attended

Continuing Education Program, "eLearning Designer/Facilitator Certificate Course (40 hours)," FAU - Center for E-Learning, Boca Raton, Florida, USA.

Workshop, "Software Secure Workshop," FAU - College of Business, Boca Raton, Florida, USA. (September 19, 2014).

Awards and Honors

Finalist, University Distinguished Teacher of the Year, FAU. (2021).

Dean's Teaching Fellow (2016-2018), FAU, College of Business. (2018).

Master Teacher (2014-2015), FAU, College of Business. (2014).

Scholar of the Year Award, FAU, College of Business. (2014).

Master Teacher Elect (2013-2014), FAU, College of Business. (2013).

Stewart Teaching Award, FAU, College of Business. (2012).

TEACHING

Teaching Experience

Florida Atlantic University

ISM 3011, Management Information Systems, 22 courses.

ISM 6026, Mgmt Info Systems & Tech, 37 courses.

ISM 6405, Advanced Business Analytics, 1 course.

ISM 6508, Web-Based Business Development, 8 courses.

ISM 7345, Bus Transform in Info Sys, 4 courses.

Non-Credit Instruction

Guest Lecture, Harvard University - Intro to Computer Science.

Guest Lecture, Harvard University - Statistical Thermodynamics.

Guest Lecture, Harvard University - The Information Age.

Directed Student Learning

Dissertation Committee Chair, "Healthcare Provider Information Systems Investment in Responses to HIPAA Security Violation Reporting," Other (Within Florida Atlantic University). (2021 - Present).

Advised: Janine Paul-Hills

Dissertation Committee Member, "Impacts of Team Dynamics and Surgical Case Scheduling on Operating Room Performance," Other (Within Florida Atlantic University). (2021 - Present).

Advised: Christopher Hasse

Master's Thesis Committee Member, "Towards Modeling Long-Term Disaster Recovery Management," Other (Within Florida Atlantic University). (2011 - 2012).

Advised: Carlos Nieto Tibaquira

RESEARCH

Published Intellectual Contributions

Book Chapters

- Behara, R., Huang, D., Huang, P. (2015). A Social Network Analysis of NFL Coaches. In M. Warkentin (Ed.), *Introduction to Trends and Research in the Decision Sciences: Best Papers from the 2014 Annual Conference* (pp. 28-35). Decision Sciences Institute and Pearson/FT Press.
- Behara, R., Huang, D., Goo, J. (2013). The Emerging Healthcare Service Platform. In Jay Kandampully (Ed.), *Service Management in Health and Wellness Services* (pp. 153-169). Dubuque, Iowa: Kendall Hunt Publishing Company.
- Huang, D. (2007). Business-Plan Anchored E-Commerce Courses at the MBA-Level. In L. Tomei (Ed.), *Adapting Information and Communication Technologies for Effective Education—Advances in Information and Communications Technology Education Series* (vol. 2, pp. 156-166). Hershey, Pennsylvania: Idea Group.
- Huang, D., Behara, R., Hu, Q. (2007). Economics of Information Security Investment. In H. Chen, T.S. Raghuram, R. Ramesh, A. Vinze, and D. Zeng (Ed.), *National Security—Handbooks in Information Systems* (pp. 53-69). Amsterdam: Elsevier.
- Huang, D. (1999). Size, Growth, and Trends of the Information Industries. *The Information Resources Policy Handbook: Research for the Information Age* (pp. 347-361).

Refereed Journal Articles

- Baghersad, M., Emadikhiav, M., Huang, D., Behara, R. (in press). Modularity Maximization to Design Contiguous Policy Zones for Pandemic Response (forthcoming). *European Journal of Operational Research*.
- Goo, J., Huang, D., Yoo, C. W., Koo, C. Smart Tourism Technologies' Ambidexterity: Balancing Tourist's Worries and Novelty Seeking for Travel Satisfaction. *Information Systems Frontiers*, 1-20; doi.org/10.1007/s10796-021-10233-6.
- Huang, D., Baghersad, M., Behara, R., Zobel, C.W. (2022). Optimal Investment in Prevention and Recovery for Mitigating Epidemic Risks. *Risk Analysis: An International Journal*, 42(1), 206-220.
- Huang, D., Goo, J., Behara, R., Agarwal, A. (2020). Clinical Decision Support System for Managing COPD-Related Readmission Risk. *Information Systems Frontiers*, 22, 735-747.
- Yoo, C. W., Huang, D., Goo, J. (2020). Task Support of Electronic Patient Care Report (ePCR) System in Emergency Medical Services: An Elaboration Likelihood Model Lens. *Information & Management*, 57(6), Article 103336.
- Baechle, C., Huang, D., Agarwal, A., Behara, R., Goo, J. (2020). Latent Topic Ensemble Learning for Hospital Readmission Cost Optimization. *European Journal of Operational Research*, 281(3), 517-531.
- Huang, D., Goo, J., Nam, K., Yoo, C. W. (2017). Smart Tourism Technologies in Travel Planning: The Role of Exploration and Exploitation. *Information and Management*, 54(6), 757-770.

- Yoo, C. W., Goo, J., Huang, D., Nam, K., Woo, M. (2017). Improving Travel Decision Support Satisfaction with Smart Tourism Technologies: A Framework of Tourist Elaboration Likelihood and Self-efficacy. *Technological Forecasting & Social Change*, 123, 330-341.
- Goo, J., Huang, D., Koo, C. (2015). Learning for Healthy Outcome: Exploration and Exploitation with Electronic Medical Records. *Information and Management*, 52, 550-562.
- Huang, D., Behara, R., Goo, J. (2014). Optimal Information Security Investment in a Healthcare Information Exchange: An Economic Analysis. *Decision Support Systems*, 61, 1-11.
- Huang, D., Behara, R. (2013). Economics of Information Security Investment in the Case of Concurrent Heterogeneous Attacks with Budget Constraints. *International Journal of Production Economics*, 141(1), 255-268.
- Behara, R., Huang, D., Hu, Q. (2010). A System Dynamics Model of Information Security Investments. *Journal of Information Systems Security*, 6(2), 30-44.
- Huang, D., Goo, J. (2009). Rescuing IT Outsourcing with Service Level Agreements. *IEEE IT Professional*, 11(1), 50-58.
- Goo, J., Huang, D., Hart, P. (2008). A path to successful IT outsourcing: Interaction between service-level agreements and commitment. *Decision Sciences*, 39(3), 496-506.
- Huang, D., Hu, Q., Behara, R. (2008). An Economic Analysis of the Optimal Information Security Investment in the Case of a Risk-Averse Firm. *International Journal of Production Economics*, 114(2), 793-804.
- Goo, J., Huang, D. (2008). Facilitating Relational Governance through Service Level Agreements in IT Outsourcing: An Application of the Commitment-Trust Theory. *Decision Support Systems*, 46(1), 216-232.
- Huang, D., Behara, R., Hu, Q. (2008). Managing Risk Propagation in Extended Enterprise Networks. *IEEE IT Professional*, 10(4), 14-19.
- Huang, D., Hu, Q. (2007). Achieving IT-Business Strategic Alignment via Enterprise-Wide Implementation of Balanced Scorecards. *Information Systems Management*, 24(2), 173-184.
- Hu, Q., Huang, D. (2006). The Rise and Fall of the Competitive Local Exchange Carriers in the U.S.: An Institutional Perspective. *Information Systems Frontier*, 8(3), 225-239.
- Huang, D. (2006). Using Business Plans to Anchor MBA-Level E-Commerce Courses. *International Journal of Information and Communication Technology Education*, 2(3), 88-99.
- Hu, Q., Huang, D. (2006). Using the Balanced Scorecard to Achieve Sustained IT-Business Alignment: A Case Study. *Communications of the AIS*, 17(8), 181-204.
- Huang, D., Hu, Q. (2004). Integrating Web Services with Competitive Strategies: A Balanced Scorecard Approach. *Communications of the AIS*, 17(8), 57-80.

Conference Proceedings

- Greenberg, H., Bogaard, D., Huang, D., Preuss, T., Tang, C. (2020). *Panel: What COVID-19 is Teaching Professors: Pandemic-Level Changes in our Classrooms*. Virtual: Proceedings of the 21st Annual Conference on IT Education of the ACM Special Interest Group for IT Education (SIGITE).

- Jain, P., Huang, D., Behara, R., Agarwal, A. (2019). *Improving Model Performance in Healthcare Predictive Analytics*. New Orleans, LA: Proceedings of the 2019 Annual Meeting of the Decision Sciences Institute (DSI).
- Huang, D., Behara, R., Goo, J. (2018). *Evaluation of UAV Technology for Search-and-Rescue of Persons with Autism: A Case Study*. Chicago, IL: Proceedings of the 49th Annual Meeting of the Decision Sciences Institute (DSI).
- Behara, E., Huang, D., Behara, R. (2018). *Understanding Population Health Disparities: An Analysis of Social Determinants of Health*. Chicago, IL: Proceedings of the 2018 Annual Meeting of the Decision Sciences Institute (DSI).
- Yoo, C. W., Goo, J., Huang, D., Behara, R. (2017). *Explaining Task Support Satisfaction on Electronic Patient Care Report (ePCR) in Emergency Medical Services (EMS): An Elaboration Likelihood Model Lens*. Seoul: Proceedings of the 37th International Conference on Information Systems (ICIS).
- Huang, D., Goo, J., Nam, K., Yoo, C. W. (2016). *Explorative and Exploitative Use of Smart Technology in Travel Planning*. Austin, Texas: Proceedings of the 2016 Annual Meeting of the Decision Science Institute.
- Huang, D., Behara, R., Goo, J. (2015). *Rethinking Security in the World of Internet of Things*. Seattle, Washington: Proceedings of the 2015 Annual Meeting of the Decision Science Institute.
- Behara, R., Huang, P., Huang, D. (2014). *Analysis of NFL Quarterback Draft Outcome with NCAA Data*. Tampa, FL: Proceedings of the 45th Decision Sciences Institute Annual Meeting.
- Behara, R., Huang, P., Huang, D. (2014). *Exploring Leadership in Services: A Social Network Analysis of NFL Coaches*. Tampa, FL: Proceedings of the 45th Decision Sciences Institute Annual Meeting.
- Behara, R., Huang, D., Goo, J. (2014). *The Evolving Regulatory Framework for Health Information Technology in the U.S.*. Savannah, GA: Proceedings of the Twentieth Americas Conference on Information Systems.
- Goo, J., Huang, D., Koo, C. (2013). *Exploration and Exploitation with Electronic Medical Record: Information Technology Enabled Organizational Learning in Healthcare*. Milan: Proceedings of the Post-ICIS LG CNS/KrAIS Workshop.
- Behara, R., Huang, D. (2011). *Securing Electronic Health Records in a Health Information Exchange Environment* (pp. 4611-4616). Boston, Massachusetts: Proceedings of the 42nd Annual Meeting of the Decision Science Institute.
- Huang, D. (2010). *Optimal Investment in Information Security: A Business Value Approach*. Taipei: Proceedings of the 14th Pacific Asia Conference on Information Systems.
- Huang, D. (2010). *Investment Decision on Information System Security: A Scenario Approach* (pp. 9-12). Taipei: Proceedings of the 14th Pacific Asia Conference on Information Systems.
- Goo, J., Huang, D. (2009). *Assimilation of Outsourced IT Capabilities: Gearing Their Strategic Capabilities* (pp. available online at <http://aisel.aisnet.org/amcis2009/552>). San Francisco, California: Proceedings of the 2009 Americas Conference on Information.

- Huang, D., Goo, J. (2009). *Investment Decision on Information System Security: A Scenario Approach* (pp. available online at <http://aisel.aisnet.org/amcis2009/571>). San Francisco, California: Proceedings of the 2009 Americas Conference on Information Systems.
- Huang, D., Behara, R. (2007). *Outcome-Driven experiential learning MIS courses in web 2.0 environment*. Keystone, Colorado: Proceedings of the 2007 Americas Conference on Information Systems.
- Behara, R., Huang, D., Hu, Q. (2007). *A System Dynamics Model of Information Security Investments* (pp. 1572-1583). St. Galon: Proceedings of the 15th European Conference on Information Systems.
- Huang, D., Hu, Q., Behara, R. (2006). *Economics of Information Security Investment in the Case of Simultaneous Attacks* (pp. available online at <http://weis2006.econinfosec.org/docs/15.pdf>). Cambridge: The Fifth Workshop on the Economics of Information Security.
- Behara, R., Huang, D., Hu, Q. (2006). *Risk Propagation in Information Supply Chains*. Phoenix, Arizona: Fourth Annual Security Symposium.
- Behara, R., Hu, Q., Huang, D. (2006). *Decision Support for Information Systems Security Investments: A System Dynamics Model*. Milwaukee, Wisconsin: Proceedings of the First Annual Workshop on Information Security and Assurance, AIS Special Interest Group on Network and Internet Security (SIG-SEC).
- Behara, R., Huang, D., Hu, Q. (2006). *A Process Approach to Information Security: Lessons from Quality Management* (pp. 1269-1276). Acapulco: Proceedings of the 2006 Americas Conference on Information Systems.
- Huang, D., Hu, Q., Behara, R. (2005). *Investment in Information Security by a Risk-Averse Firm*. 1st Software International Conference Proceedings.
- Huang, D., Hu, Q., Behara, R. (2005). *In Search for Optimal Level of Information Security Investment in Risk-Averse Firms*. 3rd Annual Security Symposium.
- Huang, D. (2005). *Aligning IT with Firm Business Strategies Using the Balanced Scorecard System*. 38th Hawaii International Conference on System Sciences.
- Huang, D., Hart, P., Wiley, M. (2004). *Factors characterizing IT use in SMEs: An exploratory study* (pp. 1229-1230). New Orleans, LA: Proceedings of the 15th Information Resources Management Association International Conference.
- Huang, D., Hu, Q. (2003). *Institutional Influences of Organizational Structure and Behavior: Evaluation of Business Models of the Telecom Industry* (pp. 2908-2918). Americas Conference on Information systems.

Journal Articles

- Huang, D. (1995). Residential Shared Tenant Services: The Door to Full-fledged Cable Telephony. *Communications Engineering and Design Magazine*, 52-54.
- Huang, D., Swan, D. (1994). Entering the Voice Telephony Market: Dialing for Dollars. *Communications Engineering and Design Magazine*, 50-53.

Other

Huang, D. (1993). *Managing the Spectrum: Win, Lose, or Share*. Harvard University.

Huang, D. (1992). *Size, Growth, and Trends of the Information Industries*. Harvard University.

Huang, D. (1992). *Up in the Air - New Wireless Communications*. Harvard University.

Huang, D. (1990). *Size and Growth Trends of the Information Industry*. Harvard University.

Presentations Given

Huang, D., The Fourth IEEE International Conference on Consumer Electronics, Berlin, Germany. (September 7, 2014).

Behara, R. (Presenter & Author), Huang, D., Goo, J., Proceedings of the Twentieth Americas Conference on Information Systems, "The Evolving Regulatory Framework for Health Information Technology in the U.S.," Savannah, GA. (August 2014).

Goo, J. (Presenter & Author), Huang, D., Koo, C., POST-ICIS LG CNS/KrAIS Workshop, "Exploration and Exploitation with Electronic Medical Record: Information Technology Enabled Organizational Learning in Healthcare." (2013).

Huang, D. (Presenter & Author), Behara, R. (Presenter & Author), 42nd Annual Meeting of the Decision Science Institute, "Securing Electronic Health Records in a Health Information Exchange Environment." (November 2011).

Huang, D. (Presenter & Author), 14th Pacific Asia Conference on Information Systems, "Investment Decision on Information System Security: A Scenario Approach." (July 2010).

Goo, J. (Presenter & Author), Huang, D. (Presenter & Author), 15th American Conference on Information Systems, "Investment Decision on Information System Security: A Multiple Scenario Approach." (2009).

Goo, J. (Presenter & Author), Huang, D. (Presenter & Author), 5th American Conference on information Systems, "Assimilation of Outsourced IT Capabilities: Gearing Their Strategic Capabilities." (2009).

Behara, R., Huang, D., Schindlbeck, M. M., Frazier, E., Ghenai, C., Hartmann, J., Sapat, A., Teegavarapu, T., FAU Center for Teaching and Learning, Teaching with Technology Showcase, "Technology Enhanced Learning in the Classroom." (October 24, 2009).

Huang, D. (Presenter & Author), Behara, R. (Presenter & Author), Hu, Q. (Presenter & Author), Americas Conference on Information Systems, "Extended-Enterprise Information Security: A Risk Propagation Framework for Information Supply Chains." (August 2007).

Huang, D. (Presenter & Author), Behara, R. (Presenter & Author), Americas Conference on Information Systems, "Outcome-Driven Experiential Learning MIS Courses in Web 2.0 Environment." (August 2007).

Huang, D. (Presenter & Author), Behara, R. (Presenter & Author), Hu, Q. (Presenter & Author), 15th European Conference on Information Systems, "A System Dynamics Model of Information Security Investments." (June 2007).

Huang, D. (Presenter & Author), Behara, R. (Presenter & Author), Hu, Q. (Presenter & Author), 1st Annual Workshop on Information Security and Assurance, "Decision Support for Information Systems Security Investments: A System Dynamics Model." (December 2006).

Huang, D. (Presenter & Author), Behara, R. (Presenter & Author), Hu, Q. (Presenter & Author), 4th Annual Security Symposium, "Risk Propagation in Information Supply Chains." (September 2006).

Huang, D. (Presenter & Author), Behara, R. (Presenter & Author), Hu, Q. (Presenter & Author), Americas Conference on Information Systems, "A Process Approach to Information Security: Lessons from Quality Management." (August 2006).

Huang, D. (Presenter & Author), Hu, Q. (Presenter & Author), Behara, R. (Presenter & Author), 5th Workshop on the Economics of Information Security, "Economics of Information Security Investment in the Case of Simultaneous Attacks." (June 2006).

Huang, D. (Presenter & Author), Hu, Q. (Presenter & Author), Behara, R. (Presenter & Author), 1st Software International Conference, "Investment in Information Security by a Risk Averse Firm." (December 10, 2005).

Huang, D. (Presenter & Author), Hu, Q. (Presenter & Author), Behara, R. (Presenter & Author), 3rd Annual Security Symposium, "In Search for Optimal Level of Information Security Investment in Risk-Averse Firms." (September 2005).

Huang, D. (Presenter & Author), Hu, Q. (Presenter & Author), 38th Hawaii International Conference on System Sciences, "Aligning IT with Firm Business Strategies Using the Balanced Scorecard System." (January 2005).

Huang, D. (Presenter & Author), Wiley, M. (Presenter & Author), 14th International Conference of the Information Resources Management Association, "Factors Characterizing IT Use in SMEs: An Exploratory Study." (May 2004).

Huang, D. (Presenter & Author), Hu, Q. (Presenter & Author), Americas Conference on Information Systems, "Institutional Influences of Organizational Structure and Behavior: Evaluation of Business Models of the Telecom Industry." (August 2003).

Contracts, Grants and Sponsored Research

Grant

Huang, D., "Summer Research Grant," Sponsored by College of Business, Florida Atlantic University, \$10,000.00. (2012 - 2021).

Goo, J., Scott, J., Behara, R., Goo, J., Huang, D., "FLDOE Award #AWD-001097 ---CARD-Missing Persons with Special Needs Pilot Program--FAU: Evaluation of Technology for Search and Rescue of Persons with Autism," Sponsored by Florida Department of Education Grant, \$100,000.00. (September 2016 - December 2017).

SERVICE

Department Service

Coordinator, Multi-section course coordinator, Management Information systems. (2006 - Present).

Committee Member, Faculty Search Committee for Tenure-Line Faculty, ITOM. (2018 - 2020).

Committee Member, Faculty Search Committee, ITOM (2007-2009, 2013-2014, 2018-2019). (2007 - 2019).

Committee Chair, Faculty Search Committee for FT Instructor, ITOM. (2017).

Committee Member, MIS Program Assessment Committee, ITOM Department. (2015 - 2016).

Committee Chair, Marketing Committee, ITOM Department. (2011 - 2013).

Committee Chair, Marketing Committee, ITOM Department. (2008 - 2009).

College Service

Committee Member, Assessment and Assurance of Learning Committee, College of Business, FAU. (2013 - Present).

Committee Member, Graduate Council, College of Business. (2004 - Present).

Committee Member, Faculty Development Council, College of Business. (2008 - 2019).

Committee Member, Master Teacher Committee, College of Business. (2012 - 2015).

Committee Member, MBA Curriculum Review Committee. (2010 - 2015).

Judge and Faculty Mentor, Business Plan Competition. (2006 - 2015).

Committee Member, Adams Center Faculty Operations Committee, College of Business. (2009 - 2011).

Committee Member, Petitions Committee, COB. (2006 - 2007).

Committee Member, Ad Hoc Committee on Online Education, COB. (2005 - 2006).

University Service

Judge, Graduate Student Research Day, Florida Atlantic University (2012, 2014, 2015, 2017-2021). (2012 - 2021).

Judge and Faculty Mentor, Launch Competition, FAU Tech Runway (2016, 2018). (2016 - 2018).

Judge, Three-minute Thesis Competition. (2016 - 2018).

Committee Member, Graduate Program Committee, FAU. (2015 - 2017).

Committee Member, University Graduate Council, FAU. (2015 - 2017).

Faculty Mentor, Advanced eLearning. (2010 - 2011).

Committee Member, Search Committee for Assistant Provost of eLearning. (2010 - 2011).

Committee Chair, Technology Enhanced Learning. (2009 - 2010).

Professional Service

Reviewer, Ad Hoc Reviewer, Academy of Management Annual Conferences.

Reviewer, Ad Hoc Reviewer, Americas Conference of Information Systems.

Reviewer, Ad Hoc Reviewer, Decision Support Systems.

Reviewer, Ad Hoc Reviewer, European Conference of Information Systems.

Reviewer, Ad Hoc Reviewer, European Journal of Information Systems.

Reviewer, Ad Hoc Reviewer, IEEE Transactions on Engineering Management.

Reviewer, Ad Hoc Reviewer, Information Systems Management.

Reviewer, Ad Hoc Reviewer, International Conference of Information Systems.

Reviewer, Ad Hoc Reviewer, International Conference on Electronic Commerce.

Reviewer, Ad Hoc Reviewer, International Journal of Information Management.

Reviewer, Ad Hoc Reviewer, Journal of Information Systems Education.

Reviewer, Ad Hoc Reviewer, Journal of Information Systems Security.

Reviewer, Ad Hoc Reviewer, Journal of Strategic Information Systems.

Reviewer, Ad Hoc Reviewer, Management Information Systems Quarterly.

Reviewer, Ad Hoc Reviewer, Pacific Asia Conference on Information Systems.

Reviewer, Ad Hoc Reviewer, Pre-ICIS Conferences.

Coordinating Editor, Information Systems Frontier. (2016 - Present).

Editor, Senior Editor, Decision Support Systems. (2014 - Present).

Committee Member, Decision Sciences Institute (DSI). (2011 - Present).

Committee Member, Scientific Advisory Board. (2011 - Present).

Committee Member, AIS-SIGISAP - IT Issues in Asia Pacific. (2006 - Present).

Committee Member, AIS-SIGSEC - Security. (2006 - Present).

Committee Member, Association of Information Systems. (2003 - Present).

Committee Member, 2020 Data Science, Analytics, and Artificial Intelligence Conference --- FAU, Boca Raton, FL. (November 14, 2020).

Committee Chair, Mini-Track Co-Chair, IS, Food Industry, and Consumer Behavior, 26th Americas Conference on Information Systems, Salt Lake City, UT. (August 12, 2020 - August 16, 2020).

Committee Chair, Track Co-Chair, Cyber Security, 2019 Annual Meeting of the Decision Sciences Institute, New Orleans, LA. (November 23, 2019 - November 25, 2019).

Committee Chair, Mini-Track Co-Chair, IS, Food Industry, and Consumer Behavior, 25th Americas Conference on Information Systems, Cancun. (August 15, 2019 - August 17, 2019).

Committee Chair, Track Co-Chair, Cyber Security, 2018 Annual Meeting of the Decision Sciences Institute, Chicago, IL. (November 17, 2018).

Committee Chair, Mini-Track Co-Chair, IS, Food Industry, and Consumer Behavior, 24th Americas Conference on Information Systems, New Orleans, LA. (August 18, 2018).

Committee Chair, Mini-Track Co-Chair, Healthcare Analytics, 23rd Americas Conference on Information Systems, Boston, MA. (August 10, 2017).

Committee Chair, Mini-Track Co-Chair, IS, Food Industry, and Consumer Behavior, 23rd Americas Conference on Information Systems, Boston, MA. (August 10, 2017).

Committee Chair, Mini-Track Co-Chair, Healthcare Analytics, 22nd Americas Conference on Information Systems, San Diego, CA. (August 13, 2016).

Committee Chair, Mini-Track Co-Chair, IS, Food Industry, and Consumer Behavior, 22nd Americas Conference on Information Systems, San Diego, CA. (August 13, 2016).

Committee Chair, Program Committee, 2015 Annual Meeting of the Decision Sciences Institute, Seattle, WA. (November 21, 2015).

Committee Chair, Track Co-Chair, Information Privacy and Security Risks, 2015 Annual Meeting of the Decision Sciences Institute, Seattle, WA. (November 21, 2015).

Committee Chair, Mini-Track Co-Chair, Healthcare Analytics, 21st Americas Conference on Information Systems, Puerto Rico. (August 13, 2015).

Committee Chair, Mini-Track Co-Chair, Healthcare Analytics, 20th Americas Conference on Information Systems, Savannah, GA. (August 7, 2014).

Committee Chair, Mini-Track Co-Chair, Electronic Health Record Technology in Emergency Medical Services (EMS), 19th Americas Conference on Information Systems, Chicago, IL. (August 15, 2013).

Committee Chair, Mini-Track Co-Chair, Adoption and Meaningful Use of Electronic Health Record (EHR) Technology, 18th Americas Conference on Information Systems, Seattle, WA. (August 9, 2012).

Committee Member, 10th Annual Security Conference. (May 2011).

Committee Member, International Workshop on Risk and Trust. (November 2010).

Cheryl Burke Jarvis

Florida Atlantic University

Marketing

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Education

PhD, Indiana University, 1999.
Major: Business (Marketing)

MS, Indiana University, 1998.
Major: Marketing

MS, Texas A&M University, 1995.
Major: Marketing

BS, Texas A&M University, 1986.
Major: Agricultural Journalism

Academic, Government, Military and Professional Positions

Academic - Post-Secondary

Chair and Professor, Department of Marketing, Phil Smith Professor of Free Enterprise, FAU, College of Business. (July 2019 - Present).

Adjunct Instructor, Department of Marketing, Southern Illinois University, Carbondale, Illinois. (2017 - 2020).

Chair and Professor, Department of Marketing, Fellow, Phil Smith Professor of Free Enterprise, FAU, College of Business. (July 2017 - July 2019).

Professor, Department of Marketing, Southern Illinois University, Carbondale, Illinois. (2013 - June 2017).

Associate Dean, College of Business, Southern Illinois University, Carbondale, Illinois. (2014 - 2016).

Chair, Department of Marketing, Southern Illinois University, Carbondale, Illinois. (2012 - 2014).

Associate Professor, Department of Marketing, Southern Illinois University, Carbondale, Illinois. (2009 - 2013).

Assistant Professor, Department of Marketing, W.P. Carey School of Business, Arizona State University, Tempe, AZ. (2000 - 2009).

Visiting Assistant Professor, Department of Marketing, Kelley School of Business, Indiana University, Bloomington, IN. (1999 - 2000).

Associate Instructor, Department of Marketing, Kelley School of Business, Indiana University, Bloomington, IN. (1995 - 1999).

Professional

Account Supervisor and Director of Public Relations, Howell Boyd Advertising, Inc., San Antonio, Texas. (1992 - 1994).

Account Supervisor, S&C Advertising & Public Relations Inc., San Antonio, Texas. (1989 - 1992).

General Manager and Publisher, Brangus Publications, Inc., San Antonio, Texas. (1988 - 1989).

Managing Editor and Manager of Editorial Services, National Cattleman's Association, Denver, Colorado. (1986 - 1988).

Licensures and Certifications

Completed "Flex/Online Teaching Orientation" course, FAU Center for Online and Continuing Education. (2021).

Completed "Teaching Online Orientation" course, FAU Center for Online and Continuing Education. (2020).

Certification - Online Designer/Facilitator, FAU Center for Online and Continuing Education. (2018).

Professional Memberships

American Marketing Association. (1996 - Present).

Development Activities Attended

Workshop, "(4 hours) - Teaching Online Orientation (Training) -- Workshop covering the basis of online teaching," FAU, Virtual. (2020).

"Online Designer/Facilitator Certification, Florida Atlantic University Center for eLearning," FAU. (2018).

Awards and Honors

Outstanding Graduate Professor of the Year, Southern Illinois University, College of Business. (2017).

Winner, Louis W. Stern Award, American Marketing Association. (2017).

Outstanding Research Faculty Mentor Award of Excellence, Southern Illinois University. (2016).

Finanlist, Sheth Foundation Award for Best Paper of the Year, Journal of the Academy of Marketing Science. (2015).

Outstanding Mentor, McNair Scholars Program, Southern Illinois University. (2014).

Researcher of the Year, Southern Illinois University, College of Business. (2012).

Reviewer of the Year, Journal of Service Research. (2012).

TEACHING

Teaching Experience

Florida Atlantic University

MAR 3023, Marketing Management, 8 courses.

Directed Student Learning

Dissertation Committee Member, "Interactivity, Communication, and Loyalty in Online Communities." (2019).

Advised: Gina Brynildsen

Dissertation Committee Member, "Effects of B2B Customers' Perceived Benefits of Willingness to Disclose Information in an Online Exchange of Information." (2019).

Advised: Jose Luis Saavedra

Dissertation Committee Member, "An Empirical Test of a Theoretical Model of Surprise in Marketing." (2018).

Advised: Irina Toteva

Dissertation Committee Member, "Service Recovery in e-Services: Service Recovery Process, Perceived Justice and Satisfaction." (2017).

Advised: Siti Zakaih Abu Bakar

Dissertation Committee Chair, "To Have or To Hold: The Role of Psychological Ownership in Non-Ownership Models of Consumption." (2016).

Advised: David Houghton

Dissertation Committee Chair, "Consumers and Their Celebrity Brands: How Narratives Impact Attachment Through Relationship Norms." (2014).

Advised: Bennie Eng

Dissertation Committee Chair, "The Role of Self-Congruence in Customers' Emotional Responses to Service Failures." (2014).

Advised: Monica Wei

RESEARCH

Published Intellectual Contributions

Refereed Journal Articles

Kandampully, J., Bilgihan, A., Bujisic, M., Kaplan, M., Jarvis, C. B., Shukla, Y.S. (2021). Service transformation: How can it be achieved? *Journal of Business Research*, 136, 219-228.

Eng, B., Jarvis, C. B. (2020). Consumers and Their Celebrity Brands: How Personal Narratives Set the Stage for Attachment. *Journal of Product and Brand Management*, 29(6), 831-847.

Azab, C., Clark, T., Jarvis, C. B. (2018). Positive Psychological Capacities: The Mystery Ingredient in Successful Service Recoveries? *Journal of Services Marketing*, 32(7), 897-912.

Jarvis, C. B., Hollmann, T., Bitner, M. J. (2015). Reaching the Breaking Point: A Dynamic Process Theory of Business-to-Business Customer Defection. *Journal of the Academy of Marketing Science*, 43(March), 257-278.

Gallan, A., Jarvis, C. B., Brown, S. W., Bitner, M. J. (2013). Customer Positivity and Participation in Services: An Empirical Test in a Healthcare Context. *Journal of the Academy of Marketing Science*, 41(3), 338-356.

- Fombelle, P., Jarvis, C. B., Ward, J. W., Ostrom, L. (2012). Leveraging Customers' Multiple Identities: Identity Synergy as a Driver of Organizational Identification. *Journal of the Academy of Marketing Science*, 40(July), 587-604.
- Jarvis, C. B., MacKenzie, S. B., Podsakoff, P. M. (2012). The Negative Consequences of Measurement Model Misspecification. *MIS Quarterly*, 36(March), 139-146.
- Cadwallader, S., Jarvis, C. B., Bitner, M. J., Ostrom, A. (2010). Frontline Employee Motivation to Participate in Service Innovation Implementation. *Journal of the Academy of Marketing Science*, 38(April), 219-239.
- Palmatier, R. W., Jarvis, C. B., Bechhoff, J., Kardes, F. (2009). The Role of Customer Gratitude in Relationship Marketing. *Journal of Marketing*, 73(September), 1-18.
- DelVecchio, D., Jarvis, C. B., Klink, R., Dineen, B. (2007). Leveraging Brand Equity to Attract Human Capital. *Marketing Letters*, 18(September), 149-164.
- MacKenzie, S. B., Podsakoff, P. M., Jarvis, C. B. (2005). The Problem of Measurement Model Misspecification in Behavioral and Organizational Research and Some Recommended Solutions. *Journal of Applied Psychology*, 90(July), 710-730.
- Jarvis, C. B., MacKenzie, S. B., Podsakoff, P. M. (2003). A Critical Review of Construct Indicators and Measurement Model Misspecification in Marketing and Consumer Research. *Journal of Consumer Research*, 30(September), 199-218.
- Ahearne, M., Gruen, T., Jarvis, C. B. (1999). If Looks Could Sell: Moderation and Mediation of the Attractiveness Effect on Salesperson Performance. *International Journal of Research in Marketing*, 16, 269-284.
- Jarvis, C. B. (1998). An Exploratory Investigation of Consumers' Evaluations of External Information Sources in Prepurchase Search. *Advances in Consumer Research*, 25, 446-452.
- Jarvis, C. B. (1998). Executive Briefing: Retail and Technology. *Business Horizons*, 41(4), 2-4.

Presentations Given

- Gallan, A., Jarvis, C. B., Niraj, R., AMS Annual Conference, "Disentangling Service Reliability from Service Excellence and Assessing Their Impact on Likelihood to Recommend," AMS, Monterey, CA. (May 25, 2022).
- Kandampully, J., Bilgihan, A., Bujisic, M., Jarvis, C. B., Shukla, Y. S., Presented at the Thought Leadership Forum, "Service Transformation: How Can it Be Achieved?," Virtual. (October 2020).
- Gallan, A., Jarvis, C. B., Niraj, R., 2020 American Marketing Association -- 11th ServSig Conference -- (Cancelled), "Service Reliability vs. Service Excellence: Which Wins When?," American Marketing Association, Brisbane, Australia. (July 9, 2020).
- Gallan, A., Niraj, R., Jarvis, C. B., Presented at Decision Sciences Institute, "Service Reliability vs. Service Excellence: Which Wins When?," Chicago, IL. (November 2018).
- Jarvis, C. B., Presented at Biotechnologia Habana (Invited Special Session), "Business School Activities Supporting Technology Commercialization in US Universities: Case Studies from Southern Illinois University," Varadero, Cuba. (December 2017).

Eng, B., Jarvis, C. B., Presented at the Association of Consumer Research North American Conference, "Consumers and Their Celebrity Brands: How Narratives Impact Attachment Through Communal Relationship Norms," New Orleans, LA. (October 2015).

Jarvis, C. B., Presented at Carbondale Chamber of Commerce, "Consumer Service, Service Failure and Recovery," Chamber University Marketing School, Carbondale, Illinois. (May 2014).

Gallan, A., Jarvis, C. B., Presented at the Center for Services Leadership Annual Job Board and Academic Meeting, "The Power of Positivity: Fueling Customer Participation to Boost Satisfaction," Tempe, Arizona. (February 2013).

Gallan, A., Jarvis, C. B., Brown, S. W., Bitner, M. J., Presented at the American Marketing Association Summer Educators' Conference, "Effects of Customer Positivity and Effort on Perceptions of a Healthcare Service Experience," Boston, MA. (August 2010).

Contracts, Grants and Sponsored Research

Grant

Jarvis, C. B., "U.S. State Department Grant for Entrepreneurship Development in Cuba." (2016 - 2017).

Research Currently in Progress

"Principles of Marketing Course Duration and Student Performance" (On-Going).

SERVICE

Department Service

Faculty Advisor, American Marketing Association, Marketing Department, College of Business, FAU. (2017 - 2019).

College Service

Committee Member, Executive Committee, FAU, College of Business. (2017 - Present).

Facilitator/Trainer, FAU College of Business Search Committee Diversity Training, Women in Science and Engineering Leadership Institute. (2018 - 2019).

Faculty Member, Delta Sigma Pi, initiated into FAU chapter. (March 2019).

Committee Member, Review Committee for FAU College of Business Dean's Fellowship/Professorship Awards. (2018).

Committee Member, Kathleen Brush Center for Women in Leadership Faculty Planning Committee, FAU. (2017).

University Service

Discipline Coordinator, Executive Committee, FAU Phi Kappa Phi. (2021 - Present).

Discipline Coordinator, Scholarships and Awards Coordinator, FAU Phi Kappa Phi. (2021 - Present).

Discipline Coordinator, Discipline Coordinator, Florida Department of Education, Statewide Course Numbering System. (2018 - Present).

Committee Member, Faculty Advisory Committee, FAU Career Center. (2018 - Present).

Committee Member, FAU STRIDE (Science and Technology Recruiting to Improve Diversity and Excellence) NSF ADVANCE-IT Catalyst Grant Program. (2018 - Present).

Committee Member, Scholarship Committee, FAU Phi Kappa Phi. (2018 - Present).

Committee Member, University Brand Positioning Committee. (2018 - Present).

Faculty Executive Committee, Center for Services Leadership, Arizona State University, Tempe, Arizona. (2015 - Present).

Research Faculty Fellow, Center for Services Leadership, Arizona State University, Tempe, Arizona. (2000 - Present).

Committee Member, FAU University Honors Day Academic Scholarship Committee. (2022).

Presenter and Judge, FAU College of Engineering and Computer Science's Innovation Leadership Honors Program. (August 2018 - May 2019).

Judge, FAU Undergraduate Research Symposium. (January 2018 - May 2018).

Committee Member, Capital Campaign Communications Advisory Committee, Southern Illinois University. (2015 - 2017).

Committee Member, Campus Wide Assessment Committee, Southern Illinois University. (2015 - 2016).

Professional Service

Editorial Review Board, Journal of Academy of Marketing Science. (2017 - Present).

Executive Committee, Center for Services Leadership Faculty Network, Arizona State University. (2015 - Present).

Editor, Associate Editor, Journal of Service Research (re-named for 2nd 3-year term -- 2013-16, 2017-21). (2013 - Present).

Task Force Chair, Academy of Marketing Science Conference - "Customer Relationship Management". (2014).

Editorial Review Board Member, Journal of Service Research. (2011 - 2013).

Editorial Review Board, Journal of Academy of Marketing Science. (2006 - 2012).

Ting Levy
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Economics
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Email: tlevy6@fau.edu

Education

PhD, University of Florida, 2010.
Major: Economics
Dissertation Title: "Essays on International Trade, Growth and the Environment"

MA, University of Florida, 2008.
Major: Economics

MA, Carleton University, 2005.
Major: Economics

BS, Huazhong University of Science and Technology, 2002.
Major: Finance

Academic, Government, Military and Professional Positions

Academic - Post-Secondary

Senior Instructor, FAU, College of Business, Department of Economics. (August 2017 - Present).

Instructor, FAU, College of Business, Department of Economics. (January 2011 - August 2017).

Visiting Instructor, University of International Business and Economics, Beijing, China. (May 2014 - August 2014).

Visiting Instructor, University of International Business and Economics, Beijing, China. (May 2011 - August 2011).

Adjunct Professor, Florida Atlantic University. (May 2010 - December 2010).

Adjunct Professor, Palm Beach State College. (May 2010 - December 2010).

Lecturer, Webster University. (January 2010 - May 2010).

Lecturer, University of Florida. (August 2008 - May 2010).

Teaching/Research Assistant for Dr. Mark Rush, Dr. David Figlio, Dr. Elias Dinopoulos, Dr. Chunrong Ai, Dr. Jonathan Hamilton. (2005 - 2009).

Licensures and Certifications

eLearning Designer/Facilitator Certification Program, Florida Atlantic University. (November 2012 - Present).

Completed the Flex/Online Teaching Orientation workshop, Center for Online and Continuing Education, FAU. (June 2021).

Completed the Teaching Online Orientation workshop, Center for Online and Continuing Education, FAU. (May 2021).

Development Activities Attended

Workshop, "Flex/Online Teaching Orientation Workshop," FAU. (2021).

Workshop, "Not Another Quiz: Engaging Students through Authentic Assessment," FAU. (2021).

Workshop, "Peer tips to drive student engagement in online & remote courses," Cengage. (2021).

Workshop, "Teaching Online Orientation Workshop," FAU. (2021).

Workshop, "Discovering New Approaches to Teaching & Research," ProQuest, Virtual. (October 2021).

Workshop, "Effective Practices for Incorporating Media in your Course Workshop," FAU - College of Business, Boca Raton, FL, USA. (2020).

Workshop, "Life Hacks to Enhance Your Online Course Workshop," Cengage. (2020).

Workshop, "Miro Miro on the Wall Workshop," FAU - College of Business, Boca Raton, FL, USA. (2020).

Conference Attendance, "Cengage Teaching Conference, Virtual," Cengage. (October 2020).

Conference Attendance, "EconED 2020, Virtual." (October 2020).

Workshop, "AOL Rubric Workshop (2 hours)," FAU - College of Business, Boca Raton, FL, USA. (February 14, 2020).

Conference Attendance, "EconED 2016," Fort Lauderdale, Florida. (October 2016).

Conference Attendance, "EconED 2014," Denver, CO. (October 2014).

Conference Attendance, "EconED 2013: Economic Principles Symposium," Davie, FL, US. (October 2013).

Continuing Education Program, "eLearning Designer/Facilitator Certificate Course (40 hours)," FAU - Center for E-Learning, Boca Raton, FL, USA. (November 2012).

Conference Attendance, "Teaching Principles of Economics--An Economics Symposium," Florida Atlantic University, Boca Raton, FL, USA. (2011).

Awards and Honors

Excellence and Innovation in Undergraduate Teaching (2013-14), Florida Atlantic University. (2014).

Excellence and Innovation in Undergraduate Teaching (2013-14), Florida Atlantic University, College of Business. (2014).

Lockhart Travel Award, University of Florida, Department of Economics. (April 2008).

TEACHING

Teaching Experience

Florida Atlantic University

ECO 2013, Macroeconomic Principles, 3 courses.
ECO 2023, Microeconomic Principles, 6 courses.
ECO 3003, Economic Principles & Policies, 1 course.
ECO 3101, Intermediate Microeconomics, 11 courses.
ECO 3203, Intermediate Macroeconomics, 6 courses.
ECO 3703, International Economics, 2 courses.
ECO 4223, Money and Banking, 4 courses.
ECO 4704, Economics of Intl Trade, 7 courses.
ECO 4713, Intl Monetary Economics, 7 courses.
ECO 6706, Advanced International Trade, 6 courses.
ECO 6930, Contmpy Adv Intl Development, 1 course.
ECP 2002, Contemporary Economic Issues, 1 course.
ECP 3703, Managerial Economics, 5 courses.
ECP 6705, Advanced Managerial Economics, 4 courses.
ECS 3013, International Economic Develop, 22 courses.

RESEARCH

Published Intellectual Contributions

Refereed Journal Articles

Levy, T., Chiang, E., Levy, E. (in press). Analyzing the Effect of Regional Modality in Polling Surveys: A Case Study of the 2020 U.S. Presidential Election Results in Florida. *American Behavioral Scientist*.

Liu, X., Levy, T., Chao, C.-C., Zhang, M. (2017). Is Population Growth Bad for the Environment? *B.E. Journal of Economic Analysis and Policy*, 17(3).

Levy, T., Dinopoulos, E. (2016). Global Environmental Standards with Heterogeneous Polluters. *International Review of Economics and Finance*, 43, 482-498.

Levy, T., Kimball, S., Venturelli, H., Miller, S. (2014). Interactive Voice Recognition Communication in Electoral Politics: Exploratory Meta-Data Analysis. *American Behavioral Scientist*, 58(9), 1236-1245.

Levy, T., Estevez, K. (2014). Intra-Industry Trade and the Demand for Child Labor. *International Journal of Economic Theory*, 10(3), 275-294.

Levy, T., Liu, X., Liu, Z., Qiu, Z. (2012). Asset Pricing with Relative Performance and Heterogeneous Agents. *Theoretical Economics Letters*, 2, 520-523.

Other

Levy, T. (2021). Chapter Review: Chapter 5: The Solow Model. In Nicolas Vincent and Pierre Yared (Ed.), *Macroeconomics*. Pearson.

Levy, T. (2020). Book Review: Economics of Money, Banking and Financial Markets, 12/E, Pearson, 2020. *Macroeconomics*. Pearson.

Levy, T. (2020). Book Review: Macroeconomics, Nicholas Vincent and Pierre Yared, Pearson, 2020. In Blanchard (Ed.), *Macroeconomics*. Pearson.

Levy, T. (2018). Chapter Review: Macroeconomics, Blanchard, Pearson, 2018. In Blanchard (Ed.), *Macroeconomics*. Pearson.

Levy, T. (2016). Chapter Review: A Digital Approach to the Principles of Economics, Michael Ryan, Pearson, 2016. In Michael Ryan (Ed.), *A Digital Approach to the Principles of Economics*. Pearson.

Levy, T. (2015). Chapter Review: *FlipItEcon*, Chiang & Vazquez, Macmillan, 2014 and 2015. In Chiang & Vazquez (Ed.), *FlipItEcon*. MacMillan.

Levy, T. (2011). *Flat World Knowledge*. Money and Banking.

Presentations Given

Levy, T. (Panelist), Zoom panel with the PBC Clerk of the Circuit Court and Comptroller, Joseph Abruzzo, FAU WGSS and PBS NOW event, "Women and Economics/Money." (November 2021).

Levy, T., "International Trade, Pollution and Environmental Standards," Shanghai University of Finance and Economics, School of International Business Administration, Shanghai, China. (June 2011).

Levy, T., "International Trade, Pollution and Environmental Standards," Florida Atlantic University, Department of Economics, Boca Raton, FL. (February 2011).

Levy, T., "International Trade, Pollution and Environmental Standards," University of Florida, Department of Economics, Gainesville, FL. (2010).

Levy, T., "Is Population Growth Bad for the Environment?," University of Florida, Department of Economics, Gainesville, FL. (April 2008).

SERVICE

Department Service

Assessment Committee (Macro). (2021 - Present).

Undergraduate Curriculum Committee. (2021 - Present).

Committee Chair, Undergraduate Awards Committee. (August 2015 - May 2016).

Committee Member, Economics Instructor Search Committee. (2011 - 2012).

College Service

Committee Member, College of Business AACSB Assurance of Learning Committee. (August 2018 - 2022).

Committee Member, Instructor Promotion Evaluation Committee. (August 2018 - 2020).

University Service

Faculty Affiliates for the Center for Women, Gender, and Sexuality Studies. (2021 - 2022).

Faculty Mentor, Mentoring Project. (2015 - 2019).

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Economics
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Education

PhD, George Mason University, 2012.
Major: Economics

MA, George Mason University, 2011.
Major: Economics

BA, Capital University, 2008.
Major: Economics

Academic, Government, Military and Professional Positions

Academic - Post-Secondary

Associate Professor, Economics Department, FAU, College of Business. (August 2021 - Present).

Assistant Professor, Economics Department, FAU, College of Business. (August 2018 - July 2021).

Assistant Professor of Economics, Kenyon College, Gambier, OH. (2012 - July 2018).

Awards and Honors

Best Article in Journal of Private Enterprise (2017, 2019), Association of Private Enterprise Education. (2019).

Young Scholar, Mont Pelerin Society. (2017).

TEACHING

Teaching Experience

Florida Atlantic University

ECO 3203, Intermediate Macroeconomics, 4 courses.
ECO 4223, Money and Banking, 3 courses.
ECO 6206, Advanced Macroeconomics, 4 courses.
ECO 6216, Advanced Monetary Economics, 3 courses.
ECO 6716, Adv Intrntnl Mntry Economics, 1 course.

Directed Student Learning

Master's Thesis Committee Member, "Is the Phillips Curve a Unicorn?." (2021).
Advised: Sanghyun Lee

Master's Thesis Committee Member, "Teach Planet Money." (2019).
Advised: Christian Fignole

Master's Thesis Committee Member, "Monetary Policy after the Crisis and Alternative Systems for Macroeconomic Stability," Other (Outside Florida Atlantic University). (2016).
Advised: Chris Kuiper

RESEARCH

Published Intellectual Contributions

Book Chapters

- Luther, W., Boettke, P. J., Stein, S. M. (in press). In Bruce Kaufman (Ed.), *Labor Economics from an Austrian Perspective (forthcoming)*. Stanford University Press: Models of Labor Markets.
- Luther, W. (2016). *Regulating Bitcoin: On What Grounds?* (pp. 391-415). Mercatus Center: Reframing Financial Markets Regulation.
- Luther, W., Horwitz, S. (2011). The Great Recession and its Aftermath from a Monetary Equilibrium Theory Perspective. In Steven Kates (Ed.), *The Global Financial Crisis: What Have We Learnt?* (pp. 75-92). Cheltenham: Edward Elgar.
- Luther, W., Hall, J. C. (2010). Ireland. In James Ciment (Ed.), *Booms and Busts: An Encyclopedia of Economic History from Tulipmania of the 1630s to the Global Financial Crisis of the 21st Century* (pp. 418-421). Armonk, NY: M.E. Sharpe.
- Luther, W., Boettke, P. J. (2010). The Ordinary Economics of an Extraordinary Crisis. In Steven Kates (Ed.), *Macroeconomic Theory and its Failings: Alternative Perspectives on the World Financial Crisis* (pp. 14-25). Cheltenham: Edward Elgar.

Refereed Journal Articles

- Henderson, J. R., Luther, W. (2022). Cash, Crime, and Cryptocurrencies. *The Quarterly Review of Economics and Finance*, 85, 200-227.
- Luther, W., Jordan, J. L. (2022). Central Bank Independence and the Federal Reserve's New Operating Regime. *Quarterly Review of Economics and Finance*, 84, 510-515.
- Luther, W. (2022). Regulatory Ambiguity in the Market for Bitcoin. *The Review of Austrian Economics*, 35(2), 1-14.
- Luther, W. (2021). Two Paths Forward for Austrian Macroeconomics. *The Review of Austrian Economics*, 3(2), 289-297.
- Luther, W. (2021). Behavioral and Policy Responses to COVID-19: Evidence from Google Mobility Data on State-Level Stay-at-Home Orders. *The Journal of Private Enterprise*, 36(3), 67-89.
- Cachanosky, N., Cutsinger, B. P., Hogan, T. L., Luther, W., Salter, A. W. (2021). The Federal Reserve's Response to the COVID-19 Contraction: An Initial Appraisal. *Southern Economic Journal*, 87(4), 1152-1174.
- Luther, W. (2020). Cross-country Differences in Personal Protection Equipment Use. *Journal of Private Enterprise*, 35(4), 21-27.
- Luther, W. (2020). Four Principles for a Base Money Regime. *The Cato Journal*, 40(2), 533-545.

- Luther, W., Smith, S. S. (2020). Is Bitcoin a Decentralized Payment Mechanism? *Journal of Institutional Economics*, 16(4), 433-444.
- Luther, W., Hazlett, P. K. (2020). Is Bitcoin Money? And What That Means. *Quarterly Review of Economics and Finance*, 77, 144-149.
- Hogan, T., Luther, W. (2020). Suboptimal Equilibria from Nominal Income Targeting. *Journal of Private Enterprise*, 35(2), 61-76.
- Luther, W., Salter, A. W. (2019). Adaptation and Central Banking. *Public Choice*, 180(3), 243-256.
- Luther, W., Hogan, T. (2019). Endogenous Matching and Money with Random Consumption Preferences. *B.E. Journal of Theoretical Economics*, 19(2), 1-9.
- Luther, W. (2019). Getting off the Ground: The Case of Bitcoin. *Journal of Institutional Economics*, 15(2), 189-205.
- Luther, W., McElyea, J.P. (2018). Austrian Macroeconomics in Search of its Uniqueness. *Journal of Private Enterprise*, 33(2), 1-20.
- Luther, W. (2018). Is Bitcoin Intrinsically Worthless? *Journal of Private Enterprise*, 33(1), 31-45.
- Luther, W., Hendrickson, J. R. (2017). Banning Bitcoin. *Journal of Economic Behavior and Organization*, 141, 188-195.
- Luther, W., Salter, A. W. (2017). Bitcoin and the Bailout. *Quarterly Review of Economics and Finance*, 66, 50-56.
- Luther, W. (2016). Bitcoin and the Future of Digital Payments. *Independent Review*, 20(3), 397-404.
- Luther, W. (2016). Cryptocurrencies, Network Effects, and Switching Costs. *Contemporary Economic Policy*, 34(3), 553-571.
- Luther, W. (2016). Mises and the Moderns on the Inessentiality of Money in Equilibrium. *Review of Austrian Economics*, 29(1), 1-13.
- Luther, W., Cohen, M. (2016). On the Empirical Relevance of the Mises-Hayek Theory of the Trade Cycle. *Advances in Austrian Economics*, 20, 79-103.
- Luther, W., White, L. H. (2016). Positively Valued Fiat Money after the Sovereign Disappears: The Case of Somalia. *Review of Behavioral Economics*, 3(3-4), 311-334.
- Luther, W., Hogan, T. L. (2016). The Implicit Costs of Government-Provided Deposit Insurance. *Journal of Private Enterprise*, 31(2), 1-13.
- Luther, W., Salter, A. (2016). The Optimal Austrian Business Cycle Theory. *Advances in Austrian Economics*, 20, 45-60.
- Luther, W., Hendrickson, J. R., Hogan, T. L. (2016). The Political Economy of Bitcoin. *Economic Inquiry*, 54(2), 925-939.
- Luther, W., Olson, J. (2015). Bitcoin is Memory. *The Journal of Prices and Markets*, 3(3), 22-33.

- Luther, W. (2015). The Monetary Mechanism of Stateless Somalia. *Public Choice*, 165(1), 45-58.
- Luther, W. (2015). Using NPRs Planet Money Podcast in Principles of Macroeconomics. *Journal of Private Enterprise*, 30(1), 143-154.
- Luther, W., Cohen, M. (2014). An Empirical Analysis of the Austrian Business Cycle Theory. *Atlantic Economic Journal*, 42(2), 153-169.
- Luther, W. (2014). Evenly Rotating Economy: A New Modeling Technique for an Old Equilibrium Construct. *Review of Austrian Economics*, 27(4), 403-417.
- Luther, W., Salter, A. (2014). Synthesizing State and Spontaneous Order Theories of Money. *Advances in Austrian Economics*, 18, 161-178.
- Luther, W., Hogan, T. L. (2014). The Explicit Costs of Government-Provided Deposit Insurance. *Cato Journal*, 34(1), 145-170.
- Luther, W. (2013). Friedman Versus Hayek on Private Outside Monies: New Evidence for the Debate. *Economic Affairs*, 33(1), 127-135.
- Luther, W., Koppl, R. (2013). Hayek, Keynes, and Modern Macroeconomics. *Review of Austrian Economics*, 25(3), 223-241.
- Luther, W., Salter, A. (2012). Monetary Equilibrium and Price Stikiness Reconsidered: A Reply to Bagus and Howden. *Review of Austrian Economics*, 25(3), 263-269.
- Luther, W. (2009). The Economics Underlying the Ethics of Fiscal Stimuli. *Journal of Lutheran Ethics*, 9(3).

Journal Articles

- Luther, W., White, L. H. (2014). Can Bitcoin Become a Major Currency? *Cayman Financial Review*, 36, 78-79.
- Luther, W., Lawson, R. A., Hall, J. C. (2008). A Comment on Legum (2007) and Stanford (2007). *Real World Economics Review*, 47(October), 261-262.

Other

- Luther, W. (2020). Book Review of M.R. Strain's The American Dream Is Not Dead (But Populism Could Kill It). *Independent Review* (2nd ed., vol. 25, pp. 152).
- Luther, W. (2019). Book Review of D. Golumbia's The Politics of Bitcoin: Software as Right-Wing Extremism. *Review of Austrian Economics* (1st ed., vol. 32, pp. 85-88).
- Luther, W. (2018). Book Review of K.S. Rogoff's The Curse of Cash. *Independent Review* (4th ed., vol. 22, pp. 619-622).
- Luther, W. (2018). K.S. Rogoff's *The Curse of Cash* (4th ed., vol. 22, pp. 619-622). Independent Review.

Presentations Given

- Luther, W., Cato Institute, 27th Annual Monetary Conference, "Four Principles for a Base Money Regime," Washington, DC. (November 2019).

Luther, W., Southern Economic Association, "Four Principles for a Base Money Regime," Fort Lauderdale, FL. (November 2019).

Luther, W., American Institute for Economic Research, "Is Bitcoin Money? (And What That Means)," Great Barrington, MA. (August 2019).

Luther, W., Association of Private Enterprise Education, "Regulatory Ambiguity in the Market for Bitcoin," Nassau, Bahamas. (April 2019).

Luther, W., American Enterprise Institute, "Central Bank Independence and the Federal Reserve's New Operating Regime," Washington, DC. (March 2019).

Luther, W., Southern Economic Association, "Central Bank Independence and the Federal Reserve's New Operating Regime," Washington, DC. (November 2018).

Luther, W., Mont Pelerin Society, "Regulatory Ambiguity in the Market for Bitcoin," Gran Canaria, Canary Islands. (October 2018).

Luther, W., American Enterprise Institute, Economist Roundtable, "Cash, Crime, and Cryptocurrencies," Middleburg, VA. (September 2018).

Luther, W., American Institute for Economic Research, "Cash, Crime, and Cryptocurrencies," Great Barrington, MA. (July 2018).

Luther, W., Association of Private Enterprise Education, "Cash, Crime, and Cryptocurrencies: Central Bank Independence and the Federal Reserve's New Operating Regime," Las Vegas, NV. (April 2018).

Luther, W., FAU, Research Seminar, "Getting O the Ground: The Case of Bitcoin," Boca Raton, FL. (January 2018).

Luther, W., Southern Economic Association, "Cash, Crime, and Cryptocurrencies," Tampa, FL. (November 2017).

Luther, W., Mont Pelerin Society, "Banning Bitcoin," Seoul, South Korea. (May 2017).

Contracts, Grants and Sponsored Research

Other

Luther, W., "Sound Money Grant," Sponsored by Atlas Foundation, \$50,000.00. (2018).

Luther, W., "Educational Opportunities Grant," Sponsored by Charles Koch Foundation, \$35,000.00. (2017).

SERVICE

Department Service

Committee Member, Economics Search Committee, FAU. (August 2019 - Present).

Committee Member, Graduate Curriculum Committee, FAU. (February 2019 - Present).

Web Design, Primary, FAU. (August 2018 - Present).

College Service

Web Design, Primary. (August 2018 - Present).

Professional Service

Director, Sound Money Project, Association of Private Enterprise Education, Executive Board.
(April 2020 - Present).

Editorial Review Board Member, Journal of Private Enterprise. (January 2020 - Present).

Editorial Review Board Member, Small Business Economics. (December 2019 - Present).

Editorial Review Board Member, Society for the Development of Austrian Economics. (November
2019 - Present).

Director, Sound Money Project, American Institute for Economic Research. (2017 - Present).

Adjunct Scholar, Center for Monetary and Financial Alternatives, CATO Institute, Washington,
DC. (2014 - Present).

Fellow, Sound Money Project, American Institute for Economic Research. (2014 - 2017).

Dr. Tamara Mangleburg

Florida Atlantic University

Marketing

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Education

PhD, Virginia Polytechnic Institute and State University, 1992.

Major: Marketing

Supporting Areas of Emphasis: Sociology

MBA, Virginia Polytechnic Institute and State University, 1988.

Major: Marketing

BA, Virginia Polytechnic Institute and State University, 1985.

Major: International Studies, Political Science

Supporting Areas of Emphasis: French

Academic, Government, Military and Professional Positions

Academic - Post-Secondary

Associate Professor, Florida Atlantic University. (March 1998 - Present).

Assistant Professor, Florida Atlantic University. (August 1992 - March 1998).

Part-time Instructor, Virginia Polytechnic Institute and State University. (September 1987 - 1989).

Professional

Copy Editor, Journal of Consumer Research. (June 1990 - May 1992).

Professional Memberships

American Marketing Association.

Association for Consumer Research.

National Council on Family Relations.

Development Activities Attended

Workshop, "(4 hours) - Teaching Online Orientation (Training) -- Workshop covering the basis of online teaching," FAU, Virtual. (2020).

Awards and Honors

Outstanding Reviewer, Journal of Retailing. (2007).

TEACHING

Teaching Experience

Florida Atlantic University

MAR 4231, Retail Management, 18 courses.
MAR 4232, Merchandising Management, 4 courses.
MAR 4323, Promotional Management, 13 courses.
MAR 4503, Consumer Behavior, 13 courses.
MAR 7507, Seminar in Consumer Behavior, 1 course.

Directed Student Learning

Dissertation Committee Chair, "Optimal Positioning of Web Page Banner Advertisements: An Extension of Hemispheric Processing Theory.," Marketing.
Advised: Kendall Goodrich

Dissertation Committee Chair, "Why Don't Consumers Forgive and Forget? The Effects of Animosity on Willingness to Buy.," Marketing.
Advised: Selima Ben Mrad

Awards and Honors

Nominee, Distinguished Teacher of the Year Award, Florida Atlantic University. (2001).

Departmental Nominee, Excellence in Undergraduate Teaching Award, Marketing Department, Florida Atlantic University. (1997).

Departmental Nominee, Excellence in Undergraduate Teaching Award, Marketing Department, Florida Atlantic University. (1996).

Teaching Incentive Program Award for Undergraduate Teaching, Florida Atlantic University. (1996).

Departmental Nominee, Excellence in Undergraduate Teaching Award, Marketing Department, Florida Atlantic University. (1995).

RESEARCH

Published Intellectual Contributions

Book Chapters

Mangleburg, T., Bristol, T. (1999). Socialization and Adolescents' Skepticism Toward Advertising. In M. Carole Macklin and Les Carlson (Ed.), *Advertising to Children: Concepts and Controversies* (pp. 27-47). Sage Publications.

Refereed Journal Articles

Savas, S., Koku, P., Mangleburg, T. (2022). Really New Services: Perceived Risk and Adoption Intentions. *Services Marketing Quarterly*, 43(4), 485-503.

Korgaonkar, P., Becerra, E., Mangleburg, T., Bilgihan, A. (2021). Retail Employee Theft: When Retail Security Alone Is Not Enough. *Psychology & Marketing*, 38(5), 721-734.

Korgaonkar, P., Gironda, J., Petrescu, M., Krishen, A. S., Mangleburg, T. (2020). Preventing shoplifting: Exploring online comments to propose a model. *Psychology & Marketing*, 37(1), 141-153.

- Savas, S., Koku, P., Mangleburg, T. (2019). Consumers' Perceptions of Service Newness and its Marketing Implications. *Services Marketing Quarterly*, 41(1), 35-48.
- Petrescu, M., Mangleburg, T., Ben Mrad, S., O'Leary, K. (2018). Reciprocal Influences and Effects of Viral NWOM Campaigns in Social Media. *Journal of Marketing Communications*, doi.org/10.1080/13527266.2018.1545244.
- Ben Mrad, S., Mangleburg, T., Mullen, M. (2014). Do Consumers Forgive? A Study of Animosity in the MENA Region. *Journal of International Consumer Marketing*, 26(2), 153-166.
- Ben Mrad, S., Mullen, M., Mangleburg, T. (2011). Consumer Ethnocentrism in the Middle East: Evaluating Measurement Properties of the CETSCALE in Tunisia and Lebanon. *Journal of International Management Studies*, 6(3), 1-8.
- Goodrich, K., Mangleburg, T. (2010). Adolescent Perceptions of Parent and Peer Influences on Teen Purchase: An Application of Social Power Theory. *Journal of Business Research*, 63(12), 1328-1335.
- Bristol, T., Mangleburg, T. (2005). Not Telling the Whole Story: Teen Deception in Purchasing. *Journal of the Academy of Marketing Science*, 33(1), 79-95.
- Doney, P., Mangleburg, T., Bristol, T. (2004). Shopping With Friends and Teens' Susceptibility to Peer Influence. *Journal of Retailing*(80), 101-116.
- Sirgy, J. M., Grewal, D., Mangleburg, T. (2000). Retail Environment, Self-Congruity, and Retail Patronage: An Integrative Model and a Research Agenda. *Journal of Business Research*, 49(2), 127-138.
- Mangleburg, T., Bristol, T., Grewal, D. (1999). Family Type, Family Authority Relations, and Adolescents' Perceived Purchase Influence. *Association for Consumer Research*, 26, 379-384.
- Mangleburg, T., Bristol, T. (1998). Socialization and Adolescents' Skepticism Toward Advertising. *Journal of Advertising*, 27(3), 11-21.
- Mangleburg, T., Sirgy, M. J., Grewal, D., Axsom, D. K., Hatzios, M., Bogle, T. (1998). The Moderating Effect of Prior Experience in Consumers' Use of Value-expressive versus Utilitarian Criteria in Brand Attitude. *Journal of Business and Psychology*, 13(1), 101-113.
- Sirgy, M. J., Grewal, D., Mangleburg, T., Park, J. O., Chon, K., Claiborne, C. B., Johar, J. S., Berkman, H. (1997). Assessing the Predictive Validity of Two Methods of Measuring Self-Image Congruence. *Journal of the Academy of Marketing Science*, 25(Summer), 229-241.
- Mangleburg, T., Grewal, D., Bristol, T. (1997). Socialization, Gender, and Adolescents' Self-Reports of Their Generalized Use of Product Labels. *The Journal of Consumer Affairs*, 31(2), 255-279.
- Mangleburg, T., Brown, J. J. (1995). Teenagers' Sources of Income: Jobs and Allowances. *Journal of Marketing Theory and Practice*, 3(1), 33-46.
- Mangleburg, T. (1990). Childrens' Influence in Purchase Decisions: A Review and Critique. *Association for Consumer Research*, 17, 813-25.
- Sirgy, M. J., Mangleburg, T. (1988). Toward a General Theory of Social System Development. *Systems Research*, 5(2), 115-29.

Conference Proceedings

- Ben Mrad, S., Mangleburg, T., Mullen, M. (2012). *Theoretical Model of Consumer Animosity: Motivations and Outcomes in Tunisia and Lebanon*. Fort Lauderdale, FL: AIB-SE Annual Conference.
- Korgaonkar, P., Petrescu, M., Mangleburg, T., Root, A. (2012). *Viral advertising and ad appeals*. Atlanta, Georgia: The AMS World Marketing Congress.
- Ben Mrad, S., Mullen, M., Mangleburg, T. (2011). *A Study of Consumer Animosity, Ethnocentrism, and Religions' Influence on Willingness to Purchase: An Emperical Test in the Middle East*. Cancun: Presented at the American Marketing Association's Global Marketing SIG Conference.

Other

- Sirgy, M. J., Sutherland, N. K., Bushnell, H., Mangleburg, T. (1987). Instructor's Manual and Test Bank. In Harold W. Berkman and Christopher Gilson (Ed.), *Advertising: Concepts and Strategies*. New York, NY: Random House.

Presentations Given

- Ben Mrad, S., Rutherford, J., Ye-Sheng, S., Mangleburg, T., SMA Conference, "Chinese Animosity towards Japanese Products." (2018).
- Ben Mrad, S., Mangleburg, T., Mullen, M., AIB Southeast USA Conference, "A Theoretical Model of Consumer Animosity: Motivations and Outcomes in Tunisia and Lebanon," Fort Lauderdale, FL. (2012).
- Petrescu, M., Korgaonkar, P., Mangleburg, T., Root, A., AMS WMC-CPM Conference, "Ad Appeals in the Context of Viral Advertising." (2012).
- Korgaonkar, P., Petrescu, M., Mangleburg, T., Root, A., National Educator's Meeting of the American Marketing Association, ""Viral Advertising and Its Place in the Advertising Framework"." (August 2012).
- Mullen, M. (Presenter & Author), Ben Mrad, S. (Presenter & Author), Mangleburg, T. (Author Only), American Marketing Association's Global Marketing SIG Conference, "A Study of Consumer Animosity, Ethnocentrism and Religion's Influence on Willingness to Purchase: An Empirical Test in the Middle East," American Marketing Association, Cancun, Mexico. (January 13, 2011).
- Ben Mrad, S. (Presenter & Author), Mullen, M. (Author Only), Mangleburg, T. (Author Only), 5th Annual Journal of International Business Studies Conference on Emerging Research Frontiers in International Business, "Do Consumers Forgive and Forget," Florida International Universtiy, Miami, FL. (2007).
- Mangleburg, T., Association for Consumer Research Conference. (2004).
- Bristol, T., Mangleburg, T., 2004 Roundtable, "Expanding the Boundaries of Socialization Research.," Association for Consumer Research. (2004).
- Mangleburg, T., Bristol, T., Special Session of the 2000 Association for Consumer Research Conference., "Not Telling the Whole Story: Adolescents' Deception in Purchasing.," Association for Consumer Research. (2000).

Mangleburg, T., Bristol, T., Grewal, D., 1998 Association for Consumer Research Conference, "Family Type, Family Authority Relations, and Adolescents' Perceived Purchase Influence.," Association for Consumer Research. (1998).

Sirgy, M. J., Grewal, D., Mangleburg, T., Symposium on Retail and Service Environment Atmospherics Research, "Retail Environment, Self-Congruity, and Retail Patronage: An Integrative Model and Research Agenda.." (1998).

Mangleburg, T., Grewal, D., Bristol, T., Sspecial Session of 1997 AMA Winter Educators' Conference, "Consumer Socialization, Gender, and Adolescents' Use of Product Labels.," AMA. (1997).

Mangleburg, T. (Discussant), Winter AMA Educator' s Conference. (1994).

Mangleburg, T., Special Session of 1993 Academy of Marketing Science Conference, "Family Type, Children' s Influence in Store Selection, and Family Shopping Behavior.," Miami Lakes. (1993).

Media Contributions

TV

Tween Power, WPBS. (2001).

Contracts, Grants and Sponsored Research

Grant

Mangleburg, T., "Foundation Faculty Research Grant," Sponsored by Florida Atlantic University, Florida Atlantic University. (1993 - 1994).

Research Currently in Progress

"The Impact of Religious Differences on International Marketing: A Field Study in Tunisia and Lebanon".
Complete Data Analysis, manuscript in process

SERVICE

Department Service

Committee Member, Marketing Department Appraisal Committee. (2020).

Committee Member, Marketing Department Search Committee for Assistant Professor (2016, 17, 18, 19). (2016 - 2019).

Committee Chair, Marketing Department Curriculum Committee. (2017).

Committee Member, Marketing Department Search Committee for Department Chair. (2016).

Committee Chair, Marketing Department Search Committee for Instructor for Market Rate Programs. (2016).

Committee Member, Marketing Department Student Internship Committee. (2014).

Committee Member, Phd Student Evaluation Committee. (2005 - 2009).

Committee Member, Marketing Department Evaluation Committee. (2005 - 2007).

College Service

Committee Member, College of Business Undergraduate Council (2010-2012, 2015-2017). (2010 - 2017).

Committee Member, College of Business Faculty Development Council (2005-2011, 2013). (2005 - 2013).

Committee Chair, College of Business Faculty Development Council. (2012).

Committee Member, College of Business Salary Equity Committee. (2005).

Committee Member, College of Business Equity Committee. (2004).

Committee Chair, College of Business Faculty Development Council. (2003 - 2004).

Committee Member, College of Business Faculty Development Council. (2002 - 2003).

Committee Member, College of Business Undergraduate Council. (1997 - 2001).

University Service

Committee Member, FAU Faculty Senate Assessment Committee. (2011 - 2013).

Faculty Advisor, Library Liason for the Davie Campus - BCC Library. (2003 - 2007).

Committee Member, Teaching Incentive Program Award Committee. (1998 - 1999).

University Senate Service, Broward Faculty Senate Bylaws Committee. (1997 - 1998).

Attendee, Meeting, "Ask Your Professor" session of Spring 1997 Career Day. (1997).

University Senate Service, Broward Faculty Senate Bylaws Committee. (1996 - 1997).

Committee Member, Researcher of the Year Award Committee. (1996 - 1997).

Committee Member, PhD Student Evaluation Committee. (1993 - 1994).

Committee Member, Excellence in Undergraduate Teaching Award Committee. (1993).

Professional Service

Reviewer, Ad Hoc Reviewer, American Academy of Advertising Conference (2012-2014, 2017-2020). (2012 - 2020).

Reviewer, Ad Hoc Reviewer, Journal of Retailing. (2016).

Reviewer, Ad Hoc Reviewer, Journal of Business Research. (2013 - 2014).

Reviewer, Ad Hoc Reviewer, Psychology and Marketing. (2013).

Reviewer, Ad Hoc Reviewer, Journal of Marketing Management. (2012).

Editorial Review Board Member, Journal of Retailing. (2006 - 2012).

Reviewer, Ad Hoc Reviewer, American Academy of Advertising (Asia/Pacific Conference). (2011).

Reviewer, Ad Hoc Reviewer, The Journal of Consumer Affairs. (2011).

Reviewer, Ad Hoc Reviewer, International Journal of Retailing & Consumer Services. (2010).

Reviewer, Ad Hoc Reviewer, American Academy of Advertising Conference. (2003 - 2010).

Reviewer, Conference Paper, American Academy of Advertising Conference. (2009).

Reviewer, Conference Paper, American Academy of Advertising Conference. (2008).

Reviewer, Conference Paper, American Academy of Advertising Conference. (2008).

Reviewer, Ad Hoc Reviewer, International Journal of Retailing & Consumer Services. (2008).

Reviewer, Conference Paper, American Academy of Advertising Conference. (2007).

Reviewer, Conference Paper, American Academy of Advertising Conference. (2006).

Reviewer, Ad Hoc Reviewer, International Journal of Retailing & Consumer Services. (2006).

Reviewer, Ad Hoc Reviewer, Journal of Macromarketing. (2006).

Reviewer, Conference Paper, American Academy of Advertising Conference. (2005).

Reviewer, Ad Hoc Reviewer, Journal of Retailing. (2005).

Reviewer, Ad Hoc Reviewer, Journal of Retailing. (2001 - 2005).

Reviewer, Conference Paper, American Academy of Advertising Conference. (2004).

Roundtable Leader, Association for Consumer Research Conference. (2004).

Reviewer, Ad Hoc Reviewer, International Journal of Retailing & Consumer Services. (2004).

Reviewer, Conference Paper, American Academy of Advertising Conference. (2003).

Reviewer, Ad Hoc Reviewer, Journal of Macromarketing. (2002).

Reviewer, Ad Hoc Reviewer, Journal of Retailing and Consumer Services. (2002).

Reviewer, Conference Paper, AMA Summer Educator's Conference. (2001).

Editorial Review Board Member, Journal of Macromarketing. (2000).

Editorial Review Board Member, Journal of Macromarketing. (1999).

Reviewer, Ad Hoc Reviewer, Journal of Advertising. (1998).

Editorial Review Board Member, Journal of Macromarketing. (1998).

Reviewer, Ad Hoc Reviewer, Journal of Public Policy and Marketing. (1998).

Reviewer, Journal Article, Journal of Teaching in International Business. (1998).

Session Chair, Winter AMA Educator' s Conference. (1998).

Reviewer, Conference Paper, AMS Conference. (1997).

Reviewer, Ad Hoc Reviewer, Journal of Consumer Research. (1996).

Reviewer, Conference Paper, Association for Consumer Research Conference. (1994).

Reviewer, Conference Paper, Fourth Triennial AMS/ACRA National Retailing Conference. (1994).

Reviewer, Journal Article, Journal of Marketing Theory and Practice. (1994).

Reviewer, Conference Paper, Winter AMA Educator' s Conference. (1994).

Session Chair, Association for Consumer Research. (1993).

Reviewer, Ad Hoc Reviewer, Journal of Consumer Research. (1993).

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Education

EdD, Florida International University, 2002.
Major: Curriculum and Instruction, English Education

MA, Florida International University, 1992.
Major: English Education

BA, Florida International University, 1986.
Major: English

Academic, Government, Military and Professional Positions

Academic - P-12

English 4, English 4 AP, Journalism Teacher, Pope John Paul II High School, Boca Raton, FL.
(August 1998 - December 1998).

Reading Teacher, New River Middle School, Fort Lauderdale, FL. (August 1997 - June 1998).

English/Reading/Writing Teacher, Little Havana Institute, Miami, FL. (1994 - 1997).

English Teacher, Brownsville Middle School, Miami, FL. (1993 - 1994).

Academic - Post-Secondary

Instructor, Business Communications, FAU, College of Business. (August 2020 - Present).

Visiting Instructor, Business Communications, FAU, College of Business. (August 2017 - July 2020).

Adjunct Instructor of Business Communications, Florida Atlantic University. (August 2016 - July 2017).

Adjunct Instructor of English, Broward College Central Campus, Davie, FL. (August 2016 - May 2017).

Adjunct Instructor of English, Miami-Dade College North Campus, Miami, FL. (August 2015 - December 2016).

Associate Professor of English, DeVry University, Miramar, FL & Online. (January 2005 - July 2016).

Adjunct Instructor of English, Miami-Dade College North Campus, Broward College, Keiser College. (January 1999 - May 2005).

Graduate Teaching Assistant, Florida International University, Miami, FL. (August 2000 - May 2002).

Professional

Real Estate Investor. (August 2019 - Present).

SAT/ACT Tutor, Score at the Top Learning Center, Boca Raton, FL. (2004 - 2005).

Reading Tutor, Koala Learning Center, Pembroke Pines, FL. (1999).

English Tutor, Starr Educational Center, Miami, FL. (1995).

Licensures and Certifications

Certified in Effective College Instruction through ACUE's (Association of College and University Educators) Course in Effective Teaching Practices, FAU. (2019 - 2020).

Statement of Status of Eligibility for Teaching English 6-12, State of Florida. (May 2015).

Florida Teaching Certification for English 6-12, State of Florida. (1995 - 2000).

Professional Memberships

Association for Business Communication. (2018 - Present).

Florida Council of Teachers of English - www.fcte.org. (2006 - Present).

National Council of Teachers of English - <http://www.ncte.org>. (1997 - Present).

Development Activities Attended

Conference Attendance, "84th Annual Association for Business Communication Conference." (2019).

Conference Attendance, "83rd Annual Association for Business Communication Conference." (2018).

Conference Attendance, "International Writing Across the Curriculum Conference." (2018).

Workshop, "Completed Writing Across the Curriculum training at FAU." (February 2017).

Conference Attendance, "Florida Library Association Annual Conference." (2016).

Conference Attendance, "South Florida Education Research Conference, formerly the FIU College of Education Annual Conference." (2002 - 2016).

Conference Attendance, "College Composition & Communication National Conference." (2015).

Conference Attendance, "Two-Year College English Association Southeast Conference (2005, 2014)." (2005 - 2014).

Conference Attendance, "DeVry Faculty Symposium Conference." (2010 - 2013).

Conference Attendance, "National Council of Teachers of English National Conference (2010, 2012)." (2010 - 2012).

Conference Attendance, "DeVry PRIDE/TEACH Summit Event." (2011).

Conference Attendance, "Florida Council of Teachers of English Annual Conference (2000-01, 2006-09)." (2000 - 2009).

Awards and Honors

Annual Distinguished Faculty Award, DeVry University. (2014).

PRIDE Award Winner, DeVry University. (2011).

4th Quarter Service Award, DeVry University, South Florida Metro. (2010).

Co-Teacher of the Year Award, English Teacher, Little Havana Institute, Miami, FL. (1997).

TEACHING

Teaching Experience

Florida Atlantic University

GEB 3213, Intro Business Communication, 40 courses.

Non-Credit Instruction

Workshop. (July 2018 - May 2019).

Directed Student Learning

Dissertation Committee Member, Other (Outside Florida Atlantic University). (2010).

Advised: Michael Bird

RESEARCH

Published Intellectual Contributions

Refereed Journal Articles

Durbeej, J., Nielsen, S. (2015). Medicine of Mindfulness: A Prescription for Faculty Vitality and Student Learning. *DeVry University Journal of Scholarly Research*, 2(2).

Knez, B., McCarthy, J., Nielsen, S. (2015). Grade Inflation and student evaluations of teaching: The loss of the professor and diminished education. *DeVry University Journal of Scholarly Research*, 2(1).

Nielsen, S. (2014). Toward an understanding of scholarly writing. *DeVry University Journal of Scholarly Research*, 1(1).

Other

Nielsen, S. (2019). Persuasive Impromptus. In J. Whalen (Ed.), *In Selections from the ABC 2018 Annual Conference: Bridging Teaching Ideas From the Innovator to the Classroom* (3rd ed., vol. 82, pp. 374-376; doi: 10.1177/2329490619833378). Miami, FL: Journal: Business and Professional Communication Quarterly.

Presentations Given

- Nielsen, S., 84th Annual Association for Business Communications (ABC) International Conference, "How Do You Teach Diversity III? The Autism-Friendly Classroom," Detroit, MI. (October 2019).
- Loney, J., Nielsen, S., Buck, S., 84th Annual Association for Business Communications (ABC) International Conference, "Innovation with Technology Tools: Teaching Business Communication with a Tech Twist," Detroit, MI. (October 2019).
- Nielsen, S., Durbeej, J., Nesbitt, L., 83rd Annual Association for Business Communications (ABC) International Conference, "Aligning Courses to Learner and Industry Needs: Business Communication Exchange," Miami, FL. (October 2018).
- Nielsen, S., 83rd Annual Association for Business Communications (ABC) International Conference, "Persuasive Impromptus," Miami, FL. (October 2018).
- Nielsen, S., Galin, J., Zvolensky, J., International Writing Across the Curriculum Conference, "Building Bridges Across the Curriculum: A Common Rubric for Writing Assessment," Auburn University, Auburn, AL. (June 2018).
- Durbeej, J., Nielsen, S., Thriving Families-Healthier Communities, "Mindfulness in Action," Tamarac Library, Tamarac, FL. (November 12, 2016).
- Nielsen, S., Teaching Shakespeare in Diverse Communities Conference, "Hamlet and The Brave One: Exploring shared global themes and values," Florida International University, Miami, FL. (October 2016).
- Howrey, M., Nielsen, S., Florida Library Association Annual Conference, "Information literacy champions transforms Lives," Florida Library Association, Daytona Beach, FL. (March 2016).
- Record, M., Gionti, L., Nielsen, S., Symposium conducted at the South Florida Education Research Conference, "How local universities support graduate writers," South Florida Education Research Conference, Miami, FL. (June 2015).
- Nielsen, S., Zath, M., Two-Year College English Association Southeast Regional Conference, "Lighting the Way in Freshman Composition," Two-Year College English Association Southeast Regional Conference, Tampa, FL. (March 2014).
- Nielsen, S., Rachelson, E., Bird, M., DeVry Faculty Symposium, "Empowering Scholars through The DeVry Faculty Journal," DeVry Faculty Symposium, Decatur, GA. (May 2013).
- Gettinger-Dinner, L., Nielsen, S., APA Faculty Workshop, "APA Faculty Workshop," Collaboration between DeVry University and Chamberlain College of Nursing. (April 2013).
- Nielsen, S., Schuchman, L., Rachelson, E., National Council of Teachers of Education national conference, "Supplemental Instruction: Hope, Unite, Now Write!," Las Vegas, NV. (November 2012).
- Nielsen, S., Bird, M., Hill, E., Luvison, D., Rader, P., DeVry Faculty Symposium, "Doctoral Degree Seekers' Forum," DeVry Faculty Symposium, Chicago, IL. (April 2012).
- Nielsen, S., Schuchman, L., Rachelson, E., DeVry Faculty Symposium, "Supplemental Instruction," DeVry Faculty Symposium, Chicago, IL. (April 2012).

Nielsen, S., DeVry Faculty Symposium, "Tech Tools Presentation," DeVry Faculty Symposium, South Florida Metro, Miramar, FL. (May 13, 2011).

Nielsen, S., Rachelson, E., DeVry Faculty Symposium, "High-tech fakin', Poll-takin', Poster-makin': Technology Tools for Active Learning in English and LAS Courses," DeVry Faculty Symposium, Chicago, IL. (April 2011).

Nielsen, S., Rachelson, E., Durbeej, J., Strategies for Non-English Faculty Presented by Educators from Across the Country at the National Council of Teachers of English Conference, "What Can You Learn from a Bunch of English Teachers?," National Council of Teachers of English, Orlando, FL, also presented in Miramar, FL, and simulcast to DeVry Brazil on March 31, 2011. (November 2010).

Nielsen, S., DeVry Faculty Symposium, "Issues Across the Writing Sequence Strategies to Combat Plagiarism," DeVry Faculty Symposium, Chicago, IL. (April 2010).

Nielsen, S., Hill, E., Fernandez, J., 8th Annual College of Education Research Conference, "Blending Teaching and Learning: A Symposium," Florida International University, Miami, FL. (April 2009).

Nielsen, S., 7th Annual College of Education Research Conference, "Half Bricks and Half Clicks: Is Blended Onsite and Online Teaching and Learning the Best of Both Worlds?," Florida International University, Miami, FL. (April 2008).

Nielsen, S., Florida Council of Teachers of English Conference, "The Art of Conciseness: Teaching Your Apprentices How to Revise like Donald Trump," Florida Council of Teachers of English, Orlando, FL. (October 2006).

Contracts, Grants and Sponsored Research

Grant

Nielsen, S., "Researcher and Volunteer Coordinator," Sponsored by South Miami/Annenberg Partnership: Writing Matters. (2001 - 2002).

SERVICE

Department Service

Committee Member, Participated in Business Communications Open Educational Resources (OER)/ Revision Committee. (April 2018 - Present).

Committee Member, FAU Business Communications Exchange initiative to generate community engagement. (May 2017 - Present).

Committee Member, Curriculum Committee - ENGL 062. (2015).

Committee Member, Curriculum Committee - ENGL 112, ENGL 135. (June 2010 - July 2010).

University Service

Participated in the FAU Mentoring Project to mentor students. (2021).

Serve as Faculty Editor, FAU's Undergraduate Law Journal, 2019 & 2021. (2019 - 2021).

Serve as Senator and Executive Committee member, UFF-FAU (United Faculty of Florida at FAU). (2019 - 2020).

Led students in leadership training workshops and skill-building sessions as FAU Faculty OWL Leader. (July 2018 - May 2019).

Served as judge for 3MT Competition at FAU for graduate students. (October 2017 - October 2018).

Attendee, Meeting, DeVry Advisory Council Meetings. (2011 - 2014).

Committee Chair, DeVry University, ENGL Sequence National Co-Chair. (2011 - 2013).

Subject Matter Expert, DeVry University, writing ENGL 135 Advanced Composition course. (2011 - 2013).

Professional Service

Officer, Vice President, 2nd Vice President, Democratic Women's Club of West Broward. (2021 - Present).

Associate Editor, Board Member, Coalition to End Homelessness; Ft. Lauderdale, FL. (2021 - Present).

Committee Member, Serve on Association for Business Communication Committee for Teaching with Technology. (August 2018 - Present).

Associate Editor, Annals of Social Sciences and Management Studies Scholarly Journal. (April 2018 - Present).

Associate Editor, Participate as Writing Assessment Rater, Writing Across the Curriculum annual writing assessment. (May 2017 - Present).

Associate Editor, Volunteer: Peer Review and Conference Logistics -- Association for Business Communication 85th Annual Conference, Virtual. (2020).

Associate Editor, Volunteer: Peer Review and Conference Logistics -- Association for Business Communication 84th Annual Conference, Detroit, MI. (2019).

Associate Editor, Served as Judge, Miami-Dade Urban Debate League monthly debate tournaments. (2018 - 2019).

Associate Editor, Volunteer: Peer Review and Conference Logistics -- Association for Business Communication 83rd Annual Conference, Miami, FL. (2018).

Co-Editor, Co-Editor, DeVry University Journal of Scholarly Research, Chicago, IL. (2014 - 2016).

Co-Editor, Co-Editor, Proceedings of the FIU Conference (renamed to South Florida Education Research Conference) DeVry University Journal of Scholarly Research. (2002 - 2016).

Reviewer, Textbook, Cengage Publishing Reviewer. (2012 - 2013).

Consulting

Consult with local businesses regarding business communications skills for the Community Center for Excellence in Writing (CCEW) small business initiative; consultant since July 2018. (July 2018 - Present).

Soyoung Park
Florida Atlantic University
Marketing
Email: soyoungpark@fau.edu

Education

PhD, Pennsylvania State University, 2020.
Major: Recreation, Park, and Tourism Management
Supporting Areas of Emphasis: Social Data Analytics

MS, Korea University, 2016.
Major: Economics
Supporting Areas of Emphasis: International Trade

BS, Korea University, 2014.
Major: Economics

Academic, Government, Military and Professional Positions

Academic - Post-Secondary

Assistant Professor, Marketing Department (Hospitality), FAU, College of Business. (August 2020 - Present).

Professional

Project Coordinator, Central Pennsylvania Convention and Visitors Bureau. (June 2019 - May 2020).

Research Assistant, Editor, Project Officer, Korea Development Institute. (2014 - 2017).

Internship at the Regional Programme for Asia and the Pacific, World Tourism Organization (UNWTO). (2012).

Development Activities Attended

Workshop, "(4 hours) - Teaching Online Orientation (Training) -- Workshop covering the basis of online teaching," FAU, Virtual. (2020).

Awards and Honors

2021 Best Research Contribution Award at the 1st NorthEast Chapter of the Travel and Tourism Association Annual Conference. (January 2021).

Herberta M. Lundegren Graduate Scholarship in Leisure Studies (2017-2020). (2020).

TEACHING

Teaching Experience

Florida Atlantic University

HFT 1000, Intro to Tourism/Hospitly Inds, 3 courses.
HFT 3003, Intro to Hospitality Mgmt, 1 course.

HFT 4240, Excellence in Guest Svc Mgmt, 1 course.
HFT 4253, Hotel and Resort Management, 2 courses.

RESEARCH

Published Intellectual Contributions

Refereed Journal Articles

- Park, S., Kim, J.Y., Pan, B. (2021). The influence of Uber on the tourism industry in sub-Saharan Africa. *Journal of Travel Research*, 60(7), 1598-1611.
- Rice, W., Park, S. (2021). Big data spatial analysis of campers' landscape preferences: Examining demand for amenities. *Journal of Environmental Management*, 292(1), Article: 112773.
- Pan, B., Lin, M. S., Akyildiz, A., Liang, Y., Park, S. (2021). Social, Ethical, and Moral Issues in Smart Tourism Development in Destinations. *Journal of Smart Tourism*, 1(1), 9-17.
- Park, S., Pan, B., Ahn, J. (2020). Family trips and academic achievement in early childhood. *Annals of Tourism Research*, 80, 102795.
- Rice, W., Park, S., Pan, B., Newman, P. (2019). Forecasting campground demand in the US national parks. *Annals of Tourism Research*, 75, 424-438.
- Mueller, J.T., Park, S., Mowen, A.J. (2019). The relationship between parks and recreation per capita spending and mortality from 1980 to 2010: A fixed effects model. *Preventive Medicine Reports*, 14, 100827.
- Mueller, J.T., Park, S., Mowen, A.J. (2019). The relationship between self-rated health and local government spending on parks and recreation in the United States from 1997 – 2012. *Preventive Medicine Reports*, 13, 105-112.
- Park, S., Pan, B. (2018). Identifying the next non-stop flying market with big data approach. *Tourism Management*, 66, 411-421.

Presentations Given

- Park, S., Zhang, Y., Bilgihan, A., Ricci, P., Invited as a speaker at The Golden State Chapter of Club Management Association of America Fall Conference Workshop & Education, "Hospitality and Tourism Work-force COVID-19 Sentiment," Virtual. (October 2021).
- Park, S., Zhang, Y., Bilgihan, A., Ricci, P., Invited for panel discussion at the Connections 2021 - "Rising Stronger", "Hospitality and Tourism Work - force COVID-19 Sentiment," Spartanburg, SC. (September 2021).
- Park, S., Zhang, Y., Ricci, P., Southeast Tourism Society (STS) Annual Conference: Rising Together, "Taking care of business: Factors behind the labor shortage and what to do about it," Spartanburg, South Carolina. (September 28, 2021).
- Park, S., Mahlobo, C., Peets, J., Paper presented at the 51st TRRA International Conference, Unchartered Territory: Reimagining Tourism for a New Era, "Flourishing through Travel: Unltered Voices of Black Travelers," Virtual. (June 2021).

- Rice, W., Park, S., Paper presented at the 1st NorthEast Chapter of Travel and Tourism Research Association International Conference, "The campers' conundrum: Examining setting's in uence on campsite choice using big data," Virtual. (January 2021).
- Park, S., Yeon, J., Caligiuri, M., Lee, S., Poster presented at the 26th Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism, "Reaching beyond the stakeholders: CSR Communications for issues with high relevance." (January 2021).
- Park, S., Invited presentation for University of Florida Community Spatial Lab, "Data Science for Social Good: Bridging Social Science and Data Science in Tourism and Hospitality Research." (November 2020).
- Park, S., Pan, B., Schroeder, A., Mowen, A.J., Font, S., Paper presented at the 51st International Travel and Tourism Research Association Conference, "A Little Blue Bird Told Me: Sentiment Change on Orphanage Tourism." (June 2020).
- Rice, W., Park, S., Pan, B., Newman, P., Paper presented at the 50th International Travel and Tourism Research Association Conference, "Forecasting camping tourism demand in America's national parks using a machine learning approach," Melbourne, Australia. (June 2019).
- Park, S., Harbor, L., Li, R., Pan, B., Schroeder, A., Paper presented at the 50th International Travel and Tourism Research Association Conference, "Reliving the glory days: College graduates and alma mater nostalgia tourism," Melbourne, Australia. (June 2019).
- Park, S., Sefid, A., Pan, B., Paper presented at 2019 National Environment and Recreation Research Symposium (NERR), "Exploring destination image from social network and text analysis," Annapolis, MD. (April 2019).
- Park, S., Pan, B., Paper presented at the 49th International Travel and Tourism Research Association Conference, "Family trips and academic achievement in reading during early childhood: Evidence from a national study," Miami, FL. (June 2018).
- Kim, J.Y., Park, S., Pan, B., Paper presented at the 49th International Travel and Tourism Research Association Conference, "The impact of Uber on the tourism industry of sub-Saharan African countries," Miami, FL. (June 2018).
- Park, S., Pan, B., Paper presented at the 17th Asia Pacific Forum for Graduate Student Research in Tourism, "#OrphanageTourism: Sentiment, structure and key actors in twitter social network," Honolulu, HI. (May 2018).
- Park, S., Pan, B., Paper presented at the International Travel and Tourism Research Association Conference, "Identifying the next non-stop flying destination: Big data approach," Quebec, Canada. (June 2017).

Contracts, Grants and Sponsored Research

Grant

- Park, S., "Center for Social Data Analytics Accelerator Award - Principal Investigator," \$7,000.00. (January 2019 - Present).
- Park, S., "Understanding National Park Visitors' Spatial Behavior," \$20,000.00. (January 2019 - Present).

Park, S., "Central Pennsylvania Convention and Visitors Bureau Visitor Study - Project Manager,"
\$57,169.00. (June 2019 - May 2020).

SERVICE

Professional Service

Editorial Review Board Member, Tourism Analysis. (August 2021 - Present).

Co-Chair, Travel and Tourism Research Association North East Chapter Conference Committee.
(January 2020 - Present).

Officer, Treasurer, Travel and Tourism Research Association North East Chapter. (January 2019
- Present).

Committee Member, Travel and Tourism Research Association Annual Conference, Academic
Review Committee. (June 2021).

Committee Member, Travel and Tourism Research Association North East Chapter Steering
Committee. (January 2019 - April 2020).

Officer, President/Elect/Past, Korean-American Scientist and Engineers Association (KSEA) -
Central Pennsylvania chapter. (August 2017 - May 2019).

Consulting

Blackpeak, Ltd. (2015 - 2016).

Mr. Joseph T. Patton

Florida Atlantic University
Management
Email: jpatton6@fau.edu

Education

DBA, Florida International University, 2021.
Major: Business Administration

MBA, University of Miami, 1994.
Major: Business Administration

MS, University of Miami, 1994.
Major: International Business

MA, University of Miami, 1993.
Major: International Affairs

BA, Florida State University, 1991.
Major: Spanish

Academic, Government, Military and Professional Positions

Academic - Post-Secondary

Instructor, Management Programs, FAU, College of Business. (August 2019 - Present).

Visiting Instructor, Management Programs, Florida Atlantic University, College of Business.
(August 2018 - July 2019).

Adjunct Instructor, Management Programs, Florida Atlantic University, College of Business. (2010
- July 2018).

Adjunct Instructor, Department of Management, University of Miami, School of Business. (1999 -
2003).

Professional

Director of Revenue/Director of Development - Corporate Advisory & Investment Banking, Carl
Domino Investment Managers, Miami/Palm Beach, FL. (2008 - Present).

VP of Sales and Business Development, Sunshine State News, Tallahassee, FL. (2010 - 2013).

Director of Finance, Gayle Harrell for US Congress, Port St. Lucie, FL. (2008).

Director of Sales and Business Development, Realty Asset Services, New York, NY. (2003 -
2008).

Director of Partnerships and Business Development, Wealth Base Camp LLC, New York, NY.
(2003 - 2008).

Brand Manager, CBS Sportsline.com. (1999 - 2001).

Brand Manager, Remy Amerique, Inc. (1998 - 1999).

Product Manager, Global Product Manager, Assistant Product Manager, Marketing Intern,
Colgate Palmolive Company. (1994 - 1997).

Olympic Ambassador, Minnesota Mining and Manufacturing (3M), Barcelona, Spain. (1992).

Development Activities Attended

Workshop, "STRIDE Workshop: Strategies & Tactics for Recruiting to Improve Diversity and Excellence," FAU, Boca Raton, FL. (February 2020).

Workshop, "(1 hour) - Business Resources Workshop -- Get to know the sources of information that your business professors want you to use in your assignments! This workshop identifies the library's company, business, and...", FAU S.E. Wimberly Library, Boca Raton, FL. (June 20, 2019).

Workshop, "Academy of Business Research Fall Conference," Boca Raton, FL. (November 2018).

Workshop, "International Organization of Social Science and Behavioral Research Fall Conference," Boca Raton, FL. (November 2018).

Workshop, "LMS Evaluation Session for Canvas by Instructure," Florida Atlantic University, Davie, FL. (March 3, 2016).

Workshop, "(24 hours) - Instructor Training Workshop - Veteran's Florida Entrepreneurship Program," Florida Gulf Coast University, Fort Myers, FL, USA. (February 24, 2016 - February 26, 2016).

Continuing Education Program, "Course CEL 1010 - Center for Instructional Design (40 hours)," Florida Atlantic University, Boca Raton, FL, USA. (February 2013 - March 2013).

TEACHING

Teaching Experience

Florida Atlantic University

ENT 4024, Entrepreneurship, 8 courses.
ENT 4114, Advanced Business Planning, 2 courses.
GEB 2011, Introduction to Business, 8 courses.
MAN 3025, Intro Mgmt Organizational Behav, 4 courses.
MAN 3600, International Business, 5 courses.
MAN 4602, Global Business Operations, 1 course.
MAN 4720, Global Strategy and Policy, 27 courses.

RESEARCH

Published Intellectual Contributions

Conference Proceedings

Patton, J. T., Jamsheed, J. (2021). *Is Price Why Students Don't Get Their Books? Undergraduate Acquisition of Class Materials*. Engaged Management Scholarship Conference Proceedings.

Arias, J., Liu, W., Patton, J. T., Vilayil, A. (2020). *Entry mode choice of Quick Service Restaurants (QSR) in MENA and Asia: How does a MNE's ownership advantage, location advantage and internalization influence its choice of entry equity modes?*. Academy of International Business Conference Proceedings.

Patton, J. T. (2020). *Is It True That High Prices Are the Reason College Students Don't Get Their Books? Investigating the Undergraduate's Decision Not To Acquire The Assigned Instructional Materials*. Engaged Management Scholarship Conference Proceedings.

Patton, J. T., Arias, J., Liu, W., Vilayil, A. (2020). *Quick Service Restaurant Industry in Latin America and the Caribbean (LAC): Predicting Entry Mode Choice using Dunning's OLI Framework*. AIB Latin America Chapter Conference Proceedings.

Herst, D., Patton, J. T., Searcy, D. (2019). *Teaching in the digital age: Large Classes, Distracted Students, and Shifting Expectations*. Academy of Business Education Conference Proceedings.

Presentations Given

Jamsheed, J., Lewis, M., Patton, J. T., Presented at the American Accounting Association Government and Non-Profit Section Midyear Meeting 2022, "Factors Influencing External Compliance Costs in Small and Mid-sized Municipalities: A Study of Connecticut Towns," Washington, DC. (March 11, 2022).

Patton, J. T., Jamsheed, J., Presented at Engaged Management Scholarship 2021 Conference, "Is Price Why Students Don't Get Their Books? Undergraduate Acquisition of Class Materials," Miami, FL. (September 9, 2021).

Patton, J. T., Presented at Engaged Management Scholarship 2020 Conference, "Is It True That High Prices Are The Reason College Students Don't Get Their Books? Investigating The Undergraduate's Decision Not To Acquire The Assigned Instructional Materials (Best Poster Winner)," Cleveland, OH. (September 10, 2020).

Arias, J., Liu, W., Patton, J. T., Vilayil, A., Presented at Academy of International Business Conference, "Entry mode choice of Quick Service Restaurants (QSR) in MENA and Asia: How does a MNE's ownership advantage, location advantage and internalization influence its choice of entry equity modes?," Miami, FL. (July 4, 2020).

Patton, J. T., Arias, J., Liu, W., Vilayil, A., Presented at AIB Latin America Chapter Conference, "Quick Service Restaurant Industry in Latin America and the Caribbean (LAC): Predicting Entry Mode Choice using Dunning's OLI Framework," Miami, FL. (July 2, 2020).

Herst, D. (Panelist), Patton, J. T. (Panelist), Searcy, D. (Panelist), Presented at Academy of Business Education Conference, "Management In The Digital Age: Large Classes, Distracted Students, And Shifting Expectations," Savannah, Georgia. (September 19, 2019).

SERVICE

Professional Service

Reviewer, Conference Paper, Academy of International Business Conference, Miami, FL. (July 2, 2020 - July 6, 2020).

Reviewer, Conference Paper, Academy of International Business Conference - LAC Chapter, Miami, FL. (June 30, 2020 - July 1, 2020).

Reviewer, Conference Paper, Academy of Business Education Conference, Savannah, GA. (September 19, 2019 - September 21, 2019).

Consulting

Government, Fundraising Consultant for the following: Palm Beach International Agricultural Summit (Director of Development), Economic Council of Palm Beach County (Fundraiser/Consultant), Gayle Harrell for US Congress (Director of Finance), Hal Valeche for Palm Beach County Commission (Fundraiser/Consultant), Debby Mayfield for US Congress (Fundraiser/Consultant), Florida Oceanographic Society (Director of Development), Miami/Palm Beach, FL. (2001 - Present).

Zsuzsa Pusztai
Florida Atlantic University
Information Technology and Operations Management
(561) 297-3183
Email: zpusttai@fau.edu

Education

MBA, Florida Atlantic University, 2010.

BS, Florida Atlantic University, 2004.
Major: Therapeutic Recreation

Academic, Government, Military and Professional Positions

Professional

Adjunct Instructor, ITOM Department, FAU, College of Business. (August 2019 - Present).

Instructor - GRE Math, FAU, Department of Test Preparation. (September 2018 - Present).

Online Teaching Assistant - Course ISM 2000, FAU. (May 2018 - Present).

Teaching Assistant - Information Technology (ISM 2000) Lab Instructor, FAU. (May 2018 - May 2019).

Program Coordinator, Executive Education, FAU, College of Business. (July 2016 - May 2018).

Business Development Specialist, Turbine Marine Inc. (October 2011 - December 2015).

Graduate Teaching Assistant - Information Technology (ISM 2000) Lab Assistant, FAU. (January 2008 - December 2011).

Interim Therapeutic Recreation (TR) Department Director, Morselife Health System - Senior Care; WPB, FL. (August 2006 - July 2007).

Interim Therapeutic Recreation (TR) Department Coordinator, Morselife Health System - Senior Care; WPB, FL. (August 2005 - August 2006).

Development Activities Attended

Conference Attendance, "Let's Talk Cybersecurity, Presented by Danny Sementelli (1.5 hours)," FAU, Boca Raton, FL. (October 19, 2022).

"Executive MBA Council National Conference (EMBAC) - Southeast Region," Coral Gables, FL. (February 25, 2018 - February 27, 2018).

"South Florida Health Executive Forum's (SFHEF) Annual Meeting and Dinner," Hollywood, FL. (December 2017).

"Women's Health Executive Network and South Florida Healthcare Executive Forum (WHEN)," Davie, FL. (September 14, 2017).

"1st Annual Healthcare Night and Mixer," Hollywood, FL. (June 2017).

"19th Annual Honor Your Doctor Luncheon," Boca Raton, FL. (March 2017).

"South Florida Health Executive Forum's (SFHEF) Annual Board Installation Meeting and Dinner,"
Hollywood, FL. (November 2016).

"South Florida Health Executive Forum's (SFHEF) Educational Event," Hollywood, FL. (October
20, 2016).

Workshop, "(3 hours) - Banner Training," FAU, Boca Raton, FL. (July 2016).

Workshop, "(3 hours) - Canvas Training," FAU, Boca Raton, FL. (July 2016).

Workshop, "(5 hours) - Fair Training --- Report Building and Data Mapping," FAU, Boca Raton,
FL. (July 2016).

TEACHING

Teaching Experience

Florida Atlantic University

ISM 2000, Information System Fundamentals, 1 course.

ISM 3007, Social Media Innovation, 3 courses.

ISM 3011, Management Information Systems, 4 courses.

ISM 4041, Contemp Issues Digtl Data Mgmt, 1 course.

ISM 4323, Mgmt Info Assurance Security, 1 course.

MAN 3506, Operations Management, 1 course.

MAN 4583, Project Management, 2 courses.

Dr. Steven Smith

Florida Atlantic University

Management

(561) 297-2709

Email: ssmit318@fau.edu

Education

PhD, Rutgers University, 1997.

Major: Graduate School of Management

Supporting Areas of Emphasis: Strategic Management and International Business

Dissertation Title: Assessing the Impact of Race and Nativity on the Careers of Scientists and Engineers: An Analysis of Selection and Attainment Processes in the Scientific Labor Market

MBA, Rutgers University, 1994.

Major: Graduate School of Management

Supporting Areas of Emphasis: Economics and Strategy

BS, Rutgers University, 1985.

Major: Chemical Engineering

Academic, Government, Military and Professional Positions

Academic - Post-Secondary

Instructor, Management Department, Florida Atlantic University, School of Business. (August 2016 - Present).

Visiting Instructor, Management Department, Florida Atlantic University, School of Business. (August 2015 - May 2016).

Adjunct Professor, FAU, Executive Programs. (May 2010 - July 2015).

Professor of Management, Director of Assessments, Southern Connecticut State University, School of Business. (August 2013 - May 2015).

Visiting Associate Professor, Rutgers Business School, Department of Management and Global Business. (September 2012 - June 2013).

Visiting Professor, Universidade Federal da Bahia, Escola Da Administracao, Salvador, Bahia, Brazil. (May 2012 - August 2012).

Associate Professor of Management, University of New Orleans, College of Business. (August 2008 - May 2012).

Assistant Professor, University of New Orleans, College of Business. (January 1999 - August 2008).

Visiting Scholar, Columbia Business School. (2005 - 2006).

Assistant Professor, Farleigh Dickinson University. (1997 - 1998).

Professional

Senior Project Manager, Engineering & Packaging Development Group, Pepsi-Cola International, Purchase, NY. (1991 - 1993).

Package Commercialization Manager, Pepsi-Cola International, Somers, NY. (1987 - 1991).

Packaging Engineer, Pepsi-Cola International, Valhalla, NY. (1986 - 1987).

Product Development Engineer, Proctor & Gamble Company, Cincinnati, OH. (1985 - 1986).

Professional Memberships

Member, Academy of Management.

Member, Southern Management Association.

Development Activities Attended

Workshop, "AOL Rubric Workshop (2 hours)," FAU - College of Business, Boca Raton, FL, USA. (February 14, 2020).

Workshop, "(8 total hours with 2 workshops) --- (4 hours) Best Practices in Family Business Teaching, Research, and Outreach; (4 hours) Finance-Smart Entrepreneurship for Non-Financial Faculty," USASBE Annual Conference, Philadelphia, PA, USA. (January 19, 2017).

Workshop, "(1 day event) - A Global Macro Perspective 2017," Florida Alternative Investment Association, Miami, FL, USA. (November 29, 2016).

Workshop, "AACSB Assessment Seminar," AACSB, Tampa, FL, USA. (June 16, 2014 - June 17, 2014).

Workshop, "Multi-State Collaborative Conference," Central Connecticut State, New Britain, CT, USA. (May 2014).

TEACHING

Teaching Experience

Florida Atlantic University

MAN 3600, International Business, 5 courses.

MAN 4720, Global Strategy and Policy, 2 courses.

MAN 6245, Organizational Behavior, 1 course.

MAN 6296, Leadership and Organizations, 21 courses.

MAN 6614, International Business Operations, 6 courses.

MAN 6721, Global Business Strategy, 20 courses.

MAN 6728, Mngng Effctvly-Emrgng Mkt Econ, 4 courses.

MAN 6937, Global Environment of Mgmt, 34 courses.

Non-Credit Instruction

Guest Lecture, Fordham University and the City University of New York. (1998).

Guest Lecture, New York City Public Schools. (1997 - 1998).

Guest Lecture. (1995).

Seminar, ASA Annual Meetings, Occupations and Profession Divisions, NYC. (1995).

Awards and Honors

Professor of the Year, Jamaica Executive MBA Program. (December 2010).

Professor of the Year, Puerto Rico Executive MBA Program. (May 2010).

Professor of the Year, Jamaica Executive MBA Program. (December 2008).

Teacher of the Year, College of Business Administration. (May 2006).

Student Appreciation Award, College of Business Administration. (May 2000).

RESEARCH

Published Intellectual Contributions

Book Chapters

DiTomaso, N., Smith, S. (1996). Race and Ethnic Minorities and Women in Corporate Management. In Joyce Tang and Earl Smith (Ed.), *Minorities and Women in American Professions*. State University of New York Press.

Refereed Journal Articles

Sweeper, D. L., Smith, S. (2010). Assessing the Impact of Gender and Race on Earnings in the Library Science Labor Market. *College and Research Libraries*, 71(2), 171-183.

Hunter, E. M., Perry, S. J., Carlson, D. C., Smith, S. (2010). Linking Team Resources to Work-Family Enrichment and Satisfaction. *Journal of Vocational Behavior*, 77(2), 304-312.

Sweeper, D. L., Smith, S. (2010). Does Gender and Race Have an Impact on Earnings in the Library and Information Science Labor Market in the United States of America? *LIBRES Library and Information Science Research Journal*, 20(2), 1-21.

Smith, S., Hartman, S. J., Crow, S. M. (2007). Attrition in Nursing among Black and White Nurses. *Journal of Nursing Management*, 15, 356-366.

Smith, S., Hartman, S., Crow, S. (2005). Attrition in Nursing: Perspectives from the National Survey of College Graduates. *The Health Care Manager*, 24:4.

Smith, S., Hartman, S. (2005). Investigating Labor Market Discrimination: An Analysis of the Science and Engineering Labor Market in the U.S. *International Journal of Management and Information Systems*.

Smith, S., Graham, J. W. (2005). Gender Differences in Occupational Choice and Earnings Among Scientists and Engineers in the United States. *Economics of Education Review*, 24:3.

Smith, S., Reilly, R. T., Hartman, S. J., Crow, S. M. (2004). Attrition in Computer-Related Fields: Perspectives from the National Survey of College Graduates. *Journal of Business and Behavioral Sciences*.

Smith, S., Graham, J. W. (2004). Ethnic and Gender Differences in Selection and Earnings in Science and Engineering Occupations. *International Journal of Management and Information Systems*.

Smith, S., Graham, J. W. (2004). Looking for the Next George Washington Carver: Explaining Racial Differences in Employment and Earnings in Science and Engineering in the United States. *The Review of Black Political Economy*, 33:1.

Smith, S., DiTomaso, N. (1999). Inequality in Organizations, Occupations and Work through Selection and Favoritism. *American Sociological Association Section on Organization, Occupations and Wrok*.

Conference Proceedings

Hunter, E. M., Perry, S. J., Carlson, D. C., Smith, S. (2010). *Linking Team Resources to Work-Family Enrichment and Satisfaction*. Montreal, Canada: Best Paper Proceedings of the 2010 Academy of Management Meetings.

Smith, S., Graham, J. W., Smith, D. R., DiTomaso, N., Hartman, S. (1999). *Methodology for Investigating Bias at the Level of Labor Market Processes: Measurement Issues and Approaches*. Proceedings of the 1999 Southern Management Association Conference.

Presentations Given

Smith, S., Hunter, E. M., Perry, S. J., Carlson, D. C., Academy of Management Annual Meeting, "The Benefits of a Strong Team: Team Resources and Work-Family Enrichment," Montreal, Canada. (August 2010).

Smith, S., Hartman, S., Crow, S., Southwest Academy of Management Conference, "Attrition in Nursing: Perspectives from the National Survey of College Graduates," Orlando, FL. (March 2004).

Smith, S., Reilly, R. T., Hartman, S., Crow, S., American Society of Business and Behavioral Sciences 11th Annual Conference, "Attrition in Computer-Related Fields: Perspectives from the National Survey of College Graduates," Las Vegas, NV. (February 2004).

Smith, S., Graham, J. W., Hartman, S., Society for the Advancement of Socio-Economics 14th International Meeting on Socio-Economics, "Black-White Differences in Employment and Earnings in Science and Engineering: Assessing the Impace of Being Black," Aix-en-Provence, France. (June 2003).

Smith, S., Graham, J. W., Society for the Advancement of Socio-Economics 12th International Meeting on Socio-Economics, "Ethnic Inequality in Earnings and Career Progress of Scientists and Engineers," London School of Economics, London, U.K. (July 2000).

Smith, S., Graham, J. W., The Society for the Advancement of Socio-Economics 12th International Meeting on Socio-Economics, "The Impact of Nativity and Citizenship on the Earnings of College Graduates," London School of Economics, London, U.K. (July 2000).

Smith, S., Graham, J. W., Smith, D. R., DiTomaso, N., Hartman, S., 1999 Southern Management Association Conference, "Methodology for Investigating Bias at the Level of Labor Market Processes: Measurement Issues and Approaches," Atlanta, GA. (1999).

Smith, S., Graham, J. W., 11th Annual Meeting on Socio-Economics, "The Impact of Race, Sex and Nativity on Earnings of in Science and Engineering Labor Markets," Madison, WI. (July 1999).

Smith, S., Fordham University Department of Sociology, "Diversity in the Workplace: Issues and Challenges." (1997).

Smith, S., Rutgers University Conference of Managing Diversity in Research and Development, "Are Black, Hispanic and Asian Scientists and Engineers Getting the Same Payoff for Education as Whites?," Newark, NJ. (June 1994).

Contracts, Grants and Sponsored Research

Grant

Smith, S., "Strategic Technology Planning and Technology Planning and Implementation Grant," Sponsored by University of New Orleans.

Smith, S., "U.S. Born and Foreign Born Scientists and Engineers: Educational Dynamics and Career Patterns," Sponsored by U.S. Department of Labor Research, Federal.

Research Currently in Progress

"Employee Selection in the Library Science Labor Market: Assessing the Impact of Race and Nativity" (On-Going).

"The New U.S. Music Industry" (On-Going).

SERVICE

Department Service

Search Committee, Department of Management/MIS, SCSU. (2014).

Recruitment Committee, Department of Management. (2008 - 2011).

College Service

Committee Chair, Assessment Committee, School of Business, SCSU. (2013 - Present).

Committee Member, Steering Committee, School of Business, SCSU. (2013 - Present).

Developed and Launched the Certificate in Geopolitical Analysis 3-day Certificate Program in Executive Programs in collaboration with Stratfor. (August 2020 - May 2021).

Committee Member, College Curriculum Committee. (2009 - 2012).

Committee Member, College of Business Grade Appeal Committee, UNO. (2009 - 2012).

Committee Member, University of New Orleans Diversity Cabinet. (2007 - 2011).

Committee Member, College of Business, Grade Appeal Committee, UNO. (2006 - 2010).

Committee Member, Committee on University Honors (2006, 2010). (2006 - 2010).

Committee Member, Recruitment Committee, Department of Management. (2008 - 2009).

Committee Member, UNO Entertainment Business Center. (2002 - 2005).

Committee Member, Local Arrangements Committee, Academy of Management meetings. (2004).

University Senator, College of Business Administration. (2002 - 2004).

University Senator, College of Business Administration. (2002 - 2004).

Committee Member, Reviewer, Academy of Management Careers Division. (2003).

Committee Member, New Faculty Orientation Committee, UNO College of Business. (1999).

Diversity Roundtable Lectures, Director & Organizer. (January 1998 - December 1998).

Faculty Advisor, Faculty Partner, Center for Human Resource Management Studies, FDU. (September 1997 - December 1998).

Faculty Advisor, Hispanic MBA Association, Rutgers University. (1997 - 1998).

Faculty Advisor, Campus Diversity Council, FDU. (January 1998 - May 1998).

Professional Service

Advisory to CEO of Entronix, LLC, Professional Leadership Activity, New Orleans, LA. (2014 - Present).

Professional work related to teaching area: Collaboration with Stratfor for International Business courses (Created Case Study). (2016).

Consulting

Entronix, LLC, New Orleans, LA. (2014 - Present).

Founder of Vegan Worldwide, LLC -- Own Consulting Company, New York, NY. (2012 - Present).

Founder of Competitive Strategy Group -- Own Consulting Company, New York, NY. (2010 - Present).

TradeStation, Plantation, FL. (2015 - 2016).

Digicel Group, Kingston, Jamaica. (2010 - 2013).

Consulting Associate for MetricsOne, LLC -- worked for this consulting company, New Orleans, LA. (2002 - 2005).

Independent Contractor/Strategy Consultant for BTS USA, Inc. -- Worked for this consulting company, New York, NY. (2001 - 2003).

Associate/Independent Contractor for PA Consulting Group -- Worked for this consulting company, Londone, England and New York, NY. (2000 - 2001).

J.B. Ward

Florida Atlantic University
Marketing
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Education

PhD, Texas Tech University, 2014.
Major: Hospitality Administration
Dissertation Title: Member Perceptions of Sustainable Efforts of Private Country Clubs in the Southeastern United States

MS, Texas Tech University, 2001.
Major: Restaurant, Hotel and Institutional Management
Dissertation Title: Thesis: Assessment of Factors Limiting Successful Completion of Quantitative Courses in the Undergraduate Hospitality Curriculum

BS, Texas Tech University, 1993.
Major: Restaurant, Hotel and Institutional Management

Academic, Government, Military and Professional Positions

Academic - Post-Secondary

Instructor, Hospitality, Florida Atlantic University, College of Business. (August 2020 - Present).

Online Instructor, University of South Carolina at Beaufort. (July 2017 - Present).

Visiting Instructor, Hospitality, Florida Atlantic University, College of Business. (August 2018 - August 2020).

Director and Assistant Professor, Nova Southeastern University, Ft. Lauderdale. (July 2017 - June 2018).

University Chair and Program Director, Keiser University, West Palm Beach, FL. (July 2015 - June 2017).

University Chair and Program Director, Northwood University, West Palm Beach, FL. (July 2014 - June 2015).

Instructor and Administrator, Texas Tech University, Lubbock, TX. (January 1999 - June 2014).

Director, Odessa College. (June 2012 - December 2013).

Online Instructor, American Public University System, Charlestown, WV. (2011 - 2012).

Professional Memberships

Florida Restaurant and Lodging Association. (2014 - Present).

Miami Beach Chamber of Commerce. (2017).

Palm Beach County Restaurant and Lodging Association. (2014 - 2017).

Club Managers Association of America Faculty Advisor. (2001 - 2005).

Development Activities Attended

Workshop, "eDesign Course Development [Instructional project]: 8-week process to develop a fully-online course," FAU. (2019).

Awards and Honors

Committee Member (2018-present), Excellence in Education Awards Scholarship Campaign. (2018).

Committee Member (2014-2017), Pottery and Palms Student Scholarship Campaign. (2014).

Excellence in Education Award, Texas Tech University. (2007).

Service Excellence Award, Texas Tech University. (2004).

Largest Percentage Increase in Chapter Growth, Club Managers Association of America. (2003).

TEACHING

Teaching Experience

Florida Atlantic University

HFT 3003, Intro to Hospitality Mgmt, 3 courses.
HFT 3741, Meetings and Events Mgmt, 2 courses.
HFT 3785, Casinos and Gaming Industry, 2 courses.
HFT 4240, Excellence in Guest Svc Mgmt, 5 courses.
HFT 4253, Hotel and Resort Management, 7 courses.
HFT 4503, Hospitality Mktg/Revenue Mgmt, 3 courses.

RESEARCH

Published Intellectual Contributions

Refereed Journal Articles

Ward, J.B., Barth, S. (2019). Human Trafficking in Hospitality: A Brief Overview of Florida's Strategy to Combat the Issue. *ICHRIE Research Reports*.

Conference Proceedings

Barth, S., Ward, J.B. (2020). *Job Satisfaction and Turnover in Private Clubs: Comparing 2007 to 2020*. Auburn, AL: 5th Annual conference on Hotel, Restaurant, and Institutional Education, Southeast, Central, &South American Federation.

Ward, J.B., Barth, S. (2015). *Member Perceptions of Sustainable Efforts of Private Country Clubs in Southern Florida*. 2015 Annual CHRIE Conference.

Ward, J.B., Barth, S. (2014). *Member Perceptions of Sustainable Efforts of Private Country Clubs in the Southeastern United States* (vol. 19, pp. 2630). *Frontiers in Southeast CHRIE Hospitality and Tourism Research*.

Ward, J.B., Nelson, B. (2011). *Consumer Willingness to Pay for Environmentally Produced Wines*. Houston, Texas: 16th Annual Conference on Hospitality and Tourism Graduate Education and Graduate Student Research.

Ward, J.B., March, L. (2001). *Assessment of Factors Limiting Successful Completion of Quantitative Courses in Undergraduate Hospitality Curriculum*. Houston, Texas: 6th Annual Conference on Hospitality and Tourism Graduate Education and Graduate Student Research.

Journal Articles

Ward, J.B., Ricci, P. (2021). Rough Waters Ahead: The Tides are Changing for Hotel Recruitment. *Hotel Executive*.

Other

Ward, J.B., Quintero, S. (2021). *Alcohol to Go: Hopeful Prospect*. Florida Restaurant & Lodging Magazine.

Ward, J.B., Quintero, S. (2020). *Caffeinated Drinks and Their Growing Popularity*. Florida Restaurant & Lodging Magazine.

Ward, J.B., Quintero, S. (2020). *Food Safety: Beyond Due Diligence*. Florida Restaurant & Lodging Magazine.

Ward, J.B., Ricci, P. (2020). *Share Accommodations Services: The Security Conundrum* (pp. 32-33). Florida Restaurant & Lodging Magazine.

Ward, J.B., Quintero, S. (2019). *Let the Beer Shine*. Tallahassee, FL: Florida Restaurant & Lodging Magazine.

Quintero, S., Ward, J.B. (2019). *Sustainable Foods for Restaurants*. Tallahassee, FL: Florida Restaurant & Lodging Magazine.

Presentations Given

Ward, J.B., Delivered at the 1st Annual HTMP Teachers Conference, "HTMP Curriculum in 2019," Fort Lauderdale, FL. (June 7, 2019).

SERVICE

University Service

Faculty Athletics Representative - Keiser University. (July 2015 - June 2017).

Faculty Athletics Representative - Northwood University. (July 2014 - June 2015).

Professional Service

Committee Chair, Florida Restaurant and Lodging Association - Broward Chapter Education Committee Chair. (2019 - Present).

Board of Directors of a Company, Florida Restaurant and Lodging Association - State Education Committee. (2019 - Present).

Board of Advisors of a Company, Florida Restaurant and Lodging Association Broward Chapter.
(2018 - Present).

1st Annual HTMP Teachers Conference - Served as Track Chair for "Hospitality Industry
Presentations", Ft. Lauderdale, FL. (2019).

Conference Organizer, HTMP Summer Conference Co-Founder and Co-organizer. (2019).

Board of Advisors of a Company, Chairman, Palm Beach Gardens HS Business Advisory Board.
(2017 - 2019).

Committee Member, Florida Restaurant and Lodging Association Broward Chapter Education.
(2017 - 2019).

Board of Advisors of a Company, Vice President, Palm Beach Gardens HS Business Advisory
Board. (2015 - 2017).