Dr. Douglas Edward Turner
Department of Management
Richards College of Business
University of West Georgia
Carrollton, GA 30118-3030
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Date: 08/10/16

EDUCATION:

Doctor of Philosophy: Management
Auburn University, Auburn, AL. March, 1999.

Master of Science: Operations Management
Auburn University, Auburn, AL. August, 1993.

Bachelor of Science: Industrial Technology
Southern Illinois University, Carbondale, IL. May, 1980.

Associate of Applied Science: Manufacturing Processes
Southern Illinois University, Carbondale, IL. May, 1979.

PUBLICATIONS:

Deng, L., Prince, B., and Turner, D. E, "Investigating Factors Influencing Adoption of Mobile Payment." Quarterly Review of Business Disciplines. 2016.

Deng, L. and Turner, D. E. "An Investigation of Usage Patterns of Digital Consumer Technologies." Business Research Yearbook: Global Business Perspectives. 2011.

Deng, L., Turner, D. E., Prince, B., and Gehling, R. "User Experience, Satisfaction and Continual Use Intention of IT." European Journal of Information Systems. 2010.

Turner, D. E. and Gehling, R. "End User Engagement in an Analysis and Design Course." Business Research Yearbook: Global Business Perspectives. 2010.

Prince, B., Turner, D. E., and Deng, L. "Group Decision Support Systems: A Comprehensive Developer's View." Journal of Business, Industry, and Economics. 2009.

Gehling, R., Turner, D. E., and Rutherford, B. "Defining the proposed factors for small business online banking: Interviewing the IT Professionals." Journal of Financial Services Marketing, 12(3), 2008.

Turner, D. E. and Lankford, W. M. "Information Technology Infrastructure: A Historical Perspective of Flexibility." Journal of Information Technology Management, XVI, 2, 2005.

Turner, D. E. and Chung, S. H. "Technology Factors relevant to Continuity on Enterprise Resource Planning for e-business Platforms: Integration, Modularity, and Flexibility." Journal of Internet Commerce, (4)4, 2005.

Byrd, T. A., Lewis, B. R., and Turner, D. E. "The Impact of IT Personnel Skills on IS Infrastructure and Competitive IS." Information Resources Management Journal, (17)2, 2004.

Li, A. M., Pan Y., Turner, D. E., Yen, B., and Hsu, J. "The Relationship Between Internet Usage and Decision Making: The Case of Information Technology (IT) Managers in China." Journal of Applied Management and Entrepreneurship (8)3, 2003.

Chung, S. H., Schwager, P. H., and Turner, D.E. "An Empirical Study of Students' Computer Self-Efficacy: Differences Among Four Academic Disciplines at a Large University." Journal of Computing Information Systems, (XXXXII)4, 2002.

Wagner, A., Turner, D. E., and Byrd, T. A. "A Survey of Innovation Technology Processes in Manufacturing." Industrial Management and Data Systems (101)5/6, 2001.

Byrd, T. A. and Turner, D. E. "An Exploratory Analysis of the Value of the Skills of IT Personnel." Decision Sciences (32)1, 2001.

Byrd, T. A. and Turner, D. E. "An Exploratory Examination of the Relationship Between Flexible IT Infrastructure and Competitive Advantage." Information and Management (39)1, 2001.

Byrd, T. A. and Turner, D. E. "Measuring the Flexibility of Information Technology Infrastructure: Exploratory of a Construct." Journal of Management Information Systems (17)1, 2000.

Schwager, P., Byrd, T. A., and Turner, D. E. "Information Technology Capability's Impact on Firms Financial Performance: An Exploratory Study." Journal of Computer Information Systems (XXXX)4, 2000.

Turner, D. E., Sankar, C. S., and Rainer, R. K. "The Teaching of Telecommunications Management: Expectations and Delivery." Journal of Computing Information Systems (XXXIX)2, 1999.

Oswald, S. L., Turner, D. E., Snipes, R.L., and Butler, D. "Quality Determinants and Hospital Satisfaction." Journal of Marketing Health Services." Spring, 1988.

Butler, D., Oswald, S.L., and Turner, D. E. "The Effects of Demographics on Determinants of Perceived Health Care Service Quality." Journal of Management in Medicine (10)5, 1996.

PUBLISHED PROCEEDINGS:

Deng, L., Prince, B., and Turner, D. "Investigating Factors Influencing User Intention to Adopt Mobile Payment". International Academy of Business Disciplines (IABD). May, 2016.

"Enhancing Student Learning of ERP and Business Process Knowledge through Hands-On ERP Exercises in an Introductory Management of Information Systems Course." Southern Association for Information Systems (SAIS). 2014.

"An Investigation of Usage Patterns of Digital Consumer Technologies." Business Research Yearbook: Global Business Perspectives. 2011.

"Online Learning Retention: The Effect of Time Lag Presentation." International Conference on Learning and Administration in Higher Education Proceedings. 2009.

"Motivations for Using Short Messaging Service." Southeast Decision Science Institute Proceedings. 2009.

"MIS, EUC, Telecommunications, so what? The Impact on the Structure of Higher Education", in M. Khosrowpour (ED.), Managing Information and Communications in a Changing Global Environment. Idea Group Publishing. 1995.

UNPUBLISHED DOCTORAL DISSERTATION AND MASTER'S THESIS:

"The Development of the Information Technology Infrastructure Flexibility Construct." Doctoral dissertation. Auburn University, Auburn, AL. 1999.

"Exploring Customer Satisfaction in Regional Health Care: A Comparative Analysis of Direct and Indirect Experiences". Master's thesis. Auburn University, Auburn, AL. 1993.

PRESENTATIONS TO PROFESSIONAL SOCIETIES:

"Investigating Factors Influencing User Intention to Adopt Mobile Payment". International Academy of Business Disciplines (IABD). Las Vegas, NV. March, 2016.

"Enhancing Student Learning of ERP and Business Process Knowledge through Hands-On ERP Exercises in an Introductory Management of Information Systems Course. 2014 Southern Association for Information Systems (SAIS) conference. Macon, GA. 2014.

"An Investigation of Usage Patterns of Digital Consumer Technologies." International Academy of Business and Public Administration Disciplines. New Orleans, LA. 2011.

"End User Engagement in an Analysis and Design Course." Business Research Yearbook: Global Business Perspectives. International Academy of Business and Public Administration Disciplines. Las Vegas, NV. 2010.

"Online Learning Retention: The Effect Of Time Lag Presentation." International Conference on Learning and Administration in Higher Education Proceedings. Nashville, TN. 2009.

"Motivations for Using Short Messaging Service." Southeast Decision Science Institute. Information Systems Track. Charleston, SC. 2009.

"Mobile Internet Service: User Experience, Satisfaction and Continual Use." Southeast Decision Science Institute. Improvement of Software Processes, Products and Practices Track. Orlando, FL. 2008.

"Utilizing Emerging Trends in Operations Management for New Curriculum Development." Southeast Decision Science Institute. Paper presented at the Improvement of Software Processes, Products and Practices Track. Orlando, FL. 2008.

"Successful E-Commerce Site Development and Design." Southeast Decision Science Institute. Improvement of Software Processes, Products and Practices Track. Savannah, GA. 2007.

"Electronic-Banking's Impact on Small Business." Southeast Decision Science Institute. IS, MIS & CIS Track. Wilmington, NC. 2005.

"The Teaching of Telecommunications: What Students Know and What They Think They Know." 2003 Organizational Systems and Research Association. Las Vegas, NV. 2003.

"Technology and Management Driven Implementation: A Survey of Management Processes and Advanced Manufacturing Technologies." Paper presented at the Southwest Academy of Management Conference. New Orleans, LA. 1997.

"Service Quality in the Health Care Industry: Determinants of Quality Dimensions and their Influences on Hospital Customer Satisfaction." Academy of Management National Meeting - Health Care Division. Cincinnati, OH. 1996.

"MIS, EUC, Telecommunications, so what? The Impact on the Structure of Higher Education." Information Resources Management Association International Conference. Atlanta, GA. 1995.

CONFERENCE ATTENDANCE:

International Academy of Business Disciplines Conference (IABD). Las Vegas, NV. March, 2016.

Health Information and Management Systems Society Conference (HIMSS). Las Vegas, NV. February, 2016.

American Health Information Management Association Conference (AHIMA). San Diego, CA. May, 2015.

AACSB-I Deans Seminar. San Antonio, TX. June, 2012.

AACSB-I Strategic Planning Standards Session Webinair # 555-197-621. UWG. March, 2010.

International Academy of Business Disciplines. Las Vega, NV. April, 2010.

Southeast DSI, Charleston, SC. February, 2009.

Southeast DSI, Orlando, FL. February, 2008.

AACSB-I Advisory Council Seminar, Tampa, FL. March, 2007.

Southeast DSI, Savannah, GA. February, 2007.

Decision Sciences Institute, San Antonio, TX. November, 2006.

Southeast DSI, Wilmington, NC. February, 2006.

WebMBA Faculty and Administration meeting, Savannah, GA. February, 2006.

Georgia WebMBA Conference, Kennesaw State University, Kennesaw, GA. August, 2005.

Information Resources Management Association International Conference, San Diego, CA. May, 2005.

WebMBA Faculty and Administration meeting, Jekyll Island, GA. February, 2005.

International Management and Technology Conference, Orlando, FL. December, 2004.

Georgia WebMBA Conference. Kennesaw State University, Kennesaw, GA. August, 2004.

Annual meeting of International Information Management Association, Las Vegas, NV. October, 2003.

Georgia WebMBA Conference. Kennesaw State University, Kennesaw, GA. August, 2003.

Americas Conference on Information Systems, Tampa, FL. August, 2003.

American Conference on Information Systems, Dallas, TX. August, 2002.

Decision Science Institute Annual Meeting, San Francisco, CA. November, 2001.

Americas Conference on Information Systems, Boston, MA. August 2001.

Decision Sciences Institute Annual Meeting, Orlando, FL. November, 2000.

Decision Sciences Institute Annual Meeting, Las Vegas, NV. November, 1998.

Southwest Academy of Management, Dallas, TX. March, 1998.

Southern Management Information Systems Association Meeting, Biloxi, MS. May, 1997.

Southwest Academy of Management Conference, New Orleans, LA. March, 1997.

Academy of Management National Meeting, Cincinnati, OH. August, 1996.

Information Resources Management Association Conference, Atlanta, GA. May, 1995.

BOOK REVIEWS:

Texbook evaluation for "Business Driven Information Systems, 2nd edition."
Baltzan and Phillips. December, 2008.

Pre production reviewer of "The Handbook of Technology Management Introduction."
McGraw-Hill – Irwin. April, 2008.

Pre production reviewer of "Introduction to Information Systems." McGraw-Hill – Irwin.
April, 2007.

Production reviewer of Haag, Cummings, and Phillips. "Management Information Systems for the Information Age (6$^{th.}$)." McGraw-Hill – Irwin. April, 2006.

Pre production reviewer of "Business Driven Technology." McGraw-Hill – Irwin. September, 2005.

Pre production reviewer of "Introduction to Object-Oriented Analysis and Design." McGraw-Hill Irwin. January, 2004.

Pre production reviewer of "Business Driven Technology." McGraw-Hill Irwin. November, 2003.

Pre production reviewer of "Management & Information Systems for the Information Age." McGraw-Hill Irwin. March, 2003.

Pre production reviewer of "Essentials of MIS." Prentice-Hall Publishers. February, 2003.

Pre production reviewer of "Systems Architecture and Solutions for E-Commerce." Scott/Jones Publishers. December, 2002.

Production reviewer of Haag, Cummings, and Dawkins "Management Information Systems for the Information Age". Boyd and Fraser. June, 2000.

Pre production reviewer of Mescon, Bovee, and Thill Business Today." Prentice Hall Publications. February, 2000.

Pre production reviewer of Heizer and Render "Operations Management." Simon and Schuster publishers. 1998.

REFEREED ARTICLE REVIEWS:

Reviewer for the International Journal of E-Adoption (IJEA). "Implementing Scanned Medical Record Systems in Australia: A Structured Case Study on envisioned changes to elective admissions process in a Victorian Hospital." (8/17) 2010.

Reviewer for the Journal of Information Systems Education (JISE). "The Using Action Methods in Post-Graduate Supervision." (5/9) 2009.

Reviewer for the Journal of Information Systems Education (JISE). "Maladaptive vs. Faithful Use of Internet Applications in the Classroom: Extending the Nomological Net." (11/3) 2008.

Reviewer for the Journal of Information Systems Education (JISE). "Infusion of spatial analysis and GIS in business school curriculum: A status report." (10/14) 2008.

Reviewer for the Journal of Information Systems Education (JISE). "Status of Security Awareness in College of Business: An Analysis of Training, Coursework, and Faculty Perceptions." (4/16) 2008.

Reviewer for the Journal of Information Systems Education (JISE). "Security Analysis of Query Delegation based on AXML Documents in Web Services." 2007.

Reviewer for the Journal of Information Systems Education (JISE). "Engaging Students and Increasing Learning with Constructivist Participatory Examinations in Asynchronous Learning Networks." 2007.

Reviewer for the Journal of Information Systems Education (JISE). "A Curriculum for a Master of Science in Information Quality." 2007.

Reviewer for the Journal of Information Systems Education (JISE). "A Methodology for User Interface Design." 2006.

Reviewer for the Journal of Information Systems Education (JISE) Special Edition on Systems Analysis and Design Education. "Contemporary Approaches and Techniques for the System Analyst." 2006.

Reviewer for the Journal of Information Systems Education (JISE). "The FS Metric from qualitative to quantitative and back again." 2006.

Reviewer for the Journal of Information Technology and Management. "Measuring the business value of SOA based agile IT architectures: An organizational value chain perspective." 2006.

Reviewer for Journal of Electronic Commerce Research. "What Keeps the E-Banking Customer Loyal?" 2005.

Reviewer for a special issue on E-finance from Journal of Electronic Commerce Research. 2005.

Reviewer for the Journal of Information Systems Education (JISE). "Teaching Case: Looking For Love In All The Wrong Places, A Security Case." 2005.

Reviewer for the Journal of Information Systems Education (JISE). "Determinants of a Student Acceptance of Web-based IS Courses: An Empirical Investigation." 2005.

Reviewer for the Journal of Information Systems Education (JISE). "Assessing Your MIS Curriculum Using S.W.O.T. Analysis: A Case Study." 2005.

Reviewer for the Journal of Information Systems Education (JISE). "Modeling The Many-To-Many Relationship Using Multi-Valued Foreign Keys." 2005.

Reviewer for the Journal of Information Systems Education (JISE). "Agile Methodology Adoption Decisions: An Innovative Approach to Teaching and Learning." 2004.

Reviewer for the Journal of Information Systems Education (JISE). "A Constructivist Approach to Information Systems Teaching: A Case Study on a Design Course for Advanced-Level University Students." 2004.

Review of "Critical Skills and Knowledge in Developing e-commerce Infrastructure." IPSI Transactions. 2004.

Reviewer for the Journal of Information Systems Education (JISE). "The Obstacles Towards the Use of ICT Tools in Teaching Information Systems/Science in Universities: The Malaysian Case." 2004.

Reviewer for the Journal of Information Systems Education (JISE). "Examining Critical Factors Affecting Full-Tim MIS Job Offers." 2004.

Reviewer for the Journal of Information Systems Education (JISE). "How to Make a COBOL Course a Course in Both Organization and Logic." 2003.

Reviewer for the Journal of Information Systems Education (JISE). "Revisiting Is Program Assessment: the Use of Multivariate Analysis in Evaluating MIS Curriculum." 2003.

Reviewer for the Journal of Information Systems Education (JISE). "A Parallel Growth Relationship: AACSB Standards and the MIS Discipline Paper." 2003.

Reviewer for the Decision Sciences Journal. "A Note on Interpersonal and Communication Skills for Is Professionals: Evidence of Positive Influence." 2003.

Reviewer for the International Conference of Information Systems (ICIS). "Design a Compelling Website: Perceived Website Usability, Flow, and Online Purchase." 2002. Reviewer for the Journal of Information Systems Education (JISE). "A Case Study Moving from a Legacy System to a Client-Server Database System." 2002.

Reviewer for the Journal of Information Systems Education (JISE). "University of Western Ontario Information Technology Services: Teaching Case." 2002.

Reviewer for the Journal of Information Systems Education (JISE). "The Learning Environments of Open and Closed Computer Laboratories." 2002.

Reviewer for the Journal of Information Systems Education (JISE). "Adding Value to the IS'97 Curriculum Models." 2002.

Reviewer for the Journal of Information Systems Education (JISE). Article reviewed "A System Analysis and Design Case to Promote Active Learning: ABC Church." 2001.

Reviewer for the Journal of Industrial Management and Data Systems. Article reviewed "Electronic-NPD - A Conceptual Framework." IMDS #A1666, November, 2000.

REFEREED PROCEEDINGS REVIEWS:

Reviewer for the International Conference of Information Systems (ICIS). "Design a Compelling Website: Perceived Website Usability, Flow, and Online Purchase." 2002.

Reviewer for AMCIS 2001 National Conference, Electronic Commerce Track. "The Applications of Electronic Commerce in Supply Chain Management." 2001.

Americas Conference on Information Systems (AMCIS). Current Lessons in Business-to-Business Systems Development Implementation: Creating a Retail Extranet." 2000.

COMMITTEE AND SERVICE CONTRIBUTIONS:

Departmental Committees and Service:
Chairman of the search committee for an Information Systems Professor for the Department of Management, Richards College of Business, University of West Georgia. 2016 - current.

Co-chair of Healthcare Informatics program development for the Department of Management. 2015 – current.

Member of the Graduate Program committee for the Richards College of Business, University of West Georgia. 2015 - current.

Member of the Strategic Planning committee for the Richards College of Business, University of West Georgia. 2015 - current.

Chairman of the Promotion and Tenure committee for the Department of Management. 2015.

Chairman of the Promotion and Tenure committee for the Department of Management. 2010.

Chairman of the Pre-Tenure and Three year review committee for the Department of Management. 2010.

Chairman of the Department Merit redesign ad-hoc committee. 2007 - 2008.

Secretary of the Management Information Systems faculty ad-hoc committee on curriculum development and schedule forecasting. 2007 - 2008.

Chairman of the Operations Management track ad-hoc committee. 2006 - 2007.

Member of the Third Year Review committee for the Department of Management, Richards College of Business, University of West Georgia. 2006.

Member of new faculty mentoring program. 2006.

Chairman of the search committee for an Information Systems Professor for the Department of Management, Richards College of Business, University of West Georgia. 2006.

Member of the CISM 3330 course redesign committee. 2005.

Member of the search committee for the Department Head of Management, Richards College of Business, University of West Georgia. 2005.

Member of the search committee for a Management Professor for the Department of Management, Richards College of Business, University of West Georgia. 2003.

Chairman of the search committee for an Information Systems Professor for the Department of Management, Richards College of Business, University of West Georgia. 2003.

Chairman of the search committee for the Department Head of Management, Richards College of Business, University of West Georgia. 2001.

College Committees and Service:

MBA Graduate Program Director. 2015 - 2016.

College administrator of Chinese international students, Wuhan, China, 2011-2015.

Member of the Richards College of Business Graduate Program Committee. 2015.

Member of the Richards College of Business Strategic Planning Committee. 2015.

Department representative for the College Promotion and Tenure committee. 2015.

Chairman of the Promotion and Tenure committee for the Richards College of Business. 2010.

Member of the Post Tenure review committee for the College of Business. 2010.

Chairman Strategic Planning Committee Chairman, Richards College of Business, 2008 - 2010.

Richards College of Business Tenure and Promotion Committee. 2008.

Richards College of Business Third Year Review Committee. 2008.

Richards College of Business Tenure and Promotion Committee. 2007.

Post Tenure Review committee, Richards College of Business, University of West Georgia. 2006.

Undergraduate Program Scholarship sub committee member, Richards College of Business, University of West Georgia. 2006.

RCOB Undergraduate Academic Program committee member, Richards College of Business, University of West Georgia. 2005 - 2006.

Member of Richards College of Business Undergraduate Programs Committee. 2005.

Member of Richards College of Business Participants Committee (Handbook Development). 2005.

AACSB Faculty Qualification sub-committee member. 2005

Richards College of Business "Big Night" judge. 2004.

Richards College of Business Board of Visitors meeting participant. 2004.

AACSB Faculty Qualification sub-committee member. 2004 - 2005.

Member of the Richards College of Business Technology Committee. 2003 - 2005.

Chairman of the MBA Exam Committee for the Richards College of Business. 2003.

Member of the MBA Exam Committee for the Richards College of Business. 2001 - 2002.

University of West Georgia Committees and Service:

UWG Summer "seed" grant reviewer. 2011.

UWG Promotion and Tenure Policies review committee. 2011.

UWG Preview Days. November 9, 2009.

UWG faculty subcommittee for intercollegiate athletics. April 2009 – January, 2010.

Member of the UWG Post Tenure Review Committee. 2008.
Member of the Undergraduate Academic Programs Committee. 2006.

Chairman of the Undergraduate Academic Programs Committee. 2005.

Chairman of the Undergraduate Academic Programs Committee. 2004.

Secretary, Member of the Undergraduate Academic Programs Committee. 2003.

Member of the UWG WebCT VISTA Migration team. 2003.

Elected as a College of Business representative to the Faculty Senate. 2003 - 2005.

Member of the University of West Georgia Intercollegiate Athletic Committee. 2003.

Member of the University of West Georgia Learning Resource Committee. 2002.

University System-wide Committees and Service:

Georgia WebMBA faculty member. 2003 - 2006.

Campus recruiter for Georgia European Council Study Abroad Programs. 2003.

Other Committees and Service:

Presenter of the WebMBA curriculum at the Distance Learning Open House UWG. 2003.

Consulting activity for three area businesses representing the SUWG Small Business Development Center (University of Georgia consulting number F941). 2000.

Keynote speaker at the West Georgia Industrial Leaders Council. March, 2000.

ASSIGNMENTS IN PROFESSIONAL AND ACADEMIC ORGANIZATIONS:

Appointed as the outside reviewer for the promotion of Dr. Huigang Liang, East Carolina University. 2013.

Appointed as the outside reviewer for the promotion and tenure of Dr. Lucky Xue, East Carolina University. 2010.

Reappointed to the Graduate Faculty at UWG for a five year period. July, 2009.

Session chair for the Information Systems, MIS and CIS session, Southeast DSI, Charleston, SC. February, 2009.

Appointed as the tenure package reviewer for Dr. Ravi Paul, East Carolina University. 2008.

Appointed to serve as an ad hoc reviewer for the Journal of Managerial Issues (JMI). May 2008.

Appointed to the Editorial Board of the International Journal of E-Adoption (IJEA) for a two year term. 2008 - 2010.

Appointed to the Editorial Board of the Journal of Information Systems Education (JISE) for a one year term. 2008.

Appointed to the Editorial Board of the Journal of Information Systems Education (JISE) for a one year term. 2007.

Appointed to the Editorial Board of the Journal of Information Systems Education (JISE) for a one year term. 2006.

Session chair for "IT in Health and Human Services" session, Southeast DSI, Wilmington, NC. February, 2006.

Awarded senior membership of American Society of Quality. 2005.

Session discussant for "Text, Documents, and Data Mining" session, Southeast DSI, Wilmington, NC. February, 2006.

Doctoral committee member, Mr. Daniel Chang, Nova Southeastern University. 2003 - 2005.

Appointed to the Editorial Board of the Journal of Information Systems Education (JISE) for a three year term. 2003 - 2005.

Full membership on the Graduate Faculty at Valdosta University. December 1, 2003 - November 30, 2008.

Faculty Sponsor for the University of West Georgia, Richard College of Business chapter of the Association of Information Technology Professionals. 2002 - 2003.

Doctoral committee member, Mr. Alan Li, Nova Southeastern University. 2001 - 2002.

HONORS RECEIVED OR OTHER ACTIVITIES:

Recipient of a Richard College of Business Service Award. 2007.

Selected for senior membership of the American Society of Quality. 2005.

Publication listed reviewer for IPSI Transactions. 2004.

Reviewer acknowledgment in preface of the textbook "Business-Driven Technology Management." 2004.

Recipient of a Richard College of Business Service Award. 2003.

Recipient of a Richard College of Business Research Award. 2002.

Winner of University of West Georgia Online Course Development Competition. 2002.

Auburn University Association for Systems Management Most Outstanding Instructor. 1999.

Scholarship recipient, Southwest Academy of Management Doctoral Consortium, Dallas TX. March, 1998.

Department of Management Outstanding Teaching Award. 1998.

Cross discipline case study development. Participated with the Auburn Engineering Department in developing case studies for application to both engineering and business courses. 1997.

Participated in the development of video-based instruction for ISO 9000 parameters for Chrysler Corporation, Electronics Division, Huntsville, AL. 1996.

Contracted by Alabama Technical Assistant Center to assist local business operations with strategic planning and computer systems integration. 1996.

NEW COURSE DEVELOPMENT AND CURRICULUM ACTIVITIES:
(Spring, summeR, Fall)

(F14) CISM 4310 - (course redesign). Adapted material delivery for individual content consumption to facilitate greater web administration of the course.

(S14) MGNT 6604 - (course design). Collaborative MBA research class with the University of Hertfordshire. Developed project for IBM – Hursley, England.

(S10) CISM 3350 - (course redesign). Adoption of a new methodology of student project selection and project review. Students actively participate in the review of project utilizing a rubric during presentation.

(U09) CISM 4355 - (course redesign). Adoption of new textbook and the creation of new student deliverables. This course contains three components; 1) exams from the text book material, 2) module discussion areas with required significant postings, and 3) building a team based e-commerce business plan. Upon completion of the course, the student should be able to understand the fundamentals of the digital economy and the parameters of a useful e-commerce business plan.

(F07) Quality Assurance - Develop a course utilizing the theories of quality management and the principles of Statistical Process Control. This development of this course was required for the further development of the Operations Management curriculum.

(S07) CISM 6331 - (course redesign for full on-line presentation). Graduate on-line course for MBA students. Course content focuses risks and benefits obtained from business related technology. Student group research and individual student paper are employed.

(F05) WMBA6080 - (course redesign). Management of Information Systems. Develop a course utilizing the 5th edition of Information Technology for Management. Development of eight new self contained asynchronous learning modules. Redesign mandatory to accommodate format change of WebMBA electronic environment.

(S04) ECLD - (new course development). Undergraduate course "Business in Today's World" developed for the European Council of the University of Georgia System.
(S04) ECUD - (new course development). Graduate course "International Business" developed for delivery at the London campus for the European Council of the University of Georgia System.

(S04) WebMBA 6080 - (course redesign). Graduate on-line course for MBA students. Course content focuses risks and benefits obtained from business related technology. Student group research and individual student paper are employed.

(S04) MGNT 3625 - Prepared Undergraduate Academic Program Council packet submission for new permanent course designation CISM 4355.

(R02) MGNT 3625 - (new course development). Contemporary Issues in Management: Electronic Commerce Development. The student development of a business plan for a web based business. The study of modern telecommunications and database methodologies.

(F02) CISM3350 - (course redesign). Business Process Redesign. Assisted in the development of a researched based Information Systems course. This class prepares IS students with in their specialization area of choice. Each student is involved in faculty lead research in one of multiple available topics. The student uses this research foundation for their CISM4390 independent IS demonstration project class.

(R01) CISM6331 - (course redesign). Strategic Management of Information Technology. Develop a course utilizing the Price Waterhouse Technology Forecast: 2000 publication. This publication contains a review of the significant IT applications found in Fortune 100 business. This course is to be taught in a case study format.

(S00) CISM4310 - (course redesign). Strategic Use of Information Business Systems Analysis and Design. Develop course to incorporate Oracle Designer/2000 case tool. Utilize area businesses and their practices as a forum to examine business process analysis techniques. Student work groups in conjunction with SUWG department of Small Business Development to assist local businesses analyze and improve business information flows.

INNOVATIONS AND SUPPORT:

Presidential Grant Award to support MBA research at IBM – Hurley England. 2014.

Designed the Graduate Program Director structure to support individual graduate operations. 2013.

Redesigned the graduate assistant hiring and review system for the Richards College of Business. 2012.

Redesigned the graduate program operations for the Richards College of Business after the elimination of the UWG Graduate School. 2011.
Updated working lab environment for the CISM 4390 course. Instituted a Virtual Private Network for off campus access of the student server. 2007.

Author of the Operations Management Technology Program Development (internal) report for the Management Department in the Richards College of Business. 2006.

Author of the Operations Management Technology Program Plan (external) report for the Management Department in the Richards College of Business. 2007.

Create working lab environment for the CISM 4390 course. Developed plans for operational student server currently utilized by students. 2006.
Developed MIS student portfolio system to track student progress in major IS courses. 2004.

Developed new Undergraduate Academic Program Council submission and audit form for campus wide use. 2004.

Development of a student Management Information System College library. 2004.

Developed a MIS curriculum map for student advisement. 2004.

Supervised the developed and administration of a UWG website dedicated to European Council student recruitment. 2003.

Awarded 45 computer video cameras for instructional use from the Georgia StRUT Alliance. 2002.

Participated and completed Oracle "Data Modeling and Relational Database Design", Atlanta GA. August. SUWG funded. Objective to incorporate learned skills to support students in the generation of computer code for CISM 4310. 2000.

Participated and completed Oracle "Introduction to Oracle SQL and PL/SQL", Atlanta, GA. April. SUWG funded. Objective to incorporate learned skills to support students in the generation of computer code for CISM 4310. 2000.

$10,000 Competitive Teaching Grant-in-Aid co-recipient - Development of a Computer-Aided Decision Marketing and Technology Course for the Department of Marketing, Auburn University. 1996.

Contracted by Auburn University Outreach Office to design and teach various computer application courses to community students. 1997 - 1999.

Session presenter for the indoctrination program of new instructors and lecturers offered by the Auburn University Graduate School. 1998.

Contracted by Alabama Technical Assistant Center to assist local business operations with strategic planning and computer systems integration. 1995 - 1996.
Contracted as an Instructor by the State of Alabama to conduct Level IV Public Manager certification training "Information Systems Support for Decision Making" at various agency sites throughout the state. 1995.

Contracted by the Auburn University Economic Development Institute and the Schlumberger Corporation to develop and conduct a pilot distant learning project for the Elmore County Alabama School System. 1995.

Contracted by the College of Engineering as the Auburn University site specialist for the various tele-conferences; ISO 9000 applications and implementation, Maximizing Productivity, and Redesigning the Engineer. 1994 - 1995.

Contracted by Auburn University Outreach Office to design and teach various computer introduction and application courses to community students. 1993 - 1995.

TEACHING RESPONSIBILITIES: as of 06/20/14

University of West Georgia Assigned Courses:

33 sections (CISM 3330) Management of Information Systems.

6 sections (CISM 3350) Business Process Redesign (Three sessions co-taught).

1 section (MGNT 3615) Production Operations Management.

25 sections (CISM 4310) Business Systems Analysis and Design.

2 sections (CISM 4350) Decision Systems Management.

11 Sections (MGNT 3625 / CISM 4355) E-Commerce.

19 sections (CISM 4390) Senior Projects - Information Systems Topics.

4 sections (WMBA 6080) Management of Information Systems.

12 sections (CISM 6331) Strategic Management of Information Technology.

1 section (MGNT 6604) Production Operations Management Fundamentals With Quantitative Analysis

Individual Student Instruction: as of 08/01/11 (Spring, summeR, Fall)

(S13) Student Independent Study. Directed and supervised project relating to Business Systems Analysis and Design. Splecker – 12074.

(R11) Student Independent Study. Directed and supervised project relating to Decision Systems Management. Stanonova- – 50768.

(F10) Student Independent Study. Directed and supervised project relating to health care electronic commerce development and utilization. Rogers – 82266.

(F10) Student Independent Study. Directed and supervised project to IT security and privacy. Malone – 82609.

(S10) Student Independent Study. Directed and supervised project relating to electronic commerce development and utilization. Crawford – 11998.

(S10) Student Independent Study. Directed and supervised project relating to technology use and application survey electronic commerce development and utilization. Vernon – 12005.

(S09) Student Independent Study. Directed and supervised project relating to Special Problems in Information Systems. Foley-Tuthill – 50921.

(S09) Student Independent Study. Directed and supervised project relating to Business Operations and Analysis. Rabern – 50743.

(F08) Student Independent Studies (4). Four students in a directed Analysis and Design course. -81926.

(R08) Student Independent Study. Directed and supervised project relating to the study of information and users. Briggs - 50711.

(R08) Student Independent Study. Directed and supervised project relating to Information Technology User Survey. Smith - 50709.

(S08) Student Independent Study. Directed and supervised project relating to internet communications methodologies. Dettmering - 11889.

(S08) Student Independent Study. Directed and supervised project relating to IP telephony. Williams - 11686.

(S08) Student Independent Study. Directed and supervised project relating to the MIS senior project lab sever development. Smith - 12067.

(F07) Student Independent Study. Directed and supervised project relating to freight weight calculation system.

(F07) Student Independent Study. Directed and supervised project relating to case tool comparisons.

(S07) Student Independent Study. Directed and supervised project relating to shelter efficiency involving safer security measures.

(S07) Student Independent Study. Directed and supervised project relating to the comparison of Entity Relationship Diagramming and Data Flow Diagramming.

(R06) Student Independent Study. Directed and supervised project relating to interactive web scheduling design.

(R06) Student Independent Study. Directed and supervised project relating to Data Flow Diagramming.

(S06) Student Independent Study. Directed and supervised project relating to the development of a web based student advisement system.

(S06) Student Independent Study. Directed and supervised project relating to a business software development application.

(F05) Student Independent Study. Directed and supervised project relating to the railed vehicle scheduling with Marta.

(F05) Student Independent Study. Directed and supervised project relating to the development of a Library tracking system.

(R05) Student Independent Study. Directed and supervised project relating to the development of a customer scheduling system associated with a student's coop program.

(R05) Student Independent Study. Directed and supervised project relating to the process mapping of academic change request for the University.

(S05) Student Independent Study. Directed and supervised project relating to the development of a Decision Support System (DSS) for PGC Transportation and Logistics, Inc.

(F04) Student Independent Study. Directed and supervised project relating to software development for Douglas Department of Family and Children Services.

(F02) Student Independent Study. Directed and supervised project relating to Web enabled database applications.

(R02) Student Independent Studies (3). Directed and supervised three projects relating to local business inventory management and scheduling system.

(S02) Student Independent Studies (2). Directed and supervised project relating to Information Research Methods and the other relating to Telecommunication Applications.

(F01) Student Independent Study. Directed and supervised project relating to Web Application Development.

(R01) Student Independent Study. Directed and supervised project relating to Information Systems and Database Applications.

(S01) Student Independent Studies (4). Directed and supervised four projects; two projects relating to the development of Computer Self-Efficacy Survey instruments, and the two projects relating to Point of Sales Business Applications.

(R00) Student Independent Studies (3). Directed and supervised three projects relating to the development of a survey data management system used to track conference participants attending the Organization Behavior Teaching Conference held at SUWG June 7-10, 2000. The project utilized tele-form software at a computer work station to capture data, generate, databases, and produce statistical output to the conference officials.

(S00) Student Independent Study. Directed and supervised project relating to the management of the data communication infrastructure of the bank associated with a three state ATM operation supporting over 1000 separate site locations.

Auburn University Assigned Courses:

<u>2 sections</u> (NUR 201) Statistics for Health Care Professionals.

<u>13 sections</u> (MN 301) Business Statistics.

<u>1 section</u> (MN 314) Introduction to Management Information Systems.

<u>1 section</u> (MT 331) Principles of Marketing.

<u>7 sections</u> (MN 380) Operations Management.

<u>4 sections</u> (MN 385) Productivity Management.

<u>8 sections</u> (MN 401) Systems Analysis and Design.

<u>2 sections</u> (MN 404) Telecommunications Management.

5 sections (MN 405) Information Resource Management.

4 sections (MN 474) Quality Control.

20 sections (MN 480) Strategic Management.

2 sections (MT 477) Logistic Systems Analysis.

1 section (MN 588) Management Information Systems Projects.

AVAILABILITY TO STUDENTS:

UWG 1101 class faculty panel on career planning. September 8, 2009.

Margi Gras of Majors. February, 2008.

Departmental Representative UWG Preview day. October, 2007.

Margi Gras of Majors. February, 2007.

Festival of Majors. 2006.

Faculty advisor for "Big Night" student project development. 2005.

Spring Visitation Day Academic Fair Participant. 2004.

Fall Visitation Day Academic Fair Participant. 2003.

Teach at the Beach expo (presenter). 2003.

Festival of Majors. 2000.

CURRENT AND PAST AFFILIATIONS:

(IIBA) International Institute of Business Analysis
(AHIIMA) American Health Information Management Association
(HIMSS) Healthcare Information and Management Systems Society
(ASQ) American Society of Quality
(SE-DSI) South East Decision Science Institute

(SMA) Southern Management Association
(ICIS) International Conference on Information Systems
(DSI) Decision Science Institute
(IRMA) Information Resources Management Association

WORK HISTORY:
August, 2011 - Present. Associate Dean, Richards College of Business, University of West Georgia, Carrollton, GA.

August, 2010 – Present. Professor of Management, Richards College of Business, University of West Georgia, Carrollton, GA. (See teaching responsibilities for course listing).

August, 2005 - July, 2010. Associate Professor of Management, Richards College of Business, University of West Georgia, Carrollton, GA. (See teaching responsibilities for course listing).

August, 1999 - July, 2005. Assistant Professor of Management, Richards College of Business, University of West Georgia, Carrollton, GA. (See teaching responsibilities for course listing).

June, 1998 - August, 1999. Department of Management, School of Business, Auburn University, Auburn, AL. Visiting Lecture (See teaching responsibilities for course listing).

September, 1991 - June, 1998. Department of Management, School of Business, Auburn University, Auburn, AL. Graduate Teaching Assistant (See teaching responsibilities for course listing).

February, 1994 - June, 1998. Information Support Systems, Auburn University, AL. Graduate Assistant for Systems Projects Manager
Administered Analysis and Design projects for the redevelopment of Auburn University's Human Resource Management, and Contracts and Grants systems. Conducted business process re-engineering and total quality management training. Direct and manage the development of web site applications for all Auburn University administrative business offices. Serve as systems administrator for the ISS and ISSNET severs supporting various administrative departments. Perform other system related projects as assigned by the University Comptroller.

November, 1987 - September, 1990. Master Lock Company, Auburn, AL. Director of Quality Assurance
Planned, implemented and administered the quality assurance program for a 300+ employee facility. Organized, directed and measured the activities and performance of personnel involved in quality functions. Responsible for establishing measures of appraisal and inspection to insure product and process conformance to quality standards. Designed and controlled failure analysis reporting systems to insure customer satisfaction. Performed on-site vendor certification and

surveillance programs. Additional duties as J.I.T. Chairman and various training of manufacturing personnel. Worked as the manufacturing representative to marketing and design groups in the development of new products. Responsible for the design for manufacturability and the coordination of the simultaneous engineering processes. Managed vendor selection and product costing.

April, 1983 - November, 1987. Ingersoll Rand Corporation, Rocky Mount, NC. Quality Assurance Engineer
Developed and managed computerized Scrap/Rework Program. Designed and implemented process controls for the quality assurance management of a 900+ employee facility. Conducted failure analysis of fabricated and vendor parts, also established vendor certification criteria of raw material. Developed scrap control program to reduce internal failure rate to 1.2% of standard cost. Conducted all new employee training as the Quality Circle Facilitator for facility. Recipient of the 1985 Ingersoll-Rand Cost of Quality Improvement Award.

November, 1981 - April, 1983. Tecumseh Products, Paris, TN. Industrial Engineer
Produced product costing, method analysis, and time studies for a 300+ employee electric motor plant. Additional responsible for all classical Industrial Engineering and Plant Engineering functions for a 250+ employee subsidiary machining facility located in Indiana, including new equipment justification, installation, and training.

June, 1980 - November, 1981. American Can Company, Hammond, IN. Industrial Engineer
Managed the plant cost improvement program. Performed classical Industrial Engineering functions as directed by corporate management on a project basis at various locations throughout the east and mid west United States, to include new process development, production installation, and reliability performance studies.

March, 1973 - December, 1977. USAF. Honorable Discharge. Vietnam Era Veteran.

ADDITIONAL TRAINING:

AACSB-I Advisory Council development seminar training, Tampa, FL. March, 2007.

Oracle Data Modeling and Relational Database Design - Oracle Training Center, Atlanta GA. 2000.
Oracle SQL and PL/SQL - Oracle Training Center, Atlanta GA. 2000.

Oracle Designer Software Training - Oracle Training Center, Atlanta GA. 1999.

Just in Time Management Certification Training - University of NM, Albuquerque, NM. 1988.

Dewar Quality Circle Facilitator Certification - University of CA, San Francisco, CA. 1984.

Union Labor Negotiations/Arbitrator Training - NC State University, Raleigh, NC. 1983.

Manufacturing Quality Control - NC State University, Raleigh, NC. 1983.

Motion and Time Management Certification - Jackson State College, Jackson, TN. 1982.

Nuclear Weapons Technical School - U.S.A.F., Lowry A.F.B., CO. 1973.

<u>EXTERNAL ACTIVITES:</u>

Secretary of the Shrine Potentate Escort. Atlanta, GA. 2006 – 2008.

Member of the Shrine Potentate Escort. Atlanta, GA. 2005 - 2011.

Member of the Scottish Rite Hospitals Annual fund raising rodeo. St. Louis, MO. 1999 - 2005.