

Sept. 15, 2012

**CURRICULUM VITAE
CHRISTINE T. KYDD, Ph.D.**

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Department of Business Administration
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CURRENT POSITION

UNIVERSITY OF DELAWARE
Alfred Lerner College of Business & Economics
Newark, DE

September, 2011 – Present

Professor of Operations Management
Area Head for Operations Mgmt.
Sept., 2012 - Present

September, 1991 – September, 2011

Associate Professor of
Operations Management

September, 2002 – September, 2005

Director of Undergraduate Programs
Lerner College of Business &
Economics

September, 2005 – June, 2010

Coordinator, Freshman Basics of
Business Course

January, 1985 – September, 1991

Assistant Professor of
Operations Management

Research interests focus on: decision making, behavioral issues in the use and implementation of electronic communication systems and collaboration technologies for group work, innovative strategies for teaching and learning.

Teaching responsibilities (graduate and undergraduate levels):

Operations Management/Operations Research/Business Processes
Decision making/ Decision Support Systems/Project Management
Freshman Introduction to Business

EDUCATION

THE WHARTON SCHOOL
UNIVERSITY OF PENNSYLVANIA
Areas of specialization: Decision Processes and MIS

Ph.D. in Decision Sciences
December 1984

DREXEL UNIVERSITY
Philadelphia, PA
1975 - 1977
Fields of concentration: Quantitative Systems Analysis/MIS

M.B.A.
June 1977

BUCKNELL UNIVERSITY
Lewisburg, PA
1969 - 1973

B.A. in Mathematics
June 1973

RESEARCH

Refereed Journal Articles Published

My research agenda has focused on two major areas including 1) use of various collaborative electronic tools for business communication effectiveness and improved student learning, and 2) decision making by managers and students under a variety of circumstances.

Ferry, Diane, Kydd, Christine and Boyles, Corinne (2012), "Creating the Global Graduate: A Cross-Cultural Videoconferencing Case Study", *Decision Sciences Journal of Innovative Education*, Vol. 10, No. 2, pp. 139-164.

Kydd, C. (2012) "The Effectiveness of Using a Web-Based Applet to Teach Concepts of Linear Programming: An Experiment in Active Learning", *INFORMS Transactions on Education*, Vol. 12, No. 2, pp. 78-88.

Serva, Mark A., Baroudi, Jack J. and Kydd, Christine (2009). "The Effects of Stereotype Threat on MIS Students: Are Our Female Students Underperforming?" *Journal of Computer Information Systems*, Vol. 50, No. 2, pp. 142-150.

Kydd, Christine. and Ferry, Diane. (2009) "Exploring Business Issues in High Tech Fields Using Collaborative Electronic Meeting Tools", *Decision Sciences Journal of Innovative Education*, Vol. 7, No. 1, pp. 155-161.

Antil, John and Kydd, Christine, (2008) "From the Ground Up: Learning Through Immersion in Business", *Decision Sciences Journal of Innovative Education*, Vol. 6, No. 1, pp. 167-172.

Ferry, D., Kydd, C., and Sawyer, J. "Measuring Facets of Media Richness". *The Journal of Computer Information Systems*, 41(4), 2001, 69-78.

Sawyer, J., Ferry, D., and Kydd, C., "Learning About and From Group Support Systems", *Journal of Management Education*, 25(3), 2001, 352-371.

Morrison, J.L., Kim, H.S. and Kydd, C.T., "Student Preferences for Cybersearch Strategies: Impact On Critical Evaluation of Sources", *Journal of Education for Business*, Vol. 73, No. 5, May/June, 1998, pp. 264-268.

Atkinson, M. and C.T. Kydd, "Individual Characteristics Associated with World Wide Web Use: An Empirical Study of Playfulness and Motivation", *DataBase: The DataBase for Advances in Information Systems*, 28(2), Spring, 1997, pp. 53-62.

Kydd, C. T. and D. L. Ferry, "Managerial Use of Video Tele-Conferencing," *Information and Management*, 27(1994), 369-375.

Kydd, C. and D. Ferry, "A Study of Managerial Decision Making in Low Probability, High Risk Setting: The Case of Computer Viruses", *OMEGA: The International Journal of Management Science*, 20(1), January, 1994, pp. 117-126.

Kydd, C. and D. Ferry, "A Behavioral View of Computer Supported Cooperative Work Tools", *Journal of Management Systems*, Special MIS Issue on Behavioral Implications in Systems Analysis and Design, Spring, 1991, Vol. 3, No. 1, 55-68.

Kydd, C. T. and L. Oppenheim, "Using Human Resource Management to Enhance Competitiveness: Lessons from Four Excellent Companies," *Human Resource Management*, Summer, 1991, Vol. 29, No. 2, 145-166.

Kydd, C., J. Ogilvie and A. Slade, "I don't care what they say, as long as they spell my name right': Publicity, Reputation and Turnover", *Group and Organization Studies*, Vol. 15, No. 1, March, 1990, pp. 53-74.

Kydd, C. and L. Jones, "Corporate Productivity and Shared Information Technology," *Information and Management*, 17, 1989, pp. 277-282.

Kydd, C., "Understanding the Information Content in MIS Development Tools", *MIS Quarterly*, Vol. 13, No. 3, Sept., 1989, pp. 277-290.

Kydd, C., "Cognitive Biases in the Use of Computer-Based Decision Support Systems," *OMEGA: The International Journal of Management Science*, Vol. 17, No. 4, July, 1989, pp. 335-344.

Jones, L. and C. Kydd, "An Information Processing Framework for Understanding Success and Failure of MIS Development Methodologies", *Information and Management*, 15, 1988, pp. 263-271.

Articles Published in Refereed Proceedings

Kher, Hemant and Kydd, Christine, "Evolution of Product Quality in US and Japanese Automotive Firms: An Exploratory Longitudinal Analysis", *Decision Sciences Institute Annual Meeting Proceedings*, San Francisco, November, 2012. (also presented at Decision Sciences Institute Annual Meeting, San Francisco, November, 2005).

Serva, M., Baroudi, J., and Kydd, C., "The Effects of Stereotype Threats on MIS Students: Is Lawrence Summers Right?" Published in the *Decision Sciences Institute Annual Meeting Proceedings*, San Francisco, November, 2005. (also presented at Decision Sciences Institute Annual Meeting, San Francisco, November, 2005).

Aull-Hyde, R. and Kydd, C.T. "Popular Problem-Based Learning Problems for Management Science and Operations Management Students", *SEINFORMS Proceedings*, Oct., 2003. (Also presented at SEINFORMS Meeting, Myrtle Beach, October, 2003)

Kydd, C and Hyde, R. "Using a Web - Based Java Applet to Graphically Illustrate Concepts of Linear Programming", *SEINFORMS Proceedings*, Oct., 2000. (Also presented at SEINFORMS Meeting, Myrtle Beach, October, 2000)

Kydd, C., "The Effect of Multimedia Presentations on Learning Operations Management: Perception or Reality?" *Proceedings of the Northeast Decision Sciences Institute*, March, 1999, pp. 290-292. (Also presented at the Northeast Decision Sciences Institute Meeting, March, 1999).

Kydd, C. and Ferry, D., "Electronic Mail and New Methods for Measuring Media Richness," *Proceedings of the Association for Information Systems*, August, 1995, pp. 246-248. (Also presented at the Association for Information Systems Annual Meeting, August, 1995).

Kydd, C. T. and D. L. Ferry, "The Effect of Cognitive Style on Perceptions and Use of Electronic Mail," *Northeast Decision Sciences Institute Proceedings*, March, 1995, pp. 365-367. (Also presented at the Northeast Decision Sciences Institute Annual Meeting, March, 1995).

Kydd, C. T., "The Effective Managerial Use of Video Tele-Conferencing Systems", *Northeast Decision Sciences Institute Proceedings*, April, 1992, pp. 185-187. (Also presented at the Northeast Decision Sciences Institute Annual Meeting, April, 1992).

Kydd, C.T. and D.L. Ferry, "Electronic Mail, Social Presence and Information Richness", *Proceedings of Hawaiian International Conference on Systems Science (HICSS-92)*, Kauai, Hawaii,

January, 1992, pp. 380-391. (Also presented at the Hawaiian International Conference on Systems Science, Kauai, Hawaii, January, 1992).

Kydd, C. and D. Ferry, "Computer Supported Cooperative Work Tools and Media Richness: An Integration of the Literature," *Proceedings of Hawaiian International Conference on Systems Science (HICSS-91)*, Kauai, Hawaii, January, 1991, pp. 324-332. (Also presented at the Hawaiian International Conference on Systems Science, Kauai, Hawaii, January, 1991).

Kydd, C. and D. Ferry, "Managerial Decision Process Models Concerning Computer Viruses", *Northeast Decision Sciences Institute Proceedings*, pp. 277-280, April, 1990, Saratoga Springs, N.Y. (Also presented at the Northeast Decision Sciences Institute Annual Meeting, April, 1990, Saratoga Springs, N.Y.)

Kydd, C., "Corporate Culture, Communication and Shared Information Technology", *Northeast Decision Sciences Institute Proceedings*, pp. 217-220, March, 1989, Baltimore, MD. (Also presented at the Northeast Decision Sciences Institute Annual Meeting, March, 1989, Baltimore, MD.)

Kydd, C., "An Information Processing View of Why Information Systems Fail", *Northeast Decision Sciences Institute Proceedings*, March, 1988, Newport, Rhode Island, pp. 243-245. (Also presented at the Northeast Decision Sciences Institute Annual Meeting, March, 1988, Newport, Rhode Island)

Jones, L. and C. Kydd, "An Information Processing Framework for Understanding Management of the MIS Development Process", *National Decision Sciences Institute Proceedings*, pp. 315-317, November, 1987, Boston, MA. (Also presented at the National Decision Sciences Institute Annual Meeting, November, 1987, Boston, MA.)

Kydd, C., "Cognitive Biases in the Use of Computer-Based Decision Support Systems: An Empirical Study", *Northeast Decision Sciences Institute Proceedings*, pp. 12-14, April, 1987, Atlantic City, NJ. (Also presented at the Northeast Decision Sciences Institute Annual Meeting, April, 1987, Atlantic City, NJ.)

Aucoin-Drew, L. and C. Kydd, "Strategies for Reducing Cognitive Bias in the Design and Implementation of Decision Support Systems", *Northeast Decision Sciences Institute Proceedings*, pp. 160-162, April, 1983, Philadelphia, PA. (Also presented at the Northeast Decision Sciences Institute Annual Meeting, April, 1983, Philadelphia, PA.)

Kydd, C. and T. Hindelang, "A Multi-Index Model for Portfolio Selection Based on Principal Components Analysis," *National Decision Sciences Institute Proceedings*, pp. 66-68, St. Louis, MO, October, 1978. (Also presented at the National Decision Sciences Institute Annual Meeting, St. Louis, MO, October, 1978)

Papers Under Review or Revision

Antil, J and Kydd, C “Preparing Freshman Business Students for Success in College and Careers: A New Course for Freshman Business Majors”, Received a revise and resubmit from *Journal of Management Education* (currently under revision).

Working Papers

Kydd, C., and Broach, C. “Benchmarking Best Practices in Short Term Study Abroad Programs for Business Students”, In development phase.

Kydd, C. “The Influence of Delivery Mode and Media Richness on Performance in Technology-Based Distance learning Systems”. In data collection stage.

Kydd, C. and Ferry, D. “Cultural Effects on the Use of Videoconferencing for Communication among Transnational Team Members”. In research stage.

Articles Presented to Learned Societies

Kher, Hemant and Kydd, Christine, “Evolution of Product Quality in US and Japanese Automotive Firms: An Exploratory Longitudinal Analysis “, Presented at Decision Sciences Institute Annual Meeting, San Francisco, November, 2012.

Kydd, C., “The Effectiveness of Using a Web-Based Applet to Teach Concepts of Linear Programming: An Experiment in Active Learning”, *INFORMS Transactions on Education*, Vol. 12, No. 2, January 2012, pp. 78–88. Invited to present at the National INFORMS meeting as example of strong paper published in *INFORMS Transactions on Education*, Phoenix, October, 2012.

Ferry, D., Kydd, C. and Boyles, C. “Classroom to Classroom Videoconferencing: A US/Japanese Cross-Cultural Experience”, Presented at the Association for International Business Annual International Conference, Milan, Italy, July, 2008.

Serva, M., Baroudi, J., and Kydd, C., “The Effects of Stereotype Threats on MIS Students: Is Lawrence Summers Right?” Presented at Decision Sciences Institute Annual Meeting, San Francisco, November, 2005.

Kydd, C. and Ferry, D. “Cultural Effects on the use of Videoconferencing For Communication among Transnational Team Members”, Presented at Decision Sciences Institute Annual Meeting, November, 2003, Washington, D.C.

Kydd, C. and Ferry, D., "Exploring Business Issues and Decision Making in High Tech Fields Using Videoconferencing and Electronic Meeting Tools: A New Course Idea", Presented at Decision Sciences Institute, Nov., 2002, San Diego, CA

Ferry, D. L. and Kydd, C. T., "Uncertainty and Equivocality: Scale Development". Presented at National Academy of Management, August, 1992.

Kydd, C., "Biases and Other Behavioral Considerations in User Interface Design," Presented at TIMS/ORSA Joint National Meeting, Philadelphia, PA, Oct. 29-31, 1990.

Kydd, C., "Communications Mechanisms and Tools for Sharing Information". Presented at the CORS/TIMS/ORSA Joint National Meeting, Vancouver, Canada, May 8-10, 1989.

Kydd, C., "Cognitive Biases in the Use of Computer-Based Decision Support Systems". Presented at the TIMS/ORSA Joint National Meeting, Washington, D.C., April, 1988.

Oppenheim, L. and C. Kydd, "Linking Human Resource Management with Corporate Strategic Direction: A Comparative Case Study". Presented at the Academy of Management Meeting, Chicago, IL, August, 1986.

Kydd, C., "The Effect of Organizational Signals on the Individual Leave/Stay Decision". Presented at National Decision Sciences Institute Conference, November, 1984, Toronto, Canada.

Kydd, C. and V. Carroll, "An Empirical Investigation of the Factors Influencing Participation in the Guaranteed Student Loan Program". Presented at National Decision Sciences Institute Conference, November, 1982, San Francisco, CA.

Associate Editor, Editorial Board, and Ad-Hoc Reviewing

- Received Outstanding Associate Editor award for the *Decision Sciences Institute Journal of Innovative Education*, November, 2012.
- Reviewer for *Organization Behavior and Human Decision Processes*, reviewed one paper, 2011
- Senior Associate Editor, *Decision Sciences Journal of Innovative Education*, 2009-present
- Associate Editor, *Decision Sciences Journal of Innovative Education*, 2007-2008 (reviewed 24 papers)
- Member, Editorial Board, *International Journal of E-Collaboration*, 2004- (reviewed 6 papers)

- Member, Editorial Board for *Decision Sciences Journal of Innovative Education*, 2002-2008 (reviewed 8 papers)
- Reviewer for *Management Science*, 2001 (reviewed 1 paper)
- Reviewer for *Journal of Management Education*, 2006, 2008. (reviewed 6 papers)
- Reviewer for *Information Systems Research*, 2001 (reviewed 3 papers)
- Reviewer for *IEEE Transactions on Professional Communication*, 2005 (reviewed 1 paper)
- Reviewer for *Journal of Organizational Computing and Electronic Commerce*, 2008-2009. (reviewed 2 papers)
- Reviewer for *Journal of Management Systems*, 1992-1994
- Reviewer for *IEEE Transactions on Engineering Management*, 1992, 1994.
- Reviewed 7 papers for Best Applications Award for Northeast Decision Sciences Institute, January, 2003.
- Reviewer for Association for International Business (AIB) Conference,
- Reviewer for HICSS Conference, 2006 (reviewed 4 papers).
- Reviewer for International Decision Sciences Institute Conference in Pueblo, MX, 1995 (7 papers).
- Reviewer for Decision Sciences Institute National Meeting, 1990-2000.
- Reviewer for Northeast Decision Sciences Institute Meeting, 1988-2000.

Other Program Appearances and Research Activities

- Member of Decision Sciences Institute Innovative Education Award Competition Committee for 2011. Involved reviewing numerous submissions for this award and meeting at the conference to select the winning idea. When this year's Chair couldn't make it at the last moment, I chaired the session where presentations were made and the winner selected.

- Chair of Decision Sciences Institute Innovative Education Award Competition for 2009 National Conference. Organized the review of innovative teaching ideas (submitted as cases) for the Innovative Education Award for DSI; also ran the final session where the winner is selected. DSI Annual Meeting, New Orleans, November, 2009
- Organized and ran session at Decision Sciences Institute National Conference entitled "The Dean's Perspective on Teaching in Colleges of Business". Baltimore, MD, November, 2008.
- Co-Track-Chair of MIS/DSS area for the National Decision Sciences Institute Annual Meeting, San Francisco, CA, 2001.
- Session Chair and Discussant for Decision Sciences Institute, Orlando meeting, November, 2000.
- Presented results of study on computer virus/security decisions to Chemical and Process Director's Group, Hercules Plaza, Wilmington, DE, September, 1990.
- Track chairperson for the 1987 Northeast Decision Sciences Institute Conference, Atlantic City, NJ, April 2-3, 1987. Responsibilities included: Reviewing four papers, selecting ten reviewers, compiling recommendations and making accept/reject decisions, and selecting session chairs and discussants for two sessions.
- Chair of session entitled, "Regression Analysis and Crossover Design Models" at the 1987 Northeast Decision Sciences Institute Conference, Atlantic City, NJ, April, 1987.
- Discussant on two papers entitled, "Emphasizing the User Interface in Decision Support Systems" and "Using Microcomputer Software to Enhance Systems Analysis Courses" at the 1987 Northeast Decision Sciences Institute Conference, Atlantic City, NJ, April, 1987.

Research Grants Received

(Please note that CISMER was no longer in existence after 1993.)

- Center for Information Systems Management, Education and Research (CISMER) Summer Research Grant, 1993. To develop course-related materials and cases to be used for the purpose of teaching students how to use group decision support systems.
- Center for Information Systems Management, Education and Research (CISMER) Summer Research Grant, 1992. To study how managers select and use various electronic communication media.
- Center for Information Systems Management, Education and Research (CISMER) Summer Research Grant, 1991. To study the information richness of video conferencing systems.
- Center for Information Systems Management, Education and Research (CISMER) Summer Research Grant, 1990. To complete an empirical study of managers regarding decisions made about protective measures concerning computer viruses.

- Joint CISMER and FIRE (Financial Institute for Research and Education) Summer Research Grant, 1989. To study the decision process of individuals in banks and other companies regarding protective behavior against computer viruses.
- CISMER Summer Research Grant, 1988. To determine objective and valid measures for the concepts of uncertainty and equivocality created when a new information system is implemented within an organization.
- CISMER Summer Research Grant, 1987. To conduct research on the reasons why MIS implementation efforts fail in organizations.
- CISMER Summer Research Grant, 1986. To develop an experiment to test for cognitive biases and debiasing in the context of a computer-based decision support system.
- General University Research Grant, Summer, 1985. To conduct research on the effect of cognitive bias on computer aided decision making behavior.

Research Grant Proposals Submitted

- Kydd, C., "The Influence of Delivery Mode and Media Richness on Performance in Technology-based Distance Learning Systems", submitted for CERT funding, Fall, 2000.
- Kmetz, J, Ferry, D, Kydd, C and Townsend, A, "Regional Business and Economic Education Initiative in the Central Asian Region", submitted to USAID RFP OMT115-00-010, Nov., 2000.
- Kydd, C., "Cultural Effects of the Use of Videoconferencing for Communication Among Transnational Team Members", submitted for CERT funding, Fall, 1999.
- Kydd, C. and Ferry, D., "The Use of Videoconferencing Technology for Bridging International Borders", submitted for CERT funding, Fall, 1998.
- Kydd, C. T., "Developing a Multi-Media Introductory Operations Management Course," submitted to U.D. Center for Teaching Effectiveness, Fall, 1995.
- Kydd, C. T., "The Use of Computer Supported Cooperative Work Tools for Uncertain vs. Equivocal Tasks," submitted to National Science Foundation, January, 1991.
- Kydd, C. T. and D. L. Ferry, "Matching Collaboration Technology and Task Characteristics for Improved Group Performance," submitted to Marketing Science Institute, January, 1991.
- Kydd, C. and D. Ferry, "Collaboration Technologies as a Substitute or Support for Face-to-Face Meetings," submitted to 3M Meeting Management Institute, June, 1990.
- Brown, P., J. Kmetz, C. Kydd, J. Ogilvie and M. Staten, "Modelling

Cognitive Behavior of Nuclear Power Plant Personnel", submitted to Nuclear Regulatory Commission, November, 1984.

Technical Reports

Oppenheim, L., V. Carroll, C. Kydd and G. Carroll, "The Effects of the Use of Overhead Transparencies on Business Meetings," Wharton Applied Research Center, Technical Report, October, 1981.

Oppenheim, L., C. Kydd and S. Hyman, "Strategic Management for Organizational Effectiveness: The Impact of Human Resource Planning on Retention and Related Issues," Contract N00014-82-C-0803, Office of Naval Research. Written at Wharton Applied Research Center, December, 1984.

Jones, L. and C. Kydd, "Observations on the Implementation of a Systems Project Methodology," presented at University of Minnesota, Seminar in Management Science Dept., November, 1985.

Professional Affiliations

- Treasurer (elected position), Decision Sciences Institute, March, 2008 – March, 2010.
- Vice-President At-Large (elected position), Decision Sciences Institute, 2001-2003.
- Member, Decision Sciences Institute, 1984-present.
- Member, Northeast Decision Sciences Institute, 1986-present.
- President, Northeast Decision Sciences Institute, 1994-1995.
- Program Chair, Northeast Decision Sciences Institute, 1992-1993.
- Member, Board of Directors, Northeast Decision Sciences Institute, 1988-1990.
- Member, Association for Information Systems, 1995-2000.
- Member, INFORMS, 1994-1998.

TEACHING

Awards and Honors

- Nominated for University Excellence-in-Teaching award, 2010
- Nominated for University Excellence-in-Teaching award, 2009
- One of three finalists for the Lerner College of Business & Economics Teaching Award, 2007
- Nominated for University Excellence-in-Teaching award, 2004
- **Received Delaware Professor of the Year Award, 2003**, awarded by the Carnegie Foundation for the Advancement of Teaching and Council for Advancement and Support of Education (Nominated for 2003 US Professor of the Year award by the University of

Delaware from the Carnegie Foundation for the Advancement of Teaching and Council for Advancement and Support of Education)

- Nominated for University Excellence-in-Teaching award, 1996
- **Received University of Delaware Excellence-in-Teaching Award, 1995**
- Nominated for University Excellence-in-Teaching award, 1994
- Nominated for University Excellence-in-Teaching award, 1992
- Nominated for University Excellence-in-Teaching award, 1990
- Nominated for University Excellence-in-Teaching award, 1987

Teaching Grants Received

- Received Center for Teaching Effectiveness Grant (with John Antil) to develop and deliver new undergraduate course entitled, “Introduction to Business for Majors”, \$13,000, 2003.
- Received Center for Teaching Effectiveness Grant (with Diane Ferry) to develop and deliver new undergraduate course entitled, “High Tech Business Issues and Decision Making”, \$11,000, 2001.

Curriculum Development

1. Developed Freshman Introduction to Business Course (2003-2010). This was a brand new course in 2003 designed to give incoming freshmen in Business Administration an overview of the different areas of business. Included in the course were not only the traditional lectures about the various areas of business, but also several faculty came and discussed opportunities in their respective fields with the class. Further, the students were given assignments that allowed them to practice their oral and written communications skills. There was also a module in the course regarding interviewing, and career preparation. One of the most creative parts of the original course was the Business Project where teams of eight students proposed and started their own small businesses. All of these businesses were successful, at least in teaching the students how difficult it is to be a successful entrepreneur if not in monetary terms.

From 2003 to the present, I have been expanding and improving the Freshman Introduction to Business course. For the first few years, this course was taught on an experimental basis (by me and one or two others); it is now required by all freshmen in Business Administration (I helped to obtain the department’s approval). The course has blossomed into a course that is comprised of one large lecture session per week and one discussion class per week for each freshman student. Every year since Spring, 2007, I have coordinated the large lecture part of this course (over 350 students each year), taught some of the lectures for this class and taught several of the Discussion sections. The coordination effort is massive in that I have to coordinate between five and seven instructors who are teaching the other Discussion sections and keep them on track and covering the same material across all sections (I also prepare and give the common exams). In addition I run the large Lecture sections and although I do not give all of the lectures myself, I give some

of them and then I facilitate other speakers who come to lecture in their areas of expertise. Included here I also set up and facilitate a senior panel (and so I have to recruit 5-10 seniors who are willing to come speak to the freshmen) and an alumni panel (so I have to recruit several alums each year who are willing to come speak to the freshmen) for the class. For a few of the terms in which this class was offered, I also coordinated the link between this course and the freshman English course required by all students. I met with the English faculty and coordinated some of the assignments that could be used by both classes.

Each semester that this class is offered, the students work in teams to complete a business project that is based on a sponsor company. I first developed a set of mini-cases based on the recall of Vioxx by Merck which we used in class from Spring, 2006 through Fall, 2007 (BUAD110 was offered 3 times during that time frame, as we moved the course from Spring to Fall in 2007). Then in the summer of 2008, I visited with several Exelon executives and together we developed a project for the students to work on beginning in the fall of 2008. Student teams were assigned to develop a new idea for how Exelon could meet its “green initiative” goals. Several Exelon executives came to talk to the students and then they provided support for the teams as they developed their ideas over the course of the semester. At the end of the semester, the teams presented their ideas to the Exelon executives and four teams were selected by the executives to visit Exelon’s Trading Floor at their headquarters in Kennett Square, PA.

In addition I worked with the Exelon managers to develop several new mini-cases based on actual Exelon data so that the students could work with real business numbers, and develop an appreciation for how difficult real business decisions can be.

2. Attended a 3-day workshop at Worcester Polytechnic Institute (Worcester, MA) in June, 2008. At this workshop, I learned about how I could incorporate a new, innovative teaching simulation tool on Lean Manufacturing concepts into my Operations classes. Time Wise is a simulated shop floor where students can experience for themselves the pressures and conditions of different plant layouts. It is an experiential learning tool that allows the students to determine through trial and error which type of manufacturing strategy performs best, and to learn about lean concepts. During the Fall terms of 2008 and 2009, I implemented this tool in my BUAD306 Intro to Operations class. It was very successful in that the students reported learning a great deal from the experience as well as liking the active nature of the simulation.
3. During Spring, 2006 I taught BUAD448 (Decision Support Systems) for the first time to the OM seniors. This involved a great deal of preparation on my part in that an integral part of the course is the use of Extend (a simulation software program). I had limited knowledge of Extend before teaching the course and so I had to learn it along with my students. I also developed two new simulation modules for that course on project management and aggregate planning.
4. BUAD306 Honors, 2006. This is the first time this course was presented to an Honors section of students in Operations Management. A few small innovations in this course included a plant tour to Gore, and team projects where teams of students studied and

proposed OM solutions to various problems on campus. For example, one team studied the Purnell Computing Lab and recommended various strategies for reducing waiting lines during peak hours based on OM techniques.

5. International Operations Management course for Study Abroad (BUAD394). I developed an international course in Operations Management that I taught during Winter, 2004 to a group of 36 Business students. (This course was used also during Winters of 2006, 2008 and 2010, when I took students on Study Abroad trips to Australia, New Zealand, Malaysia, and Hong Kong).
6. Developed and recorded 3-credit online Operations management course (BUAD831) for MBA students, 2004.
7. Developed and recorded 2-credit course (BUEC865) for the new Master's program in Information Systems and Technology Management in the Accounting and MIS Department, 2003.
8. Developed and taught (with Diane Ferry) innovative course (BUAD467) in the use of communication technologies to study high-tech topics that business students of the future will have to deal with, such as biotechnology, quantum physics and complexity science, and all of the ramifications (2002). We used various technologies to teach this course, including videoconferencing, group systems and a course management system. Based on the experience with this course regarding the communication technologies utilized in class, I researched and wrote (with Diane Ferry) a Unidel proposal for a group support system and videoconferencing case classroom. This was subsequently submitted, funded and built. (2003)
9. Spent one day in October, 2002 and again in October, 2003 at Kennett High School, Kennett Square, PA teaching three Algebra II classes about Operations Management and Linear Programming applications.

Courses Taught at University of Delaware (see Addendum for complete list by section)

Undergraduate:

- BUAD306 Introduction to Operations Management
- BUAD346 Analysis of Operations Problems
- BUAD446 Operations Planning and Control
- BUEC432 Systems Development
- BUEC431 Project Management
- BUAD467 High Tech Business Issues and Decision Making
- BUAD110 Basics of Business (and coordinated the link to ENGL110 sections)
- BUAD448 Decision Support Systems for Operations Management
- BUAD167 Introduction to Business for Majors

BUAD449 Project Management for Operations

Graduate:

BUAD830 Decision Support Systems

BUAD810 Titans, Teams and Technology

BUAD836 Problem Structuring and Analysis of Decisions

BUAD831 Operations Management & Management Science

BUAD865 Seminar on Business Processes and Operations Management

Courses taught at Other Universities

Introduction to Operations Management (undergraduate) at Temple University, 1984

Quantitative Methods (graduate) at The Wharton School, University of Pennsylvania, 1979-81.

Statistics I and II (undergraduate) at Drexel University, 1978-79,

SERVICE

Service Activities at The University of Delaware

Department of Business Administration:

- Chair of Ad-hoc Committee on Curriculum Review, 2012-13
- Started up the Student Chapter of APICS, 2011 (also serve as Advisor)
- Initiated and organized OM Senior/Alum Dinner, 2010, 2011
- Area Head for Operations Management within Department of Business Administration, 2003-04
- Search Committee for OM faculty position, 2002, 2008, 2009
- Operations Management Scholarship Committee, 2002, 2008-10
- Represented department at Delaware Decision Days, 2002-05, 2008-10
- Represented department at Delaware Discovery Days, 2003-10
- Coordinator for LIFE students, 2002-03 and 2005-06, and presented department overview to a second group of LIFE students (organized by one of my students, Cristina Goia)
- Marketing the Department Committee – helped develop new materials for marketing the Department of Business Administration at Delaware Discovery Days, 2002-03
- Helped to organize and run information session on OM major, 2002-2010
- Worked at both the Department and College levels to prepare the proposal for the new BUAD110 course (this involved meeting with the Business Administration

and Finance Departments to discuss the role of this new course in the curriculum), 2005.

- Wrote 70 student recommendation letters (for employment and for Study Abroad trips)
- Observed and evaluated the teaching of six faculty members for the P&T process in the college
- Ad-hoc Committee on Research
- Developed proposal for new Freshman Business Course and developed course
- Honors Committee
- Undergraduate Curriculum Committee
- Presented paper at department research seminar
- Faculty Advisor for Student APICS Chapter
- Faculty Liaison with Southern Delaware Valley Chapter of APICS

College of Business and Economics:

- Researched and developed (with Diane Ferry) a Unidel proposal for a videoconferencing classroom, which was subsequently funded and built in Alfred Lerner Hall in 2003.
- Director, Undergraduate Programs, 2001-05
- Chair, Undergraduate Committee, 2001-06
- HRIM Faculty Search Committee, 2010
- Assurance of Learning Task Force, 2004-2009
- Faculty Senator, 2006-09
- College of Business Assurance of Learning Task Force, 2007- present
- Served on Dean Search Committees, 2005-06, also 1995-96
- Served on Undergraduate Programs Review Committee
- Developed and taught new MBA course, Titans, Teams and Technology, with D. Ferry and J. Sawyer
- MIS Committee
- Undergraduate Curriculum Committee
- Presented numerous research reports to the Center for Information Systems Management Education and Research (CISMER) Advisory Board
- Escorted graduate students to "Women of Promise" dinner
- Escorted undergraduate students to "Women of Promise" dinner

University of Delaware:

- Faculty Co-Advisor of the UD Equestrian Club, 2007-2013
- University Faculty Senator, 2006-09
- Committee for Undergraduate Records and Certification (CURC) 1998-2013
- Freshman LIFE Committee, 2003

- Presented CTE Advanced and Emerging Technologies in Instructional Contexts Grant project at the Teaching, Learning and Technology Faculty Institute, 2002.
- Distinguished Scholars Selection Committee, 2005-07
- Reviewer for Permanent status application for BS degree in Information Systems
- Faculty Senate ad hoc Committee on General Education, 1996-1999.
- CTE Task Force on Long-Distance Learning, 1996-97
- General Education Committee, 2000-02
- Teaching, Learning and Technology Roundtable
- Honors Committee (member 2 years; served as Chair in Spring, 1987)
- TIAA/CREF/Fidelity Payout Study Committee
- Benefits Cost Containment Committee
- University Computing Committee
- Gave seminar entitled “Using Linear Programming Technology to Solve Capacity Problems” at Bright Minds Program designed to encourage top High School seniors to attend UD, 2006, 2007

Service to Professional Organizations

- Associate Editor, *Decision Sciences Journal of Innovative Education*, 2007-present
- Member, Editorial Board for *Decision Sciences Journal of Innovative Education*, 2002-2007
- Member, Editorial Board for *International Journal of e-Collaboration*, 2005-present
- Reviewer for *The Journal of Strategic Information Systems*, 2006-07: Named Reviewer of the Year, 2007
- Elected Vice President at Large, Decision Sciences Institute, Served 2001-2003. This is a nationally elected position in which I attended 3-4 Board meetings per year and helped determine the future direction of the organization.
- Elected Treasurer, Decision Sciences Institute (International organization with over 2000 members), Served 2007-2010. This is a nationally elected position in which I attended 4-5 meetings a year all over the country. My responsibilities included preparing the financial report on the status of the Decision Sciences Institute and presenting this report to the Executive Committee, the Board of Directors and the entire membership of the Institute. I also needed to field questions about the status of the Treasury. This is a highly visible position which brings considerable recognition to the Lerner School and the University of Delaware.
- Chair, Doctoral Student Affairs Committee, Decision Sciences Institute, 2006.
- Member, Publications Committee, Decision Sciences Institute, 2006-2009.
- Member, Nominating Committee, Decision Sciences Institute, 2006-2007.

- Organized and directed a special session at the National DSI conference, 2008 on "The Importance of Teaching in Business Schools: A Dean's Perspective" (I solicited 3 Deans to sit on this panel)
- Program Chair for the annual Northeast Decision Sciences Institute meeting, Philadelphia, PA, 1992.
- President, Northeast Decision Sciences Institute, 1994.
- Local Arrangements Coordinator, Northeast Decision Sciences Institute, 2007 (Baltimore, MD)
- Served as Coordinator for National Decision Sciences Institute Innovative Education Award Competition, New Orleans, LA, November, 2009.
- Served as Local Arrangements Chair for National Decision Sciences Institute Conference, Baltimore, MD, November, 2008.
- Participant in New Faculty Development Consortium, Decision Sciences Institute, 2006
- Participant in Doctoral Student Consortium, Decision Sciences Institute, 2006
- Co-Chair for the New Faculty Development Consortium, Decision Sciences Institute, 2004, Boston, MA
- Local Arrangements Chairperson, Decision Sciences Institute, 2003, Washington, D.C.
- Served as MIS Track Co-Chair for Decision Sciences Institute National Meeting, 2001. This involved finding and assigning reviewers for 180 papers in the field of IS, and then grouping the accepted papers into cohesive sessions. This required a knowledge of the field as well as the major sub-fields in the IS research area.
- Curriculum/Student Track Chair for Northeast Decision Sciences Institute, 1999-2000.
- MIS Track Chair for Northeast Decision Sciences Institute, 1998-99.
- Chair, Doctoral Dissertation Competition for National Decision Sciences Institute, 1998.
- Advisory Council member, Northeast Decision Sciences Institute, 1995-
- President for Northeast Decision Sciences Institute, 1994-1995.
- President-Elect for Northeast Decision Sciences Institute, 1993-1994.
- Program Chair for Northeast Decision Sciences Institute, 1992-1993.
- Vice-President-Programs, Northeast Decision Sciences Institute, 1991-1992.
- Vice-President for Communications, Northeast Decision Sciences Institute, 1989-1991.
- Local Arrangements Co-Chair for the 1989 Northeast Decision Sciences Institute Annual Conference, Baltimore, MD, March 30-31, 1989.
- Member of Board of Directors, Northeast Decision Sciences Institute, 1988-90.
- Served as Campus Representative for Northeast DSI, 1988-2000.
- Served as Track Chair for Northeast DSI Annual Meeting.

- Vice-President-Education, Southern Delaware Valley Chapter of APICS, 1991-1993.
- Reviewed numerous papers for National and Northeast Decision Sciences Institute Annual (DSI) Meetings.
- Served as faculty advisor to Student APICS (American Production and Inventory Control Society) Chapter.
- Served as faculty liaison with the Southeast Delaware Valley Chapter of APICS.
- Presented results of research study on computer viruses to Chemical and Process Director's Group (Security Subgroup) Annual Meeting.

INDUSTRIAL EXPERIENCE

WHARTON APPLIED RESEARCH CENTER Senior Research Analyst
Wharton School, Philadelphia, PA

May 1981 - Responsible for project work on multiple consulting projects.
June 1984 Management responsibilities: Project development, planning and monitoring; client liaison; part-time staff supervision; involved in hiring of new staff.
Analytic responsibilities: Project design, in-depth interviewing and data collection; multivariate/quantitative and qualitative analysis.
Author/co-author of six client reports.

Marketing responsibilities: Proposal identification, management and writing. Co-author of three proposals. Major role in winning \$387,000 grant from Office of Naval Research, project completed over 24 months. Clients included Minnesota Mining and Manufacturing, McNeil Labs, Pepsi-Cola, Citicorp, General Electric, Philadelphia National Bank, the Navy and National Commission on Student Financial Assistance.

AIR PRODUCTS AND CHEMICALS, INC. Management Science Analyst
Allentown, PA
September 1978 - Management Information Department. Responsible for designing,
July 1979 programming and implementing decision models based on operations research techniques for the Process Systems Group.

SCOTT PAPER COMPANY Management Science Analyst
Philadelphia, PA
June 1977 - Management Information Services. Responsible for support and
September 1978 maintenance of all current computer systems in the Marketing

and Marketing Research areas, as well as the design of new systems in these areas.

BURROUGHS CORPORATION
Paoli, PA

Computer Analyst

January 1976 -
September 1976

Management Systems Department, Federal and Special Systems Group. Drexel University internship program assignment. Responsible for the conversion of programs and software from the present computer system to a newly developed system.