DIANE L. FERRY

Updated 2/24/16
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ACADEMIC EMPLOYMENT

Associate Professor, Business Administration Department, University of Delaware, 1984-present
Assistant Professor, Business Administration Department, University of Delaware, 1979-1984

Instructor, Department of Industrial Relations and Organizational Behavior, Temple University, 1977-l978

EDUCATION

Ph. D. Organization Behavior, University of Pennsylvania, The Wharton School, 1978

M.B.A. Shippensburg University, 1974

B.A. History, Gettysburg College, *cum laude*, Phi Beta Kappa, 1969

AACSB Information Systems Faculty Development Institute, University of Minnesota, 1984
   Five week institute designed to train faculty to teach Management Information Systems.

SCHOLARSHIP

Co-Authored Book
   Van de Ven, Andrew H. and Ferry, Diane L. 1980. *Measuring and Assessing Organizations*. New York: John Wiley & Sons. This book is part of the Wiley-Interscience Series on Organizational Assessment and Change edited by Edward E. Lawler and Stanley E. Seashore.

Refereed Journal Publications
   Becker, T. and Ferry, D. (forthcoming) "Profiles as a Way of Learning More about Resilience: Commentary on Britt, Shen, Sinclair, Grossman, and Klieger (2016)." *Industrial and Organizational Psychology: Perspectives on Science and Practice*.

Ferry, D., Kydd, C. and Boyles, C. 2012. "Creating the Global Graduate: A Cross-Cultural Videoconferencing Case Study." *Decision Sciences Journal of Innovative Education,* 10 (2), 139-164.

Kydd, Christine and Ferry, Diane L. 2009. Exploring Business Issues in High-Tech Fields Using Collaborative Electronic Meeting Tools. *Decision Sciences Journal of Innovative Education*, 7 (1), 155-161.

Ferry, Diane L., Watson, Sharon, and Boyles, Corinne. 2007. East vs. West: An Empirical Study of Cross-Cultural Differences in Time Use. *Journal of International Business Research and Practice*, 1 (1), 28-37.

Ferry, Diane L., Kydd, Christine, and Sawyer, John E. 2001. Measuring Facets of Media Richness. *The Journal of Computer Information Systems*, 41 (4), 69-78.

Sawyer, John E., Ferry, Diane L., and Kydd, Christine. 2001. Learning About, and From Group Support Systems. *Journal of Management Education*. 25 (3), 352-371.

Kydd, Christine T. and Ferry, Diane L. 1994. Managerial Use of Video Conferencing. *Information & Management*, 27, 369-375.

Ferry, Diane L. and Kydd, Christine T. 1992. Decision Making in a Low Probability High Risk Setting: The Case of Computer Viruses. *Omega: The International Journal of Management Science*, 20(1), 117-126.

Kydd, Christine T. and Ferry, Diane L. 1991. A Behavioral View of Computer Supported Cooperative Work Tools. *The Journal of Management Systems*, 3(1), 55-67.

McCann, Joseph E. and Ferry, Diane L. 1979. An Approach for Assessing and Managing Inter-Unit Interdependence. *Academy of Management Review*, 4(1), 113-119. This article is included as a reading in Judith Gordon's book *A Diagnostic Approach to Organizational Behavior* (Allyn and Bacon, 1983).

Presentations

Fletcher, J., Ferry, D., and Becker, T. "Bouncing Back and Adapting to Change: Managers' Resilience Impacts Sales Team Performance." Presented at Association for Psychological Science Annual Meeting, Chicago, May, 2012.

Ferry, D., Kydd, C. and Boyles, C. "Classroom to Classroom Videoconferencing: A US/Japanese Cross-Cultural Experience."   Presented at Academy of International Business Annual Meeting, Milan, Italy, 2008.

Ferry, D., Watson, S., and Boyles, C. "East vs West: An Empirical Study of Cross-Cultural Differences in Time Use." Presented at Academy of International Business, Midwest Chapter Annual Meeting, Chicago, March, 2007.

Ferry, D., Watson, S., and Boyles, C. "Cross-Cultural Differences in the Use of Time: A Three Nation Study." Presented at National Academy of Management Meeting, August, 2005.

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

Kydd, Christine and Ferry, Diane L. "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 Annual Meeting, October, 2002.

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

Brown, Pamela C. and Ferry, Diane L. 1985. Empirical Evidence for a Choice Model of Structural Contingency Theory. Presented at the ORSA/TIMS Conference in Atlanta, November, 1985.

Ferry, Diane L. 1983. The Organization Assessment Instrument: An Evaluation of Intrinsic Validity. Presented at National Academy of Management, August, 1983.

Ferry, Diane L. 1983. A Test of Structural Contingency Theory Using LISREL. Presented at National Academy of Management, August, 1983.

Haslett, Beth, and Ferry, Diane L. 1982. Communication, Culture, and Change in Organizations. Presented at the Speech and Communication Association meetings, November, 1982.

McCann, Joseph E. and Ferry, Diane L. 1977. Assessing Inter-Unit Interdependence: A Conceptual Model and Approach. Presented at National Academy of Management, August, 1977.

Van de Ven, Andrew H., Dowell, Ben, and Ferry, Diane L. 1977. Measurement of Unit Task, Structure, and Process in the Organization Assessment Instrument. Presented at National Academy of Management, August, 1977.

Reports and Proceedings

Kydd, Christine T. and Ferry, Diane L. 1995. Electronic Mail and New Methods for Measuring Media Richness. *Proceedings* of the Association for Information Systems, August 1995, Pittsburgh, PA, 246-248.

Kydd, Christine T. and Ferry, Diane L. 1995. The Effect of Cognitive

Style on Perceptions and Use of Electronic Mail. Northeast Decision Sciences Institute *Proceedings*, March 1995, Providence,RI 365-367.

Kydd, Christine T. and Ferry, Diane L. 1992. Electronic Mail, Social Presence and Information Richness. Hawaiian International Conference on System Sciences (HICSS-25) *Proceedings*, 380-391.

Ferry, Diane L. 1991. A Feasibility Study of Management Development and Faculty Development Programs in Southern Delaware. Report to Dean Biederman, Chairperson Garland and Associate Provost Fischer. (Submitted October, 1991.)

Kydd, Christine T. and Ferry, Diane L. 1991. Computer Supported Cooperative Work Tools and Media Richness: An Integration of the Literature. Hawaiian International Conference on System Sciences (HICSS-24) *Proceedings*, 324-332.

Kydd, Christine T. and Ferry, Diane L. 1990. Managerial Decision Process Models Concerning Computer Viruses. Northeast Decision Sciences Institute *Proceedings*, 277-280.

Ferry, Diane L., and Murray, Gail B. 1988. The Evolution of Computer and MIS Literacy: A Teaching Experience. International Business School Computer Users Group *Proceedings*, 316-322.

Pohlen, Michael F. and Ferry, Diane L. 1983. The Changing Status and Role of Production and Inventory Control. American Production and Inventory Control Society *Proceedings*.

Nightingale, Demetra Smith and Ferry, Diane L. 1982. Assessment of the Federal/State Performance Improvement Project in the Work Incentive (WIN) Program. Report on research done for the Office of Work Incentive Programs, Department of Labor Employment and Training Administration. (Submitted July, 1982.)

1981. Implementation and Administrative Issues Relevant to CETA Reauthorization. Report to the National Commission on Employment Policy. (Coauthored with Tracey Feild, Iles Minoff, John Mitchell, and Demetra Nightingale. Submitted December, 1981.)

Book Reviews

Ferry, Diane L. and Brown, Pamela C. 1992. Book review of *The Nature of the Firm: Origin, Evolution, and Development* by Oliver E. Williamson and Sidney G. Winter, Eds. *Journal of Management*, 18(3), 617-619.

Ferry, Diane L. 1986. Book review of *The Collected Works of Mary Parker Follett. Academy of Management Review*, 11(2), 451-454.

Ferry, Diane L. 1982. Book review of *Productivity: The Human Side* (by Robert R. Blake and Jane S. Mouton). *National Productivity Review*, l(2).

GRANTS for SCHOLARLY WORK

1992   Ferry, Diane L., Center for Information Systems Management, Education, and Research grant for "Electronic Mail and International Communications: Educational and Business Applications" ($5000 total)

1991   Ferry, Diane L., Center for Information Systems Management, Education, and Research grant for "Affects of Culture and Individual Information Processing Preferences on Electronic Mail Use" ($5000 total)

1990   Kydd, Christine T. and Ferry, Diane L., Center for Information Systems Management, Education, and Research grant for "Managerial Decision Process Models Concerning Computer Viruses" ($5000 total)

1989   Kydd, Christine T. and Ferry, Diane L., Center for Information Systems Management, Education, and Research grant for "An Empirical Study of Bankers' Decision Making Behavior Concerning Safeguards Against Computer Viruses" ($5000 total)

1989   Ferry, Diane L. and Kydd, Christine T., Financial Institution Research and Education grant for "An Empirical Study of Bankers' Decision Making Behavior Concerning Safeguards Against Computer Viruses" ($4000 total)

TEACHING

Courses Offered
Topics and courses are arranged with most recent last.
Undergraduate:
    Information Systems
        Business Information Systems I: Computer Literacy
        Business Information Systems II: MIS Literacy
        Systems Development (project course, team taught with Operations professor)
    Management and Organizational Behavior
        Management
        Organizational Behavior
        Organizational Cultures (team taught with Communication professor)
        Strategic Management
        Administrative Management Systems
        Designing Effective Organizations (regular & Honors)
        High Technology in Business Issues and Decision Making (team taught with 1 other)
        Management & Organizational Behavior (on-campus, Honors, & online)

International
    Current Issues in Global Business: Japan & the Pacific Rim
    International Business Management
    Seminar in International Management (Study Abroad: London, France, Australia & New Zealand)

Graduate: Topics and courses are arranged with most recent last.
Management and Organizational Behavior
    Economics of Organizational Behavior (team taught with Economics professor)
    Leadership and Organizational Behavior
    Seminar in Management (online)
    Systems Behavior and Implementation
    Titans, Teams & Technology
International
    Leadership in International Business Cultures
    Special Topics in Global Business

Honors, Awards, and Grants for Teaching

2013   Nominated for University Excellence in Teaching Award

2008   Distinguished Teaching Award in Distance Education (awarded from field of 145 faculty)

1998   Mortar Board Professor (student selected)

2003   Ferry, Diane and Kydd, Christine, "Unidel Proposal for Technology-Enhanced Management Case Classroom." (Alfred Lerner Hall Videoconferencing Classroom, $125,000)

2001   Kydd, Christine, and Ferry, Diane L., Center for Teaching Effectiveness Advanced and Emerging Technologies in Instructional Contexts grant for "Exploring Business Issues and Decision-Making in High Tech Fields using Videoconferencing and Electronic Meeting Tools."   ($11,000 total)

1993   Kydd, Christine T. and Ferry, Diane L., Center for Information Systems Management, Education, and Research grant for "Teaching Group Decision Support Systems." ($6000 total)

1991   Ferry, Diane L., Special grant to study "Feasibility of Management and Faculty Development Seminars in Southern Delaware" ($5000 total)

Additional Contributions to the Improvement of Teaching
Courses and programs are arranged with most recent first.
New Curriculum Development
    International Business Studies Minor

International Business Minor with Language
International Business Studies Major
Master's of Organizational Effectiveness, Development and Change
Executive MBA Residence Week
Required Business Information Systems Curriculum

Teaching Workshops and Talks

Teaching, Learning, and Technology Faculty Institute talk on experimental course, High Technology Business Issues and Decision Making (2002)

Teaching, Learning, and Technology Faculty Institute demonstration of GroupSystems (group computer tool) (2002)

WebCT Tour of Tools, voice-over description of Mail function, available from WebCT Homepage (2002)

Teaching, Learning, and Technology Institute, "Student Collaborations Across International Boundaries" (2001)

UD General Education Institute, plans for course, "High Technology Business Issues and Decision Making" (2001)

UD Panel on Distance Education and the Web (1998)

Academic Program Reviews

Communication Department Academic Program Review (2006)
Hotel, Restaurant, and Institutional Management Academic Program Review (2003)

Miscellaneous

General Education Fund Grant Review Panel, 2001
Lectured at Tezukayama University, Nara, Japan, 1996
"Feasibility of Management and Faculty Development Seminars in Southern Delaware" study completed 1991
Course Coordinator for Business Information Systems I and II, 1985-1988

RESEARCH AND CONSULTING EXPERIENCE

Research Consultant

1980-1992   The Urban Institute, Washington, D. C.
1988-1989   U. S. Agency for International Development, Office of Health
1986   DuPont Company, Textile and Fibers Division
1983-1984   Government Accounting Office (GAO)
1980-1982   Kappa Systems, Inc.

Research Associate

1974-1978 Dr. Andrew H. Van de Ven, The Wharton School
1976-1978 Dr. Ross A. Webber, The Wharton School
1976-1977 Management and Behavioral Science Center, University of Pennsylvania
1977   Institutional Analysis Group, The Urban Institute, Washington, D.C.

Management Training & Development and Management Information Systems Consultant

Thiokol Corporation	R. A. Boyer, Inc.
Atlantic Aviation	Oak Grove Equipment Inc.
Hercules	

OTHER WORK EXPERIENCE

Computer Systems Analyst 1972-1974 Department of the Army, Letterkenny
Computer Programmer   1970-1972 Army Depot, Chambersburg, PA

SERVICE TO THE INSTITUTION

University
  Committees
    UD AAUP, Executive Council, 2010-present, elected Secretary 2010, Treasurer 2011 –
    2013; reelected 2013 - present
    Commission on the Status of Women, member, 1979-1981, 2004-2010
    Steering Committee for Pew Grant and Problem-Based Learning, 1998-2000
    Winter Session Advisory Committee
    University Senate Faculty and Student Honors Committee
    University Benefits Task Force
    Center for Teaching Effectiveness Advisory Board

  Other Contributions
    Phi Beta Kappa, Alpha Chapter of Delaware, active member and/or Treasurer 1979 –
    present
    Foreign Languages and Literatures Department Chair 5-year Review, 2007

College
  Award
    2013 Lerner College Outstanding Outreach/Service Award

  Committees
    Undergraduate Programs Committee, 2008-2013, Member
    Dean's International Council
    MBA Committee, 1993-1994, 1997-1998, 1998-1999, Member & Chair
    Management Information/Decision Support System Committee
    College Curriculum Committee, 1981-1982, Chairperson

Other Contributions
Unidel Proposal for Management Case Classroom
Business Administration Department Chair 5-year Review, 1998

Department
Award
2014 Department of Business Administration Outstanding Faculty Award
2013 Department of Business Administration Service Award

Administrative Position
Area Head, Management Area of Business Administration Department, 1986-1987, 2002-2006, 2009-present

Committees
Undergraduate Programs Committee, 2010-2013, Chair 2010-2012
Business Administration Computer Committee, 1984-1990, Chair 1984-1986

SERVICE TO THE PROFESSION

Reviewing
Editorial Board Member for *International Journal of Business and Management* 2012-present

Ad hoc reviewer for journals, including *Human Performance, Decision Sciences Journal of Innovative Education, Journal of Business Research*, *Academy of Management Journal*, *Administrative Science Quarterly*, *Organization Science*, and *Society and Gender*

Reviewer for publishers, including Prentice-Hall, Inc., West Publishing Co., Scott, Foresman and Co., Holt, Rinehart, and Winston, Dryden, and McGraw Hill

Decision Sciences Institute National Conference, MIS Track Reviewer, 2001

Conferences
Business Professor Teaching Summit, LeBow College of Business, Drexel University, Proposal Review Board Member, Session Chair, Presenter, 2011

Northeast Decision Sciences Institute Annual Conference, Organizational Behavior and Strategy Track Chair, 2007

National Academy of Management, symposium session 1981

OUTREACH TO THE COMMUNITY

Delaware SPCA Board
     President, 2015 – present
     Secretary, 2010 – 2015
     Executive Director Search Committee, 2012
     Strategic Planning Committee, 2009 – 2012