Michael Alan Smith

Curriculum Vitae
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Personal Information

Contact

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Education

Doctor of Philosophy, 1998

Georgia Institute of Technology, Atlanta, Georgia, USA
Dissertation title: "An Empirical Analysis of the Determinants of Information Systems Outsourcing"
Advisors: Sabyasachi Mitra, Sridhar Narasimhan.

Master of Science in Management, 1993

Georgia Institute of Technology, Atlanta, Georgia, USA
Area of specialization: Information Technology Management
Certificate in the Management of Technology

Bachelor of Science in Information and Computer Science, 1985

Georgia Institute of Technology, Atlanta, Georgia, USA
Areas of specialization: Data Base Design, Data Communications
Certificate in International Affairs

Employment

Full-time Lecturer in Information Technology Management: Scheller College of Business, Georgia Institute of Technology, spring 2013 - current.

I design and deliver undergraduate courses in Business Data Communications, Project Management, Systems Analysis and Design, Advanced Spreadsheet Modeling, and Management Information Systems to undergraduates in the Business College. I also deliver a Project Management course to students in the evening and full-time MBA programs and a Project Management half-course to graduate students in the Biomedical Innovation and Design Program. I am charged with working with colleagues to align the

undergraduate program with the needs of employers, recruiting students into the ITM concentration, acting as liaison for the concentration with local employers, and working with students to ease the transition from school to work.

Adjunct Instructor of Business: Calloway School of Business, Wake Forest University, summer 2010, spring 2011 - spring 2012.

I designed and delivered the required undergraduate survey of information systems to business students in summer 2010. In spring 2011 and spring 2012, I delivered a 1.5-hour elective database introductory course to full time MBA students.

Associate Professor of Information Systems: Earl N. Phillips School of Business, High Point University, fall 2005 - spring 2012.

I designed and delivered required undergraduate and master's level courses in information systems and operations management to students in the business and non-profit leadership programs.

Assistant Professor of Business Information Systems and Operations Management: Belk College of Business, UNC Charlotte, fall 1999 - spring 2005.

I designed and delivered required undergraduate, master's, and PhD level courses in the Belk College of Business.

Visiting Assistant Professor of Information Technology Management: DuPree College of Management, Georgia Tech, summer 1998 - spring 1999.

I designed and delivered elective junior and master's level courses for the College of Management, selecting texts, planning lessons and exams, grading, and assigning final grades.

Graduate Teaching Assistant: DuPree College of Management, Georgia Tech, summer 1993 - summer 1997.

I designed and delivered required sophomore and junior level courses for the College of Management, selecting texts, planning lessons and exams, grading, and assigning final grades. I also delivered an intensive introduction to spreadsheets, word processors, and the use of the Internet and World Wide Web to incoming masters students in the College.

Graduate Student Assistant: Office of Information Technology, Georgia Tech, fall 1997- summer 1999.

I evaluated Georgia Tech's data warehouse to rationalize loads and to better adapt the warehouse to serving the needs of the users. This project for the Data Management Group involved interviewing users, reviewing documentation, and research into similar projects at other organizations. I also designed and helped create a system to create web pages dynamically to display metadata.

Programmer/Systems Analyst: Omega Software, Atlanta, GA, September 1990 - September 1992.

Working as an independent subcontractor for a software customization firm in Atlanta, I wrote systems in RPG400 to maintain and apply complex trade allowances. I helped maintain and modify programs in RPG400 and COBOL to support manufacturing applications including order entry and production tracking in various industries.

Programmer/Systems Analyst: Jack Ridgeway and Associates, Atlanta, GA, September 1987 - September 1990.

I designed, wrote and modified programs in RPG III and COBOL to support all aspects of manufacturing, including bill of materials maintenance, master scheduling, production planning (MRP), inventory control, and time-phased multi-plant sourcing of raw materials in the fabric and apparel industries.

Programmer/Analyst: Builder Marts of America, Greenville, SC, January 1986 - September 1987.

I wrote and modified programs in RPG III and COBOL to support cash application to invoices, to compute sales commissions, and to support accounts receivable and the general ledger. I also designed a comprehensive customer database, which was implemented after I left. Builder Marts was a purveyor of building supplies and the second largest privately held corporation in South Carolina.

Co-op Student Worker: IBM, Atlanta, GA, March 1981 - December 1984.

As a co-op (work-study) student, I worked first for the System/38 Remote Test Service, cooperating with AT&T personnel to diagnose problems with multi-point leased lines. I also taught myself the RPG III language and wrote a system to gather and report information on service problems. Later, working for Field Productivity Programs, I helped design, develop, and distribute interactive computer-based sales aids for IBM products. I also designed and wrote a system to keep track of which IBM locations received the department's various products and for printing out mailing labels given a set of selection criteria. Finally, I helped test and write documentation for marketing database products distributed to IBM's customer centers.

Other Personal Information

- I speak French well enough to travel easily in France. I also speak some German and Spanish and could quickly become competent in those languages as well.

Research

Current Interests

- **Effective ways of teaching people to use ICT in problem solving.** I am especially interested in the use of realistic cases and projects, "games" in teaching, and the creation of portfolios of student work.

Refereed Journal Publications

- "A Framework of the Use of Certifications by Hiring Personnel in IT Hiring

Decisions" with D.S. Hunsinger and S. Winter at *DATA BASE for Advances in Information Systems* 42(1), February 2011, 9-28.

- "IT Certification Use by Hiring Personnel" with D.S. Hunsinger at *Journal of Computer Information Systems* 50(2), Winter 2009, 71-82
- "Factors that Influence Information Systems Undergraduates to Pursue IT Certification" with D.S. Hunsinger at *Journal of Information Technology Education* 7, 2008, 255-273.
- "Optimal Pricing for Products with Pirating and Loss of Interest" with M. Khouja at *European Journal of Operational Research* 176(1), January 2007.
- "Predicting Hiring Managers' Intentions to Use I.T. Certification in the Selection Process" with D.S. Hunsinger at *The Journal of Information Technology Management* 16(4) 2005, 1-18,
- "A Theory of Application Service Provider (ASP) Use from a Client Perspective" with R. Kumar at *Information & Management* 41, 2004, 977-1002.
- "Portals: Toward an Application Framework for Interoperability" *Communications of the ACM* 47(10), October 2004, pp. 93-97.
- User Interface Features Influencing Overall Ease of Use and Personalization" with R. Kumar and S. Bannerjee at *Information & Management*, 41, 2004, 289-302.
- "International Supply Chain Agility: Tradeoffs between Flexibility and Uncertainty" with E. Prater and M. Biehl at *International Journal of Operations and Production Management*, 21(5-6), 2001, 823-839.
- "Information Systems Outsourcing: A Study of Pre-event Firm Characteristics," with S. Mitra and S. Narasimhan at *Journal of Management Information Systems*, 15(2), Fall 1998, 61-93.
- "International Outsourcing of Software Development: A Framework for Issues" with S. Mitra and S. Narasimhan at *Information & Management,* 31, December 1996, 165-175.

Refereed Conference Proceedings

- "Predicting the Intention of Undergraduate IS Students to Earn IT Certification with D.S. Hunsinger at *Information Systems Education Conference (ISECON),* Dallas, TX.
- "Understanding Hiring Managers' Usage of IT Certification in the Hiring Process with D.S. Hunsinger at *Information Systems Education Conference (ISECON)*, Dallas, TX.
- "An Empirical Investigation of Important User Interface Features for On-line Shopping," with B. Pardasani and R. Kumar at *Proceedings of the 10th Annual Workshop On Information Technologies and Systems, WITS-2000,* December 9-10, Brisbane, Queensland, Australia.
- "Outsourcing Components of the Value Chain: An Empirical Investigation," with M. Biehl, E. Prater at *Proceedings of the Eleventh Annual Conference of the Production and Operations Management Society, POMS-2000*, April 1-4, 2000, San Antonio, TX.
- "Globalization of Small and Medium Sized U.S. Firms," with E. Prater, M. Biehl, and S. Ghosh at *Proceedings of the National Conference of the Decision Sciences Institute*, Orlando, 1996.

- "Defining Business Constraints in Relational Databases Using a Semantic Data Model," with K. Higa and P.C. Ma at *Proceedings of the Third International Conference of the International Society for Decision Support Systems (ISDSS)*, Vol. 2, Hong Kong, June, 1995, pp.347-360.

Invited Contributions

- "Application Service Provision: The IS Infrastructure Context" *Information Systems Outsourcing in the New Economy*, R. Hirschheim, A. Heinzl and J. Dibbern (eds.), Springer-Verlag, Berlin, Heidelberg, New York, 2002.

Other Conference Proceedings

- "Using the Theory of Planned Behavior to Predict Music Downloading Intentions: Towards the Identification of Underlying Beliefs," at the *2004 International Week Research Workshop*, ESC-Clermont, Clermont-Ferrand, France.
- "Implementing an Automated, Three-way View of Metadata in an Operational Data Store" with E. Vass at *WebdevShare 1999*, Bloomington, Indiana, September 26-29, 1999.

Other Publications

- "ICT Transforms Design, Furniture Industry" at *The Home Front*, Fall Market 2009, published by High Point University.
- "Logistics Issues for U.S. SMEs in Europe" with E. Prater and M. Biehl at *Export Today*, November 1997.
- "Debatable Points and Hard-Won Dollops of Wisdom on being a Teaching T.A.", with E. Prater at *The Journal of Graduate Teaching Assistant Development*, 4(1), 1997.
- "Becoming a Pathfinder on the Information Superhighway" with E. Prater at *The Journal of Staff, Program & Organizational Development*, 13(4), 1996.

Teaching

Current Teaching Capabilities

- **Information Technology Management.** I want my students to understand how information systems are actually used in the working world, how IS capabilities and business processes have evolved together, and how to anticipate changes in technology that will affect their organizations. Students should also be familiar with the problems IS managers face when choosing hardware and software, staffing, and deciding whether to make or buy software.
- **Database Design.** I have designed and implemented many relational databases. I am proficient in relational database design and could quickly reacquaint myself with SQL. Although books on database design feature cases, I would like to develop material closer to what the students already know, perhaps involving design and development of databases to support student organizations. I believe this class should

be built on the foundation of a Systems Analysis and Design class so that I can emphasize the link between problem solving and database design rather than merely the link between situation description and database design. The topic of Cloud Storage and its management is a must for this course.

- **Use of basic productivity software such as spreadsheets, word processors, and database tools.** I have several years of experience teaching undergraduates how to use basic productivity software. I am especially interested in teaching spreadsheet use in the context of other work the students may be doing, for example, in accounting, statistics or operations management. Macro programming could be used to teach business students to think like programmers and facilitate their mastery of "real" programming languages such as Java and Python.
- **Data Communications.** This was my teaching focus for several years after receiving the PhD and I have twelve semesters of experience. I use games and in-class exercises to help students understand basic concepts and design addition material to help them prepare for entry-level certifications such as Network+ and CCNA.
- **Programming.** It is not necessary to be an excellent programmer to work with or supervise programmers but it is necessary to understand the work programmers do in order to work with them effectively. I could easily teach basic programming skills to management students.
- **Project Management.** This class should prepare students to sit for the CAPM or PMP certification and should include emphasis on human relations skills as well as record keeping requirements. Although students should be competent in the use of Gantt charts and other common tools, the greatest potential for adding value in this course lies in helping them anticipate the things that usually go wrong in a project and how experienced managers address problems.
- **Systems Analysis and Design**. This is a natural niche for MIS students because they can use the breadth of their business education to be more effective an computer science or information technology students at understanding business problems, analyzing business processes, designing and documenting solutions that will solve problems, and manage projects. Traditional as well as agile methods should be covered, remembering always that the goal is the development, adoption, and use of a system that will solve the business problem.

Teaching Experience

In Spring 2015, I was a recipient of Georgia Tech's Institute-wide CETL Undergraduate Educator Award. (http://www.cetl.gatech.edu/faculty/educatoraward)

Undergraduate Courses

Georgia Institute of Technology

MGT 2200: Management Information Systems
Students learn how information technology is used to support business processes and to gain competitive advantage. Students are also introduced to spreadsheeting with

Microsoft Excel and databases and SQL with Microsoft Access.

MGT 4052: Systems Analysis and Design

The emphasis is on learning how to think like an analyst regardless of the method or tools used. The course includes object-oriented thinking and UMLas well as older but widely used tools such as E-R and DFD diagrams. The course also includes the creation of user stories, storyboards, personas, and prototypes. Students are introduced to the Scrum agile method. All students work in teams and make presentations.

MGT 4053: Business Data Communications

The emphasis is on understanding the basic principles of communications from the consumer point of view. All class material and information is distributed electronically. All students work in teams and make presentations.

MGT 4058: Database Management

The purpose of this course is to introduce database technology and provide hands-on experience in designing and developing databases to meet organizational goals. The scope of instruction includes database concepts, data modeling, relational database development, SQL, the application of popular database systems software, and some additional topics on more advanced database technology and applications.

MGT 4450: Project Management

This general project management course is based on the PMBOK and is intended to help students prepare for the CAPM or PMP as well as to give them experience using common tools and techniques of project management sufficient to allow them to manage simple projects on their own or assist project managers to manage complex or portfolios of projects. IT projects are used as examples throughout the course because IT projects are common and problematic. However, examples from other kinds of projects such as construction and product development are also used. All students work in teams and make presentations. A simulation is used to emphasize the difficulties of dealing with trade offs among time, cost, and scope.

MGT 4803: Spreadsheet Modeling for Business Decision Making

This course enables students to use advanced feature of spreadsheet software to create models for decision making. The emphasis is on acquiring a skill set with which to create models in any domain of business using examples from various areas such as finance, operations, accounting, and project management.

High Point University

MGT 3280: Operations and Supply Chain Management.

This is an introductory course in the theory and practice of operations management, emphasizing the role of operations in a supply chain context and the acquisition of practical skills by students.

MIS 110 (MIS 1100): Introduction to Information Technology.

This course is an introduction to problem solving using information technology. Students apply the design/systems development life cycle to a series of realistic projects designed with information gathering, processing, and presentation components. Students learn how to use advanced features of web and library search engines, simple audio- and video-editing software, spreadsheets, word processors, and presentation software. As well, students are introduced to web-based e-mail, Blackboard™, and Turnitin.com™. Most class material and information is distributed electronically. A term project is required.

MIS 130 (MIS 3150): Quantitative Methods in Excel.

This course is an intermediate course in solving business problems using Microsoft Excel, covering up through the creation of macros. Most class material and information is distributed electronically. A term project is required.

MIS 200 (MIS 3000): Information Systems in Business.

Required course for the BS in Management at the School of Business and taken by students from many other majors. This is a traditional survey of MIS course. The emphasis is on understanding how information systems are used in organizations. Depending on class size, students may do major individual or group projects.

ISP 205 (ISP 2050): E-security and Strategy.

An overview of issues related to information security and the goals of an effective information security program. A survey of current tools and methods used to protect privacy and to create and manage a corporate IS security program is conducted.

MIS 311 (MIS/GBS 3110): Information Systems in a Global Environment.

A global studies elective taken by students from many majors. This course is an overview of the diffusion and use of ICT (information and communications technology) throughout the world with an emphasis on Internet connectivity, personal computing, and mobile telephony. Themes include: technological drivers of ICT, ICT-driven changes to business models, how ICT affects mechanisms of government and political empowerment, ICT adoption and use--shaping and shaped by cultures, and differing national approaches to adoption and use. Several presentations and a major written term project are required.

MGT 406: Supply Chain Management.

This course is an overview of supply chain theory and practice for managers who will not be supply chain specialists. A term project is required.

University of North Carolina at Charlotte

INFO 3239 (later 3229): Business Data Communications.
Required course for the MIS majors in the College of Business. This course covers data

communications for business majors. The emphasis is on understanding the basic principles of communications over various media, the OSI model, and how communications capabilities affect business processes. All class material and information is distributed electronically. All students do group projects and make group presentations.

Georgia Institute of Technology

MGT 2050: Management Applications of Information Technology.

Required course for the B.S. in Management in the College of Management. This course is an introduction to information technology. The emphasis is on learning how computers work and how to describe the configuration of a machine. The course also covers the basics of how software is written and works. Students do an intensive series of exercises to teach them how to use spreadsheets, word processors, and the Internet. Most class material and information is distributed electronically. All students do group projects and make group presentations.

MGT 3050: Computer-based Management Systems.

Required course for the B.S. in Management in the College of Management. This course focuses on computer-based information systems and their application to support management decisions. The emphasis is on the critical role that information systems play in all functional areas of the firm and at all levels of management. The course also covers the systems life cycle and various "leading edge" topics such as decision support systems and expert systems. Most class material and information is distributed electronically. All students do group projects and make group presentations.

MGT 3052: Systems Analysis and Design.

Elective course for the B.S. in Management in the College of Management. This is an introductory course on the development life cycle of business information systems. It covers analysis and design tools and methodology. Students gain an understanding of the work of systems analysts and designers become familiar with some common tools used in the profession understand as well as what steps they need to take to prepare themselves for a career in the profession. Most class material and information is distributed electronically. All students do group projects and make group presentations.

Graduate Courses

Georgia Institute of Technology

BMED 6550: Project Management and Product Development

This half-course is based on the PMBOK and is intended to help students prepare for the CAPM or PMP as well as to give them experience using common tools and techniques of project management sufficient to allow them to manage a product development project in the biomedical device industry. All students work in teams and make presentations. A simulation is used to emphasize the difficulties of dealing with tradeoffs among time, cost, and scope.

MGT 6450: Project Management

This is based on the PMBOK and is intended to help students prepare for the PMP as well as to give them experience using common tools and techniques of project management sufficient to allow them to manage projects in any industry. All students work in teams and make presentations.

High Point University

MIS 540 (MIS 5400): Management Information Systems.

Required course for the MBA program in the School of Business. This is a traditional survey of MIS course. The emphasis is on understanding the problems IT managers face and how to align IT strategy with business strategy. A major term project is required. .

NPO 504 (NPO 5110): Management Information Systems for Non-profit Organizations.

This course is the "traditional" MIS course adapted for students in the NPO Management program. A major term project is required.

University of North Carolina at Charlotte

INFO 8300: Business Data Communications.

This course covers data communications for business majors at the PhD level. The emphasis is on understanding the basic principles of communications over various media, the OSI model, and how communications capabilities affect business processes. Students must produce a literature review and analysis on a topic of current issues to managers of business data communications.

MBAD 6125: Business Data Communications.

This course covers data communications for business majors at the Masters level. The emphasis is on understanding the basic principles of communications over various media, the OSI model, and how communications capabilities affect business processes.

Georgia Institute of Technology

MGT 6810: Capstone Integrative Simulation.

One of three capstone courses from which students must select for the M.S. in Management in the College of Management. Almost all class material and information is distributed electronically. This is an electronic business simulation. The class is divided into ten teams of five students. Each team is responsible for organizing itself and making decisions regarding new product development, marketing, capacity, and pricing. Each group keeps an electronic journal justifying their decisions and makes a presentation to all the other groups at the end of the term.

Other Regular Graduate Educational Presentations

École Supérieur de Commerce, Clermont-Ferrand, France

"I.T. Overview" in 2003-2009 for the International Program in Business

I prepared, delivered, and graded a thirty-hour intensive overview of business issues associated with information technology to French MBA students. The presentations were in English.

Topics in Information Systems for the International Week 2000-2010, 2012

By invitation, I have prepared, delivered, and graded a series of sixteen-eighteen-hour overviews of topics in Information Systems to an international group of MBA students. The presentations were in English. Topics have included, for example "Inside E-commerce", "Use of ICT in Development", "Survey of Emerging Information Technology", and "Historical Context of IS Use".

Georgia Institute of Technology

MSM Introduction to Information Technology, DuPree College of Management, summer 1995-1997.

With E. Prater, I designed and delivered a weeklong introductory course in spreadsheets, word processors, the Internet, and Georgia Tech's computing facilities for incoming students of the M.S. in Management program at the College of Management.

Continuing/Executive Education

"Introduction to Podcasting", November 2008

I delivered a workshop illustrating all steps in the creation of a podcast and demonstrating the use of free software at ISECON 2008 in Phoenix, Arizona.

"Expert Systems in Service Industries" for the BellSouth Executive Development Program in the DuPree College of Management, November 1993, November 1994

I prepared readings and helped develop presentation material.

Executive Masters of Technology Program in the DuPree College of Management, Fall 1994 – spring 1998

I provided technical support for the Capstone and Executive Game management simulations and participated in simulations to increase the number of teams and make the game more interesting.

Service

Professional Service

Reviewer for Journals and Conferences

- AMCIS
- DATABASE for Advances in Information Systems
- DSI
- HICSS (Hawaii International Conference on System Sciences)
- ICIS (International Conference on Information Systems)
- IEEE Transactions on Engineering Management
- Information Systems Research (ISR)
- Information Systems Education Journal (ISEDJ)
- International Journal of Operations and Production Management (IJOPM)
- Journal of Electronic Commerce
- Journal of Information Systems Education (JISE)
- Journal of Information Technology Education (JITE)
- Journal of Information Technology Management
- Journal of Organizational Computing
- WITS (Workshop on Information Technology and Systems)

Professional Societies

- ACM (*Association for Computing Machinery*)
- AIS *(*Association *for Information Systems)*
- IAFA (*International Association for the Fantastic in the Arts*)
  - Board member and IT co-chair
  - Provide advice on IT purchases and support for website hosting and content maintenance, on-line membership and conference registration services, and interactions with IT and payment service vendors.
- PMI *(Project Management Institute)*

University Service

Student Development Service

Georgia Institute of Technology

- Advisor to students in the ITM concentration.
- Advisor to students competing in competitions including the Deloitte National Undergraduate case competition and the COMIS case competition.
- Advisor to the MIS club at Georgia Tech.
- Accompanied undergraduate students to Oxford during summer 2014 for the residential part of the study abroad program.
- Participant in pilot studies of various learning management systems during 2014-2015.

High Point University

- Advisor to fifty undergraduates, primarily majors in the business school, as of

December 2011. I met several times each term with each advisee to monitor their academic progress and to plan their future schedules.
- Business Students Association / SIFE (*Students in Free Enterprise*): Adviser since January 2008.
- HPU Choir Trip to Europe Summer 2008: Helped escort members of the HPU "Traveling Choir" to participate in an international songfest in Leipzig, Germany with a trip after to Prague.
- Alternative Spring Break 2008 – drove and chaperoned a group of undergraduates doing Katrina relief work for a week in Moss Point, Mississippi.
- Led a group of incoming freshmen in fall 2005 in "Giving Back to High Point", a philanthropy program for new students.

University of North Carolina at Charlotte
- Dissertation Committee Chair
  - D. Scott Hunsinger, "Predicting the Intent of Managers to Use IT Certification in Hiring Decisions," completed spring 2005.
- Undergraduate Research Thesis Advisor
  - Andrew Winter, "Creation of a True Random Number Generator in Java using Serial Input from a Spectrograph", completed spring 2005.
  - Adrienne Rice, "Illegal Copying of Music: Exploring Self-Efficacy among Undergraduates," completed spring 2005.
- *LeaderShape™ Institute*, June 2003-2005: I served for two years as a cluster facilitator for this one week intensive course in leadership for undergraduates between spring and summer terms. The mission of Leadershape (from their website) is "To offer the highest quality state-of-the-art leadership programs focused primarily on young men and women in all settings of The LeaderShape Institute; to facilitate their application through follow-up advisory support to participants and sponsors; and to be a catalyst in expanding leadership programs centered on leading with integrity to new audiences."
- Emerging Leaders Program, spring 2004: I presented a seminar on time management to the participants in this program.
- UNC Charlotte Greek Leadership Conference, February 2003-2006: I presented seminars on the use of information technology in Greek organizations and on time management.
- UNC Charlotte Greek Commission, spring 2003-2005.
  Formed in spring 2003, this group meets twice each month to consider the problems facing the Greek community at UNC Charlotte. I was also a referee for 2002 and 2003 annual Greek awards.
- Information Systems - ISX (*Electronic Commerce Society*) at UNC Charlotte, 1999-2002. I was the adviser of the student organization for MIS majors.

Administrative Service

Georgia Institute of Technology
- Redesigned the ITM concentration and the ITM certificate along "career track"

lines and implemented changes with the cooperation of faculty.
- Designed and implemented courses in Data Communications for Business, Project Management, Spreadsheet Modeling, and Systems Analysis and Design.
- Designed and implemented a half course in Project Management for the Biomedical Innovation and Design Course.
- Participated in invited panel presentation and discussion on "flipping the classroom"
- Member of the Institute's Technology Fee Committee

High Point University
- Committees:
  - Institutional Review Board: Member and recorder of the standing committee that reviews all proposals for research that involves human subjects. We also anticipate issues and work with the provost to clarify those that may require IRB involvement.
  - Information Technology Advisory Committee: Member and recorder of standing committee that meets monthly to address faculty concerns regarding technology, to test technology, and to work with the IT department to ensure that faculty needs are met.
  - Assurance of Learning Committee: Member of ad hoc committee that created goals and objectives for learning assurance for the Phillips School
  - Business Core Committee: Member of ad hoc committee that investigated and made recommendations regarding a business core for the Phillips School
  - Academically Qualified Standards Committee: Chair of ad hoc committee that proposed standards for faculty as "academically qualified" for AACSB accreditation.
  - MBA Committee: Member of ad hoc committee that proposed revisions to the MBA program.
- With D. Lunsford, redesigned the Information Security and Privacy (ISP) major and several courses in it to reflect recent changes in the field.
- Designed, proposed, and implemented a new course "Information Systems in a Global Environment" for the IS Department. This course was designated a global studies elective by the university global studies committee.
- Designed and implemented a new course "MIS for Non-profit Organizations" for the IS Department.
- Workshop on videotaping student presentations: Investigated alternatives, made recommendations to administration, made presentation of ease of use to PSoB faculty, trained several faculty members to use AV equipment to videotape student presentations, render them as WMV files, and upload them to Blackboard
- Presentation on Challenges of Technology in the Classroom: Made a presentation to graduate students in the Education program regarding uses and abuses of technology in the classroom.
- At the request of the Dean of Students, with the help of a colleague in the English department, I investigated the feasibility of reopening the campus broadcast radio

station. We recommended that the university not reopen the station and, instead, create web radio stations for students to use. This recommendation was eventually adopted.

University of North Carolina at Charlotte

- Committees:
    - User Support Services Committee, spring 2004-2005. The goal of this group, which was formed at the request of the CIO, was to more directly include members of the campus community in the decision making processes affecting Information Technology support on campus.
    - College of IT, PhD Committee, 2002-2003. Reviewed all applications to the PhD program of the College of IT and carried out other administrative duties.
    - Graduate Council, spring 2001, 2003. I was the active alternate during spring 2001 and spring 2003.
- University Portal Task Force – Functional Team, January 2002-2003. I was part of the team that identified content (services and applications) and defined information access requirements for UNC Charlotte's student and faculty portals.
- University Task Force on the Use of IT in Education, August 2000. I represented the Belk College in the initial planning/brainstorming session during August 2000. This meeting was attended by representatives from all levels of all organizational units of the university.
- Belk College Strategic Plan for Distance Learning, August 2000. At the request of the dean of the Belk College, with S. Winter, I drafted a proposal for systematically introducing information technology to support distance learning in the Belk College. This proposal was folded into the College's five year plan.

Georgia Institute of Technology

- Asst. Director of the Georgia Tech CIBER (*Center for International Business Education and Research*), Academic year 1993-1994. I helped do the original financial planning for the grant application and built the CIBER contact database from 0 to over 2,000 records by writing programs to convert data from other formats.
- Georgia Tech CETL (*Center for Excellence in Teaching and Learning*), 1994. With E. Prater, I wrote a handout of recommendations for teaching assistants that was distributed to all new GTAs who attended CETL programs. This handout was later expanded into an article published in a refereed journal.

Community Service

Center for Design Innovation, 2009-2010

- Organized the Triad PKN (*Pecha Kucha Night*) event at the 2010 DATS (*Design, Art and Technology Symposium*) in Winston-Salem.

Community Film Projects in High Point and Greensboro, 2009-2011

- Worked with a VISTA volunteer to record audio narratives and edited them for inclusion in the film projects.
- Delivered a workshop to immigrants on using Audacity to edit audio files.
- Helped participants find sound files, edit them and incorporate them into the soundtracks for their films.

Tau Kappa Epsilon (TKE) Fraternity

Chapter Volunteer, Beta-Pi chapter, Georgia Tech, 1989-present.

- Since 1989, I have been a member of the property corporation. I have been responsible for long range financial planning, which involves ensuring that enough funds are accumulated for periodic maintenance and renovation and that appropriate reserves are maintained while charging competitive rents.
- I served as chapter adviser from 1991-2007. In this role, I met with officers of the chapter to help review and plan their work. I regularly helped undergraduates deal with problems with school, work, or their personal lives.
- I served as resident adviser from 1994-1997, providing an "adult presence" in an organization of over seventy members with semester budgets commonly over $150,000.
- From 2007-2011 I served as the chairman of the property corporation, in charge of the maintenance and renovation of a $3.2 million residential facility on the Georgia Tech campus.

National/Regional Volunteer, 2002-present.

In this role, I have made presentations on financial affairs, studying and time management skills, housing, and hazing at national and regional leadership events and at the TKE Leadership Academy, province and regional educational conferences, and at the bi-annual international conclave. I am currently the grand province adviser (lead volunteer) for TKE in North Carolina. I was inducted into TKE's *Advisor Hall of Fame* in 2011.

For the fraternity, I was an observer at Phi Kappa Psi's *American Leadership Academy* at Cabo San Lucas, Mexico and wrote an extensive analysis and set of recommendations for TKE.

West End Ministries, 2007-2009

Member of the IT advisory board.

Berkshire Condominium Board of Trustees, 1989-1992.

I was responsible for long range financial planning, which involved ensuring that enough funds were accumulated for periodic maintenance and renovation and that reserves were maintained. This information was used to set condominium fees at appropriate levels. I also monitored the use of storage facilities and notified residents of violations.

Teacher of English to Vietnamese Immigrants, 1990-1991.

At the request of some Vietnamese friends, I met weekly with between ten and twenty recently arrived immigrants to help them with their pronunciation and grammar. Working with a Vietnamese interpreter, I also helped them with their schoolwork and to fill out job applications and other forms.