

Melody L. Wollan, PhD, SHRM-SCP

Education

Ph.D., Management (2002) University of Nebraska – Lincoln, NE
Org'l Behavior, Human Resource Mgmt, Org'l Theory, Gender & Communication

Master of Business Administration (1997) Gonzaga University – Spokane, WA

B.S.B.A., Mgmt & Organizational Behavior (1993) Central Washington Univ – Ellensburg, WA

Faculty Appointments

Professor of Management (tenured), 2016 - present

Associate Professor of Management (with tenure), 2011 – 2016

Assistant Professor of Management, 2005 – 2011 Eastern Illinois University, Charleston, IL

Assistant Professor of Management, 2003 – 2005

Touro Univ Int'l, Cypress, CA

Visiting Lecturer, 2000 – 2002

Clemson University, Clemson, SC

Instructor, 1997 - 1999

University of Nebraska, Lincoln, NE

Professional Certifications

Society for Human Resource Mgmt (prev w/ Human Resource Certification Institute):

- Senior Certified Professional (SHRM-SCP), 2016 – 2020
- Senior Professional in Human Resources (SPHR), 2011 – 2015
- Professional in Human Resources (PHR), 2004 – 2010

Academic Administrative Appointments

Associate Chair, School of Business, 2013 – present

Eastern Illinois University

School of Business enrollment (Spring 2018) of 640 undergraduate majors, 375 minors, and 115 graduate candidates, 23 tenure/tenure-track faculty, 8 instructors, plus adjuncts

Elected Vice-Chair and Chair-Elect of Council of Chairs for 2017 – 2018

Curriculum, Course, and Enrollment Management

- Primary responsibility of coordinating curriculum development for the academic programs of the School
 - Six undergraduate majors: ACCT, FIN, MAR, MGT, MIS, BSB;
 - Ten minors: BUS, ACCT, FIN, MGT, ENT, MAR, MIS, OSC, Analytics, HRM; and
 - MBA program (with 4 options, 4 dual degrees)

- Provide leadership and support to School Curriculum Committee
- Led the process and faculty committee/discipline-level discussions related to the elimination of School of Business Admissions and changes to course prerequisites in almost all courses offered by the School of Business in 2014-2015
- Coordinated administrative efforts and led the expansion of an off-campus BSB degree in 2015 – 2017 to include online delivery as a degree completion program
- Represent School of Business on University Online Board (since 2013) in developing and revising university-level policies and support for online programs
- Develop demand forecast models and predict School of Business enrollment in individual courses each term, assign School of Business courses (days, time, room) of approximately 140 sections per term and responsible for School of Business enrollment management in individual courses
- Oversee and approve all School of Business internships (approximately 80 per year)
- Responsible for School of Business undergraduate and graduate catalog updates
- Coordinating with discipline faculty, provide evaluation and make decisions regarding academic waivers and course substitutions on a daily basis

Assessment

- Supervise the development and implementation of assessment for the undergraduate majors, the undergraduate business core, and the graduate program
- Administration of the ETS Capstone Exam each semester, document results, provide data to Curriculum Committee, Assessment Coordinator and Assistant Chairs
- Collect and distribute undergraduate senior exit survey for each major
- Plan curricular assessment initiatives annually with the School of Business Assessment Coordinator

Accreditation

- Provide data and annual reports to chair in support of maintenance of accreditation; edit and write portions of five-year reports (AACSB for Business and separately, Accountancy)
- Assist the chair in the evaluation of faculty by providing feedback in formal annual classroom visitations
- Oversee the collection and review of syllabi each term for School of Business archives

Shared governance activities related to Associate Chair duties

- From 2012 – 2017, have supported faculty in the development of five new minors (Business Analytics, Operations & Supply Chain Mgmt, Human Resources, Marketing, & Management), and coordination of business courses in non-business majors
- Led and organized twenty faculty volunteers in 2013 in initial online course development training. Prior to this only three online sections were offered by School of Business, within one year, had expanded online offerings to more than twenty-five throughout the year (now in excess of forty per year)
- Responsibility to manage Textbook Rental, Supplemental Materials, and Course Fees processes and purchases, and support faculty in that process each semester
- Responsible for managing School of Business operational processes related to Promising Business Scholars Event (sophomore-junior awards), Study Abroad (inbound and outbound), Disability Services
- Collect and maintain faculty teaching preferences (days, time, rooms) collaboratively to provide a schedule that works for our students, but also allows faculty time for research, teaching preparation, and service activities

Coordinator, Graduate Business Studies, 2012 – present

MBA program with four concentrations (Research, Accountancy, Applied Management, Geographic Information Systems), in three locations (Charleston campus, in Champaign and online) of 115 part- and full-time students; 3-month placement rate (2017): 97%

- Lead, develop and implement strategic planning with operational management of:
 - Recruitment - from 43 applications in 2012 to 150+
 - Enrollment - consistent growth from 60 to 115
 - Marketing initiatives in alignment with MBA strategic plan:
 - Newspaper
 - Radio
 - Chamber of Commerce
 - Web-based advertising/Digital Media
 - MBA class offerings - encourage faculty to qualify for Graduate Faculty standing as program expanded and additional sections were needed
 - Student advising - developed forms, predictive schedules, and processes to support more self-advising and more effective communications and planning
 - Alumni and Student Relations – added three networking events for alumni with current students per year, created Facebook and Twitter presence
- Collected the data and was lead author of report for initial attainment of First Choice Graduate Program Status in September 2013
 - renewal review scheduled for September 2018
- Developed and launched MBA Online part-time program of 30+ students
- Recruit, select, train and supervise 15-18 Graduate Assistants for the School of Business that serve as Research and Faculty Assistants, Tutors, Supplemental Instruction, and external GA's working in professional business settings
- Lead the 18 – 26 members of Graduate Faculty in graduate initiatives and MBA program policy
- Serve as Chair of the Graduate Committee
- Collaborate across campus in development of Professional Science Master in: GIS, Biotechnology and Biochemistry (planned for a later date); Dual Degree MBA with MS in: Cybersecurity, Sustainable Energy, Health Promotion and Leadership, GIS
- Maintain program data and respond to report requests from internal and external constituents including IBHE, AACSB, Council on Graduate Studies, Graduate School Dean, School of Business and EIU administration, and ranking magazine surveys (US News and World Report, Princeton Review, etc.)
- 2014 Graduate Education Leadership Award in recognition of significant achievements in graduate education, awarded to MBA program by EIU, during my tenure as Coordinator of the program

Honors and Awards

Research

- 2012 Best Paper Award, International Society of Franchising (ISoF)
- 2009 Best Overall Paper on Conference Theme, MBAA Int'l, sponsored by McGraw-Hill/Irwin
- 2009 Distinguished Paper Award for Conference Theme, North American Management Society
- 2007 Human Resource Management Division Best Paper, Institute of Behavioral and Applied Mgmt
- 2001 Eastern Academy of Management, Outstanding Reviewer
- Faculty Research Grants, School of Business, EIU
2012 (\$450), 2011 (\$450), 2010 (\$500), 2007 - 2009 (\$750 each), 2006 (\$1050)

Research-Related Teaching

- 2011 Outstanding EIU Graduate Faculty Mentor Nominee (nom. McCrory, Goddard & Alexander)
- 2010 Outstanding EIU Graduate Faculty Mentor Nominee (nom. Arseneau & Rollinson)
- 2008 Outstanding EIU Graduate Faculty Mentor Nominee (nominated by Milosevic)

Teaching

- 2011 EIU Achievement & Contribution Award in Teaching
- 2011 Special Recognition of Teaching Excellence Award, EIU School of Business
- 2009 Special Recognition of Teaching Excellence Award, EIU School of Business (\$500 grant)
- 2007 Faculty Excellence Award in support of Non-Traditional Students, EIU School of Continuing Education
- 2006 Excellence in the Use of Technology Award, Lumpkin College of Business & Applied Sciences
- 2006 Outstanding Teaching Award, EIU School of Business (with \$1,000 prof development grant)
- 2004 GetEducated.com's "Best Distance Learning Graduate Schools, Business and Management 2004", recognizing Touro University International's HR graduate program for regionally accredited universities offering on-line programs [ranked 4th; at the time, I was the only HR faculty member from 2003 – 2004]
- 2002, 2004, 2006 Who's Who Among America's Teachers
- 2000 Certificate of Recognition for Contributions to Students, Parents Association and the Teaching Council of the University of Nebraska-Lincoln

Service

- 2007 EIU Achievement & Contribution Award in Service
- 2007 Outstanding Service Award, EIU School of Business (\$900 professional development grant)

Other

- 2012 EIU Students' Distinguished Faculty Award for Distinguished Academic Excellence (nom. Goddard, Alexander, Hackney, D'Mello)
- 2009 Outstanding Balanced Contribution Award, EIU School of Business (with \$1000 professional development grant)
- 2006 Lumpkin College of Business and Applied Sciences, Technology Planning, Implementation and Evaluation (PIE) Grant (\$3,620; first author)
- 1997 Graduated in the Top 5 of MBA class (of 30)
- Presidential Scholar (1 of 5), four years undergraduate tuition and fees

Research Publications

- Ashford, S.J., Wellman, N., Sully de Luque, M., De Stobbeleir, K.E.M., & Wollan, M. L. (2018). Two roads to effectiveness: CEO feedback seeking, vision articulation, and firm performance. *Journal of Organizational Behavior*, 39(1), 82-95.
- Croonen, E.P.M., Grünhagen, M., & Wollan, M. L. (2016). Best fit, best practice, or stuck in the middle? The impact of unit ownership on unit HR performance. *International Entrepreneurship and Management Journal*, 12(3), 697-711.
- Watson, A., Dada, O., Grünhagen, M., & Wollan, M. L. (2016). When do franchisors select entrepreneurial franchisees? An organizational identity perspective. *Journal of Business Research*, 69(12), 5934-5945.
- Grünhagen, M., Wollan, M. L., Dada, O., & Watson, A. (2014). The moderating role of HR operational autonomy on the entrepreneurial orientation- performance link in franchise systems. *International Entrepreneurship and Management Journal*, 10(4), 827-844.
- Wollan, M. L., Rinefort, F. C., & Petrick, J. A. (2013). The challenge of workplace health and safety in Croatia. *Journal of International Management Studies*, 8(1), 77-83.
- Wollan, M. L. (2013). Chapter 17: Strategies for Managers in Handling Workplace Bullying. In L. Crothers & J. Lipinski (Eds.), *Bullying in the Workplace: Causes, Symptoms, and Remedies* (pp. 271-290). Routledge/Taylor & Francis, NY, NY. Publication date October 4, 2013.
- Wollan, M. L. (2013, May 3). A manager's guide to addressing workplace bullying. Featured article in the Eastern Illinois University Focus on Research Newspaper Special Section, representing Lumpkin College of Business and Applied Management. Charleston Times-Courier/Mattoon Journal Gazette.
- Kendrick, S., & Wollan, M. L. (2009). Identifying pre-retirees for bridge employment: Factors that influence post-retirement employment decision. *Journal of the North American Management Society*, 4(1), 3-18.
- Wollan, M. L., Sully de Luque, M. F., & Grünhagen, M. (2009). Motives for helping: Exploring cultural influences on extra-role behavior. *Multinational Business Review*, 17(1), 99-119.
- Wollan, M. L. (2009). Using the LINE®: Integrating economic indicators in the advanced human resource management classroom. *Special Issue of Western Journal of Human Resource Management*, Spring, 29-33.
- Grünhagen, M., Dorsch, M., & Wollan, M. L. (2008). Recall of autobiographical memory: A longitudinal analysis of franchisee experts. *International Entrepreneurship and Management Journal*, 4(1), 19-33.
- Wollan, M. L. (2003). Separation at work: How organizational members respond to exiting employees. *Dissertation Abstracts International Section A: Humanities & Social Sciences*, Vol. 63(11- A), pp. 4013.

Research: Recent Conference Papers (while serving in Administration)

- Wall, J., & Wollan, M. L. (2018, April). Part-time, on-campus employees' perception of onboarding effectiveness. Presented at the North American Management Society Conference, Chicago.
- Sully de Luque, M. F., & Wollan, M. L. (2015, April). The importance of indirect inquiry in feedback seeking strategies. Presented at the Society of Industrial and Organizational Psychology (SIOP) Conference, Chicago.
- Croonen, E.P.M., Grünhagen, M., & Wollan, M. L. (2014, February). Best fit, best practice, or stuck in the middle? The impact of unit ownership on unit HR performance. Presented to the 28th International Society of Franchising (ISOF) Conference.
- Sully de Luque, M. F., Wellman, N., De Stobbeleir, K. E. M., & Wollan, M. L. (2013, August). Proactive behavior and collective outcomes: CEO feedback-seeking and firm performance. Presented at 2013 Academy of Management Conference, Orlando, FL.
- Watson, A., Dada, O., Grünhagen, M., & Wollan, M. L. (2013, June). When do franchisors select entrepreneurial franchisees? An organizational identity perspective. Presented at the 58th World Conference of the International Council for Small Business, Ponce, Puerto Rico, June 20-23.
- Wollan, M. L., Rinefort, F. C., & Petrick, J. A. (2013, February). An emerging economy in the Great Recession: Croatia's quest for workplace health and safety. Proceedings and Paper presented at the North American Management Society (NAMS-MBAA Conference), Chicago, IL. In J. Teahen (Ed.), Proceedings of the North American Management Society, 251-257.
- Hackney, K., Wollan, M. L., & Coker, K. (2012, October). Employee motives behind organizational citizenship behavior: Is competition among them? Proceedings and Paper at the Institute of Behavioral and Applied Management, Nashville, TN. In P. Jacques (Ed.), Proceedings of the Institute of Behavioral and Applied Management, 20, TBD.
- Grünhagen, M., Dada, O., Wollan, M. L., & Watson, A. (2012, May). The moderating role of HR operational autonomy on the entrepreneurial orientation-performance link in franchise systems. International Society of Franchising Conference, 26, May 17 – 19, Fort Lauderdale, FL

Research: Summary of Other Conference Papers

- Academy of Management coauthored with colleagues (2003, 1998); Symposium (2013)
- Eastern Academy of Management coauthored with colleague (2001)
- European Group for Organizational Studies (EGOS) Colloquium, Ljubljana, Slovenia (2004)
- Industrial Organizational/Organizational Behavior (IOOB) Graduate Student Conf (2002)
- Institute of Behavioral and Applied Management Conference co-authored with MBA candidates (2011 x 3; 2008); co-authored with PhD candidates (2007; Best Paper in HR Division Award; 2006; 2005); self-authored (2005, 1998-2000); with colleagues (2003); Panelist/Symposia (2009, 2008, 2005, 2003)
- North American Management Society Conference (2009)
- Society for Industrial and Organizational Psychology Conference (2011)
- TurningPoint User Conference co-authored with Instructional Tech Staff (2007)
- Western Academy of Management coauthored with dissertation chair (2003)

Service

Eastern Illinois University Committees

- Council of University Planning and Budgeting (2016 – present)
 - Executive Council (2016 – present)
 - Sub-committee for Business Affairs (2016-2017), for President's Area (2017-2018)
- Enrollment Management Advisory Committee/EWorxs (2016 – present)
- Provost/VPAA Search Committee (2016 – 2017)
- Online Board (2013 – present)
- Council of Chairs (2013 – present)
- LCBAS Administrative Council (2013 – present)
- Textbook Rental Service Advisory Committee (2006 – 2008, 2014 – present)
- Literacy in Financial Education (LIFE) Advisory Board (2013 – 2016)
- NCA Self-Study 2014 Ambassador for School of Business (2013 – 2014)
- Office of Student Disability Services Committee (2013 – 2016)
- Prior Learning Advisory Committee (2014 – 2016)
- Web@ (Women Exploring Business and Technology Faculty-Student Club), Faculty Advisory Board (2011 – 2014)
- Achievement and Contribution Awards Committee (2008), Chair (2009)
- EIU Recruitment & Retention Group (appointed by Provost Lord) (Jan – May 2013)
- Faculty & Staff Fundraising Campaign, School of Business Captain (2012 - 2013)
- Intercollegiate Athletic Board (2008 – 2009, 2010 – 2011)
- Honors Council (2006 – 2009)
- Tuition and Fees Committee (2010 – 2011)

Eastern Illinois University Graduate School Committees

- Professional Science Masters Interdisciplinary Board (2013 – present)
- Council of Graduate Studies Scholarships Committee (2014 – present)
- Graduate School Commencement Selection Committee and Alternate (2013 – 2016)
- Graduate School Sponsored GA Steering Committee (2014)

Eastern Illinois University Curriculum-Related Committees

- School of Business Curriculum Committee, Ex Officio Member (2013 – present)
- Lumpkin College Business & Applied Sciences Undergrad Learning Goals (2013 – 2014)
- Professional Science Masters in Geographic Information Services Board (2013 – present)
- Master of Science in Sustainable Energy Board (2013 – present)
- Master of Science in Biotechnology and Biochemistry (2016 – present)

EIU School of Business Committees

- Faculty Council (2012 – present)
- Graduate Committee (2008 – 2010, 2011 – 2012; Chair: 2012 - present)
- Recruitment and Retention Committee, Ex Officio (2013 – present)
- Strategic Planning Committee (2010 – present)
- Admission Appeals Committee (2013 – 2016; admission to SoB removed in 2016)
- Student Issues Committee (2005 – 2006)
- Technology and Resource Committee (2006 – 2008), Chair (2007 – 2008)

Service (continued)

EIU School of Business Search Committees

- Director of Administration, Chair (2010)
- OB/HR Faculty (2007 – 2008)
- Finance Faculty (2006 – 2007)
- Law Faculty (2006, 2009 – 2010)
- Strategy/International Faculty (2005)

Touro University International, College of Business Faculty Leadership

- Human Resource Management Course Review Committee Chair (2005)
- General Management Course Review Committee Chair (2004 – 2005)
- PhD Course Materials Review Committee Chair (2003 – 2004)
- Management Curriculum Sub-Committee Evaluation Chair (2003 – 2004)
- Training Coordinator for New Faculty and Graduate Assistants (2003 – 2004)
- HR Certification Committee (2004 – 2005)
- BSBA Curriculum Assessment Committee (2004)
- PhD Curriculum & Student Assessment Committee (2004)
- PhD Curriculum Evaluation (2003)

Student – Oriented Service

- MBA Association Adviser (2012 – 2015)
- Society for Human Resource Management, Chapter Co-Adviser (2005 – 2008, 2012)
- Honors College Mentor to Presidential Scholar (2006 – 2010)
- National Association of Women MBA's Case Competition Judge (2007)
- Clemson University Study Skills Faculty for College of Business (2000 – 2002)
- University of Nebraska-Lincoln Grade Appeals Faculty Committee (1998 – 2000)

MBA Students mentored into PhD programs

- Kaylee Hackney (2013 – 2017): Florida State University, Management – Organizational Behavior; tenure-track faculty at Baylor University (Fall 2017)
- Eric Arseneau (2011 – 2015): Oklahoma State University, Entrepreneurship; tenure-track faculty at Florida Gulf Coast University (Fall 2015)
- Ivana Milosevic (2010 – 2014): University of Nebraska, Management – Organizational Behavior; tenure-track faculty at Univ of Wisconsin-Oshkosh (Fall 2014)

Professional Service: Editorial and Review

Editor, Journal of Behavioral and Applied Management (2014 – 2016)

Associate Editor, Journal of Behavioral and Applied Management (2012 – 2014)

Editorial Review Boards:

- Journal of Behavioral and Applied Management (1999 – 2016)
- Journal of Leadership and Organizational Studies (2008 – present)

Ad hoc reviewer: Journal of Managerial Issues (2000 – present), Journal of Small Business Management (2003 – present), Career Development International (2004 – 2006)

Promotion and Tenure-reviewer, Dr. Chia-Jung Lin to Associate Professor, Robert Morris Univ (1/2014)

Professional Service: Community Leadership

Central East Alcoholism and Drug (CEAD) Council, Board of Directors, 2011 – present

Central East Alcoholism and Drug (CEAD) System, Board of Directors, 2012 – present

East Central Illinois – Human Resource Association: 2006 – present, Liaison with EIU SHRM

Panther Club (Athletic Boosters) Executive Board, Fundraising Committee, 2009 – 2012

Professional Service: Leadership and Activities

Academy of Management 1997 – present; Reviewer 2003 – 2006

American Production and Inventory Control Society 1992 – 2004

American Psychological Association 2004 – present

Beta Gamma Sigma 1997 (Gonzaga University)

Eastern Academy of Management Reviewer 2001 – 2002; Recognized as an Outstanding Reviewer 2001

Institute of Behavioral and Applied Management 1998 – present; Immediate Past President 2007 – 2009, President 2005 – 2007, Program Chair/Vice President 2003 – 2005, Division Co-Chair, Student Papers 2001 – 2003, Proceedings Editor 1999 – 2001, PhD Student Representative 1998 – 1999, Board Member 1998 – 2009, Reviewer 1998 – 2008, 2011, Session Chair 1998 – 2001, Discussant (8) 1998 – 2012, Panelist/Facilitator (6) 2003 – 2012

International Communication Association 1998 – 2001

International Western Academy of Management Reviewer 2000, 2002

Midwest Academy of Management 1998 – 2000; Doctoral Consortium 1998, 1999

Society for Human Resource Management 1992 – present

Society of Industrial/Organizational Psychology 2002 – 2011; Reviewer 2010

Western Academy of Management 1998 – 2004; Reviewer 1999 – 2006, 2010, Session Chair 1999, Doctoral Consortium 1998, Junior Faculty Consortium 2003, Local Arrangements Committee 2003

PhD Research Supervised

Doctoral Dissertation Chair/Committees, Touro University International

- Dr. Sharon Kendrick (June 2007). Bridge employment: Making the connection with pre-retirees' needs, wants and goals. (Chair)
- Dr. Jack Hughes (February 2006). Inherited trust: The influence of felt trustworthiness on trust in a third party. (Committee)
- Dr. Ken Sherman (March 2005). Eldercare and workplace productivity: An adaptation analysis. (Committee)
- Dr. Beverly Downey (February 2005). Unity of command: Impacts of multiple supervisors in cross-functional working environments. (Chair)
- Dr. Michael Garmon (December 2004). The relationship between organizational learning, culture, image, identity, and identification: An empirical study. (Chair)
- Dr. Robert Muretta (September 2004). Exploring the four sources of self-efficacy. (Committee)
- Dr. Larry Banks (March 2004). Brick, click, or brick and click? A comparative study on the effectiveness of content delivery modalities for working adults. (Committee)

Masters Research Supervised

MBA Research Option Thesis, Eastern Illinois University

- Mr. Joshua Wall (Spring 2017 – Spring 2018). Socialization and Training Effectiveness Impacts on Commitment and Intentions to Turnover of Short-term College Student Employees.
- Ms. Jill Fickes, RN (Spring and Fall 2015). Clinical Quality Management and Improvement Model: Outpatient Diabetic Care.
- Ms. Kaylee Hackney (Spring and Fall 2012). Competition: A Fourth Motive for Organizational Citizenship Behavior?

MBA Independent Study, Eastern Illinois University

- Ms. Carolyn Thomas (Spring 2014). Generational diversity in workplace teams.
- Ms. Erika Beverage (Spring 2014). Money Smart for older adults: Role of marketing and commercial messages in fraud detection.
- Mr. Tyler Hoke (Spring 2012). Predicting the targets of organizational citizenship behaviors: Matching motives and work-setting.
- Ms. Jackie Alexander (Spring 2011). Corporate messages: Are recruiting and marketing messages different?
- Ms. Nicole Goddard (Spring 2011). Is your employment for love or money? Engagement at work: It matters.
- Ms. Carly McCrory (Spring 2011). The Office at your office: Head of the committee against workplace bullying.
- Mr. Dereje Abebe (Fall 2010). Antecedents and consequences of organizational identification.
- Ms. Ann Rollinson (Spring 2010). Small business mentoring.
- Mr. Eric Arseneau (Spring 2010). Entrepreneurial delegation abilities.
- Ms. Kathryn Acker (Spring 2007). Motives and targets of organizational citizenship behavior.

Teaching Experience

Undergraduate

- Organizational Behavior
- Principles of Management; Principles of Supervision; Management and Organizational Behavior
- Principles of Leadership
- Human Resource Management
- Employee Staffing and Development
- Advanced Human Resource Management: Compensation and Governance
- Human Resources and the Law
- Capstone in Human Resource Management
- Management Seminar (Capstone Senior Course)
- Strategy and Policy (Capstone Senior Course)

Graduate: MBA

- Organizational Behavior & Group Dynamics
- Strategic Leadership
- Strategic Human Resource Management
- Human Resource Management
- HR Selection, Training and Development
- Advanced Human Resource Management
- International Business

Graduate: PhD

- Research in Management
- Organizational Studies I
- Contemporary Micro-Organizational Behavior
- Organizational Communication
- Dissertation Proposal Seminar

Teaching Evaluations

(means on a 5.0 scale; means of medians of the 8 required questions at EIU, n = 43)

2000 – 2002, 2005 - 2013 (63 traditional sections, 18 MBA, 45 BSBA)

- Instructor's apparent knowledge: 4.76; 4.94
- Instructor interest/enthusiasm: 4.73
- Syllabus stated expectations: 4.71; 4.95
- Instructor prepared/organized: 4.70; 4.91
- Effective communication skills: 4.70; 4.98
- Effective presentation and class time: 4.66; 4.90
- Instructor availability: 4.64; 4.88
- Instructor responsive to students: 4.62
- Material up to date and relevant: 4.61; 4.87
- Encourage/interests students: 4.57; 4.86
- Justice of grading practices: 4.36

2003 - 2005 (39 on-line sections, 17 PhD, 6 MBA, 16 BSBA)

- Professor is knowledgeable: 4.71
- Professor was responsive: 4.70
- Professor was accessible: 4.69
- Course relevance to my educational goals: 4.66
- Course challenged me intellectually: 4.65
- Topics coordinated and logical: 4.62
- Materials and cases relevant to course objectives: 4.62
- Reading material was useful: 4.57

Invited Speaker

- Panelist, Water Quality Association (2018), "Feedback and Feedback-Seeking Behavior in Employee-Manager Relationships", Lisle, IL
- Session Speaker, Illinois Higher Education Consortium on Human Capital Conference (2015), "Higher Education as a Context for Workplace Bullying: An Action Plan for Human Resource Professionals"
- Session Speaker, Bridging Voices in our Community: Bullying Conference at EIU:
 - "Bullying in the Workplace: Prevention and Intervention within your Organization" (2014)
 - "Supporting the Organization to Prevent and Address Bullying in the Workplace" (2013)
- Speaker, Executive Club of Champaign (IL) Women Executives (2013), "Global Business Etiquette" with Dr. Heather Jia
- Co-Presenter, Women Exploring Business and Technology (2012), "Dressing Professionally on a Budget" with Dr. Kathryn Shaw
- Speaker, East Central Illinois – Human Resource Association:
 - "Am I Being Disrespectful? Managing Across Generations of Employees". With Dr. James M. Sysko and Nicole M. Goddard (MBA candidate; 2012)
 - "Internships and Your Workplace: Win-Win Opportunities" with Ms. Renee Stroud (2014)
- Guest Lecturer "HR Practices in Retailing" at Southern Illinois University-Edwardsville (2x) and Clemson University
- Speaker, "Resumes", "Interviewing", "Planning and Developing a Career", "Is an MBA in your Future", "Pathways to PhD" at Delta Sigma Pi (Clemson and EIU), Kappa Omicron Nu (EIU), Honors College (EIU), American Marketing Association (EIU), Athletic Department (EIU), Graduate Student Advisory Council (EIU)

Non-Academic Work Experience

Director of Business Services, 1998 – 1999

Nebraska [Political] Party, Lincoln, NE

- Provided support to the Executive Director and State Chairman with debt structuring, staffing, payroll for 31 employees, budgeting (annual contributions of \$400,000), account and office management, supervised five interns, prepared Federal Election Commission financial reports, Nebraska Accountability and Disclosure Commission, State Central Committee, and other internal reports as needed. Business Manager for the Midwest Leadership Conference 1999 with all financial support for registration, contracts, insurance, and related vendor agreements.

Business Manager, 1995 – 1997

Internet Xpress, Inc. Colville, WA

- Provided assistance to an Internet Service Provider (ISP) with 800 customers, sales of \$200,000, in all facets of small business start-up and development – strategic planning, marketing strategy, resource and operational allocation, providing client billing services, prepared financial statements, assisted with transition of partner buyout/ownership orientation.

Clerk Typist 2/Special Management Unit, 1996 – 1997

Dept of Corrections, Airway Heights, WA

Loan Administrative Representative – Audit Clerk for Dealer Banking Services, 1994 - 1996

Wells Fargo Bank (previously First Interstate Bank), Spokane, WA

Credit Manager, 1993 – 1994

Norwest Financial, Coeur d' Alene, ID