



# Tony Polito

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## Education

Ph.D. (Operations Management)  
MBA  
BS (Mathematics; Statistics)

The University of Georgia (Terry)  
Duke University (Fuqua)  
Radford University

## Dissertation

A study regarding the organizational climate prescribed by the philosophy of W. Edwards Deming.

## Areas of Interest

Research interests: Deming Theory of Management, Lean Management, Quality Management, Toyota Production System, Process Improvement and the Theory of Constraints.

Primary instructional interests: Operations Management, Quality Management, Introductory Statistics.

## Executive Summary, Professional Activity

15 popular press/media. 15 journal publications. 34 proceedings. 16 unique co-authors. 26 presentations. 33 conference attendances. 9 journal articles reviewed. 35 proceedings reviewed. 3 textbooks reviewed. 1 promotion & tenure external reviewing. 2 national committee memberships. 4 track chairs. 5 session chairs. 3 acknowledgements. 5 discussants. 204 institutional service.

## Executive Summary, Instructional Experience

6 higher education affiliations. 185 total sections. 5,906 students instructed. 82% of sections student evaluated above 4.0/5.0; 69% of sections student evaluated above 4.3/5.0; 52% of sections student evaluated above 4.5/5.0; 24% of sections student evaluated above 4.7/5.0. Also 1 K-12 affiliation, 3 years.

Higher education courses instructed: Operations Management, MBA Operations Management, MBA Healthcare Operations Management, Introduction to MIS, Quality Management, Introduction to Management & Organizational Behavior, Management Science, Business Decision Modeling, Intermediate MS Office, Business Communication. K-12 course instructed: Algebra I, Algebra II/Pre-Trigonometry, Geometry, Consumer Mathematics, General Mathematics.

## Affiliations

APICS	ASQ	MENSA
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### Popular Press/Media

- Ten (DIFFERENT) things airlines won't tell you. *Wall Street Journal* Marketwatch. 2013-12-18.
- Ten things your airline won't tell you. WJTV, Jackson, Mississippi. 2010-05-05.
- Ten things your airline won't tell you. Travel.Yahoo.Com. 2010-04-29.
- Last airline drops free food. *USA Today*. Dan Reed. Page B1. 2010-03-16.
- Is it time we were able to get Astras at Asda? *Autocar*. Page 74. 2010-01-20.
- GM needs better quality, not better marketing. *USA Today*. Page 8A. 2009-09-16.
- 1,001 Things They Won't Tell You: An Insider's Guide to Spending, Saving and Living Wisely*. Page 449. Jonathan Dahl. Workman Publishing. 554 pp. 2009-05-13.
- Ten things your airline won't tell you. *SmartMoney*. Jim Rendon. Pages 91-94. 2008-05.
- Bad times for airlines. TV2 Oslo (Norway). 2007-11-05.
- Airlines may never fly right, experts warn. *USA Today*. Dan Reed. Page B1. 2007-10-17.
- Viewpoint: A great city needs a great bookstore. *Atlanta Business Chronicle*. Page 26A. 2007-09-03.
- Oligopoly of publishers. *Chronicle of Higher Education*. 53(42). Page A47. 2007-06-22.
- Do it right the first time. *Detroit Free Press*. 2007-06-17.
- Quality air service yields better profits. *USA Today*. Page 12A. 2007-05-24.
- Ford at the wheel. *Fortune*. Page 28. 2003-06-09.

### Journal Publications

- An Analysis of Organizational Structures within Southern Rural Multi-Hospital Systems in the United States. 2016. *The Journal of Health Care Finance*. 43(1): 1-14. Summer. George Audi, Frederick Kates, Margaret Capen and Tony Polito.
- Theory of Constraints Thinking Processes: A Copy Shop Case Application. 2014. Tony Polito and Margaret Capen. *The Journal of American Academy of Business*, Cambridge. 20(1). September. *Cabell's* Accept Rate 11%.
- The Deming Philosophy of Management: Causes of Its Difficulties and Failures. 2014. Tony Polito and George Audi. *The Journal of American Academy of Business*, Cambridge. 19(2): 9-15. March. *Cabell's* Accept Rate 11%.
- Using the Theory of Constraints to improve competitiveness: An airline case study. 2008. Tony Polito, Kevin Watson and Robert J. Vokurka. (Reprint within) *Theory of Constraints: Concepts and Implementation*, T. P. Rajmanohar, ed., 196pp., ICAFI University Press, ISBN 8131418782, December. Article 11 (of 15).

Who was W. Edwards Deming and how does his work contribute to quality as we know it today? 2008. Tony Polito. *Quality Progress*. 41(4):11. Accept Rate 33%.

Using the Theory of Constraints to improve competitiveness: An airline case study. 2006. Tony Polito, Kevin Watson and Robert J. Vokurka. *Competitiveness Review*. 16(1): 44-50. *Cabell's* Accept Rate 21%-30%.

Just in Time Under Fire: The Five Major Constraints Upon JIT Practices. 2006. Tony Polito and Kevin Watson. *The Journal of American Academy of Business, Cambridge*. 9(1): 8-13. March. Accept Rate 38%. **Best Author (ie, Best Paper in Issue) Award.**

Production and operations quality concepts: Deficient diffusion into the service sector. 2005. Tony Polito and John Kros. *Academy of Information and Management Sciences Journal*. 8(2): 91-104. Accept Rate 25%. **Distinguished Research Award.**

Impact of environmental management system implementation on financial performance: A comparison of two corporate strategies. 2004. Kevin Watson, Beate Klingenberg, Tony Polito and Tom G. Geurts. *Management of Environmental Quality: An International Journal*. 15(6): 622-628. Accept Rate 20%-22%.

Enumeration of the organizational culture prescribed by the Deming Theory Of Management. 2004. Tony Polito, John Kros and Rik Berry. *Journal of Organizational Culture, Communications and Conflict*. 8(1): 21-34. *Cabell's* Accept Rate 25%. **Distinguished Research Award.**

Improving operations management concept recollection via the Zarco experiential learning activity. 2004. Tony Polito, John Kros and Kevin Watson. 2004. *Journal of Education for Business*. 79(5): 283-286. May/June. *Cabell's* Accept Rate 21%-30%.

The content continuum: Extending the Hayes & Wheelwright Process-Product Diagonal to facilitate improvement of services. 2004. Tony Polito and Kevin Watson. *The Journal of American Academy of Business, Cambridge*. 4(1/2): 406-412. March. Accept Rate 38%.

A comparison of DRP and TOC financial performance within a multi-product, multi-echelon physical distribution environment. 2003. Kevin Watson and Tony Polito. *International Journal of Production Research*. 41(4): 741-765. *IJPR* ranked #5 journal in discipline (Soteriou, Hadjinicola and Patsia, 1999). *Cabell's* Accept Rate 50%.

Using the Theory of Constraints to improve competitiveness: An airline case study. 2003. Tony Polito, Kevin Watson and Robert J. Vokurka. *Journal of Global Competitiveness*. 11(1): 112-120.

Toward an interdisciplinary organizational learning framework. Tony Polito and Kevin Watson. 2002. *The Journal of American Academy of Business, Cambridge*. 2(1): 162-166. September. Accept Rate 38%.

### Proceedings

An analysis of organizational structures within rural multi-hospital systems. George Audi, Margaret Capen and Tony Polito. *Proceedings of the 44<sup>th</sup> Annual Meeting of the Southeast Decision Sciences Institute*. Hilton Wilmington Riverside, Wilmington, North Carolina. 2014-02-19 through 2014-02-21. (in press).

Group decision support systems anonymity level effects upon decision quality. Tony Polito. *Proceedings of the 2008 International Conference of the Business Economics Institute and Global Business Development Institute*. Plaza Hotel & Casino, Las Vegas, Nevada. Pages 200-201. 2008-12-14 through 2008-12-17.

An analysis of world-wide business school research productivity in production and operations management. Tony Polito and Jose Gavidia. Academy of Information and Management Sciences. *Proceedings of the 24<sup>th</sup> Meeting of the Allied Academies*. Crowne Plaza Jacksonville Riverfront, Jacksonville, Florida. 2007-04-11 through 2007-04-14.

Root cause analysis via Theory of Constraints: The Frizzy Copy Shops case. Tony Polito. *Proceedings of the 36<sup>th</sup> Annual Meeting of the Southeast Decision Sciences Institute*. Hilton Wilmington Riverside, Wilmington, North Carolina. Pages 703-705. 2006-02-22 through 2006-02-24.

Recent practices and trends within operations management topics & methodologies. Tony Polito and Larry Seese. Academy of Production & Operations Management. *Proceedings of the 21<sup>st</sup> Meeting of the Allied Academies*. Riviera Hotel & Casino, Las Vegas, Nevada. 2(2): 3. 2005-10-12 through 2005-10-15.

Rate of transfer of quality concepts into the service sector. Tony Polito and John Kros. **Distinguished Research Award**. Academy of Production & Operations Management. *Proceedings of the 18<sup>th</sup> Meeting of the Allied Academies*. Hilton New Orleans Riverside, New Orleans, Louisiana. 1(1): 5-6. 2004-04-07 through 2004-04-10.

Linking product life cycle and forecasting in operations management through innovation diffusion models. John Kros and Tony Polito. Academy of Production & Operations Management. *Proceedings of the 18<sup>th</sup> Meeting of the Allied Academies*. Hilton New Orleans Riverside, New Orleans, Louisiana. 1(1): Erroneously omitted from proceedings. 2004-04-07 through 2004-04-10.

Causality of failures when implementing the Deming Theory of Management. Tony Polito. Production-Operations Management & Total Quality Management Track. *Proceedings of the 34<sup>th</sup> Annual Meeting of the Southeast Decision Sciences Institute*. Doubletree Guest Suites, Charleston, South Carolina. Pages 198-200. 2004-02-25 through 2004-02-27.

A longitudinal study on the financial impact of environmental management systems. Kevin Watson, Beate Klingenberg, Tom Geurts and Tony Polito. Quality and Productivity Track. *Proceedings of the 34<sup>th</sup> Annual Meeting of the Decision Sciences Institute*. Marriott Wardman Park Hotel, Washington, District of Columbia. Submission 414, pages 1-5. 2003-11-22 through 2003-11-25.

Quantitative values for organizational culture constructs under the Deming theory of management. Tony Polito, John Kros and Rik Berry. **Distinguished Research Award**. Academy of Organizational Culture, Communications & Conflict. *Proceedings of the 17<sup>th</sup> Meeting of the Allied Academies*. New Frontier Hotel, Las Vegas, Nevada. 8(2): 47-51. 2003-10-15 through 2003-10-18.

A survey of MS/OR programs in the United States. John Kros and Tony Polito. Academy of Information and Management Sciences. *Proceedings of the 17<sup>th</sup> Meeting of the Allied Academies*. New Frontier Hotel, Las Vegas, Nevada. 7(2): 11-18. 2003-10-15 through 2003-10-18.

A framework for determining classroom communication quality. Kevin Watson and Tony Polito. Abstract. *Proceedings of the 14<sup>th</sup> Annual Meeting of the Production and Operations Management Society*. Hyatt Regency Savannah, Savannah, Georgia. Page 90. 2003-04-04 through 2003-04-07.

A comparison of the prescribed Deming and Baldrige work environments. Tony Polito and Kevin Watson. Abstract. *Proceedings of the 14<sup>th</sup> Annual Meeting of the Production and Operations Management Society*. Hyatt Regency Savannah, Savannah, Georgia. Page 95. 2003-04-04 through 2003-04-07.

Environmental sustainability and industry structure. Della Lee Sue, Kevin Watson and Tony Polito. Abstract. *Proceedings of the 14<sup>th</sup> Annual Meeting of the Production and Operations Management Society*. Hyatt Regency Savannah, Savannah, Georgia. Page 15. 2003-04-04 through 2003-04-07.

Financial evidence on the impact of environmental management systems. Kevin Watson, Tony Polito, Beate Klingenberg, and Tom Geurts. *Proceedings of the 33<sup>rd</sup> Annual Meeting of the Southeast Decision Sciences Institute*. Woodlands Conference Center, Williamsburg, Virginia. Pages 118-120. 2003-02-26 through 2003-02-28.

The quantitative profile of the work environment prescribed by W. Edwards Deming. Tony Polito, K. Roscoe Davis and Robert J. Vokurka. Quality and Productivity Track. *Proceedings of the 33<sup>rd</sup> Annual Meeting of the Decision Sciences Institute*. San Diego Marriott Hotel and Marina, San Diego, California. Pages 2328-2333. 2002-11-23 through 2002-11-26.

Environmental cost of quality (ECOQ): A framework for quantifying environmental management systems. Kevin Watson and Tony Polito. Quality and Productivity Track. *Proceedings of the 33<sup>rd</sup> Annual Meeting of the Decision Sciences Institute*. San Diego Marriott Hotel and Marina, San Diego, California. Pages 2282-2285. 2002-11-23 through 2002-11-26.

An exploratory investigation of the effect of Bandura's self-efficacy construct upon Deming's quality and improvement theory. Tony Polito, Kevin Watson and Rex Karsten. *Proceedings of the 31<sup>st</sup> Annual Meeting of the Northeast Decision Sciences Institute*. Caribe Hilton Hotel & Casino, San Juan, Puerto Rico. Pages 278-280. 2002-03-20 through 2002-03-22.

The application of traditional manufacturing costs of quality to the service environment: Strategic implications of increasing quality in labor-intensive service environments. Kevin Watson and Tony Polito. *Proceedings of the 31<sup>st</sup> Annual Meeting of the Northeast Decision Sciences Institute*. Caribe Hilton Hotel & Casino, San Juan, Puerto Rico. Pages 265-268. 2002-03-20 through 2002-03-22.

Two decades of efficiency and effectiveness in U.S. manufacturing. Rik Berry and Tony Polito. Abstract. *Proceedings of the 31<sup>st</sup> Annual Meeting of the Northeast Decision Sciences Institute*. Caribe Hilton Hotel & Casino, San Juan, Puerto Rico. Page 335. 2002-03-20 through 2002-03-22.

Historical origins of leadership content within business school curriculum. Tony Polito, Rik Berry and Kevin Watson. *Proceedings of the 2002 International Applied Business Research Conference*. Fiesta Americana Hotel, Puerto Vallarta, Mexico. Program page 15, indexed article 251. 2002-03-14 through 2002-03-19.

Recent applications of knowledge-based system technologies. Tony Polito, Rik Berry and Kevin Watson. *Proceedings of the 2002 International Applied Business Research Conference*. Fiesta Americana Hotel, Puerto Vallarta, Mexico. Program page 17, indexed article 208. 2002-03-14 through 2002-03-19.

Two decades of efficiency and effectiveness in production systems? Rik Berry, Tony Polito and Kevin Watson. *Proceedings of the 2002 International Applied Business Research Conference*. Fiesta Americana Hotel, Puerto Vallarta, Mexico. Program page 17, indexed article 191. 2002-03-14 through 2002-03-19.

Zarco, Incorporated: A Deming-inspired, opening day Operations Management experiential learning activity. Tony Polito, Kevin Watson and Tom Groleau. Teaching and Experiential Learning Track. *Proceedings of the 32<sup>nd</sup> Annual Meeting of the Southeast Decision Sciences Institute*. The Westin Resort, Hilton Head Island, South Carolina. Pages 322-325. 2002-02-20 through 2002-02-22.

Relationship of just-in-time and total quality management practices with environmental management systems. Kevin Watson and Tony Polito. General Management and Strategy Track. *Proceedings of the 32<sup>nd</sup> Annual Meeting of the Southeast Decision Sciences Institute*. The Westin Resort, Hilton Head Island, South Carolina. Pages 91-93. 2002-02-20 through 2002-02-22.

A quantitative profile and analysis of the work environment prescribed by W. Edwards Deming. Tony Polito, K. Roscoe Davis and Robert J. Vokurka. Abstract. Quality and Productivity Track. *Proceedings of the 32<sup>nd</sup> Annual Meeting of the Decision Sciences Institute*. San Francisco Marriott, San Francisco, California. Page 1286. 2001-11-17 through 2001-11-20.

Just-in-time under fire: An exploratory investigation identifying major reservations regarding improvement through JIT philosophy. Tony Polito and Kevin Watson. *Proceedings of the 2001 International Business & Economics Research Conference*. Peppermill Hotel Casino, Reno, Nevada. Program page 23, indexed article 417. 2001-10-08 through 2001-10-12.

A conceptual framework for quantifying environmental sustainability. Kevin Watson, Tony Polito and Rik Berry. Abstract. **Best Paper Award**. *Proceedings of the 2001 International Business & Economics Research Conference*. Peppermill Hotel Casino, Reno, Nevada. Program page 26, indexed article 419. 2001-10-08 through 2001-10-12.

An exploratory study and analysis of the philosophy of the theory of constraints in change management. Rik Berry and Tony Polito. Abstract. *Proceedings of the 2001 International Business & Economics Research Conference*. Peppermill Hotel Casino, Reno, Nevada. Program page 26, indexed article 418. 2001-10-08 through 2001-10-12.

An exploratory identification of differences between Deming's PDSA improvement cycle and the system development life cycle (SDLC). Tony Polito, Kevin Watson and Rik Berry. *Proceedings of the 2001 Annual Meeting of the Midwest Region of Decision Sciences Institute*. Dearborn Inn, Dearborn, Michigan. Pages 53-55. 2001-04-26 through 2001-04-28.

Just-in-time under fire. Tony Polito. *Proceedings of the 27<sup>th</sup> Annual Meeting of the Southeast Decision Sciences Institute*. Atlanta Marriott Northwest, Atlanta, Georgia. Pages zz-zz. 1997-02-26 through 1997-02-28.

Information exchange and use in GSS and verbal group decision making: effects of minority influence. Alan Dennis, Kelly Hilmer, Nolan Taylor and Tony Polito. *Proceedings of the 30th Hawaii International Conference on System Sciences*. Aston Wailea Resort, Maui, Hawaii. Volume II. Pages 84-93. 1997-01-07 through 1997-01-10.

Extending the product process diagonal to service operations. Tony Polito. *Proceedings of the 1996 Annual Meeting of the Northeast Decision Sciences Institute*. Westin Hotel Carambola Beach Resort, St. Croix, United States Virgin Islands. Pages 476-478. 1996-04-17 through 1996-04-19.

Towards an interdisciplinary theory of organizational learning. Tony Polito. *Proceedings of the 26<sup>th</sup> Annual Meeting of the Southeast Decision Sciences Institute*. Charleston, South Carolina. Pages zz-zz. 1996-02-21 through 1997-02-23.

### **Presentations**

Group decision support systems anonymity level effects upon decision quality. Tony Polito. 2008 International Conference of the Business Economics Institute and Global Business Development Institute. Plaza Hotel & Casino, Las Vegas, Nevada. 2008-12-14 through 2008-12-17.

An analysis of world-wide business school research productivity in production and operations management. Tony Polito and Jose Gavidia. Academy of Information and Management Sciences. Crowne Plaza Jacksonville Riverfront, Jacksonville, Florida. 2007-04-11 through 2007-04-14.

Root cause analysis via Theory of Constraints: The Frizzy Copy Shops case. Tony Polito. 36<sup>th</sup> Annual Meeting of the Southeast Decision Sciences Institute. Hilton Wilmington Riverside, Wilmington, North Carolina. 2006-02-22 through 2006-02-24.

Recent practices and trends within operations management topics & methodologies. Tony Polito and Larry Seese. Academy of Production & Operations Management. 21<sup>st</sup> Meeting of the Allied Academies. Riviera Hotel & Casino, Las Vegas, Nevada. 2005-10-12 through 2005-10-15.

Refresher Tutorial: W. Edwards Deming. American Society for Quality, Section 1126 (Eastern North Carolina Chapter). 2004-05-25.

Rate of transfer of quality concepts into the service sector. Tony Polito and John Kros. Academy of Production & Operations Management. 18<sup>th</sup> Meeting of the Allied Academies. Hilton New Orleans Riverside, New Orleans, Louisiana. 2004-04-07 through 2004-04-10.

Causality of Failures When Implementing the Deming Theory of Management. Tony Polito. Production-Operations Management & Total Quality Management Track. 34<sup>th</sup> Annual Meeting of the Southeast Decision Sciences Institute. Doubletree Guest Suites, Charleston, South Carolina. 2004-02-25 through 2004-02-27.

Quantitative values for organizational culture constructs under the Deming theory of management. Tony Polito, John Kros and Rik Berry. Academy of Organizational Culture, Communications & Conflict. 17<sup>th</sup> Annual Allied Academies International Conference. New Frontier Hotel, Las Vegas, Nevada. 2003-10-15 through 2003-10-18.

A framework for determining classroom communication quality. Kevin Watson and Tony Polito. Track 2 – Educational and Teaching Innovations, Session ETI-05 – Studies/Cases of Teaching. 14<sup>th</sup> Annual Meeting of the Production and Operations Management Society. Hyatt Regency Savannah, Savannah, Georgia. 2003-04-04 through 2003-04-07.

A comparison of the prescribed Deming and Baldrige work environments. Tony Polito and Kevin Watson. Track 14 – Quality Management and Six Sigma, Session QM-07 – Quality Topics in General. 14<sup>th</sup> Annual Meeting of the Production and Operations Management Society. Hyatt Regency Savannah, Savannah, Georgia. 2003-04-04 through 2003-04-07.

The quantitative profile of the work environment prescribed by W. Edwards Deming. Tony Polito, K. Roscoe Davis and Robert J. Vokurka. 33<sup>rd</sup> Annual Meeting of the Decision Sciences Institute. San Diego Marriott Hotel and Marina, San Diego, California. 2002-11-23 through 2002-11-26.

A Study Regarding the Organizational Climate Prescribed by the Philosophy of W. Edwards Deming. Dissertation Committee, Terry School of Business, The University of Georgia. 2002-03-27.

An exploratory investigation of the effect of Bandura's self-efficacy construct upon Deming's quality and improvement theory. Tony Polito, Kevin Watson and Rex Karsten. Quality Track, Session QU2 – Quality and Productivity Potpourri. 31<sup>st</sup> Annual Meeting of the Northeast Decision Sciences Institute. Caribe Hilton Hotel & Casino, San Juan, Puerto Rico. 2002-03-20 through 2002-03-22.

The application of traditional manufacturing costs of quality to the service environment: Strategic implications of increasing quality in labor-intensive service environments. Kevin Watson and Tony Polito. Production/Operations-Services Track, Session PS3 – Current Issues Related to Service Management. 31<sup>st</sup> Annual Meeting of the Northeast Decision Sciences Institute. Caribe Hilton Hotel & Casino, San Juan, Puerto Rico. 2002-03-20 through 2002-03-22.

Two decades of efficiency and effectiveness in U.S. manufacturing. Rik Berry and Tony Polito. Topic Table. 31<sup>st</sup> Annual Meeting of the Northeast Decision Sciences Institute. Caribe Hilton Hotel & Casino, San Juan, Puerto Rico. 2002-03-20 through 2002-03-22.

A quantitative profile and analysis of the work environment prescribed by W. Edwards Deming. Tony Polito, K. Roscoe Davis and Robert J. Vokurka. Topic Table. Quality and Productivity Track, Session QP11 – Quality Management II. 32<sup>nd</sup> Annual Meeting of the Decision Sciences Institute. San Francisco Marriott, San Francisco, California. 2001-11-17 through 2001-11-20.

Just-in-time under fire: An empirical investigation identifying major reservations regarding improvement through JIT philosophy. Tony Polito and Kevin Watson. Management Track, 8:30am-9:50am Thursday session. 2001 International Business & Economics Research Conference. Peppermill Hotel Casino, Reno, Nevada. 2001-10-08 through 2001-10-12.

A conceptual framework for quantifying environmental sustainability. Kevin Watson, Tony Polito and Rik Berry. Management Track, 12:30pm-2:30pm Thursday session. International Business & Economics Research Conference. Peppermill Hotel Casino, Reno, Nevada. 2001-10-08 through 2001-10-12.

An exploratory study and analysis of the philosophy of the theory of constraints in change management. Rik Berry and Tony Polito. Management Track, 12:30pm-2:30pm Thursday session. 2001 International Business & Economics Research Conference. Peppermill Hotel Casino, Reno, Nevada. 2001-10-08 through 2001-10-12.

An exploratory identification of differences between Deming's PDSA improvement cycle and the system development life cycle (SDLC). Tony Polito, Kevin Watson and Rik Berry. 2001 Annual Meeting of the Midwest Region of the Decision Sciences Institute. Dearborn Inn, Dearborn, Michigan. 2001-10-08 through 2001-10-12.

What does the Deming organizational climate look like? Invitation to a Seminar Series by the College of Business Administration, University of Northern Iowa, Cedar Falls, Iowa. 2001-04-20.

The work environment prescribed by the Deming theory of management. Invitation by the School of Business, Belmont University, Nashville, Tennessee. 2011-03-20.

The organizational climate of Demingism. Invitation by the School of Business, Manhattan College, Riverside, New York. 2001-02-16.

Zarco, Incorporated: A mock factory learning activity. Invitation by the Division of Social Sciences, Carthage College, Kenosha, Wisconsin. 2001-01-26.

The work environment under Demingism. Invitation by the Department of Decision Sciences, School of Business, East Carolina University, Greenville, North Carolina. 2001-01-19.

Just-in-time under fire. Tony Polito. Topic Table. 27<sup>th</sup> Annual Meeting of the Southeast Decision Sciences Institute. Atlanta Marriott Northwest, Atlanta, Georgia. 1997-02-26 through 1997-02-28.

Extending the product process diagonal to service operations. Tony Polito. 1996 Annual Meeting of the Northeast Decision Sciences Institute. Session: Service Quality and Efficiency—Frameworks and Analysis. Westin Hotel Carambola Beach Resort, St. Croix, United States Virgin Islands. 1996-04-17 through 1996-04-19.

Towards an interdisciplinary theory of organizational learning. Tony Polito. Topic Table. 26<sup>th</sup> Annual Meeting of the Southeast Decision Sciences Institute. Charleston, South Carolina. 1996-02-21 through 1997-02-23.

### Acknowledgements

Textbook review. *MIS in the Information Age*, 2<sup>nd</sup> edition, 1999 (toward 3e). Stephen Haag, Maeve Cummings and James Dawkins. 7,984 words. Irwin/McGraw-Hill. Acknowledged within 3e at page xx. 2001-05.

Information exchange and use in group decision making: Effects of minority influence. Alan Dennis, Kelly Hilmer and Nolan Taylor. *Journal of Management Information Systems*. 14(3): 61-88. Acknowledged within footnote. 1997.

An experimental examination of group information sharing, group size, and meeting structures for groups using a group support system. Brian Mennecke. *Proceedings of the 1995 Americas Conference on Information Systems*. Pages zz-zz. Acknowledged within footnote. 1995-08-25 through 1995-08-27.

### Conference Attendances

2008 International Conference of the Business Economics Institute and Global Business Development Institute. Plaza Hotel & Casino, Las Vegas, Nevada. 2008-12-14 through 2008-12-17.

24<sup>th</sup> Meeting of the Allied Academies. Crowne Plaza Jacksonville Riverfront, Jacksonville, Florida. 2007-04-11 through 2007-04-14.

Irwin-McGraw Hill Operations Management Symposium, Loews Ventana Canyon Resort, Tucson, Arizona. 2006-10-19 through 2006-10-22.

36<sup>th</sup> Annual Meeting of the Southeast Decision Sciences Institute. Hilton Wilmington Riverside, Wilmington, North Carolina. 2006-02-22 through 2006-02-24.

21<sup>st</sup> Meeting of the Allied Academies. Riviera Hotel & Casino, Las Vegas, Nevada. 2005-10-12 through 2005-10-15.

35<sup>th</sup> Annual Meeting of the Southeast Decision Sciences Institute. Raleigh Marriott Crabtree Valley, Raleigh, North Carolina. 2005-02-23 through 2005-02-25.

18<sup>th</sup> Meeting of the Allied Academies. Hilton New Orleans Riverside, New Orleans, Louisiana. 2004-04-07 through 2004-04-10.

34<sup>th</sup> Annual Meeting of the Southeast Decision Sciences Institute. Doubletree Guest Suites, Charleston, South Carolina. 2004-02-25 through 2004-02-27.

34<sup>th</sup> Annual Meeting of the Decision Sciences Institute. Marriott Wardman Park Hotel, Washington, District of Columbia. 2003-11-22 through 2003-11-25.

17<sup>th</sup> Meeting of the Allied Academies. New Frontier Hotel, Las Vegas, Nevada. 2003-10-15 through 2003-10-18.

14<sup>th</sup> Annual Meeting of the Production and Operations Management Society. Hyatt Regency Savannah, Savannah, Georgia. 2003-04-04 through 2003-04-07.

33<sup>rd</sup> Annual Meeting of the Southeast Decision Sciences Institute. Woodlands Hotel & Suites, Williamsburg, Virginia. 2003-02-26 through 2003-02-28.

33<sup>rd</sup> Annual Meeting of the Decision Sciences Institute. San Diego Marriott Hotel and Marina, San Diego, California. 2002-11-23 through 2002-11-26.

31<sup>st</sup> Annual Meeting of the Northeast Decision Sciences Institute. Caribe Hilton Hotel & Casino, San Juan, Puerto Rico. 2002-03-20 through 2002-03-22.

32<sup>nd</sup> Annual Meeting of the Southeast Decision Sciences Institute. The Westin Resort, Hilton Head Island, South Carolina. 2002-02-20 through 2002-02-22.

32<sup>nd</sup> Annual Meeting of the Decision Sciences Institute. San Francisco Marriott, San Francisco, California. 2001-11-17 through 2001-11-20.

2001 International Business & Economics Research Conference. Peppermill Hotel Casino, Reno, Nevada. 2001-10-08 through 2001-10-12.

2001 Annual Meeting of the Midwest Region of the Decision Sciences Institute. Dearborn Inn, Dearborn, Michigan. 2001-10-08 through 2001-10-12.

ERP in the Academic Curriculum. Workshop. Keynote: Bob Jacobs, Indiana University. College of Business Administration, University of Northern Iowa, Cedar Falls, Iowa. 2000-05-19.

31<sup>st</sup> Annual Meeting of the Decision Sciences Institute. Orlando World Marriott, Orlando, Florida. 2000-11-18 through 2000-11-21.

30<sup>th</sup> Annual Meeting of the Decision Sciences Institute. New Orleans Sheraton, New Orleans, Louisiana. 1999-11-20 through 1999-11-23.

Atlanta Area Deming Study Group. Keynote: Dr Stephen Portch, President, University System of Georgia. Georgia Institute of Technology Instructional Center, Atlanta, Georgia. 1999-07-12.

29<sup>th</sup> Annual Meeting of the Decision Sciences Institute. Bally's Las Vegas Hotel Casino Resort, Las Vegas, Nevada. 1998-11-21 through 1998-11-24.

Fall 1998 Conference of the W. Edwards Deming Institute. Courthouse Plaza Quality Hotel, Arlington, Virginia. 1998-10-10 through 1998-10-11.

Spring 1998 Conference of the W. Edwards Deming Institute. Courthouse Plaza Quality Hotel, Arlington, Virginia. 1998-04-25 through 1998-04-26.

28<sup>th</sup> Annual Meeting of the Decision Sciences Institute, San Diego Marriott Hotel & Marina, San Diego, California. 1997-11-22 through 1997-11-25.

Fall 1997 Conference of the W. Edwards Deming Institute. Keynote: H. Thomas Johnson, School of Business Administration, Portland State University, Portland, Oregon. Crystal Gateway Marriott, Arlington, Virginia. 1997-10-11 through 1997-10-12.

Spring 1997 Conference of the W. Edwards Deming Institute. Keynote: Alfie Kohn. Theme: Improvement of Education. Radisson Plaza Pentagon, Alexandria, Virginia. 1997-04-26 through 1997-04-27.

27<sup>th</sup> Annual Meeting of the Southeast Decision Sciences Institute. Atlanta Marriott Northwest, Atlanta, Georgia. 1997-02-26 through 1997-02-28.

1996 Annual Meeting of the Northeast Decision Sciences Institute. Westin Hotel Carambola Beach Resort, St. Croix, United States Virgin Islands. 1996-04-17 through 1996-04-19.

26<sup>th</sup> Annual Meeting of the Southeast Decision Sciences Institute. Charleston, South Carolina. 1996-02-21 through 1996-02-23.

1993 North Carolina MIS Conference. Keynote: Robert W. Zmud. Walker College of Business, Appalachian State University & High Country Inn, Boone, North Carolina. 1993-11-11 through 1993-11-13.

1992 North Carolina MIS Conference. Walker College of Business, Appalachian State University & High Country Inn, Boone, North Carolina. 1992-11-12 through 1992-11-14.

### Journal Reviewing

*International Journal of Integrated Supply Management*. Two articles reviewed.

*International Journal of Production Research*. 2002-08-21 to date. Five articles reviewed.

*International Journal of Quality and Reliability Management*. 2002-08-23 to date. One article reviewed.

*Quality Progress* (Editorial Review Board). 2001-03-21 to date. Acknowledged in masthead.

### Proceedings Reviewing

*Proceedings of the 38<sup>th</sup> Annual Meeting of the Southeast Decision Sciences Institute*. Regal Sun Resort, Orlando, Florida. One paper reviewed. 2008-02-20 through 2008-02-22.

*Proceedings of the 35<sup>th</sup> Annual Meeting of the Northeast Decision Sciences Institute*. Caribe Hilton Hotel & Casino, San Juan, Puerto Rico. One paper reviewed. 2006-03-30 through 2006-04-01.

*Proceedings of the 2005 Annual Meeting of the Northeast Region of Decision Sciences Institute*. Sheraton Society Hill Hotel, Philadelphia, Pennsylvania. Two papers reviewed. 2005-03-30 through 2005-04-01.

*Proceedings of the 2004 Annual Meeting of the Northeast Region of Decision Sciences Institute*. Tropicana Casino and Resort, Atlantic City, New Jersey. Two papers reviewed. 2004-03-24 through 2004-03-26.

*Proceedings of the 34<sup>th</sup> Annual Meeting of the Decision Sciences Institute*. Marriott Wardman Park, Washington, District of Columbia. Two papers reviewed. 2003-11-22 through 2003-11-25.

*Proceedings of the 33<sup>rd</sup> Annual Meeting of the Southeast Decision Sciences Institute*. Woodlands Hotel & Suites, Williamsburg, Virginia. One paper reviewed. 2003-02-26 through 2003-02-28.

*Proceedings of the 2003 Annual Meeting of the Northeast Region of Decision Sciences Institute*. Westin Hotel, Providence, Rhode Island. Three papers reviewed. 2003-03-27 through 2003-03-29.

*Proceedings of the 33<sup>rd</sup> Annual Meeting of the Decision Sciences Institute*. San Diego Marriott Hotel and Marina, San Diego, California. Two papers reviewed. 2002-11-23 through 2002-11-26.

*Proceedings of the 31<sup>st</sup> Annual Meeting of the Western Region of Decision Sciences Institute*. MGM Grand Hotel, Las Vegas, Nevada. Four papers reviewed. 2002-04-02 through 2002-04-06.

*Proceedings of the 2002 Annual Meeting of the Southwest Region of Decision Sciences Institute*. Adam's Mark Hotel, St. Louis, Missouri. Three papers reviewed. 2002-03-06 through 2002-03-09.

*Proceedings of the 32<sup>nd</sup> Annual Meeting of the Decision Sciences Institute*. San Francisco Marriott, San Francisco, California. Three papers reviewed. 2001-11-17 through 2001-11-20.

*Proceedings of the 2001 Annual Meeting of the Midwest Region of Decision Sciences Institute*. Dearborn Inn, Dearborn, Michigan. One paper reviewed. 2001-04-26 through 2001-04-28.

*Proceedings of the 30<sup>th</sup> Annual Meeting of the Decision Sciences Institute.* New Orleans Sheraton, New Orleans, Louisiana. Three papers reviewed. 1999-11-20 through 1999-11-23.

*Proceedings of the 29<sup>th</sup> Annual Meeting of the Decision Sciences Institute.* Bally's Las Vegas Hotel Casino Resort, Las Vegas, Nevada. Four papers reviewed. 1998-11-21 through 119811-24.

*Proceedings of the 28<sup>th</sup> Annual Meeting of the Decision Sciences Institute.* San Diego Marriott Hotel & Marina, San Diego, California. Three papers reviewed. 1997-11-22 through 1197-11-25.

### **Textbook Reviewing**

*Principles Of Supply Chain Management: A Balanced Approach.* 2/e. Joel Wisner, Keong Leong and Keah-Choon Tan. Reviewed Chapter 4—Strategic Sourcing For Successful Supply Chain Management. Acknowledged within 3/e at page xii. 2007-09.

*Operations Management,* 9<sup>th</sup> edition, 2007 (toward 10/e). William J. Stevenson. Irwin/McGraw-Hill. Reviewed Chapter 9—Management of Quality. 2006-10.

*MIS in the Information Age,* 2<sup>nd</sup> edition, 1999 (toward 3/e). Stephen Haag, Maeve Cummings and James Dawkins. 7,984 words. Irwin/McGraw-Hill. Acknowledged within 3/e at page xx. 2001-05.

### **Promotion & Tenure External Reviewing**

Jose Gavidia, College of Charleston, 2005-2006 ay.

### **Track Chairs**

CIS, IS, IT, MIS and Web-based Applications. 37<sup>th</sup> Annual Meeting of the Southeast Decision Sciences Institute. Savannah Marriott Riverfront, Savannah, Georgia. 2007-02-21 through 2007-02-23.

Innovative Education, Pedagogy and Experiential Learning. 36<sup>th</sup> Annual Meeting of the Southeast Decision Sciences Institute. Hilton Wilmington Riverside, Wilmington, North Carolina. 2006-02-22 through 2006-02-24.

Teaching and Pedagogy. 35<sup>th</sup> Annual Meeting of the Southeast Decision Sciences Institute. Raleigh Marriott Crabtree Valley, Raleigh, North Carolina. 2005-02-23 through 2005-02-25.

Production-Operations Management & Total Quality Management. 34<sup>th</sup> Annual Meeting of the Southeast Decision Sciences Institute. Doubletree Guest Suites, Charleston, South Carolina. 2004-02-25 through 2004-02-27.

### **National Committees**

Member Services Committee, Decision Sciences Institute, 2010-2012.

Programs and Meetings Committee, Decision Science Institute, 2004-2006.

### Session Chairs

Track 14 – Quality Management and Six Sigma, Session QM-07 – Quality Topics in General. 14<sup>th</sup> Annual Meeting of the Production and Operations Management Society. Hyatt Regency Savannah, Savannah, Georgia. 2003-04-04 through 2003-04-07.

Session QP11 – Table Topic: Quality Management II, Quality and Productivity Track. 32<sup>nd</sup> Annual Meeting of the Decision Sciences Institute. San Francisco Marriott, San Francisco, California. 2001-11-17 through 2001-11-20.

Quality, Productivity, and Continuous Improvement Track. 2001 Annual Meeting of the Midwest Region of the Decision Sciences Institute. Dearborn Inn, Dearborn, Michigan. 2001-04-26 through 2001-04-28.

Session QP18 – Quality Practices and Performance Outcomes. Quality and Productivity Track. 30<sup>th</sup> Annual Meeting of the Decision Sciences Institute. New Orleans Sheraton, New Orleans, Louisiana. 1999-11-20 through 1999-11-23.

Session PM27-T3: Cells and Groups in Manufacturing. Zzzzz Track. 29<sup>th</sup> Annual Meeting of the Decision Sciences Institute. Bally's Las Vegas Hotel Casino Resort, Las Vegas, Nevada. 1998-11-21 through 1998-11-24.

### Discussant

Continuous product development systems. Martin Starr. *Proceedings of the 33<sup>rd</sup> Annual Meeting of the Southeast Decision Sciences Institute*. Woodlands Hotel & Suites, Williamsburg, Virginia. Pages 124-126. 2002-02-26 through 2002-02-28.

The mechanism of the derivative supply chain. Bin Jiang. *Proceedings of the 33<sup>rd</sup> Annual Meeting of the Southeast Decision Sciences Institute*. Woodlands Hotel & Suites, Williamsburg, Virginia. Pages 383-385. 2002-02-26 through 2002-02-28.

Acceptance charts for low data environment. Donald S. Holmes and A. Erhan Mergen. *Proceedings of the 31<sup>st</sup> Annual Meeting of the Northeast Decision Sciences Institute*. Caribe Hilton Hotel & Casino, San Juan, Puerto Rico. Pages 273-275. 2002-03-20 through 2002-03-22.

ISO/IEC 17025 for ISO-9000 companies: A case study. Charles Apigian. *Proceedings of the 2001 Annual Meeting of the Midwest Region of Decision Sciences Institute*. Dearborn Inn, Dearborn, Michigan. Pages 47-49. 2001-04-26 through 2001-04-28.

The impacts of ISO certification on firm's performance: An American and Australian experience. Suhong Li, S. Subba Rao and T. S. Ragu-Nathan. *Proceedings of the 2001 Annual Meeting of the Midwest Region of Decision Sciences Institute*. Dearborn Inn, Dearborn, Michigan. Pages 50-52. 2001-04-26 through 2001-04-28.

### Miscellaneous

Judge, Student Paper Award. 33<sup>rd</sup> Annual Meeting of the Southeast Decision Sciences Institute. Woodlands Hotel & Suites, Williamsburg, Virginia. 2002-02-26 through 2002-02-28.

### **Institutional Service**

Student Academic Committee (Appellate), East Carolina University, 2016-2017 ay.

University Committee on Academic Integrity, East Carolina University, 2016-2017 ay.

Faculty Grievance (Appellate) Committee, East Carolina University, 2016-2017 ay.

Student Academic Committee (Appellate), East Carolina University, 2015-2016 ay.

University Committee on Academic Integrity, East Carolina University, 2015-2016 ay.

Faculty Grievance (Appellate) Committee, East Carolina University, 2015-2016 ay.

Student Academic Committee (Appellate) (Chair), East Carolina University, 2014-2015 ay.

University Committee on Academic Integrity, East Carolina University, 2014-2015 ay.

Grievance Board, East Carolina University, 2014-2015 ay.

Academic Awards Committee, East Carolina University, 2013-2014 ay.

Student Academic Committee (Appellate) (Chair), East Carolina University, 2013-2014 ay.

University Academic Integrity Board, East Carolina University, 2013-2014 ay.

University Intellectual Property/Patent Committee, East Carolina University, 2013-2014 ay.

Recommendation (Phone Interview), G. Raul Audi (SUNY-Canton). 2013-04-11.

Selection Committee Member, Outstanding Scholar-Athlete Award, Breakfast of Champions, Department of Athletics, 2013-04-03.

Faculty Guest (of Cicely Lopez), Tenth Annual Academic Excellence in Athletics Awards Banquet, East Carolina University. 2013-04-01.

Recommendation (Phone Interview), G. Raul Audi GRA (Wells College). 2013-03-13.

Recommendation (Phone Interview), G. Raul Audi (Ohio University). 2013-02-26. (Hired.)

Academic Awards Committee, East Carolina University, 2012-2013 ay.

Student Academic Committee (Appellate) (Chair), East Carolina University, 2012-2013 ay.

University Academic Integrity Board, East Carolina University, 2012-2013 ay.

University Intellectual Property/Patent Committee, East Carolina University, 2012-2013 ay.

Attendee, University Committee on Academic Integrity, Training. 2012-09-20.

Attendee, University Committee on Academic Integrity, Meet & Greet. 2012-09-20.

Authorized as Peer Classroom Observer, East Carolina University, 2012-2013 ay.

Interviewer, Student-Athlete Exit Interviews, Press Box, Clark-LeClair Stadium, East Carolina University. 2012-05-03.

Attendee, Centra New & Advanced Features Training Session. Facilitator: John Southworth, 2 hours. 2012-03-27.

Attendee, Yammer Overview Training Session. Facilitator: Matt Long, 1 hour. 2012-03-22.

Attendee, Blackboard Creative Content & Organization Training Session. Facilitator: Cindy Bowers, 1 hour. 2012-03-21.

SACS Distance Education Training Modules. 2012-03-20.

Faculty Guest (of Cicely Lopez), Ninth Annual Academic Excellence in Athletics Awards Banquet, East Carolina University. 2012-03-27.

Attendee, Supply Chain Management Area Meeting. 2012-03-12.

Faculty Attendee, University Commencement, East Carolina University. 2011-12-16.

Attendee, Supply Chain Management Area Meeting. 2011-10-17.

Attendee, East Carolina University Supply Chain Management Advisory Board Meeting. 2011-09-30.

Attendee, University Committee on Academic Integrity, Training Module II. 2011-09-30.

Attendee, University Committee on Academic Integrity, Training Module I. 2011-09-09.

Student Academic Committee (Appellate), East Carolina University, 2011-2012 ay.

University Academic Integrity Board, East Carolina University, 2011-2012 ay.

University Intellectual Property/Patent Committee, East Carolina University, 2011-2012 ay.

University Reconsideration Committee (Appellate), Chair, East Carolina University, 2011-2012 ay.

College of Business Student Leadership Coaching/Advising, East Carolina University, 2011-2012 ay.  
12 students coached/advised.

Authorized as Peer Classroom Observer, East Carolina University, 2011-2012 ay.

Recommendation Letters (4), Shannon Arout. 2011-02-14. (Accepted, Masters Program in Speech-Language Pathology, Appalachian State University.)

Attendee, Camtasia Training Session. Facilitator: Ginny Sconiers, 2 hours. 2011-02-09.

Recommendation Letter, Pat Fitzgerald. 2011-01-29.

Attendee, Centra Training Session. Facilitator: John Southworth & Brian Henney, 2 hours. 2011-01-25.

Attendee, East Carolina University Supply Chain Management Advisory Board Meeting. 2010-10-29.

- Attendee, Secrets to Successful Leadership Coaching: A How-To Workshop. Facilitator, Shannan Gibson, 2 hours. 2010-10-20.
- New Proctoring System Training Session. Facilitator: Maggie O'Hara, 1 hour. Individual Session. 2010-10-04.
- Recommendation Letter, Cory Jinette. 2010-09-27.
- University Patent Policy Revision *ad hoc* subcommittee, University Intellectual Property/Patent Committee, East Carolina University, 2010-2011 ay.
- Student Academic Committee (Appellate), East Carolina University, 2010-2011 ay.
- College of Business Student Leadership Coaching/Advising, East Carolina University, 2010-2011 ay. Eleven students coached/advised.
- University Academic Integrity Board, East Carolina University, 2010-2011 ay.
- University Intellectual Property/Patent Committee, East Carolina University, 2010-2011 ay.
- Authorized as Peer Classroom Observer, East Carolina University, 2010-2011 ay.
- University Reconsideration Committee (Appellate), Secretary, East Carolina University, 2010-2011 ay.
- Recommendation Letter, Akintunde Abisogun. 2010-05-18.
- Faculty Attendee, University Commencement, East Carolina University. 2010-05-07.
- Recommendation Telephone Interview, Haven Kornegay. 2010-05. (Hired, Human Resource Associate, UNC-Wilmington.)
- Attendee, Centra software training, East Carolina University. Facilitators: Sharon Collins & Jami Leibowitz. 2010-04-13.
- Faculty Guest (of Kylie Gilmore), Seventh Annual Academic Excellence in Athletics Awards Banquet, East Carolina University. 2010-04-12.
- Recommendation Letter, Kate Christenbury. 2010-03-02. (Hired, Research Specialist, Small Business & Technology Development Center, North Carolina State University.)
- Recommendation Letter, Thomas Iacone. 2009-12-15.
- Recommendation Letter, Anna Spence, 2009-11-02. (Accepted, JD program, UNC-Chapel Hill.)
- College of Business Student Leadership Coaching/Advising, East Carolina University, 2009-2010 ay. Advising week, Fall, 2009.
- Peer Classroom Observer (Online), College of Business, East Carolina University, William Swart. 2009-10-30.
- Peer Classroom Observer (Online), College of Business, East Carolina University, Ken MacLeod. 2009-10-30.

Attendee, iWebFolio Software Training Seminar (East Carolina University College of Business Student Leadership Program management software). 2009-09-21.

College of Business Student Leadership Coaching/Advising, East Carolina University, 2009-2010 ay.  
Six students coached/advised.

Fall Orientation for new College of Business students, East Carolina University. 2009-08-24.

Recommendation Letter (via LinkedIn), Haven Kornegay. 2009-07-09.

Faculty Guest Football Coach (vs UCF), East Carolina University. 2009-09-25 through 2009-09-26.

Faculty Representative, MBA/MSA New Student Orientation, East Carolina University. 2009-08-29.

Authorized as Peer Classroom Observer, East Carolina University, 2009-2010 ay.

University Intellectual Property/Patent Committee, East Carolina University, 2009-2010 ay.

University Academic Integrity Board, East Carolina University, 2009-2010 ay.

University Reconsideration Committee (Appellate), East Carolina University, 2009-2010 ay.

Ceremonial Reader, Beta Gamma Sigma Induction Ceremony, East Carolina University. 2009-04-30.

Peer Classroom Observer (Online), College of Business, East Carolina University, Richard Cook.  
2009-04-30.

Recommendation Letters (2), Kate LeCompte. 2009-04-11. (Accepted and enrolled, MBA Program,  
Rutgers University)

Peer Classroom Observer, College of Business, East Carolina University, Tom Robbins. 2009-03-19.

Recommendation Letters (2), Jordan Mitchell. 2008-12-11. (Accepted and enrolled, Ph.D. program  
in Health Care Management, University of South Carolina.)

Ceremonial Reader, Beta Gamma Sigma Induction Ceremony, East Carolina University. 2008-12-02.

Faculty Attendee, Graduate Business Association Social, East Carolina University. 2008-08-23.

Faculty Representative, MBA/MSA New Student Orientation, East Carolina University. 2008-08-23.

Faculty Panelist, New Student-Athlete Orientation, East Carolina University. 2008-08-18.

Chair, Student Membership Nomination Committee, Beta Gamma Sigma, East Carolina University,  
2008-2009 ay.

University Intellectual Property/Patent Committee, East Carolina University, 2008-2009 ay.

University Academic Integrity Board, East Carolina University, 2008-2009 ay.

University Grievance Board (Appellate), East Carolina University, 2008-2009 ay.

Authorized as Peer Classroom Observer, East Carolina University, 2008-2009 ay.

Ceremonial Reader, Beta Gamma Sigma Induction Ceremony, East Carolina University. 2008-05-01.

Recommendation Letter, Uyi Lawani. 2008-03-13.

Peer Classroom Observer, College of Business, East Carolina University, Jason Oliver. 2008-03-04.

Recommendation Letter, Uyi Lawani. 2008-02-10.

Recommendation Letter, Uyi Lawani. 2007-12-31.

Co-Chair, Student Membership Nomination Committee, Beta Gamma Sigma, Spring term, 2007-2008 ay.

Ceremonial Reader, Beta Gamma Sigma Induction Ceremony, East Carolina University. 2007-11-28.

Faculty Attendee, Graduate Business Association Social, East Carolina University. 2007-11-17.

Recommendation Letter, Gary Bialobrzewski. 2007-11-23.

Recommendation Letter, Uyi Lawani. 2007-11-24.

Faculty Host, College of Business Career Fair Employer Reception, East Carolina University, Greenville, North Carolina. 2007-10-03.

Faculty Host, Family Weekend Buffet, East Carolina University, Greenville, North Carolina. 2007-09-15.

Invited Speaker/Panel, Alpha Kappa Psi Dinner/Social, East Carolina University chapter. 2007-09-12.

Faculty Host, College of Business Welcome Hoopla for Freshman, East Carolina University, Greenville, North Carolina. 2007-08-26.

Board of Directors, American Society for Quality, Section 1126 (Eastern Carolina), East Carolina University, Greenville, North Carolina, 2007-2008 ay.

Co-Advisor, Student Branch/Chapter, American Society for Quality, Section 1126 (Eastern Carolina), East Carolina University, Greenville, North Carolina, 2007-2008 ay.

Authorized as Peer Classroom Observer, East Carolina University, 2007-2008 ay.

University Supervisory (Audit) Committee, ECU Credit Union, East Carolina University, 2007-2008 ay.

University Library Committee, East Carolina University, 2007-2008 ay.

University Intellectual Property/Patent Committee, East Carolina University, 2007-2008 ay.

Research/Creative Activity Committee, College of Business, East Carolina University, 2007-2008 ay.

Ceremonial Reader, Beta Gamma Sigma Induction Ceremony, East Carolina University. 2007-04-25.

Attendee, College of Business Student Scholarship Banquet, East Carolina University. 2007-04-26.

“Single Company Focus” subcommittee of Undergraduate Committee, College of Business, East Carolina University, 2006-2007 ay.

Peer Classroom Observer, Dave Rosenthal, College of Business, East Carolina University. 2007-01-24.

Peer Classroom Observer, Paul Schwager, College of Business, East Carolina University. 2007-01-23.

Ceremonial Reader, Beta Gamma Sigma Induction Ceremony, East Carolina University. 2006-12-08.

Mentor, Resident Assistant Program. Harold Eugene Brown, IV. East Carolina University, 2006-2007 ay.

Independent Study student for credit, Jamie Raub, Omg4493—Quality Management, East Carolina University, Fall, 2006-2007 ay.

Independent Study student for credit, Greg Hayes, Omg4493—Quality Management, East Carolina University, Fall, 2006-2007 ay.

Recommendation Letter, Susan Sakuma, 2006-08-23.

Board of Directors, American Society for Quality, Section 1126 (Eastern Carolina), East Carolina University, Greenville, North Carolina, 2006-2007 ay.

Co-Advisor, Student Branch/Chapter, American Society for Quality, Section 1126 (Eastern Carolina), East Carolina University, Greenville, North Carolina, 2006-2007 ay.

Authorized as Peer Classroom Observer, East Carolina University, 2006-2007 ay.

University Supervisory (Audit) Committee, ECU Credit Union, East Carolina University, 2006-2007 ay.

University Library Committee, East Carolina University, 2006-2007 ay.

University Intellectual Property/Patent Committee, East Carolina University, 2006-2007 ay.

Research/Creative Activity Committee, College of Business, East Carolina University, 2006-2007 ay.

Ceremonial Reader, Beta Gamma Sigma Induction Ceremony, East Carolina University. 2006-04-28.

Representative, Department of Decision Sciences Open House, East Carolina University. 2006-04-08.

Recommendation Letter, Miranda Morton. 2006-04-27. (Hired, Assistant Director of Career Services, College of Business, East Carolina University.)

Authorized as Peer Classroom Observer, East Carolina University, 2005-2006 ay.

Honors by Contract Student, Kyle Paulson, East Carolina University, Spring, 2005-2006 ay.

Honors by Contract Student, Megan Quain, East Carolina University, Spring, 2005-2006 ay.

Honors by Contract Student, Augustus Willis, East Carolina University, Spring, 2005-2006 ay.

Recommendation Letter, Dr. Cuneyt Altinoz. 2006-01-23. (Granted, INS Green Card.)

Recommendation Letter, Jennifer Turcotte. 2006-01-08.

Ceremonial Reader, Beta Gamma Sigma Induction Ceremony, East Carolina University. 2005-12-09.

Recommendation Letter, Gary Bialobrzewski. 2005-12-27.

Department Representative & Speaker, "Taking Care of Business," introduction of Operations Management major to undecided undergraduates. 2005-10-04.

University Supervisory (Audit) Committee, ECU Credit Union, East Carolina University, 2005-2006 ay.

University Library Committee, East Carolina University, 2005-2006 ay.

University Intellectual Property/Patent Committee, East Carolina University, 2005-2006 ay.

Board of Directors, American Society for Quality, Section 1126 (Eastern Carolina), East Carolina University, Greenville, North Carolina, 2005-2006 ay.

Co-Advisor, Student Branch/Chapter, American Society for Quality, Section 1126 (Eastern Carolina), East Carolina University, Greenville, North Carolina, 2005-2006 ay.

Recommendation Letters (3), Paul Meriac. 2005-08-24.

Recommendation Letter, Haven Kornegay. 2005-06-20.

Recommendation Letters (3), Alisha Oliver. 2005-05-20.

Recommendation Letter, David Barnes. 2005-05-10. (Awarded, SEMA (Specialty Equipment Market Association) Scholarship.)

Departmental Representative, Lunch for Stephen Haag, East Carolina University. 2005-04-21.

Departmental Representative, Dinner for Stephen Haag, East Carolina University. 2005-04-20.

Ceremonial Reader, Beta Gamma Sigma Induction Ceremony, East Carolina University. 2005-04-29.

Representative, Department of Decision Sciences Open House, East Carolina University. 2005-03-02.

Ceremonial Reader, Beta Gamma Sigma Induction Ceremony, East Carolina University. 2004-12-03.

Honors by Contract Student, Callie Cribb, East Carolina University, Fall, 2004-2005 ay.

Faculty Host, Family Weekend Buffet, East Carolina University, Greenville, North Carolina. 2004-09-11.

Student Advising. School of Business, East Carolina University, Greenville, North Carolina. 2004-2005 ay. 4 students advised.

Personnel Committee, Department of Decision Sciences, East Carolina University, 2004-2005 ay.

Board of Directors, American Society for Quality, Section 1126 (Eastern Carolina), East Carolina University, Greenville, North Carolina, 2004-2005 ay.

Co-Advisor, Student Branch/Chapter, American Society for Quality, Section 1126 (Eastern Carolina), East Carolina University, Greenville, North Carolina, 2004-2005 ay.

Recommendation Letter, Sejal Patel. 2004-08-22.

Ceremonial Reader, Beta Gamma Sigma Induction Ceremony, East Carolina University. 2004-04-30.

Recommendation Letter, David Barnes. 2004-03-23. (Accepted, MBA Program at The University of Georgia.)

Attendee, East Carolina University College of Business Beta Gamma Sigma Distinguished Lecture Series, James W. Chesnutt, National Spinning Company, City Hotel & Bistro. 2004-03-02.

Honors by Contract Student, David Barnes, East Carolina University, Spring, 2003-2004 ay.

Recommendation, John Altuner. 2004-01-26.

Department of Decision Sciences Representative, Parents' Reception for Fall Graduates, East Carolina University. 2003-12-12.

Ceremonial Reader, Beta Gamma Sigma Induction Ceremony, East Carolina University. 2003-11-21.

Recommendation Letter, Melissa Poag. 2003-11-19.

Faculty Host, Family Weekend Buffet, East Carolina University, Greenville, North Carolina. 2003-10-25.

Board of Directors, American Society for Quality, Section 1126 (Eastern Carolina), East Carolina University, Greenville, North Carolina, 2003-2004 ay.

Co-advisor, Student Branch/Chapter, American Society for Quality, Section 1126 (Eastern Carolina), East Carolina University, Greenville, North Carolina, 2003-2004 ay.

Student Advising. School of Business, East Carolina University, Greenville, North Carolina. 2003-2004 ay. Thirteen students advised.

Personnel Committee, Department of Decision Sciences, East Carolina University, 2003-2004 ay.

Recommendation Letter, Roger Marvinney. 2003-03-30.

Honors by Contract Student, V. James Webb, East Carolina University, Spring, 2002-2003 ay.

*Ad hoc* support, Personnel Committee, Department of Decision Sciences, East Carolina University, 2002-2003 ay.

Interview Table for East Carolina University. 33<sup>rd</sup> Annual Meeting of the Decision Sciences Institute. San Diego Marriott Hotel and Marina, San Diego, California. 2002-11-23 through 2002-11-26.

Board of Directors, American Society for Quality, Section 1126 (Eastern Carolina), East Carolina University, Greenville, North Carolina, 2002-2003 ay.

Co-advisor, Student Branch/Chapter, American Society for Quality, Section 1126 (Eastern Carolina), East Carolina University, Greenville, North Carolina, 2002-2003 ay.

Student Advising. School of Business, East Carolina University, Greenville, North Carolina. 2002-2003 ay. 30 students advised.

University Teaching Grants Committee, *ex-officio* School of Business representative, East Carolina University, Greenville, North Carolina, 2002-2003 ay.

Recommendation Letter, Elizabeth Pruitt. 2002-04-08.

East Carolina University Department of Decision Sciences Board of Advisers Luncheon and Meeting. 2002-02-08.

Interview Table for East Carolina University. 32<sup>nd</sup> Annual Meeting of the Decision Sciences Institute. San Francisco Marriott, San Francisco, California. 2001-11-17 through 2001-11-20.

Representation of East Carolina University at local chapter meeting of NAPM (National Association of Purchasing Managers, Beef Barn, Greenville, North Carolina. 2001-09-11.

Recommendation Letter, Holly Olson. 2001-07-27. (Accepted, Masters in Education program, University of Tulsa.)

Freshman Scholarship Interviewing. College of Business Administration, University of Northern Iowa, Cedar Falls, Iowa. 2001-03-09.

Freshman Scholarship Interviewing. College of Business Administration, University of Northern Iowa, Cedar Falls, Iowa. 2000-02-29.

Recommendation Letter, Jason Byrd. 1999-07-28.

Recommendation Letter, Emily Lai. 1998-07-28.

Recommendation Letter, Jenny Stevens. 1998-07-28. (Accepted, Summer Study Abroad Program, University of Salamanca.)

Recommendation Letter, Erin Cranman. 1998-01-16. (Accepted, JD Program, Emory University.)

Developed, coordinated and chaperoned Shaw Industries (Dalton, Georgia) operations tour and recruiting luncheon for University of Georgia undergraduate business students. Shaw Industries' Dalton complex is the largest manufacturing facility in the state of Georgia. 1997-10-17.

Faculty member, student Decision Sciences Society, East Carolina University, 1993-1994 ay.

Recommendation Letter, Gary Snyder. 1993-02-09.

Faculty member, student Decision Sciences Society, East Carolina University, 1992-1993 ay.

Student Advising. School of Business, East Carolina University, Greenville, North Carolina.  
1993-1994 ay. 20 students advised, 10 students surveyed.

Overall evaluation 4.30, department mean 4.46, institution mean 4.56.

Knowledge of requirements 3.90, department mean 4.36, institution mean 4.51.

Knowledge of information sources 4.10, department mean 4.45, institution mean 4.53.

Availability 4.10, department mean 4.43, institution mean 4.49.

Attitude 5.00, department mean 4.55, institution mean 4.60.

## Instructional Experience

(Values have been adjusted into a five-point scale where required.)

Fall, 2016-2017 ay. College of Business, East Carolina University, Greenville, North Carolina. Operations Management. Omgmt 3123, section 1. Section GPA 3.34. 36 students enrolled, 28 students surveyed. Overall evaluation 4.85. Upper-level departmental mean 4.40. Preparation 4.59. Enthusiasm 4.77. Evaluation methods 4.92. Availability 4.52. Respect 4.82.

Fall, 2016-2017 ay. College of Business, East Carolina University, Greenville, North Carolina. Operations Management. Omgmt 3123, section 2. Section GPA 3.39. 36 students enrolled, 31 students surveyed. Overall evaluation 4.47. Upper-level departmental mean 4.40. Preparation 4.54. Enthusiasm 4.88. Evaluation methods 4.72. Availability 4.49. Respect 4.79.

Fall, 2016-2017 ay. College of Business, East Carolina University, Greenville, North Carolina. Operations Management. Omgmt 3123, section 3. Section GPA 3.73. 37 students enrolled, 37 students surveyed. Overall evaluation 4.75. Upper-level departmental mean 4.40. Preparation 4.61. Enthusiasm 4.81. Evaluation methods 4.75. Availability 4.61. Respect 4.85.

Summer, 2015-2016 ay. College of Business, East Carolina University, Greenville, North Carolina. Operations Management. Omgmt 3123, section 1. Overall positive response rate 85.3%. Section GPA 3.57. 10 students enrolled, 8 students surveyed. Overall evaluation 4.38. Preparation 4.29. Enthusiasm 4.64. Evaluation methods 4.11. Availability 4.73. Respect 4.91.

Summer, 2015-2016 ay. College of Business, East Carolina University, Greenville, North Carolina. Operations Management. Omgmt 3123, section 2. Overall positive response rate 94.5%. Section GPA 3.84. 16 students enrolled, 15 students surveyed. Overall evaluation 4.76. Preparation 4.57. Enthusiasm 4.90. Evaluation methods 4.71. Availability 4.90. Respect 4.90.

Spring, 2015-2016 ay. College of Business, East Carolina University, Greenville, North Carolina. Operations Management. Omgmt 3123, section 1. Overall positive response rate 92.8%. Section GPA 3.61. 39 students enrolled, 36 students surveyed. Overall evaluation 4.82. Preparation 4.37. Enthusiasm 4.74. Evaluation methods 4.66. Availability 4.60. Respect 4.88.

Spring, 2015-2016 ay. College of Business, East Carolina University, Greenville, North Carolina. Operations Management. Omgmt 3123, section 2. Overall positive response rate 94.2%. Section GPA 3.49. 39 students enrolled, 30 students surveyed. Overall evaluation 4.74. Preparation 4.50. Enthusiasm 4.81. Evaluation methods 4.81. Availability 4.71. Respect 4.79.

Spring, 2015-2016 ay. College of Business, East Carolina University, Greenville, North Carolina. Operations Management. Omgmt 3123, section 3. Overall positive response rate 93.5%. Section GPA 3.67. 38 students enrolled, 37 students surveyed. Overall evaluation 4.71. Preparation 4.40. Enthusiasm 4.79. Evaluation methods 4.52. Availability 4.71. Respect 4.86.

Fall, 2015-2016 ay. College of Business, East Carolina University, Greenville, North Carolina. Operations Management. Omgmt 3123, section 5. Overall positive response rate 94.3%. Section GPA 3.65. 38 students enrolled, 35 students surveyed. Overall evaluation 4.73. Preparation 4.29. Enthusiasm 4.86. Evaluation methods 4.76. Availability 4.49. Respect 4.76.

Fall, 2015-2016 ay. College of Business, East Carolina University, Greenville, North Carolina. Operations Management. Omgmt 3123, section 6. Overall positive response rate 92.2%. Section GPA 3.62. 38 students enrolled, 35 students surveyed. Overall evaluation 4.69. Preparation 4.47. Enthusiasm 4.76. Evaluation methods 4.67. Availability 4.47. Respect 4.88.

Fall, 2015-2016 ay. College of Business, East Carolina University, Greenville, North Carolina. Operations Management. Omgmt 3123, section 7. Overall positive response rate 96.7%. Section GPA 3.55. 37 students enrolled, 35 students surveyed. Overall evaluation 4.73. Preparation 4.47. Enthusiasm 4.78. Evaluation methods 4.71. Availability 4.41. Respect 4.86.

Summer, 2014-2015 ay. College of Business, East Carolina University, Greenville, North Carolina. Operations Management. Omgmt 3123, section 1. Overall positive response rate 98.9%. Section GPA 3.57. 6 students enrolled, 6 students surveyed. Overall evaluation 5.00. Preparation 4.52. Enthusiasm 5.00. Evaluation methods 4.88. Availability 4.88. Respect 5.00.

Summer, 2014-2015 ay. College of Business, East Carolina University, Greenville, North Carolina. Operations Management. Omgmt 3123, section 2. Overall positive response rate 96.6%. Section GPA 3.62. 9 students enrolled, 8 students surveyed. Overall evaluation 4.82. Preparation 4.20. Enthusiasm 4.91. Evaluation methods 4.46. Availability 4.64. Respect 4.73.

Spring, 2014-2015 ay. College of Business, East Carolina University, Greenville, North Carolina. Operations Management. Omgmt 3123, section 1. Overall positive response rate 94.6%. Section GPA 3.66. 36 students enrolled, 32 students surveyed. Overall evaluation 4.60. Preparation 4.22. Enthusiasm 4.82. Evaluation methods 4.42. Availability 4.49. Respect 4.80.

Spring, 2014-2015 ay. College of Business, East Carolina University, Greenville, North Carolina. Operations Management. Omgmt 3123, section 2. Overall positive response rate 91.6%. Section GPA 3.69. 36 students enrolled, 33 students surveyed. Overall evaluation 4.61. Preparation 3.87. Enthusiasm 4.65. Evaluation methods 4.48. Availability 4.35. Respect 4.85.

Spring, 2014-2015 ay. College of Business, East Carolina University, Greenville, North Carolina. Operations Management. Omgmt 3123, section 3. Overall positive response rate 94.3%. Section GPA 3.55. 35 students enrolled, 33 students surveyed. Overall evaluation 4.72. Preparation 4.61. Enthusiasm 4.85. Evaluation methods 4.46. Availability 4.63. Respect 4.85.

Fall, 2014-2015 ay. College of Business, East Carolina University, Greenville, North Carolina. Operations Management. Omgmt 3123, section 5. Overall positive response rate 93.7%. Section GPA 3.12. 35 students enrolled, 25 students surveyed. Overall evaluation 4.63. Preparation 4.37. Enthusiasm 4.69. Evaluation methods 4.46. Availability 4.31. Respect 4.77.

Fall, 2014-2015 ay. College of Business, East Carolina University, Greenville, North Carolina. Operations Management. Omgmt 3123, section 6. Overall positive response rate 97.2%. Section GPA 3.51. 36 students enrolled, 32 students surveyed. Overall evaluation 4.82. Preparation 4.44. Enthusiasm 4.82. Evaluation methods 4.73. Availability 4.62. Respect 4.84.

Fall, 2014-2015 ay. College of Business, East Carolina University, Greenville, North Carolina. Operations Management. Omgmt 3123, section 7. Overall positive response rate 98.9%. Section GPA 3.71. 37 students enrolled, 37 students surveyed. Overall evaluation 4.86. Preparation 4.46. Enthusiasm 4.86. Evaluation methods 4.86. Availability 4.56. Respect 4.90.

Fall, 2014-2015 ay. College of Business, East Carolina University, Greenville, North Carolina. Operations Management. Omgmt 3123, section 8. Overall positive response rate 96.7%. Section GPA 3.43. 36 students enrolled, 34 students surveyed. Overall evaluation 4.68. Preparation 4.41. Enthusiasm 4.81. Evaluation methods 4.62. Availability 4.62. Respect 4.89.

Spring, 2013-2014 ay. College of Business, East Carolina University, Greenville, North Carolina. Operations Management. Omgmt 3123, section 1. Overall positive response rate 85.8%. Section GPA 3.53. 34 students enrolled, 25 students surveyed. Overall evaluation 4.46. Preparation 4.43. Enthusiasm 4.66. Evaluation methods 4.57. Availability 4.09. Respect 4.51.

Spring, 2013-2014 ay. College of Business, East Carolina University, Greenville, North Carolina. Operations Management. Omgmt 3123, section 2. Overall positive response rate 94.5%. Section GPA 3.74. 33 students enrolled, 29 students surveyed. Overall evaluation 4.73. Preparation 4.48. Enthusiasm 4.80. Evaluation methods 4.83. Availability 4.63. Respect 4.93.

Spring, 2013-2014 ay. College of Business, East Carolina University, Greenville, North Carolina. Operations Management. Omgmt 3123, section 3. Overall positive response rate 92.4%. Section GPA 3.74. 34 students enrolled, 29 students surveyed. Overall evaluation 4.51. Preparation 3.84. Enthusiasm 4.53. Evaluation methods 4.66. Availability 4.46. Respect 4.66.

Spring, 2013-2014 ay. College of Business, East Carolina University, Greenville, North Carolina. Operations Management. Omgmt 3123, section 4. Overall positive response rate 92.3%. Section GPA 3.57. 34 students enrolled, 30 students surveyed. Overall evaluation 4.67. Preparation 4.33. Enthusiasm 4.67. Evaluation methods 4.74. Availability 4.31. Respect 4.74.

Fall, 2013-2014 ay. College of Business, East Carolina University, Greenville, North Carolina. Operations Management. Omgmt 3123, section 5. Overall positive response rate 90.0%. Section GPA 3.12. 35 students enrolled, 33 students surveyed. Overall evaluation 4.68. Preparation 4.57. Enthusiasm 4.81. Evaluation methods 4.63. Availability 4.37. Respect 4.72.

Fall, 2013-2014 ay. College of Business, East Carolina University, Greenville, North Carolina. Operations Management. Omgmt 3123, section 6. Overall positive response rate 86.5%. Section GPA 3.67. 35 students enrolled, 34 students surveyed. Overall evaluation 4.64. Preparation 4.33. Enthusiasm 4.85. Evaluation methods 4.62. Availability 4.45. Respect 4.64.

Fall, 2013-2014 ay. College of Business, East Carolina University, Greenville, North Carolina. Operations Management. Omgmt 3123, section 7. Overall positive response rate 97.8%. Section GPA 3.14. 35 students enrolled, 33 students surveyed. Overall evaluation 4.89. Preparation 4.57. Enthusiasm 4.89. Evaluation methods 4.96. Availability 4.76. Respect 4.87.

Fall, 2013-2014 ay. College of Business, East Carolina University, Greenville, North Carolina. Operations Management. Omgmt 3123, section 8. Overall positive response rate 94.7%. Section GPA 3.75. 35 students enrolled, 32 students surveyed. Overall evaluation 4.78. Preparation 4.31. Enthusiasm 4.82. Evaluation methods 4.71. Availability 4.60. Respect 4.78.

Summer, 2012-2013 ay. College of Business, East Carolina University, Greenville, North Carolina. Operations Management. Omgmt 3123, section 1. Overall positive response rate 96.5%. Section GPA 3.49. 15 students enrolled, 15 students surveyed. Overall evaluation 4.81. Preparation 4.24. Enthusiasm 4.90. Evaluation methods 4.90. Availability 4.95. Respect 4.76.

Summer, 2012-2013 ay. College of Business, East Carolina University, Greenville, North Carolina. Operations Management. Omgmt 3123, section 2. Overall positive response rate 94.3%. Section GPA 3.56. 18 students enrolled, 18 students surveyed. Overall evaluation 4.88. Preparation 4.56. Enthusiasm 4.92. Evaluation methods 4.68. Availability 4.54. Respect 4.92.

Spring, 2012-2013 ay. College of Business, East Carolina University, Greenville, North Carolina. Operations Management. Omgmt 3123, section 1. Overall positive response rate 94.9%. Section GPA 3.07. 16 students enrolled, 13 students surveyed. Overall evaluation 4.41. Preparation 3.93. Enthusiasm 4.69. Evaluation methods 4.34. Availability 4.18. Respect 4.90.

Spring, 2012-2013 ay. College of Business, East Carolina University, Greenville, North Carolina. Operations Management. Omgmt 3123, section 2. Overall positive response rate 93.6%. Section GPA 2.79. 34 students enrolled, 25 students surveyed. Overall evaluation 4.68. Preparation 4.26. Enthusiasm 4.77. Evaluation methods 4.59. Availability 4.35. Respect 4.72.

Spring, 2012-2013 ay. College of Business, East Carolina University, Greenville, North Carolina. Operations Management. Omgmt 3123, section 3. Overall positive response rate 95.5%. Section GPA 3.34. 34 students enrolled, 31 students surveyed. Overall evaluation 4.40. Preparation 3.85. Enthusiasm 4.68. Evaluation methods 4.38. Availability 4.24. Respect 4.65.

Fall, 2012-2013 ay. College of Business, East Carolina University, Greenville, North Carolina. Operations Management. Omgmt 3123, section 1. Section GPA 3.15. 33 students enrolled, 25 students surveyed. Overall evaluation 4.56. College of Business mean 4.38. Institution mean 4.45. Preparation 4.54. Enthusiasm 4.71. Evaluation methods 4.63. Availability 4.41. Respect 4.51.

Fall, 2012-2013 ay. College of Business, East Carolina University, Greenville, North Carolina. Operations Management. Omgmt 3123, section 2. Section GPA 3.09. 33 students enrolled, 32 students surveyed. Overall evaluation 4.55. College of Business mean 4.38. Institution mean 4.45. Preparation 4.63. Enthusiasm 4.72. Evaluation methods 4.56. Availability 4.41. Respect 4.40.

Fall, 2012-2013 ay. College of Business, East Carolina University, Greenville, North Carolina. Operations Management. Omgmt 3123, section 3. Section GPA 3.28. 32 students enrolled, 32 students surveyed. Overall evaluation 4.39. College of Business mean 4.38. Institution mean 4.45. Preparation 4.26. Enthusiasm 4.53. Evaluation methods 4.41. Availability 4.34. Respect 4.42.

Summer, 2011-2012 ay. College of Business, East Carolina University, Greenville, North Carolina. Operations Management. Omgmt 3123, section 1. Section GPA 3.28. 18 students enrolled, 17 students surveyed. Overall evaluation 4.71. College of Business mean 4.63. Institution mean 4.60. Preparation 4.39. Enthusiasm 4.62. Evaluation methods 4.45. Availability 4.51. Respect 4.66.

Summer, 2011-2012 ay. College of Business, East Carolina University, Greenville, North Carolina. Operations Management. Omgmt 3123, section 2. Section GPA 3.36. 11 students enrolled, 11 students surveyed. Overall evaluation 4.94. College of Business mean 4.63. Institution mean 4.60. Preparation 4.76. Enthusiasm 5.00. Evaluation methods 5.00. Availability 5.00. Respect 5.00.

Spring, 2011-2012 ay. College of Business, East Carolina University, Greenville, North Carolina. Operations Management. Omgmt 3123, section 1. Section GPA 2.88. 33 students enrolled, 29 students surveyed. Overall evaluation 4.05. College of Business mean 4.41. Institution mean 4.48. Preparation 3.57. Enthusiasm 4.26. Evaluation methods 3.57. Availability 3.86. Respect 4.46.

Spring, 2011-2012 ay. College of Business, East Carolina University, Greenville, North Carolina. Operations Management. Omgmt 3123, section 2. Section GPA 3.00. 33 students enrolled, 28 students surveyed. Overall evaluation 4.44. College of Business mean 4.41. Institution mean 4.48. Preparation 4.58. Enthusiasm 4.79. Evaluation methods 4.29. Availability 4.51. Respect 4.76.

Spring, 2011-2012 ay. College of Business, East Carolina University, Greenville, North Carolina. Operations Management (online). Omgmt 3123, section 603. Section GPA 2.84. 25 students enrolled, 19 students surveyed. Overall evaluation 4.18. College of Business mean 4.44. Institution mean 4.50. Preparation 4.06. Enthusiasm 4.14. Evaluation methods 4.36. Availability 4.11. Respect 3.80.

Fall, 2011-2012 ay. College of Business, East Carolina University, Greenville, North Carolina. Operations Management. Omgmt 3123, section 1. Section GPA 2.91. 35 students enrolled, 31 students surveyed. Overall evaluation 4.51. College of Business mean 4.38. Institution mean 4.43. Preparation 4.21. Enthusiasm 4.63. Evaluation methods 4.52. Availability 4.52. Respect 4.75.

Fall, 2011-2012 ay. College of Business, East Carolina University, Greenville, North Carolina. Operations Management. Omgmt 3123, section 2. Section GPA 2.82. 34 students enrolled, 28 students surveyed. Overall evaluation 4.71. College of Business mean 4.40. Institution mean 4.43. Preparation 4.31. Enthusiasm 4.68. Evaluation methods 4.33. Availability 4.48. Respect 4.75.

Fall, 2011-2012 ay. College of Business, East Carolina University, Greenville, North Carolina. Operations Management (online). Omgmt 3123, section 602. Section GPA 2.92. 26 students enrolled, 9 students surveyed. Overall evaluation 3.76. College of Business mean 4.44. Institution mean 4.42. Preparation 3.73. Enthusiasm 3.89. Evaluation methods 3.65. Availability 2.98. Respect 3.31.

Summer, 2010-2011 ay. College of Business, East Carolina University, Greenville, North Carolina. Operations Management. Omgmt 3123, section 1. Section GPA 3.00. 23 students enrolled, 20 students surveyed. Overall evaluation 4.46. (College and Institution means for this term unavailable). Preparation 3.61. Enthusiasm 4.68. Evaluation methods 4.29. Availability 4.36. Respect 4.75.

Summer, 2010-2011 ay. College of Business, East Carolina University, Greenville, North Carolina. Operations Management. Omgmt 3123, section 2. Section GPA 3.43. 14 students enrolled, 14 students surveyed. Overall evaluation 5.00. (College and Institution means for this term unavailable). Preparation 4.85. Enthusiasm 4.85. Evaluation methods 4.69. Availability 4.80. Respect 5.00.

Spring, 2010-2011 ay. College of Business, East Carolina University, Greenville, North Carolina. Operations Management. Omgmt 3123, section 5. Section GPA 2.89. 35 students enrolled, 29 students surveyed. Overall evaluation 4.17. College of Business mean 4.46. Institution mean 4.46. Preparation 3.99. Enthusiasm 4.46. Evaluation methods 4.16. Availability 4.11. Respect 3.81.

Spring, 2010-2011 ay. College of Business, East Carolina University, Greenville, North Carolina. Operations Management. Omgmt 3123, section 6. Section GPA 3.00. 35 students enrolled, 28 students surveyed. Overall evaluation 4.67. College of Business mean 4.46. Institution mean 4.46. Preparation 4.64. Enthusiasm 4.71. Evaluation methods 4.79. Availability 4.68. Respect 4.56.

Spring, 2010-2011 ay. College of Business, East Carolina University, Greenville, North Carolina. Operations Management (online). Omgmt 3123, section 603. Section GPA 1.96. 23 students enrolled, 19 students surveyed. Overall evaluation 4.22. College of Business mean 4.46. Institution mean 4.52. Preparation 4.33. Enthusiasm 4.41. Evaluation methods 4.21. Availability 3.76. Respect 4.21.

Fall, 2010-2011 ay. College of Business, East Carolina University, Greenville, North Carolina. Operations Management. Omgmt 3123, section 1. Section GPA 3.09. 34 students enrolled, 30 students surveyed. Overall evaluation 4.67. College of Business mean 4.38. Institution mean 4.43. Preparation 4.44. Enthusiasm 4.81. Evaluation methods 4.58. Availability 4.43. Respect 4.74.

Fall, 2010-2011 ay. College of Business, East Carolina University, Greenville, North Carolina. Operations Management (online). Omgmt 3123, section 601. Section GPA 2.44. 25 students enrolled, 8 students surveyed. Overall evaluation 3.96. College of Business mean 4.59. Institution mean 4.51. Preparation 4.39. Enthusiasm 3.36. Evaluation methods 4.02. Availability 4.29. Respect 3.34.

Fall, 2010-2011 ay. College of Business, East Carolina University, Greenville, North Carolina. Operations Management (online). Omgmt 3123, section 602. Section GPA 2.88. 24 students enrolled, 15 students surveyed. Overall evaluation 4.17. College of Business mean 4.59. Institution mean 4.51. Preparation 4.16. Enthusiasm 4.05. Evaluation methods 3.95. Availability 4.29. Respect 4.41.

Summer, 2009-2010 ay. College of Business, East Carolina University, Greenville, North Carolina. Operations Management. Omgmt 3123, section 1. Section GPA 2.93. 27 students enrolled, 23 students surveyed. Overall evaluation 4.58. (College and Institution means for this term unavailable). Preparation 4.24. Enthusiasm 4.94. Evaluation methods 4.63. Availability 4.63. Respect 4.78.

Summer, 2009-2010 ay. College of Business, East Carolina University, Greenville, North Carolina. Operations Management. Omgmt 3123, section 2. Section GPA 2.92. 26 students enrolled, 24 students surveyed. Overall evaluation 4.13. (College and Institution means for this term unavailable). Preparation 3.75. Enthusiasm 4.61. Evaluation methods 4.05. Availability 4.32. Respect 4.63.

Spring, 2009-2010 ay. College of Business, East Carolina University, Greenville, North Carolina. Operations Management. Omgmt 3123, section 5. Section GPA 3.12. 34 students enrolled, 30 students surveyed. Overall evaluation 4.52. College of Business mean 4.39. Institution mean 4.44. Preparation 4.67. Enthusiasm 4.86. Evaluation methods 4.45. Availability 4.53. Respect 4.69.

Spring, 2009-2010 ay. College of Business, East Carolina University, Greenville, North Carolina. Operations Management. Omgmt 3123, section 6. Section GPA 2.89. 35 students enrolled, 32 students surveyed. Overall evaluation 4.51. College of Business mean 4.39. Institution mean 4.44. Preparation 4.65. Enthusiasm 4.62. Evaluation methods 4.38. Availability 4.60. Respect 4.60.

Spring, 2009-2010 ay. College of Business, East Carolina University, Greenville, North Carolina. Operations Management (online). Omgmt 3123, section 603. Section GPA 3.00. 25 students enrolled, 23 students surveyed. Overall evaluation 3.95. College of Business mean 4.41. Institution mean 4.51. Preparation 4.16. Enthusiasm 3.93. Evaluation methods 3.98. Availability 3.49. Respect 4.19.

Fall, 2009-2010 ay. College of Business, East Carolina University, Greenville, North Carolina. Operations Management. Omgmt 3123, section 6. Section GPA 3.03. 36 students enrolled, 33 students surveyed. Overall evaluation 4.65. College of Business mean 4.33. Institution mean 4.40. Preparation 4.70. Enthusiasm 4.70. Evaluation methods 4.61. Availability 4.49. Respect 4.74.

Fall, 2009-2010 ay. College of Business, East Carolina University, Greenville, North Carolina. Operations Management. Omgmt 3123, section 7. Section GPA 2.92. 38 students enrolled, 34 students surveyed. Overall evaluation 4.55. College of Business mean 4.33. Institution mean 4.40. Preparation 4.54. Enthusiasm 4.64. Evaluation methods 4.60. Availability 4.26. Respect 4.71.

Fall, 2009-2010 ay. College of Business, East Carolina University, Greenville, North Carolina. Quality Management (online). Omgmt 4493/6493, sections 061/601/661. Section GPA 2.35. 23 students enrolled, 7 students surveyed. Overall evaluation 3.67. College of Business mean 4.39. Institution mean 4.59. Preparation 3.11. Enthusiasm 3.98. Evaluation methods 3.16. Availability 4.39. Respect 3.71.

Summer, 2008-2009 ay. College of Business, East Carolina University, Greenville, North Carolina. Operations Management. Omgmt 3123, section 2. Section GPA 3.42. 19 students enrolled, 17 students surveyed. Overall evaluation 4.37. College of Business mean 4.49. Institution mean 4.49. Preparation 4.54. Enthusiasm 4.49. Evaluation methods 4.51. Availability 4.41. Respect 4.71.

Summer, 2008-2009 ay. College of Business, East Carolina University, Greenville, North Carolina. Operations Management. Omgmt 3123, section 1. Section GPA 3.07. 15 students enrolled, 12 students surveyed. Overall evaluation 4.64. College of Business mean 4.49. Institution mean 4.49. Preparation 4.49. Enthusiasm 4.76. Evaluation methods 4.41. Availability 4.50. Respect 4.88.

Spring, 2008-2009 ay. College of Business, East Carolina University, Greenville, North Carolina. Operations Management. Omgmt 3123, section 5. Section GPA 2.93. 45 students enrolled, 43 students surveyed. Overall evaluation 4.69. College of Business mean 4.27. Institution mean 4.34. Preparation 4.62. Enthusiasm 4.74. Evaluation methods 4.65. Availability 4.46. Respect 4.74.

Spring, 2008-2009 ay. College of Business, East Carolina University, Greenville, North Carolina. Operations Management. Omgmt 3123, section 6. Section GPA 3.00. 33 students enrolled, 31 students surveyed. Overall evaluation 4.56. College of Business mean 4.27. Institution mean 4.34. Preparation 4.56. Enthusiasm 4.81. Evaluation methods 4.45. Availability 4.39. Respect 4.62.

Spring, 2008-2009 ay. College of Business, East Carolina University, Greenville, North Carolina. Operations Management. Omgmt 3123, section 7. Section GPA 3.10. 31 students enrolled, 30 students surveyed. Overall evaluation 4.21. College of Business mean 4.27. Institution mean 4.34. Preparation 4.14. Enthusiasm 4.55. Evaluation methods 4.31. Availability 4.34. Respect 4.59.

Fall, 2008-2009 ay. College of Business, East Carolina University, Greenville, North Carolina. Operations Management. Omgmt 3123, section 7. Section GPA 3.00. 33 students enrolled, 30 students surveyed. Overall evaluation 4.26. College of Business mean 4.20. Institution mean 4.28. Preparation 4.34. Enthusiasm 4.76. Evaluation methods 4.31. Availability 4.45. Respect 4.68.

Fall, 2008-2009 ay. College of Business, East Carolina University, Greenville, North Carolina. Operations Management. Omgmt 3123, section 8. Section GPA 2.89. 35 students enrolled, 30 students surveyed. Overall evaluation 4.38. College of Business mean 4.20. Institution mean 4.28. Preparation 4.51. Enthusiasm 4.63. Evaluation methods 4.56. Availability 4.76. Respect 4.86.

Fall, 2008-2009 ay. College of Business, East Carolina University, Greenville, North Carolina. Quality Management (online). Omgmt 4493/6493, section 1. Section GPA 2.64. 22 students enrolled, 20 students surveyed. Overall evaluation 3.86. College of Business mean 4.37. Institution mean 4.41. Preparation 4.54. Enthusiasm 4.20. Evaluation methods 3.87. Availability 3.81. Respect 4.33.

Summer, 2007-2008 ay. College of Business, East Carolina University, Greenville, North Carolina. Operations Management. Omgmt 3123, section 1. Section GPA 2.63. 27 students enrolled, 22 students surveyed. Overall evaluation 4.61. College of Business mean 4.56. Institution mean 4.65. Preparation 4.41. Enthusiasm 4.83. Evaluation methods 4.81. Availability 4.56. Respect 4.58.

Summer, 2007-2008 ay. College of Business, East Carolina University, Greenville, North Carolina. Operations Management. Omgmt 3123, section 2. Section GPA 3.00. 24 students enrolled, 19 students surveyed. Overall evaluation 4.51. College of Business mean 4.56. Institution mean 4.65. Preparation 4.62. Enthusiasm 4.74. Evaluation methods 4.59. Availability 4.66. Respect 4.85.

Spring, 2007-2008 ay. College of Business, East Carolina University, Greenville, North Carolina. Operations Management. Omgmt 3123, section 5. Section GPA 2.97. 34 students enrolled, 34 students surveyed. Overall evaluation 4.41. College of Business mean 4.31. Institution mean 4.34. Preparation 4.29. Enthusiasm 4.39. Evaluation methods 4.41. Availability 4.24. Respect 4.62.

Spring, 2007-2008 ay. College of Business, East Carolina University, Greenville, North Carolina. Operations Management. Omgmt 3123, section 6. Section GPA 2.76. 34 students enrolled, 32 students surveyed. Overall evaluation 4.59. College of Business mean 4.31. Institution mean 4.34. Preparation 4.74. Enthusiasm 4.86. Evaluation methods 4.56. Availability 4.64. Respect 4.91.

Spring, 2007-2008 ay. College of Business, East Carolina University, Greenville, North Carolina. MBA Operations Management (online). Omgmt 6213, section 1. Section GPA 3.41. 27 students enrolled, 27 students surveyed. Overall evaluation 4.13. College of Business mean 4.26. Institution mean 4.42. Preparation 4.36. Enthusiasm 4.26. Evaluation methods 4.07. Availability 4.59. Respect 4.23.

Fall, 2007-2008 ay. College of Business, East Carolina University, Greenville, North Carolina. Operations Management. Omgmt 3123, section 6. Section GPA 2.52. 33 students enrolled, 31 students surveyed. Overall evaluation 4.13. College of Business mean 4.16. Institution mean 4.23. Preparation 3.94. Enthusiasm 4.26. Evaluation methods 4.02. Availability 3.74. Respect 3.24.

Fall, 2007-2008 ay. College of Business, East Carolina University, Greenville, North Carolina. Operations Management. Omgmt 3123, section 7. Section GPA 2.55. 33 students enrolled, 32 students surveyed. Overall evaluation 4.15. College of Business mean 4.16. Institution mean 4.23. Preparation 3.87. Enthusiasm 4.31. Evaluation methods 3.93. Availability 3.93. Respect 4.33.

Fall, 2007-2008 ay. College of Business, East Carolina University, Greenville, North Carolina. Quality Management. Omgmt 4493/6493, section 1. Section GPA 2.81. 16 students enrolled, 8 students surveyed. Overall evaluation 3.75. College of Business mean 4.39. Institution mean 4.34. Preparation 3.86. Enthusiasm 3.98. Evaluation methods 3.93. Availability 3.57. Respect 3.78.

Summer, 2006-2007 ay. College of Business, East Carolina University, Greenville, North Carolina. Operations Management. Omgmt 3123, section 1. Section GPA 3.31. 13 students enrolled, 9 students surveyed. Overall evaluation 4.68. (College and Institution means for this term unavailable). Preparation 4.68. Enthusiasm 4.68. Evaluation methods 4.60. Availability 4.68. Respect 4.68.

Summer, 2006-2007 ay. College of Business, East Carolina University, Greenville, North Carolina. Operations Management. Omgmt 3123, section 2. Section GPA 2.50. 4 students enrolled, 3 students surveyed. Overall evaluation 4.52. (College and Institution means for this term unavailable). Preparation 4.76. Enthusiasm 4.76. Evaluation methods 4.52. Availability 5.00. Respect 4.05.

Spring, 2006-2007 ay. College of Business, East Carolina University, Greenville, North Carolina. Operations Management. Omgmt 3123, section 5. Section GPA 2.97. 36 students enrolled, 19 students surveyed. Overall evaluation 4.76. College of Business mean 4.31. Institution mean 4.29. Preparation 4.74. Enthusiasm 4.85. Evaluation methods 4.77. Availability 4.49. Respect 4.89.

Spring, 2006-2007 ay. College of Business, East Carolina University, Greenville, North Carolina. Operations Management. Omgmt 3123, section 6. Section GPA 2.94. 34 students enrolled, 12 students surveyed. Overall evaluation 4.74. College of Business mean 4.31. Institution mean 4.29. Preparation 4.70. Enthusiasm 4.64. Evaluation methods 4.64. Availability 4.29. Respect 4.76.

Spring, 2006-2007 ay. College of Business, East Carolina University, Greenville, North Carolina. MBA Operations Management (online). Omgmt 6213, section 1. Section GPA 3.22. 18 students enrolled, 10 students surveyed. Overall evaluation 4.64. College of Business mean 4.44. Institution mean 4.44. Preparation 4.60. Enthusiasm 4.76. Evaluation methods 4.64. Availability 4.76. Respect 4.79.

Fall, 2006-2007 ay. College of Business, East Carolina University, Greenville, North Carolina. Operations Management. Omgmt 3123, section 6. Section GPA 3.38. 34 students enrolled, 31 students surveyed. Overall evaluation 4.51. College of Business mean 4.21. Institution mean 4.28. Preparation 4.19. Enthusiasm 4.72. Evaluation methods 4.51. Availability 4.52. Respect 4.61.

Fall, 2006-2007 ay. College of Business, East Carolina University, Greenville, North Carolina. Operations Management. Omgmt 3123, section 7. Section GPA 3.09. 35 students enrolled, 30 students surveyed. Overall evaluation 4.39. College of Business mean 4.21. Institution mean 4.28. Preparation 4.36. Enthusiasm 4.50. Evaluation methods 4.31. Availability 4.46. Respect 4.81.

Fall, 2006-2007 ay. College of Business, East Carolina University, Greenville, North Carolina. Operations Management. Omgmt 3123, section 8. Section GPA 3.47. 17 students enrolled, 11 students surveyed. Overall evaluation 3.64. (Course opened during late add period.) College of Business mean 4.21. Institution mean 4.28. Preparation 3.31. Enthusiasm 4.35. Evaluation methods 4.29. Availability 4.74. Respect 4.29.

Summer, 2005-2006 ay. College of Business, East Carolina University, Greenville, North Carolina. Operations Management. Omgmt 3123, section 1. Section GPA 3.10. 21 students enrolled, 15 students surveyed. Overall evaluation 4.33. College of Business mean 4.37. Institution mean 4.33. Preparation 4.62. Enthusiasm 4.71. Evaluation methods 4.62. Availability 4.38. Respect 4.62.

Summer, 2005-2006 ay. College of Business, East Carolina University, Greenville, North Carolina. Operations Management. Omgmt 3123, section 2. Section GPA 3.33. 6 students enrolled, 5 students surveyed. Overall evaluation 4.43. College of Business mean 4.37. Institution mean 4.33. Preparation 4.43. Enthusiasm 4.29. Evaluation methods 3.14. Availability 4.29. Respect 4.57.

Spring, 2005-2006 ay. College of Business, East Carolina University, Greenville, North Carolina. MBA Operations Management. Omgmt 6213, section 1. Section GPA 3.60. 20 students enrolled, 17 students surveyed. Overall evaluation 4.69. College of Business mean 4.58. Institution mean 4.37. Preparation 4.29. Enthusiasm 4.69. Evaluation methods 4.51. Availability 4.57. Respect 4.91.

Spring, 2005-2006 ay. College of Business, East Carolina University, Greenville, North Carolina. Operations Management. Omgmt 6213, section 3. Section GPA 3.16. 38 students enrolled, 20 students surveyed. Overall evaluation 4.62. College of Business mean 4.37. Institution mean 4.33. Preparation 4.41. Enthusiasm 4.55. Evaluation methods 4.64. Availability 4.48. Respect 4.85.

Spring, 2005-2006 ay. College of Business, East Carolina University, Greenville, North Carolina. Operations Management. Omgmt 6213, section 4. Section GPA 3.35. 40 students enrolled, 27 students surveyed. Overall evaluation 4.18. College of Business mean 4.37. Institution mean 4.33. Preparation 4.13. Enthusiasm 4.66. Evaluation methods 4.47. Availability 4.26. Respect 4.59.

Fall, 2005-2006 ay. College of Business, East Carolina University, Greenville, North Carolina. Mangement and Analysis of Quality. Omgmt 4493, section 1 (Online). Section GPA 2.30. 10 students enrolled, 5 students surveyed. Overall evaluation 4.86. College of Business mean 4.58. Institution mean 4.34. Preparation 4.57. Enthusiasm 4.86. Evaluation methods 4.86. Availability 4.82. Respect 4.86.

Fall, 2005-2006 ay. College of Business, East Carolina University, Greenville, North Carolina. Operations Management. Omgmt 3123, section 2. Section GPA 3.06. 35 students enrolled, 28 students surveyed. Overall evaluation 4.54. College of Business mean 4.25. Institution mean 4.31. Preparation 4.41. Enthusiasm 4.69. Evaluation methods 4.56. Availability 4.46. Respect 4.74.

Fall, 2005-2006 ay. College of Business, East Carolina University, Greenville, North Carolina. Operations Management. Omgmt 3123, section 3. Section GPA 3.14. 37 students enrolled, 32 students surveyed. Overall evaluation 4.66. College of Business mean 4.25. Institution mean 4.31. Preparation 4.60. Enthusiasm 4.74. Evaluation methods 4.69. Availability 4.71. Respect 4.91.

Summer, 2004-2005 ay. College of Business, East Carolina University, Greenville, North Carolina. Business Decision Modeling. Dsci 3223, section 3. Section GPA 3.78. 18 students enrolled, 15 students surveyed. Overall evaluation 4.59. College of Business mean 4.59. Institution mean 4.57. Preparation 4.43. Enthusiasm 4.81. Evaluation methods 4.71. Availability 4.71. Respect 4.79.

Summer, 2004-2005 ay. College of Business, East Carolina University, Greenville, North Carolina. MBA Operations Management. Dsci 6123, section 1. Section GPA 3.57. 14 students enrolled, 10 students surveyed. Overall evaluation 3.79. College of Business mean 3.79. Institution mean 4.61. Preparation 3.36. Enthusiasm 3.93. Evaluation methods 3.79. Availability 3.34. Respect 4.43.

Spring, 2004-2005 ay. College of Business, East Carolina University, Greenville, North Carolina. Operations Management. Dsci 3123, section 5. Section GPA 2.89. 36 students enrolled, 29 students surveyed. Overall evaluation 4.61. College of Business mean 4.33. Institution mean 4.34. Preparation 4.49. Enthusiasm 4.78. Evaluation methods 4.41. Availability 4.56. Respect 4.71.

Spring, 2004-2005 ay. College of Business, East Carolina University, Greenville, North Carolina. Operations Management. Dsci 3123, section 6. Section GPA 2.88. 32 students enrolled, 26 students surveyed. Overall evaluation 4.34. College of Business mean 4.33. Institution mean 4.34. Preparation 4.48. Enthusiasm 4.51. Evaluation methods 4.20. Availability 4.41. Respect 4.59.

Spring, 2004-2005 ay. College of Business, East Carolina University, Greenville, North Carolina. MBA Operations Management. Dsci 6213, section 2. Section GPA 3.57. 23 students enrolled, 23 students surveyed. Overall evaluation 3.98. College of Business mean 4.38. Institution mean 4.34. Preparation 3.91. Enthusiasm 4.54. Evaluation methods 4.19. Availability 4.14. Respect 4.48.

Fall, 2004-2005 ay. College of Business, East Carolina University, Greenville, North Carolina. Operations Management. Dsci 3123, section 9. Section GPA 3.18. 17 students enrolled, 11 students surveyed. Overall evaluation 4.81. College of Business mean 4.21. Institution mean 4.34. Preparation 4.68. Enthusiasm 4.94. Evaluation methods 4.81. Availability 4.74. Respect 4.87.

Fall, 2004-2005 ay. College of Business, East Carolina University, Greenville, North Carolina. Business Decision Modeling. Dsci 3223, section 4. Section GPA 3.68. 28 students enrolled, 23 students surveyed. Overall evaluation 4.81. College of Business mean 4.21. Institution mean 4.34. Preparation 4.50. Enthusiasm 4.79. Evaluation methods 4.88. Availability 4.77. Respect 4.84.

Fall, 2004-2005 ay. College of Business, East Carolina University, Greenville, North Carolina. Business Decision Modeling. Dsci 3223, section 5. Section GPA 3.42. 30 students enrolled, 16 students surveyed. Overall evaluation 4.66. College of Business mean 4.21. Institution mean 4.34. Preparation 4.60. Enthusiasm 4.86. Evaluation methods 4.78. Availability 4.81. Respect 4.86.

Summer, 2003-2004 ay. School of Business, East Carolina University, Greenville, North Carolina. Operations Management. Dsci 3123, section 2. Section GPA 3.21. 19 students enrolled, 11 students surveyed. Overall evaluation 4.94. College of Business mean 4.63. Institution mean 4.41. Preparation 4.87. Enthusiasm 5.00. Evaluation methods 4.94. Availability 4.94. Respect 4.94.

Summer, 2003-2004 ay. School of Business, East Carolina University, Greenville, North Carolina. MBA Operations Management. Dsci 6213, section 1. Section GPA 3.83. 23 students enrolled, 19 students surveyed. Overall evaluation 4.33. College of Business mean 4.49. Institution mean 4.43. Preparation 3.87. Enthusiasm 4.70. Evaluation methods 4.66. Availability 4.47. Respect 4.77.

Spring, 2003-2004 ay. School of Business, East Carolina University, Greenville, North Carolina. Operations Management. Dsci 3123, section 4. Section GPA 3.17. 24 students enrolled, 23 students surveyed. Overall evaluation 4.61. College of Business mean 4.24. Institution mean 4.36. Preparation 4.47. Enthusiasm 4.66. Evaluation methods 4.35. Availability 4.51. Respect 4.63.

Spring, 2003-2004 ay. School of Business, East Carolina University, Greenville, North Carolina. Operations Management. Dsci 3123, section 5. Section GPA 3.04. 24 students enrolled, 22 students surveyed. Overall evaluation 4.66. College of Business mean 4.24. Institution mean 4.36. Preparation 4.64. Enthusiasm 4.61. Evaluation methods 4.21. Availability 4.68. Respect 4.83.

Spring, 2003-2004 ay. School of Business, East Carolina University, Greenville, North Carolina. Operations Management. Dsci 3123, section 6. Section GPA 3.41. 21 students enrolled, 19 students surveyed. Overall evaluation 4.70. College of Business mean 4.24. Institution mean 4.36. Preparation 4.66. Enthusiasm 4.77. Evaluation methods 4.51. Availability 4.64. Respect 4.89.

Fall, 2003-2004 ay. School of Business, East Carolina University, Greenville, North Carolina. Operations Management. Dsci 3123, section 5. Section GPA 3.25. 39 students enrolled, 30 students surveyed. Overall evaluation 4.56. College of Business mean 4.11. Institution mean 4.33. Preparation 4.50. Enthusiasm 4.69. Evaluation methods 4.52. Availability 4.74. Respect 4.72.

Fall, 2003-2004 ay. School of Business, East Carolina University, Greenville, North Carolina. Operations Management. Dsci 3123, section 6. Section GPA 3.40. 41 students enrolled, 35 students surveyed. Overall evaluation 4.64. College of Business mean 4.11. Institution mean 4.33. Preparation 4.65. Enthusiasm 4.85. Evaluation methods 4.71. Availability 4.68. Respect 4.86.

Fall, 2003-2004 ay. School of Business, East Carolina University, Greenville, North Carolina. Management & Analysis of Quality. Dsci 4493, section 1. Section GPA 3.82. 13 students enrolled, 11 students surveyed. Overall evaluation 4.79. College of Business mean 4.22. Institution mean 4.33. Preparation 4.43. Enthusiasm 4.79. Evaluation methods 4.79. Availability 4.71. Respect 4.86.

Spring, 2002-2003 ay. School of Business, East Carolina University, Greenville, North Carolina. Management Science. Dsci 3023, section 3. Section GPA 3.48. 40 students enrolled, 34 students surveyed. Overall evaluation 4.87. College of Business mean 4.21. Institution mean 4.34. Preparation 4.78. Enthusiasm 4.90. Evaluation methods 4.84. Availability 4.79. Respect 4.87.

Spring, 2002-2003 ay. School of Business, East Carolina University, Greenville, North Carolina. Management Science. Dsci 3023, section 7. Section GPA 3.12. 33 students enrolled, 22 students surveyed. Overall evaluation 4.71. College of Business mean 4.21. Institution mean 4.34. Preparation 4.58. Enthusiasm 4.77. Evaluation methods 4.77. Availability 4.66. Respect 4.87.

Spring, 2002-2003 ay. School of Business, East Carolina University, Greenville, North Carolina. Operations Management. Dsci 3123, section 4. Section GPA 3.23. 40 students enrolled, 24 students surveyed. Overall evaluation 4.88. College of Business mean 4.21. Institution mean 4.34. Preparation 4.70. Enthusiasm 4.76. Evaluation methods 4.76. Availability 4.64. Respect 4.88.

Fall, 2002-2003 ay. School of Business, East Carolina University, Greenville, North Carolina. Operations Management. Dsci 3123, section 2. Section GPA 2.64. 41 students enrolled, 27 students surveyed. Overall evaluation 4.39. College of Business mean 4.16. Institution mean 4.29. Preparation 4.07. Enthusiasm 4.58. Evaluation methods 4.20. Availability 4.29. Respect 4.71.

Fall, 2002-2003 ay. School of Business, East Carolina University, Greenville, North Carolina. Operations Management. Dsci 3123, section 3. Section GPA 2.74. 41 students enrolled, 27 students surveyed. Overall evaluation 4.45. College of Business mean 4.16. Institution mean 4.29. Preparation 4.39. Enthusiasm 4.58. Evaluation methods 4.15. Availability 4.41. Respect 4.76.

Fall, 2002-2003 ay. School of Business, East Carolina University, Greenville, North Carolina. Operations Management. Dsci 3123, section 4. Section GPA 2.96. 45 students enrolled, 33 students surveyed. Overall evaluation 4.35. College of Business mean 4.16. Institution mean 4.29. Preparation 4.35. Enthusiasm 4.68. Evaluation methods 4.35. Availability 4.42. Respect 4.49.

Summer, 2001-2002 ay. School of Business, East Carolina University, Greenville, North Carolina. Operations Management. Dsci 3123, section 1. Section GPA 2.95. 21 students enrolled, 17 students surveyed. Overall evaluation 4.50. College of Business mean 4.25. Institution mean 4.36. Preparation 4.41. Enthusiasm 4.62. Evaluation methods 4.20. Availability 4.12. Respect 4.54.

Summer, 2001-2002 ay. School of Business, East Carolina University, Greenville, North Carolina. Operations Management. Dsci 3123, section 2. Section GPA 2.80. 25 students enrolled, 18 students surveyed. Overall evaluation 4.84. College of Business mean 4.25. Institution mean 4.36. Preparation 4.72. Enthusiasm 4.76. Evaluation methods 4.64. Availability 4.64. Respect 4.80.

Spring, 2001-2002 ay. School of Business, East Carolina University, Greenville, North Carolina. Management Science. Dsci 3023, section 1. Section GPA 2.83. 36 students enrolled, 25 students surveyed. Overall evaluation 4.45. College of Business mean 4.25. Institution mean 4.36. Preparation 4.14. Enthusiasm 4.51. Evaluation methods 4.66. Availability 4.26. Respect 4.71.

Spring, 2001-2002 ay. School of Business, East Carolina University, Greenville, North Carolina. Management Science. Dsci 3023, section 2. Section GPA 3.33. 36 students enrolled, 28 students surveyed. Overall evaluation 4.76. College of Business mean 4.25. Institution mean 4.36. Preparation 4.67. Enthusiasm 4.82. Evaluation methods 4.87. Availability 4.74. Respect 4.79.

Spring, 2001-2002 ay. School of Business, East Carolina University, Greenville, North Carolina. Management Science. Dsci 3023, section 3. Section GPA 3.16. 38 students enrolled, 29 students surveyed. Overall evaluation 4.56. College of Business mean 4.25. Institution mean 4.38. Preparation 4.38. Enthusiasm 4.48. Evaluation methods 4.57. Availability 4.52. Respect 4.79.

Fall, 2001-2002 ay. School of Business, East Carolina University, Greenville, North Carolina. Management Science. Dsci 3023, section 4. Section GPA 3.00. 33 students enrolled, 27 students surveyed. Overall evaluation 3.76. College of Business mean 4.07. Institution mean 4.27. Preparation 3.15. Enthusiasm 3.81. Evaluation methods 3.97. Availability 3.82. Respect 3.90.

Fall, 2001-2002 ay. School of Business, East Carolina University, Greenville, North Carolina. Management Science. Dsci 3023, section 6. Section GPA 3.11. 35 students enrolled, 28 students surveyed. Overall evaluation 4.41. College of Business mean 4.07. Institution mean 4.27. Preparation 4.21. Enthusiasm 4.29. Evaluation methods 4.24. Availability 4.41. Respect 4.54.

Fall, 2001-2002 ay. School of Business, East Carolina University, Greenville, North Carolina. Management Science. Dsci 3023, section 9. Section GPA 2.94. 33 students enrolled, 24 students surveyed. Overall evaluation 3.75. College of Business mean 4.07. Institution mean 4.27. Preparation 3.42. Enthusiasm 3.51. Evaluation methods 3.57. Availability 3.84. Respect 4.26.

Spring, 2000-2001 ay. College of Business Administration, University of Northern Iowa, Cedar Falls, Iowa. Introduction to MIS. 150:080, section 3. Section GPA 2.18. 38 students enrolled, 35 students surveyed. Overall evaluation 3.82. Ten-year COBA average 3.95. Knowledge 4.08. Atmosphere 3.71. Academic Standards 3.82. Grading Policies 3.75. Responsiveness 3.86. Satisfaction 3.36.

Spring, 2000-2001 ay. College of Business Administration, University of Northern Iowa, Cedar Falls, Iowa. Introduction to MIS. 150:080, section 5. Section GPA 2.47. 37 students enrolled, 29 students surveyed. Overall evaluation 3.41. Ten-year COBA average 3.95. Knowledge 3.71. Atmosphere 3.49. Academic Standards 3.71. Grading Policies 3.45. Responsiveness 3.58. Satisfaction 3.41.

Spring, 2000-2001 ay. College of Business Administration, University of Northern Iowa, Cedar Falls, Iowa. Introduction to MIS. 150:080, section 6. Section GPA 2.53. 35 students enrolled, 31 students surveyed. Overall evaluation 3.59. Ten-year COBA average 3.95. Knowledge 3.87. Atmosphere 3.71. Academic Standards 3.83. Grading Policies 3.67. Responsiveness 3.91. Satisfaction 3.19.

Spring, 2000-2001 ay. College of Business Administration, University of Northern Iowa, Cedar Falls, Iowa. Introduction to MIS. 150:080, section 7. Section GPA 2.56. 34 students enrolled, 27 students surveyed. Overall evaluation 3.84. Ten-year COBA average 3.95. Knowledge 4.07. Atmosphere 3.98. Academic Standards 3.89. Grading Policies 4.03. Responsiveness 3.75. Satisfaction 3.38.

Fall, 2000-2001 ay. College of Business Administration, University of Northern Iowa, Cedar Falls, Iowa. Operations Management. 150:154, section 6. Section GPA 3.29. 38 students enrolled, 38 students surveyed. Overall evaluation 4.54. Ten-year COBA average 3.95. Knowledge 4.64. Atmosphere 4.41. Academic Standards 4.51. Grading Policies 4.44. Responsiveness 4.47. Satisfaction 4.51. **This section evaluation was within top 5% of the last 2,501 courses instructed within the College of Business Administration, despite the high measurement expectations of 16 sets of essays based on three books and a readings packet, 8 quizzes and four difficult exams.**

Fall, 2000-2001 ay. College of Business Administration, University of Northern Iowa, Cedar Falls, Iowa. Introduction to MIS. 150:080, section 5. Section GPA 2.27. 42 students enrolled, 40 students surveyed. Overall evaluation 3.50. Ten-year COBA average 3.95. Knowledge 3.97. Atmosphere 3.81. Academic Standards 3.69. Grading Policies 3.59. Responsiveness 3.81. Satisfaction 3.09.

Fall, 2000-2001 ay. College of Business Administration, University of Northern Iowa, Cedar Falls, Iowa. Introduction to MIS. 150:080, section 6. Section GPA 2.09. 39 students enrolled, 38 students surveyed. Overall evaluation 3.29. Ten-year COBA average 3.95. Knowledge 3.68. Atmosphere 3.52. Academic Standards 3.62. Grading Policies 3.72. Responsiveness 3.82. Satisfaction 2.93.

Fall, 2000-2001 ay. College of Business Administration, University of Northern Iowa, Cedar Falls, Iowa. Introduction to MIS. 150:080, section 7. Section GPA 2.59. 40 students enrolled, 40 students surveyed. Overall evaluation 3.50. Ten-year COBA average 3.95. Knowledge 3.97. Atmosphere 3.81. Academic Standards 3.69. Grading Policies 3.59. Responsiveness 3.81. Satisfaction 3.09.

Spring, 1999-2000 ay. College of Business Administration, University of Northern Iowa, Cedar Falls, Iowa. Introduction to MIS. 150:080, section 4. Section GPA 2.32. 40 students enrolled, 36 students surveyed. Overall evaluation 3.84. Ten-year COBA average 3.95. Knowledge 4.19. Organization 3.94. Assignments 4.44. Grading Policies 3.85. Responsiveness 3.97. Concern 3.69.

Spring, 1999-2000 ay. College of Business Administration, University of Northern Iowa, Cedar Falls, Iowa. Introduction to MIS. 150:080, section 5. Section GPA 2.44. 43 students enrolled, 40 students surveyed. Overall evaluation 3.85. Ten-year COBA average 3.95. Knowledge 4.25. Organization 3.95. Assignments 4.28. Grading Policies 4.05. Responsiveness 3.98. Concern 3.80.

Spring, 1999-2000 ay. College of Business Administration, University of Northern Iowa, Cedar Falls, Iowa. Introduction to MIS. 150:080, section 6. Section GPA 2.32. 40 students enrolled, 40 students surveyed. Overall evaluation 3.83. Ten-year COBA average 3.95. Knowledge 4.38. Organization 3.93. Assignments 4.31. Grading Policies 3.70. Responsiveness 3.80. Concern 3.83.

Spring, 1999-2000 ay. College of Business Administration, University of Northern Iowa, Cedar Falls, Iowa. Introduction to MIS. 150:080, section 7. Section GPA 2.29. 43 students enrolled, 39 students surveyed. Overall evaluation 4.00. Ten-year COBA average 3.95. Knowledge 4.36. Organization 4.08. Assignments 4.08. Grading Policies 3.82. Responsiveness 4.05. Concern 3.90.

Fall, 1999-2000 ay. School of Business and Mass Communication, Brenau University, Gainesville, Georgia. Business Communication. Bapa 306, Section 1. Section GPA 3.71. 7 students enrolled, zero students surveyed.

Spring, 1998-1999 ay. Terry College of Business, The University of Georgia, Athens, Georgia. Integrated Resource Management. Mgmt4000, section 92-158. Section GPA 3.21. 110 students enrolled, 81 students surveyed. Overall evaluation 4.16. Department GA mean 4.41. Organization 4.68. Assignments 4.33. Grading Policies 4.70. Lecture Clarity 4.43. Outside Assistance 4.22. Personality 4.23.

Spring, 1998-1999 ay. Terry College of Business, The University of Georgia, Athens, Georgia. Integrated Resource Management. Mgmt4000, section 87-173. Section GPA 3.27. 110 students enrolled, 72 students surveyed. Overall evaluation 4.33. Department GA mean 4.41. Organization 4.83. Assignments 4.42. Grading Policies 4.71. Lecture Clarity 4.53. Outside Assistance 4.22. Personality 4.43.

Fall, 1998-1999 ay. Terry College of Business, The University of Georgia, Athens, Georgia. Integrated Resource Management. Mgmt4000. Section GPA 2.96. 56 students enrolled, 49 students surveyed. Overall evaluation 3.67. Department GA mean 4.09. Organization 4.24. Assignments 3.96. Grading Policies 3.96. Lecture Clarity 3.90. Outside Assistance 3.96. Personality 3.67.

Fall, 1998-1999 ay. Terry College of Business, The University of Georgia, Athens, Georgia. Integrated Resource Management. Mgmt4000. Section GPA 2.94. 70 students enrolled, 60 students surveyed. Overall evaluation 2.30. Department GA mean 4.09. Organization 3.37. Assignments 2.83. Grading Policies 3.18. Lecture Clarity 2.68. Outside Assistance 2.87. Personality 2.62.

Summer, 1997-1998 ay. Terry College of Business, The University of Georgia, Athens, Georgia. Management and Organizational Behavior. Man351. Section GPA 3.51. 41 students enrolled, 38 students surveyed. Overall evaluation 4.45. Department GA mean 4.29. Organization 4.45. Assignments 4.42. Grading Policies 4.84. Lecture Clarity 4.29. Outside Assistance 4.34. Personality 4.47.

Spring, 1997-1998 ay. Terry College of Business, The University of Georgia, Athens, Georgia. Operations Management. Man320. Section GPA 3.16. 56 students enrolled, 54 students surveyed. Overall evaluation 3.09. Department GA mean 3.92. Organization 4.13. Assignments 3.59. Grading Policies 3.50. Lecture Clarity 3.35. Outside Assistance 3.11. Personality 3.11.

Spring, 1997-1998 ay. Terry College of Business, The University of Georgia, Athens, Georgia. Using Business Application Software. Man509. Section GPA 3.27. 49 students enrolled, 39 students surveyed. Overall evaluation 1.97. Department GA mean 3.99. Organization 1.67. Assignments 2.05. Grading Policies 2.87. Lecture Clarity 1.62. Outside Assistance 2.77. Personality 2.92.

Fall, 1997-1998 ay. Terry College of Business, The University of Georgia, Athens, Georgia. Operations Management. Man320. Section GPA 2.98. 54 students enrolled, 43 students surveyed. Overall evaluation 2.67. Department GA mean 3.99. Organization 2.77. Assignments 3.35. Grading Policies 3.26. Lecture Clarity 2.67. Outside Assistance 3.34. Personality 3.05.

Summer, 1996-1997 ay. Terry College of Business, The University of Georgia, Athens, Georgia. Management and Organizational Behavior. Man351. Section GPA 4.00. 51 students enrolled, 45 students surveyed. Overall evaluation 4.02. Department GA mean 4.25. Organization 3.47. Assignments 4.18. Grading Policies 4.64. Lecture Clarity 3.77. Outside Assistance 4.58. Personality 4.16.

Spring, 1996-1997 ay. Terry College of Business, The University of Georgia, Athens, Georgia. Operations Management. Man320. Section GPA 3.48. 61 students enrolled, 53 students surveyed. Overall evaluation 4.60. Department GA mean 4.38. Organization 4.62. Assignments 4.66. Grading Policies 4.77. Lecture Clarity 4.42. Outside Assistance 4.60. Personality 4.74.

Winter, 1996-1997 ay. Terry College of Business, The University of Georgia, Athens, Georgia. Operations Management. Man320. Section GPA 3.33. 42 students enrolled, 39 students surveyed. Overall evaluation 4.23. Department GA mean 4.21. Organization 4.05. Assignments 4.38. Grading Policies 4.49. Lecture Clarity 3.92. Outside Assistance 4.44. Personality 4.69.

Fall, 1996-1997 ay. Terry College of Business, The University of Georgia, Athens, Georgia. Operations Management. Man320, MoWeFr section. Section GPA 3.13. 41 students enrolled, 39 students surveyed. Overall evaluation 4.41. Department GA mean 4.37. Organization 4.54. Assignments 4.13. Grading Policies 4.59. Lecture Clarity 4.26. Outside Assistance 4.56. Personality 4.64.

Fall, 1996-1997 ay. Terry College of Business, The University of Georgia, Athens, Georgia. Operations Management. Man320, TuTh section. Section GPA 3.13. 41 students enrolled, 39 students surveyed. Overall evaluation 4.51. Department GA mean 4.37. Organization 4.59. Assignments 4.10. Grading Policies 4.67. Lecture Clarity 4.33. Outside Assistance 4.72. Personality 4.77.

Summer, 1995-1996 ay. Terry College of Business, The University of Georgia, Athens, Georgia. Management and Organizational Behavior. Man351. Section GPA 3.30. 40 students enrolled, 35 students surveyed. Overall evaluation 4.37. Department GA mean 4.39. Organization 4.43. Assignments 4.29. Grading Policies 4.60. Lecture Clarity 4.37. Outside Assistance 4.54. Personality 4.46.

Spring, 1995-1996 ay. Terry College of Business, The University of Georgia, Athens, Georgia. Operations Management. Man320, day section. Section GPA 3.40. 40 students enrolled, 37 students surveyed. Overall evaluation 4.68. Department GA mean 4.26. Organization 4.68. Assignments 4.51. Grading Policies 4.73. Lecture Clarity 4.54. Outside Assistance 4.76. Personality 4.70.

Spring, 1995-1996 ay. Terry College of Business, The University of Georgia, Athens, Georgia. Operations Management. Man320, evening section. Section GPA 2.90. 20 students enrolled, 19 students surveyed. Overall evaluation 4.68. Department GA mean 4.26. Organization 4.68. Assignments 4.53. Grading Policies 4.58. Lecture Clarity 4.53. Outside Assistance 4.74. Personality 4.58.

Winter, 1995-1996 ay. Terry College of Business, The University of Georgia, Athens, Georgia. Operations Management. Man320. Section GPA 3.43. 47 students enrolled, 46 students surveyed. Overall evaluation 4.76. Department GA mean 4.24. Organization 4.85. Assignments 4.33. Grading Policies 4.87. Lecture Clarity 4.76. Outside Assistance 4.65. Personality 4.87.

Winter, 1995-1996 ay. Terry College of Business, The University of Georgia, Athens, Georgia. Management and Organizational Behavior. Man351, evening section. Section GPA 3.15. 20 students enrolled, 16 students surveyed. Overall evaluation 4.63. Department GA mean 4.24. Organization 4.69. Assignments 4.25. Grading Policies 4.88. Lecture Clarity 4.63. Outside Assistance 4.38. Personality 4.75.

Fall, 1995-1996 ay. Terry College of Business, The University of Georgia, Athens, Georgia. Operations Management. Man320. Section GPA 2.92. 24 students enrolled, 16 students surveyed. Overall evaluation 4.38. Organization 4.56. Assignments 4.63. Grading Policies 4.38. Lecture Clarity 4.63. Outside Assistance 4.56. Personality 4.63.

Summer, 1994-1995 ay. Terry College of Business, The University of Georgia, Athens, Georgia. Operations Management. Man320. Section GPA 3.23. 40 students enrolled, 36 students surveyed. Overall evaluation 4.08. Department GA mean 4.47. Organization 4.56. Assignments 3.97. Grading Policies 4.58. Lecture Clarity 4.33. Outside Assistance 4.08. Personality 4.14.

Spring, 1994-1995 ay. Terry College of Business, The University of Georgia, Athens, Georgia. Operations Management. Man320. Section GPA 4.32. 47 students enrolled, 25 students surveyed. Overall evaluation 4.32. Department GA mean 4.21. Organization 4.80. Assignments 4.12. Grading Policies 4.80. Lecture Clarity 4.60. Outside Assistance 4.20. Personality 4.44.

Spring, 1994-1995 ay. Terry College of Business, The University of Georgia, Athens, Georgia. Operations Management. Man320, evening section. Instructed only 50% of this section. Instructor of record, Mr. Rik Berry. Section GPA 2.94. 17 students enrolled, 9 students surveyed. Overall evaluation 3.56. Department GA mean 4.21. Organization 3.89. Assignments 3.78. Grading Policies 3.22. Lecture Clarity 4.11. Outside Assistance 3.56. Personality 3.78.

Winter, 1994-1995 ay. Terry College of Business, The University of Georgia, Athens, Georgia. Operations Management. Man320, day section. Section GPA 3.18. 55 students enrolled, 40 students surveyed. Overall evaluation 4.25. Department GA mean 3.99. Organization 4.35. Assignments 4.43. Grading Policies 4.45. Lecture Clarity 4.25. Outside Assistance 4.08. Personality 4.53.

Winter, 1994-1995 ay. Terry College of Business, The University of Georgia, Athens, Georgia. Operations Management. Man320, evening section. Section GPA 3.00. 17 students enrolled, 16 students surveyed. Overall evaluation 4.13. Department GA mean 3.99. Organization 4.38. Assignments 4.56. Grading Policies 4.44. Lecture Clarity 4.50. Outside Assistance 4.44. Personality 4.63.

Fall, 1994-1995 ay. Terry College of Business, The University of Georgia, Athens, Georgia. Operations Management. Man320, evening section. Section GPA 3.33. 21 students enrolled, 18 students surveyed. Overall evaluation 4.28. Organization 4.28. Assignments 4.22. Grading Policies 4.56. Lecture Clarity 4.33. Outside Assistance 4.33. Personality 4.44.

Summer, 1993-1994 ay. School of Business, East Carolina University, Greenville, North Carolina. Introduction to MIS. Dsci 2223, section 3, second summer session. Section GPA 2.13. 23 students enrolled, zero students surveyed.

Summer, 1993-1994 ay. School of Business, East Carolina University, Greenville, North Carolina. Introduction to MIS. Dsci 2223, section 4, second summer session. Section GPA 2.23. 22 students enrolled, zero students surveyed.

Spring, 1993-1994 ay. School of Business, East Carolina University, Greenville, North Carolina. Introduction to MIS. Dsci 2223, section 5. Section GPA 2.84. 38 students enrolled, 29 students surveyed. Overall evaluation 4.61. College of Business mean 4.34. University mean 4.38. Reliability 4.48. Department reliability mean 4.65. University reliability mean 4.63. Goals & assignments 4.73. Department goals & assignments mean 4.38. University goals & assignments mean 4.40. Respect, fairness and helpfulness 4.68. Department respect, fairness and helpfulness mean 4.40. University respect, fairness and helpfulness mean 4.40.

Spring, 1993-1994 ay. School of Business, East Carolina University, Greenville, North Carolina. Introduction to MIS. Dsci 2223, section 14. Section GPA 2.79. 34 students enrolled, 18 students surveyed. Overall evaluation 4.48. College of Business mean 4.34. University mean 4.38. Reliability 4.49. Department reliability mean 4.65. University reliability mean 4.63. Goals & assignments 4.58. Department goals & assignments mean 4.38. University goals & assignments mean 4.40. Respect, fairness and helpfulness 4.48. Department respect, fairness and helpfulness mean 4.40. University respect, fairness and helpfulness mean 4.40.

Spring, 1993-1994 ay. School of Business, East Carolina University, Greenville, North Carolina. Introduction to MIS. Dsci 2223, section 15. Section GPA 2.63. 35 students enrolled, 22 students surveyed. Overall evaluation 4.71. College of Business mean 4.34. University mean 4.38. Reliability 4.44. Department reliability mean 4.65. University reliability mean 4.63. Goals & assignments 4.43. Department goals & assignments mean 4.38. University goals & assignments mean 4.40. Respect, fairness and helpfulness 4.41. Department respect, fairness and helpfulness mean 4.40. University respect, fairness and helpfulness mean 4.40.

Spring, 1993-1994 ay. School of Business, East Carolina University, Greenville, North Carolina. Introduction to MIS. Dsci 2223, section 21. Section GPA 2.63. 32 students enrolled, 19 students surveyed. Overall evaluation 4.17. College of Business mean 4.34. University mean 4.38. Reliability 4.26. Department reliability mean 4.65. University reliability mean 4.63. Goals & assignments 4.25. Department goals & assignments mean 4.38. University goals & assignments mean 4.40. Respect, fairness and helpfulness 4.15. Department respect, fairness and helpfulness mean 4.40. University respect, fairness and helpfulness mean 4.40.

Fall, 1993-1994 ay. School of Business, East Carolina University, Greenville, North Carolina. Introduction to MIS. Dsci 2223, section 2. Section GPA 3.00. 36 students enrolled, 26 students surveyed. Overall evaluation 4.77. College of Business mean 4.39. University mean 4.42. Reliability 4.79. Department reliability mean 4.69. University reliability mean 4.65. Goals & assignments 4.77. Department goals & assignments mean 4.36. University goals & assignments mean 4.40. Respect, fairness and helpfulness 4.78. Department respect, fairness and helpfulness mean 4.39. University respect, fairness and helpfulness mean 4.42.

Fall, 1993-1994 ay. School of Business, East Carolina University, Greenville, North Carolina. Introduction to MIS. Dsci 2223, section 7. Section GPA 2.88. 34 students enrolled, 27 students surveyed. Overall evaluation 4.85. College of Business mean 4.39. University mean 4.42. Reliability 4.81. Department reliability mean 4.69. University reliability mean 4.65. Goals & assignments 4.85. Department goals & assignments mean 4.36. University goals & assignments mean 4.40. Respect, fairness and helpfulness 4.79. Department respect, fairness and helpfulness mean 4.39. University respect, fairness and helpfulness mean 4.42.

Fall, 1993-1994 ay. School of Business, East Carolina University, Greenville, North Carolina. Introduction to MIS. Dsci 2223, section 11. Section GPA 2.91. 32 students enrolled, 23 students surveyed. Overall evaluation 4.78. College of Business mean 4.39. University mean 4.42. Reliability 4.87. Department reliability mean 4.69. University reliability mean 4.65. Goals & assignments 4.76. Department goals & assignments mean 4.36. University goals & assignments mean 4.40. Respect, fairness and helpfulness 4.78. Department respect, fairness and helpfulness mean 4.39. University respect, fairness and helpfulness mean 4.42.

Fall, 1993-1994 ay. School of Business, East Carolina University, Greenville, North Carolina. Introduction to MIS. Dsci 2223, section 14. Section GPA 3.03. 33 students enrolled, 24 students surveyed. Overall evaluation 4.71. College of Business mean 4.39. University mean 4.42. Reliability 4.86. Department reliability mean 4.69. University reliability mean 4.65. Goals & assignments 4.63. Department goals & assignments mean 4.36. University goals & assignments mean 4.40. Respect, fairness and helpfulness 4.78. Department respect, fairness and helpfulness mean 4.39. University respect, fairness and helpfulness mean 4.42.

Spring, 1992-1993 ay. School of Business, East Carolina University, Greenville, North Carolina. Introduction to MIS. Dsci 2223, section 11. Section GPA 3.42. 31 students enrolled, 25 students surveyed. Overall evaluation 4.32. College of Business mean 4.36. University mean 4.40. Reliability 4.76. Department reliability mean 4.67. University reliability mean 4.65. Goals & assignments 4.14. Department goals & assignments mean 4.40. University goals & assignments mean 4.42. Respect, fairness and helpfulness 4.12. Department respect, fairness and helpfulness mean 4.41. University respect, fairness and helpfulness mean 4.44.

Spring, 1992-1993 ay. School of Business, East Carolina University, Greenville, North Carolina. Introduction to MIS. Dsci 2223, section 15. Section GPA 2.89. 27 students enrolled, 20 students surveyed. Overall evaluation 4.32. College of Business mean 4.36. University mean 4.40. Reliability 4.73. Department reliability mean 4.67. University reliability mean 4.65. Goals & assignments 4.70. Department goals & assignments mean 4.40. University goals & assignments mean 4.42. Respect, fairness and helpfulness 4.32. Department respect, fairness and helpfulness mean 4.41. University respect, fairness and helpfulness mean 4.44.

Spring, 1992-1993 ay. School of Business, East Carolina University, Greenville, North Carolina. Introduction to MIS. Dsci 2223, section 19. Section GPA 3.21. 29 students enrolled, 17 students surveyed. Overall evaluation 4.12. College of Business mean 4.36. University mean 4.40. Reliability 4.76. Department reliability mean 4.67. University reliability mean 4.65. Goals & assignments 4.47. Department goals & assignments mean 4.40. University goals & assignments mean 4.42. Respect, fairness and helpfulness 4.43. Department respect, fairness and helpfulness mean 4.41. University respect, fairness and helpfulness mean 4.44.

Spring, 1992-1993 ay. School of Business, East Carolina University, Greenville, North Carolina. Introduction to MIS. Dsci 2223, section 20. Section GPA 3.00. 27 students enrolled, 17 students surveyed. Overall evaluation 4.71. College of Business mean 4.36. University mean 4.40. Reliability 4.86. Department reliability mean 4.67. University reliability mean 4.65. Goals & assignments 4.62. Department goals & assignments mean 4.40. University goals & assignments mean 4.42. Respect, fairness and helpfulness 4.76. Department respect, fairness and helpfulness mean 4.41. University respect, fairness and helpfulness mean 4.44.

Fall, 1992-1993 ay. School of Business, East Carolina University, Greenville, North Carolina. Management Science. Dsci 3623, section 5. Section GPA 2.64. 35 students enrolled, 20 students surveyed. Overall evaluation 3.73. College of Business mean 4.31. University mean 4.40. Reliability 4.59. Department reliability mean 4.66. University reliability mean 4.66. Goals & assignments 3.82. Department goals & assignments mean 4.30. University goals & assignments mean 4.39. Respect, fairness and helpfulness 4.09. Department respect, fairness and helpfulness mean 4.31. University respect, fairness and helpfulness mean 4.40.

Fall, 1992-1993 ay. School of Business, East Carolina University, Greenville, North Carolina. Introduction to MIS. Dsci 2223, section 6. Section GPA 2.76. 25 students enrolled, 18 students surveyed. Overall evaluation 4.33. College of Business mean 4.31. University mean 4.40. Reliability 4.67. Department reliability mean 4.66. University reliability mean 4.66. Goals & assignments 4.42. Department goals & assignments mean 4.30. University goals & assignments mean 4.39. Respect, fairness and helpfulness 4.33. Department respect, fairness and helpfulness mean 4.31. University respect, fairness and helpfulness mean 4.40.

Fall, 1992-1993 ay. School of Business, East Carolina University, Greenville, North Carolina. Introduction to MIS. Dsci 2223, section 11. Section GPA 2.61. 33 students enrolled, 28 students surveyed. Overall evaluation 4.14. College of Business mean 4.31. University mean 4.40. Reliability 4.57. Department reliability mean 4.66. University reliability mean 4.66. Goals & assignments 4.16. Department goals & assignments mean 4.30. University goals & assignments mean 4.39. Respect, fairness and helpfulness 4.29. Department respect, fairness and helpfulness mean 4.31. University respect, fairness and helpfulness mean 4.40.

Fall, 1992-1993 ay. School of Business, East Carolina University, Greenville, North Carolina. Introduction to MIS. Dsci 2223, section 20. Section GPA 2.56. 16 students enrolled, 11 students surveyed. Overall evaluation 3.67. College of Business mean 4.31. University mean 4.40. Reliability 4.42. Department reliability mean 4.66. University reliability mean 4.66. Goals & assignments 3.86. Department goals & assignments mean 4.30. University goals & assignments mean 4.39. Respect, fairness and helpfulness 3.67. Department respect, fairness and helpfulness mean 4.31. University respect, fairness and helpfulness mean 4.40.

### Additional Educational Experience

**High school mathematics Instructor.** High school, three years, urban environment. Revitalized Chess Club/Team, placed in state and national competitions. School district was influenced to adopt a system-wide chess program that is still in place and highly active.

### Miscellaneous Accomplishments & Activities

Beta Gamma Sigma, Inducted. 2003-04-11.

Research Stipend, School of Business, East Carolina University. Summer, 2003. \$10,000.

Participant, New Faculty Consortium. 33<sup>rd</sup> Annual Meeting of the Decision Sciences Institute. San Diego Marriott Hotel and Marina, San Diego, California. 2002-11-23 through 2002-11-26.

“Just-in-time under fire” often cited/inquired/mentioned outside SSCI index via practitioner publications, websites, presentations, etc. a/o websites, Examples include:

- “The Trouble with JIT,” *RUSI Defense Systems Journal*, Autumn, 2005 (sponsored by the British Ministry of Defense). The author was subsequently inquired about my article by the Swedish Ministry of Defense after seeing his article.
- “Cascadia Region Earthquake Workshop 2005 white paper.
- (Former) Internet Exercise within Operations Management: Strategy & Analysis, Krajewski and Ritzman, 6e, Prentice-Hall, Chapter 14.
- Online communication of the Institute of Chartered Financial Analysts { [http://www.cmawebline.org/publication/ontarget\\_details.php?oid=88](http://www.cmawebline.org/publication/ontarget_details.php?oid=88) }
- “The chain of provision in the global economy.” Luis Eugene Torres Ramirez.
- NASA and MIT Operations Management websites (defunct).
- StudentWebStuff.Com
- Wikipedia.Com
- “Just How Far is Portugal from Just-in-time: A Survey of Progress.” Moreira, *et. al.* Department of Economics, University of Porto.

Instructional innovations include a robust website -- among the very first at the University of Georgia, initiated in 1995 -- with online syllabi and schedule, continuous grade postings with estimated final average to date, practice exercises, lecture notes, and numerous links to resources and areas of interest to business students, as well as use of EMail ListServes, EMail, and mobile phone toward increased student contact, distance learning, and technology across the curriculum. The Oxford Centre for Staff and Learning Development, Oxford (Brookes) University, employs portions of the website as an instructional exemplar for its students to evaluate as part of an E-Learning course programme. [ [http://www.brookes.ac.uk/services/ocsd/2\\_learntch/Basic4.htm](http://www.brookes.ac.uk/services/ocsd/2_learntch/Basic4.htm) ]

Maintenance of webpage containing links to B-School links throughout the world,; accessed at rate of 15,000 times a year. The page was once ranked by Antwerp University *above* similar pages at Dartmouth (Tuck) and Yahoo [ [http://www.uia.ac.be/u/s010984/Stage/Portal\\_Schools.htm](http://www.uia.ac.be/u/s010984/Stage/Portal_Schools.htm) ]

New Faculty Collaborative Mentoring Project, Center for Faculty Development, East Carolina University. 2001-10-24.

The fine art of sorting eggs. DEN (*The Deming Electronic Network*). Digest 97(233). 1997-10-08.

What can POM tell us about improving education? 1996.

Boy Scouts of America, Life Scout, Order of the Arrow Honor Fraternity

### Industry Experience, Production/Operations Management

**Direct report to Master Scheduler.** Furniture Division of Singer Corporation. Provided administrative support, 130 MM manufacturer. Master Scheduler, 75 MM manufacturer, 900 SKUs, 24 turns/year.

**Cost and schedule control.** Kellogg Brown & Root, Minerals and Mining Division. Five projects, ranging 1 MM to 12 MM. Participated in client negotiations. Authored 65 page project history for use in future bids/estimates.

**Expiditor, critical components.** Volvo Trucks North America. Ensured JIT from the vendor horizon for "line stopper" items, ie, transmissions, frame rails, axles.

### Industry Experience, Quantitative Methods

**Demand Forecasting.** Corporate-level model, considering seasonality by product group, long term trend, and effect of major customer promotions. 1.2% forecast error at the ten week planning horizon. New product success model. 96% accurate over two years of measurement.

**Product costing.** Developed regression model to replace material take-off and certain manufacturing costing processes for new products. Two week reduction in time to market.

**Quality.** Implemented a statistical control solution at process; 11% increase in quality level.

### Industry Experience, Management Information Systems

**IS Manager,** American Drew Division of LADD Furniture. 60 MM manufacturer. System 36, 4381 remotes, 50 PCs, Novell and 10Net LANs.

**PC Manager.,** Furniture Division of Singer Corporation. 130 MM manufacturer, 40 PCs, Novell LANs, mainframe 3270 connectivity. Provided enduser support, developed and implemented soft/hard standards and backup procedures.

**DB Design/Application Development.** Projects relating to MPS, order entry, final assembly schedule, market demographics, and employee attendance.

**Software skills.** Previously mastered programs include FORTRAN, COBOL, SLAM, DOS, Windows, MS Word, Excel, Lotus 1-2-3, Wordperfect, Statgraphics, SPSS, LINDO, Access, Paradox/PAL, DBase III +, Novell Netware, Fastback Plus, Procomm+, QuickBASIC.

### **Doctoral Coursework**

Advanced Productivity Management	Production Planning and Control I & II
Quality Management	Advanced Management of Service Operations
Directed Study in Simulation	Research Seminar in Management Information Systems
Data Administration	Management of Data Communications and Networking
Development of Knowledge Based System	Design of Computer Systems
Applied ANOVA Techniques	Applied Correlation and Regression Methods
Seminar in Organizational Theory	Research in Administration