

## VITA AND BIOGRAPHICAL DATA SHEET

Victor R. Prybutok, Regents Professor

Information Technology and Decision Sciences  
University of North Texas  
Denton, TX 76203  
940-565-4767

Home Address:  
11 Wellington Oaks Circle  
Denton, TX 76210  
940-565-0602

### EDUCATION:

**Ph.D.**, Environmental Analysis and Applied Statistics, **Drexel University**, Department of Environmental Science and Engineering, June 1984. GPA: 3.9.

**M.S.**, Occupational and Environmental Health, **Drexel University**, Department of Environmental Science and Engineering (Required for H.E.W. funding), May 1980. GPA: 3.96.

Clerkship, Department of Research Epidemiology, **University of Pennsylvania**, 1979.

**M.S.**, Bio-Mathematics, **Drexel University**, May 1976. GPA: 3.7.

**B.S.**, **Drexel University**, May 1974. GPA: 3.5, High Honors (Magna Cum Laude), Psi Chi.

### Professional Certifications:

**CQE**, Certified Quality Engineer - American Society for Quality, Certification number 29004.

**CQA**, Certified Quality Auditor - American Society for Quality, Certification number 08739.

**CQM/OE**, Certified Manager of Quality / Organizational Excellence - American Society for Quality, Certification number 02510.

**PSTAT**<sup>®</sup>, Accredited Professional Statistician - American Statistical Association, November 25, 2010 through July 31, 2016.

### Honors and Awards:

University of North Texas, College of Business 2009 / 2010 Outstanding Senior Researcher Award.

Toulouse Scholars Award, selected as the University of North Texas Toulouse Scholar for the 2007-2008 academic year.

Emerald Management Reviews Citation of Excellence for Research Implications for three manuscripts, Citation of Excellence for Practical Implications for four manuscripts, and Citation of Excellence for Readability for two manuscripts

Literati Club (MCB Press) 1998 Highly Commended Award for manuscript in Work Study, Volume 46, Issue 5, 1997.

University of North Texas, College of Business Administration 1997-98 Professional Development Institute - Business Administration Fellowship Award

Literati Club 1997 Award for Excellence, Highly Commended (runner up for MCB press Outstanding Paper) for manuscript in Work Study, Volume 44, Issue 7, 1995, March 11, 1997.

Decision Sciences Institute, Southwest Region Irwin Distinguished Paper Award, March 1997.

University of North Texas Developing Scholar Award for 1996/97

Marquis Who's Who in America, 1999- Present Editions

Marquis Who's Who in American Education, 1992- Present Editions.

Marquis Who's Who in the South and Southwest, 25th Edition, 1997 - Present Editions.

Marquis Who's Who in the Finance and Business, 35th Edition, 2005.

Texas Quality Award Examiner - 1993.

Irwin S. Hoffer Award from the American Society Quality for Control - Philadelphia Section for outstanding service in stimulating the application of Statistical Quality Control procedures by industry in the Delaware Valley (1991).

H.E.W. Fellowship for 1978-1979 and 1979-1980 academic years.

Teaching Assistantship for 1974-1976 academic years.

B.S. with High Honors (Magna Cum Laude).

#### **EXPERIENCE:**

**1991**                    **University of North Texas, Denton, TX.**

**to**

**Present**                **Associate Dean for Academic Affairs, Toulouse Graduate School (Summer 2010-present)**  
**Regents Professor of Decision Sciences (Fall 2001 – present) in the**  
**Department of Information Technology and Decision Sciences**  
**(formerly the Business Computer Information Systems Department) and**  
**ITDS Dept Doctoral Program Coordinator (Fall 2007 – Summer 2010)**  
**Department of Information Technology and Decision Sciences**  
**College of Business Administration**  
**Fellow in UNT's Texas Center for Digital Knowledge**  
**Director of the Center for Quality and Productivity (August 1991 – August 2008)**  
**Doctoral Program Director, College of Business Administration (Sept 2000 – Summer 2004)**  
**(Professor from 1997 - Spring 2001)**  
**(Associate Professor from 1991 - Spring 1997)**

#### **Associate Dean for Academic Affairs, Toulouse Graduate School (Summer 2010-present):**

Report directly to the Dean of the Toulouse Graduate School (TGS) and assist in the development, administration, and review of graduate programs and curriculum across the university. In this capacity, work with programs, colleges and departments to address the low producing program concerns of the Texas Higher Education Coordinating Board. As a result of my work with departments and their faculty, UNT was able to successfully combine several graduate programs and gain temporary extensions for three doctoral programs. Responsible for directing TGS' graduate student enrollment programs and managing the enrollment team. Prepared strategic plans for recruitment and collaborated on the creation of the graduate school's strategic plan. Responsible for TGS outreach, and for developing initiatives to increase student diversity within graduate programs. To achieve our goals, I have increased our collaboration with UNT's McNair and TRIO programs, and have been involved in presentations to those groups on our campus and at other venues. Redesigned the Masters in Interdisciplinary Studies to increase the accessibility of graduate education to a greater number of students. More than 15 years ago, I developed an interdisciplinary concentration in quality control within the graduate school's Masters in Interdisciplinary Studies. Since joining the graduate school, I developed a concentration in humanities and another in applied analytics. These new programs have considerable velocity and the enrollment in the Interdisciplinary Masters has grown rapidly.

The Toulouse Graduate School has increased its recruitment efforts and is working to increase graduate enrollment and quality within UNT's programs. I have examined TGS's interaction with potential students and have developed

strategies to make these interactions more student focused. Measures of the yield from the revised activities show that these efforts have been successful. All recruitment communications have been redesigned to be more personalized and more inviting to both potential and accepted students. As a result of my planning efforts, we have decreased our participation in several external events that offered limited benefit, but maintained our participation at fruitful events and have increased our engagement with students at these events. We now collect student contact information and maintain both telephone and Email contact with prospective students to foster their interest in UNT's programs. We have also increased our internal outreach by hosting new internal events and improving our engagement in existing events. The first Toulouse Graduate School Open House took place in fall 2011 and of the 265 attendees, we had 120 (45.28%) prospective students apply or send test scores to UNT as a result.

**Teaching activity:** Teach undergraduate and graduate statistics and management science courses in the College of Business Administration. Topics include basic and multivariate statistics, multiple regression, experimental design, and linear programming (graphical solutions, simplex method and computer aids).

Teach a graduate course in quality control (MSCI 5320) that includes both quantitative methodologies and the philosophy of continuous quality improvement. Students in this course also work in project teams that select real world projects that assist local industry and expand our University's engagement in the community. Conduct a graduate seminar in quality for doctoral students. This course features lectures on selected topics such as ISO 9000, reliability and the use of neural networks for process control. The students in this seminar select an individual project and regularly provide project management reports to the other class participants. Also teach a Ph.D. Seminar in the design and development of survey instruments, an advanced research methods course and a multivariate statistics course in the college research core.

**Graduate Courses:**

- Advanced Research Methods – PhD core (BUSI6480)
- Applied Multivariate Statistics – PhD core (BUSI6240)
- Data Analysis (MSCI 5180)
- Product Quality and Reliability (MSET 5130)
- Quality Control (DSCI 5320 formerly MSCI 5320)
- Statistical Analysis (MSCI 5010)
- Special Topics in Quality Control (MSCI 6750)
- Ph.D. Seminar in Survey Instrument Design and Development (MSCI 6750)

**Undergraduate Courses:**

- Introduction to Operations Research (MSCI 2870)
- Statistical Analysis I (DSCI2710 formerly MSCI 3700)
- Statistical Analysis II (DSCI3710 formerly MSCI 3710)

**Director of the University of North Texas Center for Quality and Productivity (August 1991 – August 2008):**

Directed this administrative unit, and developed its policies and procedures with participating faculty. Revised the Center's mission, vision, goals and objectives to reflect its expanding activities and service objectives. Publicized the Center's capabilities through professional activities and presentations. Was responsible for fund raising through the Center, and for encouraging its faculty participants, whose involvement varied on a project basis, to seek external funding. Served as principal investigator on numerous proposals from the Center including a \$24,456 grant from the City of Denton to study employee satisfaction with the City's IT systems and over \$75,000 in funding from Lockheed Martin. Also worked with other faculty to pursue research support through the Center such as Dr. Leon Kappelman's award of \$8,500 from Harvard, Porter and Associates and his over \$150,000 in support for year 2000 software issues from the Society for Information Management. Developed joint programs with external organizations such as the American Society for Quality (ASQ was formerly ASQC) - Dallas Section. Worked with Center faculty and the Dallas Section of ASQ to create and administer the Dallas Section's student paper competition and its continuing education programs.

Accomplishments included sponsorship of student project teams; completion of a Continuous Quality Improvement retreat for the Boards of Directors for Health Care of Texas and the Osteopathic Medical Center of Texas; sponsorship of a student branch of ASQ. The Center also received several grants in support of graduate studies such as receipt of \$11,000.00 in funding from Mary Kay Cosmetics, Inc. for two graduate students to complete a one

semester project, \$8000.00 from ARCO Oil and Gas Co, receipt of \$1500.00 from Graebel Van Lines, Inc., \$8500.00 from M & S Systems, Inc. (a Nortek Co), and \$8000 from The Mail Box, Inc. In addition, the Center has received funds (\$75,000) from a USIA Grant to exchange students and faculty with Ivanovo State Power University (Russia) and the Instituto De Tecnologia Do Parana is working with the Center to develop programs in Brazil. The Center also worked with other student organizations such as the American Production and Inventory Control Society (APICS), and the National Association of Purchasing Managers (NAPM).

#### **Doctoral Program Director, College of Business Administration (Sept 2000 – Summer 2004)**

After serving as team leader of the AACSB Doctor Program Reaccreditation Team for our College and BCIS Department Doctor Program Coordinator, was appointed the Doctoral Program Director for the College. As Director, work with the coordinators from each of the five Departments (six professional areas) via the College's Doctoral Program Committee. The current programs in the college include Accounting, Business Computer Information Systems, Finance, Management, Marketing, and Operations Management Science. Represent the college on doctoral program issues both internally in the University and externally. During my tenure in this position the doctoral program in the college grew from 23 students to 60.

**1980                      Drexel University, Philadelphia, PA.**

**to**

**1991                      Assistant Professor of Quantitative Methods, College of Business and Administration;  
Director of the Drexel Center for Quality and Productivity; Faculty of Environmental  
Studies Institute; Executive Council of the Center On Intelligent Manufacturing, Processing  
and Quality Technologies**

Taught graduate statistics courses in the PhD program. These courses have included Experimental Design and foundation statistics courses for the program. Topics in Experimental Design included analysis of variance, randomized blocks, Latin squares, incomplete block designs, factorial designs, rules for sums of squares and expected mean squares,  $2^k$  and  $3^k$  designs, confounding, fractional factorial designs, nested designs, and multifactor experiments with randomization restrictions.

Taught graduate statistics courses in the MBA program. Topics included least squares regression analysis, multiple regression analysis, non-linear fits, analysis of variance (one and two way with interaction), chi square tests of homogeneity and independence, nonparametric techniques, and statistical quality control. Course material in Quality Planning and Control was divided between quantitative techniques (statistical process control, control charts, acceptance sampling, etc.) and the establishment of systems to achieve quality. Functioned as course coordinator, responsible for overseeing text selection and for the coordination of faculty activities for Decision Sciences I.

Taught management science courses in the MBA program. Topics included linear programming (graphical solutions, simplex method and computer aids), integer programming, transportation problem, assignment problem, network models, project scheduling (PERT and CPM), and simulation.

Taught Statistics I and II to undergraduate business majors. Directed undergraduate Statistics I with focus of responsibility to develop curriculum standards. Established guidelines for this multisection course requiring supervision of graduate assistants and faculty members.

Started in the Drexel University Department of Quantitative Methods as a full time Lecturer while a Doctoral Student from 1980 to 1984. Served as an Adjunct Assistant Professor during the 1984/85 academic year while working full time at the Campbell Soup Co. as a Senior Biostatistician. Joined the College of Business and Administration faculty full time as an Assistant Professor in September 1985.

#### **Graduate Courses:**

Quantitative Analysis III (B908 and 26908)	Biostatistics (F207)
Decision Sciences I (C001)	Experimental Design (C939 and C980)
Quality Planning and Control (C938)	

#### **Undergraduate Courses:**

Statistics I (B903)	Statistics II (B904)
Quantitative Methods I (B940)	Quantitative Methods II (B941)

## Statistics I (25901)

**Director of the Drexel University Center for Quality and Productivity:**

Established this Center as a University unit under the Vice President for Research and developed its policies and procedures. Faculty involvement varied on a project basis and exceeded ten faculty members. Represented Center at Drexel functions and in interactions with executives from industry. Developed joint programs with the Philadelphia Section of the American Society for Quality Control, including an intensive three week training program for managers and staff in business and industry. The joint efforts of the Center and the American Society for Quality Control -Philadelphia Section, resulted in a cooperative symposium (Delaware Valley Quality/Productivity Fellowship) and the development of an M.B.A. in Quality Science that is available through Drexel University's Department of Quantitative Methods. Served on Executive Council of the Center On Intelligent Manufacturing , Processing and Quality Technologies (another Drexel University Center). Founding member and served on the Executive Council of the Delaware Valley Partnership for Quality and Productivity (organizations cooperating to advance quality and productivity in the Delaware Valley).

Responsible for marketing of the Drexel Center. Prepared promotional programs outlining Center capabilities and for educational workshops. Publicized Center through professional activities such as exhibit booths at conferences (American Society for Quality Control - Philadelphia Section: 32nd Annual Quality Symposium and at the Seminar of The Philadelphia Area Council for Excellence, a Division of the Greater Philadelphia Chamber of Commerce - Total Quality: Pathways and Partnerships, October 17 and 18, 1988) and sponsorship of professional programs. Participated in the establishment of a relationship with a subcontractor that markets and produces continuing education courses in Quality and Productivity through the Center. This relationship increased the Center's external visibility . As a participating organization in the Delaware Valley Partnership for Quality and Productivity, the Drexel Center co-sponsored the first Philadelphia area telecast of the National Quality Forum (Oct 2, 1990). Developed the Mayoral Proclamation for the City of Philadelphia recognizing October 2 as Philadelphia Quality Day as part of these Partnership efforts.

Prepared research support and funding proposals for the Drexel Center for Quality Control and Productivity. Received \$65,500 from Ford Electronics - Lansdale Division and \$30,000 from the Campbell Soup Company for the Drexel Center for Quality and Productivity for development and delivery of internal programs on Statistical Quality / Process Control. The Israeli Defense Ministry funded the 15 month sabbatical of two quality control managers to serve as Research Associates in the Drexel Center under the direction of Dr. Prybutok. These visitors (Emanuel Binder and Irit Binder) were degreed engineers and American Society for Quality Control Certified Quality Engineers. Obtained a Drexel University internal grant in conjunction with Dr. Richard W. Schneider (Senior Vice President for Administration) to develop and test a Total Quality Management Program for Universities.

**1984 Campbell Soup Company, Camden, N.J.**

to

**1985 Senior Biostatistician**

Designed experiments and evaluated data for senior researchers' projects. Reviewed research plans and projects within Campbell Institute for Research and Technology for appropriate statistical techniques and experimental design. Statistical techniques used in evaluation of research data included chi square goodness of fit, discriminant analysis, regression analysis, analysis of variance, nonparametric analysis of variance, multiple comparisons, descriptive statistics, and other applied statistical techniques using the SAS package.

Statistical quality control and productivity involvement included evaluation of proposed and existing manufacturing process. Consideration of equipment alternatives resulted in multi-million dollar savings. Evaluated corporate sampling plans regarding statistical quality control and implementation of the Deming philosophy at Campbell Soup Company operations. Assigned to Corporate Task Force as consulting statistician to evaluate 'just in time' philosophy and role of statistical quality control in the implementation of the 'just in time' program.

Responsibilities expanded to include supervision of statistical assistant and evaluation of personal computer software to enhance research capabilities within Campbell Soup Company. Evaluated potential of 3270 PC to replace existing 3278/79 terminals at the Research Institute and to enable PC use, PC networking through the mainframe, and terminal emulation. Prior to this terminal evaluation, work was done on IBM 3081 under CMS via IBM 3279 color terminal.

**1984 Philadelphia College of Textiles and Science, Philadelphia, PA.**

**to**

**1986 Adjunct Assistant Professor**

Taught statistics for undergraduate curriculum part-time. Course progressed from basic probability and statistics through two way analysis of variance and an introduction to multiple regression.

**1976 School District of Philadelphia, PA.**

**to**

**1978 Teacher of Mathematics, Secondary Schools.**

**PART-TIME EXPERIENCE:** (Positions held during graduate school)

**Temple University**, Philadelphia, PA. (1977-78) **Adjunct Faculty:** Taught calculus.

**Drexel University** (1974-76) **Instructor:** Biochemistry laboratory.

**General Electric Engineering Mathematics Program** (1974-76) **Instructor:** Taught physics, computer science, and chemistry.

#### **COMMITTEE ACTIVITIES:**

##### **2012**

Decision Sciences Institute, Doctoral Student Affairs Committee

Southwest Decision Sciences Institute, Track Chair for 2013 with Hong Qin of Quantitative Methods, Quality, and Analytics

University of North Texas, Chair of Ad Astra Task Force

University of North Texas, Member of Associate Deans Council

University of North Texas, Graduate Council representing Toulouse Graduate School

University of North Texas, Member of Graduate Council Program Review Committee

University of North Texas, Member of Graduate Council Academic Planning and Development Committee

University of North Texas, Chair of Graduate Council Appeals Committee

University of North Texas, Chair of the Conflict of Interest Review Committee

University of North Texas, Co-chair of the Graduate Student Support Team

University of North Texas, Center for Learning Enhancement, Assessment, and Redesign Steering Committee

University of North Texas, COB Promotion and Tenure Advisory Committee, elected as ITDS Department representative and Committee chair.

##### **2011**

Decision Sciences Institute, Doctoral Student Affairs Committee

University of North Texas, Member of Associate Deans Council

University of North Texas, Graduate Council representing Toulouse Graduate School

University of North Texas, Member of Graduate Council Program Review Committee

University of North Texas, Member of Graduate Council Academic Planning and Development Committee

University of North Texas, Chair of Graduate Council Appeals Committee

University of North Texas, Chair of the Conflict of Interest Review Committee

University of North Texas, Co-chair of the International Graduate Recruitment Committee

University of North Texas, Co-chair of the Graduate Student Support Team

University of North Texas, Center for Learning Enhancement, Assessment, and Redesign Steering Committee

##### **2010**

University of North Texas, Presidential Search Committee

University of North Texas, Member of Associate Deans Council  
University of North Texas, Graduate Council representing Toulouse Graduate School  
University of North Texas, Member of Graduate Council Program Review Committee  
University of North Texas, Member of Graduate Council Academic Planning and Development Committee  
University of North Texas, Chair of Graduate Council Appeals Committee  
University of North Texas, Chair of the Conflict of Interest Review Committee  
University of North Texas, Center for Learning Enhancement, Assessment, and Redesign Steering Committee

#### 2009

University of North Texas, ITDS Department Doctor Program Coordinator  
University of North Texas, ITDS Department, Coordinator of Undergraduate Core Course (DSCI3710)  
University of North Texas, Graduate Council representing Group V through August 2012  
University of North Texas, University Review Committee  
University of North Texas, Chair of the Conflict of Interest Review Committee  
University of North Texas, Associate Dean of the Graduate School Search Committee  
University of North Texas, ITDS Department Personnel Affairs Committee  
University of North Texas, ITDS Department, Academic Curriculum Committee  
University of North Texas, ITDS Department, Scholarship Committee  
University of North Texas, COB Promotion and Tenure Advisory Committee, elected as ITDS Department representative and Committee chair.

#### 2008

University of North Texas, ITDS Department Doctor Program Coordinator  
University of North Texas, ITDS Department, Coordinator of Undergraduate Core Course (DSCI3710)  
University of North Texas, Graduate Council representing Group V through August 2009  
University of North Texas, University Review Committee  
University of North Texas, Conflict of Interest Review Committee  
University of North Texas, Chair of the ITDS Department Personnel Affairs Committee and the Promotion and Tenure Committee  
University of North Texas, ITDS Department, Academic Curriculum Committee  
University of North Texas, ITDS Department, Scholarship Committee

#### 2007

University of North Texas, ITDS Department Doctor Program Coordinator  
University of North Texas, ITDS Department, Coordinator of Undergraduate Core Course (DSCI3710)  
University of North Texas, Graduate Council representing Group V through August 2009  
University of North Texas, University Review Committee  
University of North Texas, Conflict of Interest Review Committee  
University of North Texas, ITDS Department, Executive Committee  
University of North Texas, ITDS Department, Academic Curriculum Committee  
University of North Texas, COBA Journal List Advisory Committee, appointed as ITDS Department representative

#### 2006

University of North Texas, ITDS Department Doctor Program Coordinator  
University of North Texas, Graduate Council representing Group V through August 2009  
University of North Texas, University Review Committee  
University of North Texas, Conflict of Interest Review Committee  
University of North Texas, ITDS Department, Executive Committee  
University of North Texas, ITDS Department, Academic Curriculum Committee  
University of North Texas, COBA Journal List Advisory Committee, appointed as ITDS Department representative  
University of North Texas, COBA Promotion and Tenure Advisory Committee, elected as ITDS Department representative

#### 2005

University of North Texas, ITDS Department, Executive Committee  
University of North Texas, ITDS Department, Academic Curriculum Committee  
University of North Texas, COBA Promotion and Tenure Advisory Committee, elected as ITDS Department representative  
University of North Texas, Interdisciplinary Ph.D. in Information Science Executive Committee  
University of North Texas, COBA Journal List Advisory Committee, appointed as ITDS Department representative

**2004**

University of North Texas, Graduate Council, Electronic Thesis and Dissertation Committee  
University of North Texas, BCIS Department Personnel Affairs Committee  
University of North Texas, Business Computer Information Systems Department, Academic Curriculum Committee  
University of North Texas, COBA Appeals Committee, elected as BCIS Department representative  
University of North Texas, COBA Doctoral Program Committee, serve as Dean's representative  
University of North Texas, Interdisciplinary Ph.D. in Information Science Executive Committee

**2003**

University of North Texas, BCIS Department Chair Search Committee  
University of North Texas, Graduate Council, Electronic Thesis and Dissertation Committee  
University of North Texas, BCIS Department Personnel Affairs Committee, Chair  
University of North Texas, Business Computer Information Systems Department, Academic Curriculum Committee  
University of North Texas, COBA Doctoral Program Committee, serve as Dean's representative

**2002**

University of North Texas, BCIS Department Personnel Affairs Committee, Chair  
University of North Texas, BCIS Department Promotion and Tenure Committee, Chair  
University of North Texas, Business Computer Information Systems Department, Academic Curriculum Committee  
University of North Texas, COBA Doctoral Program Committee, serve as Dean's representative

**2001**

University of North Texas, Business Computer Information Systems Department, Academic Curriculum Committee  
University of North Texas, COBA Doctoral Program Committee, serve as Dean's representative

**2000**

University of North Texas, BCIS Department Doctor Program Coordinator  
University of North Texas, BCIS Department Representative on the College Tenure Review Committee  
University of North Texas, BCIS Department, Coordinator of Undergraduate Core Course (MSCI3710)  
University of North Texas, Business Computer Information Systems Department, Academic Curriculum Committee

**1999**

University of North Texas, BCIS Department Doctor Program Coordinator  
University of North Texas, BCIS Department Personnel Affairs Committee, Chair  
University of North Texas, BCIS Department Promotion and Tenure Committee, Chair  
University of North Texas, BCIS Department, Coordinator of Undergraduate Core Course (MSCI3710)  
University of North Texas, Business Computer Information Systems Department, Academic Curriculum Committee

**1998**

University of North Texas, BCIS Department Doctor Program Coordinator  
UNT, College of Business Administration, Team Leader of the AACSB Doctor Program Reaccreditation Committee  
University of North Texas, BCIS Department Personnel Affairs Committee, Chair  
University of North Texas, BCIS Department Promotion and Tenure Committee, Chair  
University of North Texas, Business Computer Information Systems Department, Academic Curriculum Committee

**1997**

UNT, College of Business Administration, Team Leader of the AACSB Doctor Program Reaccreditation Committee  
University of North Texas, BCIS Department Personnel Affairs Committee, Chair



University of North Texas, BCIS Department Promotion and Tenure Committee, Chair  
University of North Texas, BCIS Department, Coordinator of Undergraduate Core Course (MSCI3700)  
University of North Texas, Business Computer Information Systems Department, Academic Curriculum Committee

**1996**

American Society for Quality Control, Certified Quality Engineer Exam Committee, 1996  
UNT, College of Business Administration, Team Leader of the AACSB Doctor Program Reaccreditation Committee  
University of North Texas, College of Business Administration, Research Committee  
University of North Texas, Business Computer Information Systems Department, Executive Committee  
University of North Texas, Business Computer Information Systems Department Personnel Affairs Committee.  
University of North Texas, Business Computer Information Systems Department Promotion and Tenure Committee

**1995**

Chair of UNT, Business Computer Information Systems Department Promotion and Tenure Committee  
Chair of UNT, Business Computer Information Systems Department Personnel Affairs Committee  
University of North Texas, Service Advantage Program Steering Committee  
University of North Texas, College of Business Administration, Benchmarking Committee

**1994**

American Society for Quality Control, Certified Quality Engineer Revision Committee, 1994  
University of North Texas, College of Business Administration, Scholarship Committee  
University of North Texas, Business Computer Information Systems Department, Scholarship Committee  
University of North Texas, Service Advantage Program Steering Committee

**1993**

University of North Texas, Business Computer Information Systems Department, Chair Search Committee  
University of North Texas, College of Business Administration, Scholarship Committee  
University of North Texas, Business Computer Information Systems Department, Executive Committee  
University of North Texas, Business Computer Information Systems Department, Scholarship Committee  
University of North Texas, Service Advantage Program Steering Committee

**1992**

University of North Texas, Service Advantage Program Steering Committee.  
University of North Texas, Business Computer Information Systems Department Personnel Affairs Committee.

**1991**

University of North Texas, Business Computer Information Systems Department Personnel Affairs Committee  
Drexel University, General User Support Working Group of the University's Computer Advisory Council

**1990**

Drexel University, Middle States Association External Relations Workgroup  
Drexel University, College of Business Curriculum Committee  
Drexel University, E4 (Innovative Engineering Education) Data Analysis Workgroup

**1989**

Drexel University, Middle States Association External Relations Workgroup  
Drexel University, College of Business Curriculum Committee  
Drexel University, Search Committee for Faculty Positions in the Quantitative Methods Department  
Drexel University, College of Business Computer Planning Committee

**1988**

Drexel University, Search Committee for Faculty Positions in the Quantitative Methods Department  
Drexel University, College of Business Computer Planning Committee  
Drexel University, College of Business Student Affairs Committee

**1987**

Drexel University, Search Committee for Selection of a Department Head for Quantitative Methods Department  
 Drexel University, College of Business Computer Planning Committee  
 Drexel University, College of Business Student Affairs Committee  
 Drexel University, Department of Quantitative Methods MS in Quality Science Committee

**1986**

Drexel University, College of Business Computer Planning Committee  
 Drexel University, Dept. of Quantitative Methods Ph.D./M.S. in Quantitative Methods Committee  
 Campbell Soup Company Corporate Task Force on 'Just in Time'

**1985**

Drexel University, College of Business Computer Planning Committee  
 Drexel University, Dept. of Quantitative Methods Ph.D./M.S. in Q.M. Development Committee  
 Campbell Soup Company Corporate Task Force on 'Just in Time'  
 Campbell Soup Company, Campbell Institute for Research and Technology, Task Force on Microbiological Safety Considerations for 'Just in Time'

**1984**

Drexel University, Department of Quantitative Methods MBA Major in Statistics/Quantitative Methods Committee

**GRADUATE STUDENT SUPERVISION AND COMMITTEES:**

UNT, ITDS/BCIS, Management Science major comprehensive examination participation (1991 - current).

Chao Wen: Dissertation Chair, Ph.D. in Management Science; Major Professor on Proposal Defense and dissertation (Spring 2010 – present).

Rachael Robertson: Dissertation Chair, Ph.D. in Learning Technologies; Major Professor on Proposal Defense and dissertation (Spring 2010 – present).

Gina Harden: Dissertation Committee Member, Ph.D. in Business Administration with a concentration in Information Systems, (2011 -present).

Chenyang Xu: Dissertation Committee Member, Ph.D. in Business Administration with a concentration in Information Systems, (2011 -present).

Alaa Al Beayez: Dissertation Committee Member, Ph.D. in Business Administration with a concentration in Information Systems, (2011 -present).

Michael Gates: Dissertation Committee Member, Ph.D. in Experimental Psychology, (2010 - 2011).

Michael Magro: Dissertation Co-chair, Ph.D. in Business Administration with a major in Information Systems; Co-major Professor on Proposal Defense and dissertation (Fall 2009 –August 2011).

Hong Qin: Dissertation Chair, Ph.D. in Management Science; Major Professor on Proposal Defense and dissertation (Summer 2008 – August 2009).

Muhammad Hossain: Dissertation Chair, Ph.D. in Management Science; Major Professor on Proposal Defense and dissertation (Summer 2008 – August 2009).

Dan Teed: Dissertation Committee Member, Ph.D. in Business Administration with a major in Accounting, (Spring 2007 – 2009).

Joseph Schuessler: Dissertation Committee Member, Ph.D. in Business Administration with a major in Information Systems, (Spring 2007 – May 2009).

Ho-Chang Chae: Dissertation Committee Member, Ph.D. in Business Administration with a major in Information Systems, (Spring 2007 – August 2009).

Konstantin Taskov: Dissertation Committee Member, Ph.D. in Business Administration with a major in Information Systems, (Spring 2007 – Fall 2008).

Jason Sharp: Dissertation Chair, Interdisciplinary Ph.D. in Information Science; Major Professor on Proposal Defense and dissertation (Summer 2006 – Summer 2008).

Grace Kang: Dissertation Committee Member, Ph.D. in Business Administration with a major in Accounting, (Fall 2007 – Summer 2008).

Patricia Thomas: Dissertation Committee Member, Ph.D. in Business Administration with a major in Information Systems, (Fall 2005 – Summer 2008).

Damian Marks' Engineering technology MS thesis (2007).

Timothy Hawkins: Dissertation Committee Member, Ph.D. in Business Administration with a major in Marketing, (Fall 2004 – May 2007).

Wesley Randall: Dissertation Committee Member, Ph.D. in Business Administration with a major in Marketing, (Fall 2004 – August 2007).

Lixuan Zhang: Dissertation Committee Member, Ph.D. in Business Administration with a major in Information Systems, (Fall 2004 – Summer 2006).

Bashorat Ibragimova: Dissertation Committee Member, Ph.D. in Business Administration with a major in Information Systems, (Fall 2004 – Summer 2006).

Concha Ramsey Neeley: Dissertation Committee Member, Ph.D. in Business Administration with a major in Marketing and Logistics, (Fall 2005 – Spring 2006).

John Besich: Masters thesis committee member (2003), **Job Embeddedness as a Predictor of Voluntary Turnover: Validation of a New Instrument**. Using U.S. Department of Veterans affairs study data to test proposed model for doctoral dissertation, committee member (Fall 2004 – December 2005).

Barry Myers: Dissertation Chair (Summer 2003), **Information Systems Assessment: Development Of A Comprehensive Framework And Contingency Theory To Assess The Effectiveness Of The Information Systems Function**, Interdisciplinary Ph.D. in Information Science; Major Professor on Proposal Defense (June 2005).

Aurora Sanchez: Dissertation and Proposal Defense Committee Member (2002 -Fall2003); dissertation on IT alignment in a government organization, committee member (Fall 2003), Interdisciplinary Ph.D. in Information Science

Hyong-song Chong: Dissertation Chair (Fall 2000 – Fall 2001), **IS-MBNQA: A new framework for the relationship between Information Systems and organizational quality**, Major Professor on Proposal Defense (2000).

Shin-ping Liu: Dissertation Chair (2000 – Fall 2001), **An E-Government Readiness Model**, Major Professor on Proposal Defense (Spring 2001); Interdisciplinary Ph.D. in Information Science.

Hollis Landrum: Dissertation Chair (Fall 1999); **An Analysis of the Ability of an Instrument to Measure Quality of Library Service and Library Success**, Major Professor on Proposal Defense (1995), Interdisciplinary Ph.D. in Information Science.

Tim Stettheimer: Dissertation and Proposal Defense Committee Member, Interdisciplinary Ph.D. in Information Science, (1997 - 2000).

Junsub Yi: Dissertation Chair (Summer 1996); **Neural Network Application to Control Charts Under the Condition of Nonnormality**, Major Professor on Proposal Defense (1996).

Glenn Maples: Dissertation and Proposal Defense Committee Member, BCIS Dept. (Summer 1996).

Rick Huff: Dissertation and Proposal Defense Committee Member, BCIS Dept. (Summer 1996).

Terry Fox: Dissertation and Proposal Defense Committee Member, BCIS Dept. (Summer 1996).

Katherine Miller: Dissertation Committee University Member, College of Education (Fall 1996)

UNT, Interdisciplinary Degree in Information Science, Comprehensive examination participation (1996 - 1998).

UNT, Minor field oral exams -Gregg Gatewood, Engineering Technology Masters (1996); Shahed Mustafa, Engineering Technology Masters (1996)

UNT, Minor field written and oral exams -Douglas Moore, Engineering Technology Masters (1995); Donald Barrett, Engineering Technology Masters (1995)

Clare Popejoy: Dissertation and Proposal Defense Committee Member, BCIS Dept., (Fall 1995-1998).

Thomas P. Van Dyke: Dissertation and Proposal Defense (Summer 1995) Committee Member, BCIS Dept. (Fall 1995)

Robert Breshears: Dissertation Committee Member, BCIS Dept. (Fall 1995).

Hale Kaynak: Dissertation Committee Minor Professor, Management Dept. (Spring 1996).

Monica Holmes: Dissertation Committee Member, BCIS Dept (Summer 1995).

David Scarborough: Dissertation Committee Member, Management Dept (Summer 1995).

Ted Nam: Dissertation Chair (December 1993); **A Heuristic Procedure for Specifying Parameters In Neural Network Models for Shewhart X-Bar Control Chart Applications**. Major Professor on Proposal Defense (1993).

Martha Harvey: Dissertation Chair (May 1993), **The Fixed v Variable Sampling Interval Shewhart X-Bar Control Chart in the Presence of Positively Autocorrelated Data**. Major Professor on Proposal Defense (1992).

UNT, Minor field written and oral exams - Michael Davis, Engineering Technology Masters (1992) Robert Mitchell, Engineering Technology Masters (1992), Hale Kaynak, Ph.D. in Dept. of Management (1993).

Department of Quantitative Methods Ph.D. Secondary Examination Committee for Ph.D. candidates in the Drexel University College of Business and Administration (1990/91).

Margaret Liebman: Dissertation Committee (1992), Proposal Defense (1992).

Randy LaSalle: Dissertation Committee, Proposal Defense (1990).

Frank T. Anbari: Dissertation and Candidacy Examination Committees (1990).

Served on Ph.D. Core Exams (1989/90) and Department of Quantitative Methods Ph.D. Secondary Examination Committee for Ph.D. candidates in the Drexel University College of Business and Administration.

Lyndon Kirkland: MBA research 1989.

Yeong Choi: Dissertation and Proposal Committees, Dissertation Defense (1989) and Ph.D. Secondary Committee (1987).

Yimini Fu: MBA research and co-author on research manuscript (1987/89).

Scott Jones: Dissertation Defense (1987/88)

Zhang Song: MBA research (1986/87).

Robert Gold: MBA research (1985/86).

**ADDITIONAL PROFESSIONAL ACTIVITIES:**

Afternoon Keynote address at MacEwan University School of Business - Business Research Information Exchange Forum in Edmonton Canada on Friday April 20, 2012.

Session Chair of 2 Sessions (Innovative Education and Marketing and Cross-Functional Interfaces) at the Decision Sciences Institute Annual Meeting, November 19-22, 2011.

Session Chair of 2 Sessions at Decision Sciences Institute Southwest Region Annual Meeting, Mar 9-12, 2011.

Presentation at the University of North Texas as part of the College of Information Spring 2011 IIS Doctoral Colloquium series, "Fast Food Selection: How do we Decide?," Feb 18, 2011.

Poster Session at Cancer Prevention and Commercialization Dallas Regional Chamber Networking Event, "Relationships among Nutrition Knowledge, Nutrition Labels, Health Indicator Icons, and Consumers' Fast Food Choices," Nov 30<sup>th</sup>, 5-7:30 PM., W Dallas – Victory Hotel.

Session Chair in Innovative Education Track, Decision Sciences Institute Annual Meeting, November 2010.

Presentation at the University of North Texas as part of the Toulouse Graduate School workshop series, "Success Strategies for Doctoral Students," Oct 2010.

Presentation at Texas Woman's University Department of Nutrition and Food Sciences, "Fast Food Selection: How Do We Decide?" Oct 2010.

Session Chair in Innovative Education Track, Decision Sciences Institute Annual Meeting, November 2009.

Preliminary round judge for the American Society for Quality's International Team Excellence Award, Philadelphia PA, Oct 2009.

Presentation with Shailesh Kulkarni for the UNT, Center for Learning Enhancement, Assessment, and Redesign - Transformative Instruction Initiative (TII) Speaker Series: "Infusing Multiculturalism, Transnationalism and Cultural Awareness into Your Existing Courses", October 7 – 12 PM to 1 PM, 2009.

- Presentation at Universidad de Colima, Facultad de Contabilidad y Administracion de Colima, Dec 2008.
- Presentation on statistical process control as part of the UNT Center for Logistics Education and Research's workshop on "Supply Chain Analytics", Denton Texas, Nov 12-14, 2008.
- Faculty participant in the UNT SAP alliance, Fall 2007.
- Presentation at Universidad de Colima, Facultad de Contabilidad y Administracion de Colima, Fall 2005.
- Presentation at University of North Texas, College of Business Teaching Enhancement Seminar, Fall 1998.
- Presentation at University of North Texas, College of Business Teaching Enhancement Seminar, Fall 1997.
- Featured speaker at Denton Municipal Utilities, Management Quality Forum, Oct. 1996.
- Session Chair - Tutorial: Illustrated Examples and Tutorial on Applications of Neural Network Models, Decision Sciences Institute - Southwest Region, March 1996.
- Session Chair in Quality Issues Track, Decision Sciences Institute - Southwest Region, March 1996.
- Closing remarks at University of North Texas, College of Business Teaching Enhancement Seminar, Fall 1995.
- Presentation at University of North Texas, College of Business Teaching Enhancement Seminar, Fall 1994.
- Presentation at the Second International Seminar on Quality Technology (II Seminario Internacional Sobre Tecnologia Da Qualidade) entitled "O Ensino da Engenharia da Qualidade" in Curitiba, Parana, Brazil, Oct 18-19,1994.
- Presentation to Provost and Dean of Ivanovo State Power University (Russia) on the University of North Texas Center for Quality and Productivity, April 25, 1994.
- Presentation at Sanden International on the University of North Texas Center for Quality and Productivity, April 22, 1994.
- Mentor to a University of North Texas Ronald E. McNair fellow, Gwendolyn Reed (1993-1994).
- Presentation on Managing to Improve Quality and Productivity in Healthcare for Baylor HomeCare Nursing Supervisors, April 1993
- Presentation, "Total Quality Management in Higher Education," North Texas Community and Junior College Consortium, Fall Conference, November 5-7, 1992.
- Total Quality Management Seminar for the University of North Texas (October 19, 1992) - Sponsored by the Provost's Office.
- Conducted workshop on Total Quality Management for the joint Boards of Texas Health Care and the Osteopathic Medical Center of Texas, June 1992.
- Keynote Address and CEO session at the College of Osteopathic Health Care Executives Annual Conference and the American Osteopathic Hospital Association Trustee Forum (March 29 - April 1, 1992).
- Presentation, "Total Quality Management and the Academic World," at Microdynamics in Dallas TX, October 7, 1991.

Session Moderator at the North Texas Quality Expo, Dallas, TX, October 1, 1991.

Presentation, "Total Quality Management," at the National Association of Accountants Mid-Atlantic Council's Professional Development Seminar, May 10, 1991.

Beta test of MINITAB's Release 8 for the Macintosh, May 1991.

Panel Member, "Industry and Education Working Together for Quality Improvement," at the American Society for Quality Control - Philadelphia Section, Dinner Meeting, April 18, 1991.

Presentation, "Total Quality Management for Service Industries," a Small Business Survival Seminar at the Main Line Chamber of Commerce's 5th Annual Business Expo, April 1991.

Chair of Session, "Innovative Approaches to Creating an Effective Learning Environment" at the 21st Annual Meeting of the Decision Sciences Institute, November 1990.

Program Committee for the First Quarterly Meeting of the Delaware Valley Quality/Productivity Fellowship, Fall 1990.

Program Committee for "The Human Side of Quality: The National Quality Forum VI Telecast," sponsored by the Delaware Valley Partnership for Quality and Productivity, Fall 1990.

Moderator of Service Industry Tract and Chair of Afternoon Panel: 34th Annual Quality Symposium - American Society for Quality Control (Philadelphia Section) - October 1990 1.0 CEU

Presentation, "Delaware Valley Quality/Productivity Fellowship," at the American Society for Quality Control - Philadelphia Section, September 1990 Meeting.

Presentation, "Career Development and the Role of Education," at the American Society for Quality Control - Philadelphia Section, March 1990 Meeting.

Participated in the South Street Project and Course at Drexel University.

Quoted in **Datapro Software News** article entitled "Cost Cutting with QC Software," Vol. 15, no. 10, October 1989.

Participated in the first Consultants Corner at the American Society for Quality Control - Philadelphia Section's Annual Quality Symposium (33rd Symposium on October 19, 1989).

Mentor to Mentally Gifted Child for the Philadelphia Public School System (1988/89).

Moderator of Tutorial Tract: 32nd Annual Quality Symposium - American Society for Quality Control (Philadelphia Section) - October 1988 1.0 CEU

Pennsylvania Health Care Cost Containment Council:

1988 - Chair and Expert Panel Member for Review of Documentation on House Bill 2288 (Mandatory Mammography Screening Benefits)

1987 - Expert Panel Member for Review of Documentation on House Bill 324 (Mandatory Mental Health Benefits)

**CONSULTING ACTIVITIES:** Consulting services provided to companies and institutions including: ALCATEL; Campbell Soup Company; Keller & Heckman (Law firm); Chadbourne & Parke, LLP; Mrs. Smith's Frozen Food Co. (Kellogg's); Osteopathic Medical Ctr. of Texas; Path Notes (Home Health Care Agency Software Provider); Quality Alert Institute; Raytheon; Tetra Pak Inc.; UNOCAL - POCO Graphite; U. S. Navy Air Propulsion Center; U. S. Navy Aviation Supply Office; U. S. Office of Personnel Management; U. S. Department of Veteran Affairs; Western Kraft Paper Group

**PROFESSIONAL AFFILIATIONS:**

Senior Research Fellow in the Montfort Institute Baldrige Award Recipient Consortium (Summer 2006 – present)

City of Denton Business After School Action Site Advisory Board (2001).

Member of Vision of Denton Business City Impact Group and Co-Chair of the Education Connection Focus Group (1994).

Hospitality Committee Chair and Education Committee Member for the Dallas Section of the American Society for Quality Control (1993/94).

Denton Chamber of Commerce Quality Council for Excellence Steering Committee. This committee formulated the development plan for “A Vision of Denton- 21st Century (1992-1993).

Co-advisor to the University of North Texas Student Branch of the American Society for Quality (ASQ - was American Society for Quality Control until name change in 1997) (1992-2000).

Founding Member of The Delaware Valley Partnership for Quality and Productivity (founded by The Drexel University Center for Quality and Productivity and representatives from the following organizations: Philadelphia Area Council for Excellence, American Society for Quality Control - Philadelphia Section, American Production and Inventory Control Society - Philadelphia Chapter, and Delaware Valley Industrial Resource Center in 1990)

Treasurer of the American Society for Quality Control - Philadelphia Section for 1990/91.

Executive Board of the American Society for Quality Control - Philadelphia Section for 1990/91.

**Active in the following professional organizations:**

American Society for Quality Control (Senior Member)  
American Statistical Association  
Decision Sciences Institute  
Institute of Electronic and Electrical Engineers  
Institute for Operations Research and the Management Science

**CONTINUING EDUCATION:**

American Society for Quality, Certified Quality Engineer Exam Review Workshop, Milwaukee, WI, 2.0 recertification units, Oct 20-21, 2000.

American Society for Quality, Certified Quality Engineer Exam Review Workshop, Milwaukee, WI, 2.0 recertification units, Mar 24-25, 2000.

American Society for Quality Control, Certified Quality Engineer Exam Review Workshop, Dallas, TX, 2.0 recertification units, Dec 6-7, 1996.

American Society for Quality Control, Certified Quality Engineer Exam Review Workshop, Milwaukee, WI, 2.0 recertification units, Oct 3-4, 1996.

AACSB Continuous Improvement Symposium Program, St. Louis, MO, Sept. 29 - Oct 1, 1996.

An Introduction to Structural Equation Modeling with Amos Draws, American Psychological Association, New York, New York, 1.0 CEU, August 10, 1995.

Second International Seminar on Quality Technology (II Seminario Internacional Sobre Tecnologia Da Qualidade) entitled “O Ensino da Engenharia da Qualidade” in Curitiba, Parana, Brazil, Oct 18-19, 1994.



Texas Quality Award, 1993 Examiner Preparation Course, 24 hrs.

1991 North Texas Quality Expo, Dallas Section of The American Society for Quality Control, Oct. 1, 1991.

34th Annual Quality Symposium - American Society for Quality Control (Phila. Section), 1990, 1.0 CEU

Integrating Quality and Productivity in Statistics Courses - a one week workshop at the University of Tennessee, Knoxville, funded by the National Science Foundation, Summer 1990.

33rd Annual Quality Symposium - American Society for Quality Control (Phila. Section), 1989, 1.0 CEU

32nd Annual Quality Symposium - American Society for Quality Control (Phila. Section), 1988, 1.0 CEU

Total Quality: Pathways and Partnerships October 17 and 18, 1988 - The Philadelphia Area Council for Excellence of the Greater Philadelphia Chamber of Commerce

14th Annual Symposium on Quality - American Society for Quality Control (Del. Section), 1987, 0.7 CEU

Experimental Design Conference - American Society for Quality Control (Del. Section), 1987, 0.7 CEU

Experimental Design for Quality Improvement - Joint Statistical Meetings (ASA), August 1986, 0.7 CEU

Improving Statistical Presentations - Joint Statistical Meetings (ASA), August 1986, 0.2 CEU

13th Annual Symposium on Quality - American Society for Quality Control (Del. Section), 1986, 0.7 CEU

Quality Engineering II - Drexel University, Spring 1986.

The Taguchi Approach - University of Delaware, 1986, .8 CEU

Quality Engineering I - Drexel University, Fall 1985.

Classification and Regression Trees - Joint Statistical Meetings (ASA), August 1985, .7 CEU

#### **PUBLICATION REVIEW ACTIVITIES:**

Editorial Review Board of **Quality Management Journal** (QMJ), from 2005 - present.

Editorial Board of **International Journal of Services and Standards** (IJSS), from 2010 - present.

Evaluation of applications for the **Vietnam Education Foundation** (VEF). Conducted an online technical review for the Fellowship Process B Programs – Mar 2012.

Reviewer for **Industrial Management & Data System**, Manuscript ID IMDS-Feb-2012-0031

Reviewer for **Quality Management Journal**, (QMJ 11 10 31), Fall/Winter 2011.

Reviewer for **Decision Sciences Institute - Southwest**, 2011.

Editor of a Second Special Issue of the **Quality Management Journal** (QMJ, 2011 volume 18:4) on Health Care Quality.

Reviewer for **Computers and Industrial Engineering**, CAIE-D-11-00383, Summer 2011.

Reviewer of submissions to the Information Technology Track of the **Annual Meeting of the Decision Sciences Institute**, 2011.

Reviewer for **Information Systems Frontiers**, Manuscript ISFI431, Jan 2011.

Editor of a Special Issue of the **Quality Management Journal** (QMJ, 2010 volume 17:4) on Health Care Quality.

Reviewer for **Industrial Management & Data System**, Manuscript ID IMDS-Oct-2010-0287.

Reviewer for Proceedings of the **Annual Meeting of the Decision Sciences Institute**, 2009.

Reviewer for **Computers and Industrial Engineering**, CAIE-D-09-00333, Fall 2009.

Reviewer for **Quality Management Journal**, (QMJ 09 04 08), Spring/Summer 2009.

Reviewer for **IEEE Transactions on Engineering Management**, (TEM-08-0373), Winter 2008/09.

Reviewer for **Quality Management Journal**, (QMJ 08 06 32), Summer 2008.

Reviewer for **Quality Management Journal**, (QMJ 08 03 18), Spring 2008.

Reviewer for **Communications of the ACM**, (CACM A3047), Winter 2008.

Reviewer for **Quality Management Journal**, (QMJ 07 08 44), Fall 2007.

Reviewer for **Quality Management Journal**, (QMJ 07 02 07), Spring 2007.

Reviewer for **Quality Management Journal**, (QMJ 07 01 01), Winter 2007.

Reviewer for **Quality Management Journal**, (QMJ 05 09 34), Fall 2007.

Reviewer for **International Conference on Information Systems**, Research Methods Track, 2007.

Reviewer for **National Fund for Scientific and Technological Development (FONDECYT 2007 National Research Competition)**, National Commission for Scientific and Technological Research, Santiago Chile, Fall 2006.

Reviewer for **MIS Quarterly**, (MIS4585.r1), Fall 2006, Fall 2007.

Reviewer for **Quality Management Journal**, (QMJ 06 06 26), Fall 2006.

Reviewer for **Quality Management Journal**, (QMJ 06 06 29), Fall 2006.

Reviewer for **Quality Management Journal**, (QMJ 06 09 43), Fall 2006.

Reviewer for **Twenty Seventh International Conference on Information Systems**, Quantitative Research Methods Track, 2006.

Reviewer for **Quality Management Journal**, (QMJ 06 01 09), Spring 2006.

Reviewer for **International Journal of Quality and Reliability Management**, (IJQRM 06-404), Spring 2006.

Reviewer for Decision Sciences Institute – National meeting, CIS Track, 2006.

Reviewer for **Quality Management Journal**, (QMJ 06 01 04), Winter 2006.

Reviewer for **Quality Management Journal**, (QMJ 05 10 39), Fall 2005.

Reviewer for **Quality Management Journal**, (QMJ 05 08 26), Fall 2005.

Reviewer for **Quality Management Journal**, (QMJ 05 01 01), Summer 2005.

Reviewer for **IEEE Transactions on Engineering Management**, (TEM-05-0096), Summer 2005.

Reviewer for **European Journal of Operational Research**, (MS 104300), a Nelson & Commons Publication, Fall 2004 and Summer 2005.

Reviewer for **IEEE Transactions on Engineering Management**, (TEM-03-0108), Spring 2004, Fall 2004, and Spring 2005.

Reviewer for **Decision Support Systems**, (DSS # 04-05-1223), Spring 2004.

Reviewer for **Decision Sciences**, (MS 2782), Spring 2004.

Reviewer for **Management Science**, (Department of Operations and Supply Chain Management, via Marvin Lieberman), Fall 2003.

Reviewer for **Computers and Industrial Engineering**, (MS 01/107), Fall 2003.

Reviewer for **Decision Sciences**, (MS 2424), Fall 2002.

Book review of **Statistical Rules of Thumb** by Gerald van Belle, John Wiley and Sons, 2002, for **Technometrics**, Feb 2003, Vol 45, 1, p 107.

Reviewer for **European Journal of Operational Research**, (MS 101252), a Nelson & Commons Publication, Fall 2001.

Reviewer for the **International Journal of Quality and Reliability Management**, (MS No. 99-164) Aug. 1999.

Reviewer for **Advances in Environmental Research**, (MS 518-99) ,a Nelson & Commons Publication, Mar 1999.

Review of *Solving Quality Problems: Tools of Continuous Improvement* by Ledolter, J. and Burrill, C. W., for John Wiley & Sons Inc., Feb.1997.

Review of University of North Texas Faculty Research Grant Applications, 1996/1997.

Reviewer for Decision Sciences Institute - Southwest, Quality Issues Track, 1996.

Reviewer for Decision Sciences Institute - Southwest, Quality Issues Track, 1995.

Review of University of North Texas Faculty Research Grant Applications, 1995/1996.

Review of Tenure File for Kent State University, Kent, Ohio, Fall 1993.

Review of University of North Texas Faculty Research Grant Applications, 1992/1993.

Review of books for **Quality Progress**, Book Reviews Section, 1991/1992.

Review of 10 chapters of Professor Nick Farnum's statistical quality control textbook for PWS Kent, May 1991.

Reviewer for **The American Statistician**, a Journal of the American Statistical Association, 1989/1990.

Reviewer for **Nuclear Technology**, a Journal of the American Nuclear Society and the European Nuclear Society, 1989/1990, 1994.

**An Introduction to Statistical Methods and Data Analysis**, 3rd Ed. by Lyman Ott, PWS-Kent, **Technometrics**, Vol. 31, no. 3, pp 219-220, August 1989.

**An Introduction to Statistical Methods and Data Analysis**, 3rd Ed. by Lyman Ott, for PWS Publishers, 1987. As a result of this review, Lyman Ott requested and acknowledged our contribution of test questions (prepared by Bajgier, S. M., and Prybutok, V. R.) for inclusion in the exercise sets of the 3rd Ed.

#### **GRANTS AND FUNDING:**

**University of North Texas Small Research Grant (Summer 2012):** Granted \$800 for work with a student investigator, Bo Han, to purchase apple equipment so that we can develop an I-phone application based on our android application for enhancing undergraduate statistics instruction.

**Universidad de Colima, Mexico grant (2010-2012):** Granted \$9,000 per agreement number GN0003825 along with UNT colleague Dr. Chang Koh as subcontractors for "Introduction of high-efficiency light reflectors to reduce electrical demand research project."

**University of North Texas N-Gen Course Redesign grant (2010-11 Academic year):** Granted \$12,000 along with co-investigator, Dr. Shailesh Kulkarni, to facilitate the redesign of our large enrollment undergraduate statistics class for higher level-learning through emphasis on small-group experiential learning and a rigorous assessment plan.

**University of North Texas College of Business Faculty Research Grant (Summer 10):** Granted \$6700 with co-investigators, Dr Daniel Peak and Michael Gibson, in support of "Identification of the Research Issues in Visual Systems Design that Impact Healthcare Software Interfaces."

**University of North Texas Summer Instruction Fellowship (Summer 09):** Granted \$26,700 along with a separate award to co-investigator, Dr. Shailesh Kulkarni, for summer instructional fellowship to work on an "Integration of Cases / Exercises on International, Multicultural and Diversity Issues into an Introductory Statistics Courses" for our introductory statistics course.

**University of North Texas Faculty Research Grant (2008/09):** Granted \$5000 in support of "Comparison of How the Business Performance Management and the Malcolm Baldrige National Quality Award Frameworks Address Enhanced Competitiveness"

**University of North Texas Summer Instruction Fellowship (Summer 08):** Granted \$24000 along with a separate award to co-investigator, Dr. Shailesh Kulkarni, for summer instructional fellowship to work on an "Interactive Statistics Laboratory" for our introductory statistics courses.

**University of North Texas College of Business Administration Faculty Research Grant (Summer 08):** Granted \$8000 in support of "Relationships among Service Quality, Customer Satisfaction, and Behavioral Intentions in Fast-food Restaurants in the U.S. and China."

**University of North Texas Small Grant (2008/09):** Granted \$1500 in supplemental doctoral student support for "Impact of Specialty Hospitals on Access and Quality: Evidence from Texas."

**University of North Texas Health Science Center (UNTHSC) - UNT Institutional Seed Research Grant, 2007:** Co-principal Investigator on a grant of \$19,700 with Drs. Shailesh Kulkarni (Co-PI at UNT) and Liam O'Neill (Lead PI at UNTHSC) in support of "Impact of Specialty Hospitals on Access and Quality: Evidence from Texas."

**City of Denton (Spring 2006):** Received \$24455.71 for research and graduate student support to study the effectiveness of information technology utilization by the City.

**University of North Texas, Texas Center for Digital Knowledge - 2004/05 Interdisciplinary Information Science Ph.D. Student / Faculty Research Program:** Granted \$3000 jointly with Ph.D. student, Shimelis Assefa, in support of "Measure of Satisfaction in Wireless Technology Use: The Case of Baylor Healthcare System."

**U.S. Department of Veterans Affairs (Fall 2002):** Funded via SOS Consulting through the Center for Quality and Productivity for \$18,250 in support of a larger project on measurements and models to assist the Dept of Veterans Affairs in addressing its IT workforce needs for 2005.

**University of North Texas Faculty Research Grant (2002/03):** Granted \$5000 in support of "A Malcolm Baldrige National Quality Award Measurement Model for Organizational Productivity"

**University of North Texas Faculty Research Grant (2001/02):** Granted \$4000 in support of "The Relationship between Information Systems Quality and Organization Quality"

**Lockheed, Martin (Fall 1997):** Received \$20,000.00 for research and graduate student support.

**Lockheed, Martin (Fall 1996):** Received \$5,000.00 for research and graduate student support.

**University of North Texas Faculty Research Grant (1996/97):** Granted \$3800 in support of "Application of the Back Propagation neural Network Algorithm to the Design of Control Charts for Averages Under Non-normality"

**University of North Texas Information Systems Center Research Grant (1996/97):** Granted (with Dr. Leon Kappelman as principal investigator) \$10,000 in support of "Factors That Cause IS Development Projects to Escalate Out of Control."

**Lockheed, Fort Worth Co. (Fall 1995):** Received \$11,000.00 for research and graduate student support.

**University of North Texas Faculty Research Grant (1995/96):** Granted \$2500 in support of "Comparison of Neural Networks with Traditional Forecasting Techniques for Prediction of Daily Maximum Ozone Concentrations"

**University of North Texas Faculty Research Grant (1995/96):** Co-investigator (with Dr. Leon Kappelman) on \$3800 grant in support of "IS Assessment: An investigation of measures used, their value to the organization, and their relationship to quality and organizational effectiveness."

**University of North Texas Information Systems Center Research Grant (1995/96):** Granted (with Dr. Leon Kappelman as co-investigator) \$8600 in support of "IS Assessment: An investigation of measures used, their value to the organization, and their relationship to quality and organizational effectiveness."

**The Mail Box (Summer 1995):** Received \$6000.00 for research and graduate student support.

**University of North Texas College of Business Administration Faculty Research Initiative Grant (Summer 1995):** Granted (with Dr. Leon Kappelman as co-investigator) \$2000 in support of "IS Assessment: An investigation of measures used, their value to the organization, and their relationship to quality and organizational effectiveness."

**University of North Texas College of Business Administration Curriculum Innovation and Assessment Grant (Summer 1995):** Co-investigator with Dr. Leon Kappelman and Dr. Martin Richards on \$3400 grant to support of "Development and Validation of Measurements to Assess the Effects of Training Experiences on the Knowledge, Skills, and Attitudes of Trainees."

**The Mail Box (Spring 1995):** Received \$8000.00 for research and graduate student support.

**U.S. Information Agency - College and University Partnership Program (Sept. 1994-August 1996):** Co-investigator on USIA grant for partnership between Collin County Community College and Ivanovo State Power

University. We are currently responsible for about \$75,000 of this \$299,997.00 grant. These funds support sending our research specialists to Ivanovo and hosting the semester long visits of faculty (6) and students (4) from Ivanovo.

**Lockheed, Fort Worth Co. (Fall 1994):** Received \$18,500.00 for research and graduate student support.

**Lockheed, Fort Worth Co. (Summer 1994):** Received \$21,000.00 for research and graduate student support.

**ASQC-Dallas Section Grant (1994):** Contribution of \$7500 to support the Center for Quality and Productivity's activities, the UNT Student Branch of ASQC, and scholarships.

**M & S Systems, Inc., A Nortek Co. (1993):** Granted \$8500.00 to support graduate studies in quality and productivity.

**University of North Texas Faculty Research Grant (1992/1993):** Granted \$1800 in support of "Investigation of the Application of Neural Networks in Quality Control".

**University of North Texas Faculty Research Grant (1991/92):** The University of North Texas granted \$1500 in support of "Development of a Quality Metric and Assessment of Quality Practices and Needs of Texas Firms".

**Apple Equipment Grant (1991):** Received \$40,000.00 in equipment from Apple Computer for "Using the Microcomputer as a Pedagogical Tool in the Teaching of Statistics". Submitted with Maragah, H. D., and Bajgier, S. M. through the Director of Computing Services at Drexel University for funding from Apple Computer Corporation.

**Drexel University Internal Support (1990/91):** Drexel University granted funds to pursue Total Quality Management as outlined in a program developed by Dr. Prybutok, "Workshops and Coaching to Achieve Total Quality Management". This program was conducted in conjunction with Dr. Richard W. Schneider (Vice President for Research and Information Resources at Drexel University).

**National Science Foundation Faculty Workshop Support (1990/91):** The National Science Foundation funded attendance at a one week workshop entitled, "Integrating Quality and Productivity in Statistics Courses".

**ASQC MBA in Quality Sciences Development Funds (1989/90):** Received commitment of \$4000.00 in funds from The American Society for Quality Control - Philadelphia Section to support the start of an MBA in Quality Sciences.

**Israeli Defense Ministry Research Faculty Support (1988/89):** The Israeli Defense Ministry funded the 15 month sabbatical of two quality control managers to serve as Research Associates in the Drexel Center under the direction of Dr. Prybutok. These visitors (Emanuel Binder and Irit Binder) were degreed engineers and American Society for Quality Control Certified Quality Engineers.

**Ford Electronics Division Program Development Funds (Winter 1989):** Received \$65,000.00 from the Ford Motor Co. - Electronics Division for the Drexel Center for Quality and Productivity to develop and deliver a three week program on Statistical Quality / Process Control.

**United States Navy Aviation Supply Office Program Development Funds (Winter 1989):** Received \$11,000.00 from the NASO for the Drexel Center for Quality and Productivity to develop and deliver internal programs on Statistical Quality / Process Control.

**Drexel University Research Scholar Alternate Award No. 2 (1988/89):** Received \$3500.00 for direct research expenditures in support of proposal entitled, "Sampling Strategies for Hazardous Materials Identification Within Superfund Sites".

**Campbell Soup Company Program Development Funds (Spring 1988):** Received \$30,000.00 from the Campbell Soup Co. for the Drexel Center for Quality and Productivity to develop and deliver a three week program on Statistical Quality / Process Control.

**Apple Equipment Grant (1988):** Received \$4000.00 in equipment from Apple Computer for "Using Microcomputers as a Pedagogical Tool: Phase I - Visual Fits for Regression". Grant received jointly with Bajgier, S.M..

**Technicomp Equipment Award (Fall 1988):** Received \$3850.00 in educational materials for use through the Drexel Center for Quality and Productivity.

**ASQC Program Development Funds (Summer 1987):** Received \$6000.00 in funds from The American Society for Quality Control - Philadelphia Section for the development of cooperative programs.

**Drexel University Mini-Grant (1986/87):** Received \$2000.00 in funds from Drexel University for Development of a Linear Model to Compare Leukemia Incidence Risk Between Nuclear and Coal Power Industries.

#### **JOURNAL PUBLICATIONS:**

Fang, J., Wen, C, and Prybutok, V.R., "An assessment of equivalence between Internet and paper-based surveys: Evidence from collectivistic cultures," **Quality and Quantity**, available online via Digital Object Identifier (DOI) 10.1007/s11135-012-9783-3.

Han, B. and Prybutok, V.R., "'I guess" to "I get": An effective use of smart technology to transform undergraduate statistics education," **International Journal of Information and Operations Management Education**, accepted Oct 13, 2012, <http://www.inderscience.com/info/ingeneral/forthcoming.php?jcode=ijjome>.

Prybutok, G.L., O'Connor, B., and Prybutok, V.R., "What Makes a Health Education Video 'Go Viral'?" **Modern Internet of Things**, accepted September 2012.

Qin, H. and Prybutok, V.R., "A Quantitative Model for Patient Behavioral Decisions in the Urgent Care Industry," accepted by **Socio-Economic Planning Sciences**. Currently available online at: <http://dx.doi.org/10.1016/j.seps.2012.08.003>.

Ryan, S. D., Prybutok, V.R., Kappelman, L.A., and Zhang, X., "Job Satisfaction and Turnover among IT Professionals: A Cognitive Dissonance Approach" accepted by **The Data Base for Advances in Information Systems**.

Peak, D., Prybutok, V.R., Gibson, M., and Xu, C. "Information Systems as a Reference Discipline for Visual Design," accepted by **International Journal of Art, Culture and Design Technologies**.

Magro, M.J., Prybutok, V.R., and Ryan, S., "Turning the tables: making surveys relevant in the classroom," **Int. J. Information and Operations Management Education**, accepted Dec 20, 2011, <http://www.inderscience.com/info/ingeneral/forthcoming.php?jcode=ijjome>.

Harden, G., Ryan, S., and Prybutok, V., "Social Networking Site Continuance: The Paradox of Negative Consequences and Positive Growth," **Informing Science: the International Journal of an Emerging Transdiscipline**, VOL. 15, pp. 207-227, 2012. <http://www.inform.nu/Articles/Vol15/ISJv15p207-227Harden0628.pdf>

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#### **INTERNAL REPORTS AND PROJECTS:**

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Prybutok, V. R., "Report to the Pennsylvania Health Care Cost Containment Council: A Review of Documentation on House Bill 2288 (Mammographic Screening Benefits)," The Commonwealth of Pennsylvania funded this Mandated Benefits Review Panel work for the Pennsylvania Health Care Cost Containment Council, September 1988.

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Zink, D.L. and Prybutok, V. R., "Cup Sterilization for Plastic Container," Corporate report, Campbell Soup Company, Campbell Institute for Research and Technology, 1985.

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#### **JOURNAL SUBMISSIONS AND WORK IN PROGRESS:**

Torres, J.L.N. and Prybutok, V.R., "Undergraduate student research on industry analysis: Learning by doing case experience," submitted to **Journal of Education for Business**.

Chae, H., Koh, C. E., and Prybutok, V.R., "IT Capability and Firm Performance: Contradictory Findings and Their Possible Causes," being revised for **MIS Quarterly**.

Magro, M.J., Ryan, S., and Prybutok, V.R., "The Social Network Application Post-Adoptive Use Model (SNAPUM): A Model Examining Social Capital and Other Critical Factors Affecting the Post-Adoptive Use of Facebook," **Informing Science: the International Journal of an Emerging Transdiscipline**, submitted July 2012.

Fang, J., Wen, C, and Prybutok, V.R., "The impact of culture on the equivalence of Internet and Paper-based surveys in IT/IS adoption research," submitted after first revision to **Behaviour & Information Technology**.

Fang, J., Wen, C, and Prybutok, V.R., "Paper-and-Pencil versus Social Media survey delivery: Does Sociability Matter and Why?," submitted to **Information and Management**.

Boakye, K.G., McGinnis, T., Prybutok, V.R., and Paswan, A.K. (2012) "IT-related Service and Consumer Behavior: An Investigation in the Mobile Telecommunication Context," submitted to **Decision Support Systems and Electronic Commerce**.

Boakye K.G., Blankson, C., Prybutok, V.R. (2012) "Does the Investment Model work in the Service Industry? Empirical Findings from the Automobile and Housing Sectors" in progress.

Ashton, T., Evangelopoulos, N., and Prybutok, V.R., "Using p-charts to monitor textual data in a service quality context: a latent semantic analysis approach," submitted May 2012 to **Journal of Quality Technology**.

Qin, H., Prybutok, V.R., and Prybutok, G.L., "Development of a survey instrument to allow quantitative comparisons of urgent care providers", **The International Journal of Health Care Quality Assurance**, submitted June 2012.

Peak, D., Prybutok, V.R., Gibson, M., Wu, Y. and Xu, C., "User Perceptions of Aesthetic Visual Design Variables: A Pluralistic, Web-Based Experiment," submitted to **Information Systems Journal** (under first-round review).

Harden, G., Ryan, S., and Prybutok, V., "User Satisfaction with Social Networking Sites: Effect of Playfulness and Change in Use," **Information Systems Management**, submitted February 2012.

Visinescu L. and Prybutok V. "On Latent Means Measurement Invariance in Partial Least Squares studies" being prepared for submission to the **Psychological Bulletin or Educational and Psychological Measurement**.

Han, B. and Prybutok, V.R., "The Influence of IMBDSS on Buyer's Decision Making in Marketplaces with Uncertainties," **Information and Management**, under revision for resubmission.

Peak, D., Gibson, M., and Prybutok, V.R., "Perceiving Aesthetic Visual Design Factors in System Design: A Preliminary Study," being prepared for submission.

Peak, D., and Prybutok, V.R., "Effects of sound on employees in business environments and students in educational environment," starting work that is targeted to the **International Journal of Human-Computer Studies**.

Randall, W.S., Prybutok, V.R., and Gravier, M.J., "The Role of Relational Connectedness with respect to Trust, Commitment, Satisfaction and Future Intention," being prepared for journal submission.

Qin, Hong, Prybutok, V.R., and Kulkarni, S., "College Students' Perceptions of Service Quality in Urgent Care Centers." in progress.

Qin, Hong and Victor R. Prybutok, "A Comparative Analysis of Urgent Care Service Quality in the United States and Mainland China," in progress.

Hossain, M.M., and Prybutok, V.R., "Investigating the relationship between the Business Performance Management framework and the Malcolm Baldrige National Quality Award framework," being prepared for submission to **Decision Sciences Journal**.

Evangelopoulos, N., Hossain, M.M., and Prybutok, V.R., "Two decades of Statistical Methods and Applications: A Latent Semantic Analysis," being prepared for submission to **Journal of American Statistical Association**.

#### **RESEARCH PROPOSALS IN PROGRESS:**

**American Heart Association:** Requesting \$50,690 to support a doctoral student to work on the "Social Side of Healthcare: Social Media as Health Information Channels," Submitted July 18, 2012.

**NIH:** Requested \$407,296.23 as co-investigator with Dr. Ami Moore and Dr Mark Vosvick for "Project Network: Psychosocial and Behavioral Characteristics in Networks Associated with Risky Sexual Behavior in HIV Positive African Americans," Date Submitted: May 11, 2012, pending.

**NSF Proposal number 0939756:** Requested \$55,744 with Dr. Dan Peak for "Comparisons between Customer Decisions in the United States and Mainland China in Fast Food Restaurants as a Function of Customer Demographics, Food Preferences, and the Perception," Date Submitted: May 01, 2009, not funded but being revised for resubmission.

**NSF Proposal number 0968845:** Requested \$232,510 as CO-PI with Dr. Dan Peak as PI for "Bridging Aesthetics and Positivism: Validating a Framework of Visual Systems Design," Date Submitted: Sept 24, 2009, not funded but being revised for resubmission.

**Work in progress-** Under the Malcolm Baldrige National Quality Award (MBNQA) framework I am pursuing numerous research projects. Current work focuses on the relationship between organizational productivity as measured using a MBNQA based instrument and other productivity models. Consistent with the application of quality and productivity improvement is the assessment of performance.