

**Dr. Marcel Marie Robles**  
Eastern Kentucky University  
College of Business and Technology  
859-622-1117 (office phone)  
859-582-8680 (cell phone)  
Email: marcel.robles@eku.edu

## **Education**

**Post-Doctorate**, Hough Graduate School of Business  
University of Florida, Gainesville, FL, July 2011.  
Area of Specialization: Accounting & Finance

## **PhD**

University of North Dakota, Grand Forks, ND, 1996.  
Major: Teaching and Learning  
Supporting Areas of Emphasis: Information Systems and Higher Education  
Minor: Business Education  
Dissertation Title: "The Effect of Cooperative Learning Teaching Strategies on Faculty Development at a Small Midwestern University"

## **MS**

University of North Dakota, Grand Forks, ND, 1991.  
Major: Business Education  
Minor: Vocational Education

## **BBA**

University of North Dakota, Grand Forks, ND, 1989.  
Major: Information Management Systems and Business Management  
Minor: Spanish

## **Professional Positions – Academic**

**Assessment Coordinator**, College of Business & Technology  
Eastern Kentucky University, Richmond, KY  
**January 2010 – Present**

- Create, revise, and encourage the use of assessment rubrics for faculty to assess student learning outcomes.
- Conduct knowledge tests and compile assessment statistics for BBA and MBA.
- Disseminate assessment data to ECU Business Faculty and Administration.
- Write annual assessment reports for AACSB maintenance of accreditation.

**Professor**, Corporate Communication and Technology Program  
College of Business & Technology, Eastern Kentucky University, Richmond, KY  
**August 2007 – Present**

- Teach courses in Computer Systems Applications, Office Procedures and Administration, Business Communication, Database Applications, Managerial Reports, Entrepreneurship, and Strategic Business Communication (Graduate).
- Serve as faculty advisor for the student organization, Phi Beta Lambda (Future Business Leaders of America), Fall 2002-present.
- Serve as faculty advisor for the Patterson Scholars in the MMAC Department, Fall 2008-present.
- Participate in Professional Education Fellows Program with Corbin Independent School District. Working with high school math teachers on use of technology in instruction, Fall 2003-present.
- Developed successful proposal for a Writing Intensive Course, February 2009. Currently, CCT 300W, Managerial Reports, is taught four times per semester.

**Associate Professor**, Corporate Communication and Technology Program  
College of Business & Technology, Eastern Kentucky University, Richmond, KY  
**August 2002 - August 2007**

- Taught undergraduate courses in: Office Technology Seminar, Computer Systems Applications, Electronic Data Input, Office Procedures and Administration, Business Communication, Database Applications, Web Design, Managerial Reports, Academic Orientation.
- Taught graduate courses in Office Technology Seminar, Web Design, Business Research and Communication.
- Revised Office Systems and Technology Program to include Technology Applications Design major. Created curriculum and courses to fit new program, 2003-2004.
- Created online module in the Access and Evaluation of Information Technology for College of Education through AT&T Grant for State Education Department, Spring 2003.

**Department Chair**, Information Systems & Business Education Department  
College of Business & Public Administration, University of North Dakota, Grand Forks, ND  
**July 2000 - August 2002**

- Planned course time schedules and teaching loads.
- Reviewed syllabi and course materials to determine course transfers.
- Administered departmental budgets.
- Promoted curricular initiatives and assessment.
- Interviewed and selected Graduate Teaching Assistants.
- Coordinated faculty search processes.
- Handled student and faculty concerns.
- Coordinated faculty search processes.
- Handled student and faculty concerns.

- Coordinated and participated in faculty evaluations.
- Developed departmental Annual Report and conducted strategic planning efforts.

**Assistant Professor**, Information Systems & Business Education Department  
College of Business & Public Administration, University of North Dakota, Grand Forks, ND  
**August 1998 - August 2002**

- Taught undergraduate courses in: Fundamentals of Management Information Systems; Telecommunications; Principles of Networking; Systems Analysis and Design; Information Security and Smart Card Technology; Data Resource Management; Operating Systems; Office Management; Records and Information Management; Information Systems Seminar; Methods of Teaching Business Courses; Business Communications; Word Processing; Desktop Publishing; End-User Applications.
- Taught graduate courses in: Office Technologies and Concepts of Information Systems; Administration and Supervision of Adult Vocational Education; Research Seminar in Career and Technical Education.
- Prepared and presented an Information Systems Curriculum Proposal to revise the Information Management Program to an Information Systems Major. Revised courses to fit the new program according to the Association for Information Technology Professionals (AITP) Model Curriculum. Proposal accepted and implemented, Fall semester, 2000.
- Initiated and designed the online Information Systems program through the Continuing Education Department at the University of North Dakota. Implemented Fall semester, 2001. Developed and taught several of the online IS courses.

**Lecturer**, Business and Vocational Education Department  
College of Business & Public Administration, University of North Dakota, Grand Forks, ND  
**June 1991 - August 1998**

**Lecturer**, Learning After Hours Program  
Division of Continuing Education, University of North Dakota, Grand Forks, ND  
**January 1993 - May 1993**

- Developed and implemented curriculum for Learning After Hours MIS Computer Lab.
- Taught Fundamentals of Management Information systems Lecture and Lab.

**Graduate Teaching Assistant**, Business & Vocational Education Department  
College of Business & Public Administration, University of North Dakota, Grand Forks, ND  
**August 1989 - May 1991**

- Taught Microcomputer Applications for Business and MIS Computer Lab.
- Developed computer lab assignments for IBM AS/400 University Partners Program.
- Presented workshops for using CMS Mainframe.

## **Professional Positions – Non-Academic**

### **Information Manager**, May 1989 - November 1992

Pine to Prairie Girl Scout Council, Grand Forks, ND

- Developed and managed computerized database and information system.
- Communicated with adult volunteers and staff.
- Tabulated event registrations and created report summaries.

### **Records Management Intern**, May 1988 - August 1988

Medtronic, Inc., Minneapolis, MN

- Conducted feasibility studies.
- Developed color coded and computer-assisted retrieval systems.
- Updated records retention schedules.
- Operated Micrographics equipment.

## **Directed Teaching & Student Learning**

Master of Arts in Teaching (MAT Degree) Comprehensive Exam Committee Member (2010-2011). Advised: Mary Loren McRay.

Undergraduate Honors Thesis, "Generational Differences in Workplace Communication," Management, Marketing and Administrative Communication, Honors Program. (March 2010 – May 2011). Advised: Alexandra Krallman.

Communication Advisement - Group Project for another professors' class. (2010). Advised: Allison Sernulka, Nick Hopperton, Samantha Jones, Thomas Johnson. Met with student group for input and guidance with their Communication Senior Capstone Project regarding the use of Critical and Creative Thinking with the Noel Studio by the College of Business & Technology.

Directed Individual/Independent Study. (Fall 2009). Advised: Christopher McCann. Mentored and Co-presented with Graduate Student at Association for Business Communication Conference, Portsmouth, VA.

Directed Individual/Independent Study. (Spring 2009). Advised: Anthony Pistilli. Mentored and Co-presented with Graduate Student at Federation of Business Disciplines Association for Business Information Systems Conference, Oklahoma City, OK.

MBA Thesis Committee Member, "Argentina Human Resources Perceptions," College of Business & Technology (April 2007 - August 2008). Advised: Florencia Tosiani.

MBA Thesis Committee Chair, "The Effectiveness of Creating Organizational Values through the Art of Storytelling," College of Business & Technology (February 2007 – May 2008). Advised: Tyrone Hobbs.

Directed Individual/Independent Study (Fall 2008). College of Business & Technology  
Advised: Tyrone Hobbs. Mentored and Co-presented with Graduate Student at Association  
for Business Communication Annual Convention, Washington, DC.

Directed Individual/Independent Study, "Web Design for Offices," Management, Marketing  
and Admin. Comm. - Corporate Communication. (January 2006 - May 2006).  
Advised: Leah Larkin.

## **Research, Scholarly Activity, and Intellectual Contributions**

### **Blind-Reviewed, Refereed Journal Articles**

Robles, M. M. (2011). History of Online Education and its Impact on Business Education. In  
Lisa Gueldenzoph Snyder (Ed.), *Online Business Education* (49th ed., pp. 1-15). Reston,  
VA: National Business Education Association 2011 Yearbook.

Spain, J. W., & **Robles**, M. M. (2011). Academic Integrity Policy: The Journey. *Business  
Communication Quarterly*, 74(2), 151-159. DOI 10.1177/1080569911404407.

Robles, M. M. (2011). Prompting Students to Think Critically in the Business Information  
Systems Classroom. *Journal of Research in Business Information Systems*, 4(4), 36-54.

Robles, M. M., & Spain, J. W. (2010). The Case of "Wikidness". In Peter F. Meggison (Ed.),  
*Case Studies in Computer Ethics* (pp. 138-147). Little Rock, AR: Case Studies in  
Computer Ethics, Delta Pi Epsilon.

Robles, M. M. (2009). An Analysis of Business Education Recruitment Strategies Over the  
Past 25 Years: Then and Now. *Delta Pi Epsilon Journal*, 51(1), 1-14.

Robles, M. M. (2007). Applying Instructional Design Theory When Using Learning Objects.  
In A. Koohang & K. Harman (Ed.), *Learning Objects and Instructional Design* (pp. 407-  
436). Santa Rosa, CA: Informing Science Press.

Robles, M. M. (2005). Editing and Proofreading Can Be Fun. *Business Education Forum*,  
60(1).

Carnes, L. W., Awang, F., & **Robles**, M. M. (2004). Assessing Office and Business  
Information Systems Programs: A Case Study. *Information Technology, Learning, and  
Performance Journal*, 22(1), 1-7.

Robles, M. M., & Braathen, S. (2002). Online Assessment Techniques. *Delta Pi Epsilon  
Journal*, 44(1).

Braathen, S., & **Robles**, M. M. (2000). The Importance of Assessment in Business Education. *2000 National Business Education Association Yearbook* (pp. 11-24).

### **Editor-Reviewed Journal Articles**

Robles, M. M. (2009). Teaching Activities to Help Students Develop Oral Presentation Skills. *The Kentucky Business Education Association Journal, Kentucky Business Education Association*, 13-14.

Oakes, L., & **Robles**, M. M. (2008). Electronic Communication in Student Education. *The Kentucky Business Education Association Journal, Kentucky Business Education Association*, 14-15.

Burton, B., & **Robles**, M. M. (2008). From Chalkboards to Smart Boards. *The Kentucky Business Education Association Journal*, 27-28.

Grahn, J., & **Robles**, M. M. (2008). We Still Need to Overcome the Shortfalls of Technology and Computers in the Classroom. *The Kentucky Business Education Association Journal*, 29-30.

Robles, M. M. (2007). Activities for Guiding Students to Ethical Decision Making. *The Kentucky Business Education Association Journal*, 5-6.

Kahly, R., & **Robles**, M. M. (2006). Benefits of Using Laptop Computers in Today's Classroom. *The Kentucky Business Education Association Journal*, 4-5.

Robles, M. M. (2006). Technology Etiquette. *The Kentucky Business Education Association Journal*, 22-23.

Langemo, M., & **Robles**, M. M. (2001). Upgrade Your Filing System to State-of-the-Art. *Office Solutions*, 18(11).

Robles, M. M. (2001). The e-Office: What Exactly Is It?. *Office Solutions*, 18(6).

Robles, M. M. (2001). Is Technology Taking Over Your Office?. *Office Solutions*, 18(4).

Robles, M. M., & Langemo, M. (1999). The Fundamentals of Records Management. *Office Systems* 99.

Robles, M. M., & Langemo, M. (1999). The Fundamentals of Records Management. *ARMA International Metro Record, Twin Cities Chapter of ARMA*, 29(8).

## Research Reports

Robles, M. M. (1995). *Special Report: Evaluation Report of DIIS Project, 1994-1995, Mayville State University, conducted for the Bush Foundation.*

Robles, M. M. (1991). *An Analysis of Computer Usage in Girl Scout Councils in the Tri-State Area.*

## Course Book Supplements

Robles, M. M., & Graham, B. (2002). *Customized Course Supplement for "Fundamentals of Management Information Systems"* (2nd ed.). New York: Fundamentals of Management Information Systems, Wiley Custom Services.

Robles, M. M. (2000). *Customized Course Supplement for Fundamentals of Management Information Systems* (1st ed.). New York: Fundamentals of Management Information Systems, Wiley Custom Services.

## Presentations and/or Proceedings

Robles, M. M., Association of Business Communication--Southwest, "Just When You Thought You Knew the APA Writing Style: Yet Another Edition," Federation of Business Disciplines, Houston, TX. (March 2011).

Robles, M. M., Association of Business Information Systems, "Add It Up: Is Technology in Education a Numbers Game?," Federation of Business Disciplines, Houston, TX. (March 2011).

Robles, M. M., International Academy of Business and Public Administration Disciplines, "Accounting Computer Software: A Boost or a Bust for Beginning Students," Orlando, FL. (January 2011).

Robles, M. M., International Academy of Business and Public Administration Disciplines, "Financial Literacy of First- and Second-Year College Students," Orlando, FL. (January 2011).

Larsgaard, J. C. (Presenter Only), **Robles, M. M.** (Author Only), Delta Pi Epsilon Annual Convention, "The Impact of Information and Media Literacy on Teaching Today's Generation of College Student," Delta Pi Epsilon, Philadelphia, PA. (November 2010).

Robles, M. M., Association for Business Communication National Conference, "An International Business Communication Experience in China," Association for Business Communication, Chicago, IL. (October 2010).

- Robles, M. M., Association for Business Communication National Conference, "Communication TEN: People Watching: Technology, Etiquette, and Nonverbals," Association for Business Communication, Chicago, IL. (October 2010).
- Robles, M. M., Xinchang Pharmaceutical Company, "Develop Quality Business Presentations for the International Audience," Xinchang, Zhejiang, China. (July 2010).
- Blythe, H., Sweet, C., **Robles**, M., et al. (2010). Kentucky Conference on the Scholarship of Teaching and Learning: Creativity and the Educated Person, "Creativity R Us," Kentucky Council on Postsecondary Education, Lexington, KY. (May 26, 2010).
- Robles, M. M., Association for Business Communication - Southeast Region, "Critical Thinking: One Piece of the Foundation for Effective Business Communication," Association for Business Communication, Birmingham, AL. (March 2010).
- Robles, M. M., Association for Business Communication - Southwest Region, "Panel: What Do We Teach in a Graduate Corporate Communication Course," Association for Business Communication, Dallas, TX. (March 2010).
- Robles, M. M., Association for Business Communication - Southwest Region, "Use Critical Thinking Strategies to Teach Students to Communicate," Association for Business Communication, Dallas, TX. (March 2010).
- Robles, M. M., Association for Business Information Systems, "Employer Social Web Site Usage in the Job Hiring Process," Federation of Business Disciplines, Dallas, TX. (March 2010).
- Robles, M. M., Association for Business Information Systems, "Prompting Students to Think Critically in the Business Information Systems Classroom," Federation of Business Disciplines, Dallas, TX. (March 2010).
- Robles, M. M., Association for Business Communication National Convention, "Do Your Students Actually Use the Electronic Supplements You Provide?," Association for Business Communication, Portsmouth, VA. (November 2009).
- McCann, C., **Robles**, M. M., Association for Business Communication National Convention, "Fore! An Analysis of Golf Course Websites," Association for Business Communication, Portsmouth, VA. (November 2009).
- Robles, M. M., Delta Pi Epsilon National Conference, "It's a Whole New Generation of College Student," Delta Pi Epsilon, San Francisco, CA. (November 2009).
- Robles, M. M. Global Association for Business Communication, "ESL + MBA + USA = GOAL: Business Communication for ESL MBA Students in the USA," Association for Business Communication, Ypsilanti, MI. (June 2009).

- Robles, M. M. Association for Business Communication - Southeast Region, "Today's Generation of College Student: Everything Old is New Again," Association for Business Communication, Atlanta, GA. (March 2009).
- Robles, M. M. Association for Business Communication - Southwest, "Storytelling Strategies to Convey Policy in Business Organizations," Federation of Business Disciplines, Oklahoma City, OK. (February 27, 2009).
- Pistilli, A., & **Robles**, M. M. Association for Business Information Systems, "The Invisible Guardian: Wireless Asset Control," Federation of Business Disciplines, Oklahoma City, OK. (February 27, 2009).
- Larsgaard, J. C., & **Robles**, M. M, International Academy of Business and Public Administration Disciplines, "A Case in Agribusiness Economics," Orlando, FL. (January 5, 2009).
- Robles, M. M. Delta Pi Epsilon National Conference, "Use the Storytelling Approach to Induce Critical Thinking," Chicago, IL. (November 2008).
- Robles, M. M. International Association for Business Communication Annual Convention, "Metathinking: Instructional Strategies for Improving Students' Critical Thinking Skills," Incline Village, NV. (October 2008).
- Robles, M. M. International Conference on Education, "A Study on Student Use of Laptop Computers in the High School Classroom," Athens Institute for Education and Research, Athens, Greece. (May 2008).
- Robles, M. M. Association for Business Communication - Southeast, "The Impact of Electronic Messaging on Business Communication," Columbia, SC. (March 2008).
- Robles, M. M. Association for Business Communication - Southwest, "Using Camtasia Software to Create an Instructional Product," Federation of Business Disciplines, Houston, TX. (March 2008).
- Robles, M. M. Association for Business Information Systems, "Prevention of Identity Theft: Prepare Students To Be Proactive Computer Users," Federation of Business Disciplines, Houston, TX. (March 2008).
- Robles, M. M. Delta Pi Epsilon National Conference, "Wiki What? The New Language for Business Education," Delta Pi Epsilon, New Orleans, LA. (November 2007).
- Robles, M. M., Rotary Club. (October 31, 2007). Spoke about EKU's MBA Program.

- Robles, M. M., & Hobbs, W. T. International Association for Business Communication Annual Convention, "The Effectiveness of Creating Organizational Values through the Art of Storytelling," Washington, DC. (October 2007).
- Robles, M. M. Association for Business Communication - Southeast, "Teaching Grammar at the College Level," Nashville, TN. (March 2007).
- Robles, M. M. Association for Business Communication - Southwest, "Do Professional Web Sites Adhere to the Principles of Effective Communication?," Federation of Business Disciplines, San Diego, CA. (March 2007).
- Robles, M. M. Association for Business Communication Annual Convention, "Does E-mail = E-communication?," San Antonio, TX. (October 2006).
- Robles, M. M. International Conference on Business, "Business Communication Research Project: From Proposal to Rubric," Honolulu, HI. (May 2006).
- Robles, M. M. Association for Business Communication - Southwestern US, "Help Your Students Give Effective Presentations: Alleviate Fears, Command Message Preparation, and Instill Professionalism," Federation of Business Disciplines, Oklahoma City, OK. (March 2006).
- Robles, M. M. Association for Business Information Systems, "Students to Design an Effective and Useful Web Site.," Federation of Business Disciplines, Oklahoma City, OK. (March 2006).
- Robles, M. M. Delta Pi Epsilon National Conference, "Is The Concept of Business Professionalism and Everyday Etiquette Becoming Victim to Technology?," Delta Pi Epsilon, Cincinnati, OH. (November 2005).
- Robles, M. M. Association for Business Communication Annual Convention, "Can Technology Write?," Association for Business Communication, Irvine, CA. (October 2005).
- Robles, M. M., & Larsgaard, J. C. International Society for Exploring Teaching & Learning Annual Conference, "Integrating PDAs into the Classroom," International Society for Exploring Teaching & Learning, Cocoa Beach, FL. (October 2005).
- Robles, M. M. Association for Business Communication - Southwestern & Southeastern U.S., "Online Resources for Business Communication Teachers and Students," Association for Business Communication, Dallas, TX. (March 2005).
- Robles, M. M. Delta Pi Epsilon National Conference, "Integrating Personal Digital Assistants (PDAs) into a Business Class," Delta Pi Epsilon, Arlington, VA. (November 2004).

- Robles, M. M. Association for Business Communication Annual Convention, "Using Web Site Design to Communicate Effectively," Association for Business Communication, Cambridge, MA. (October 2004).
- Robles, M. M., & Larsgaard, J. C. International Society for Exploring Teaching & Learning Annual Conference, "Create Effective PowerPoint Slides: Animation, Links, Color, and Special Effects," International Society for Exploring Teaching & Learning, Baltimore, MD. (October 2004).
- Robles, M. M. Association for Business Communication -- Southwestern & Southeastern U.S., "Get Students to Edit, Proofread, and Enjoy It!," Federation of Business Disciplines, Kissimmee, FL. (March 2004).
- Robles, M. M. Association of Business Information Systems Annual Meeting, "Technology Training For Teachers: Start Your Own Program!," Federation of Business Disciplines, Kissimmee, FL. (March 2004).
- Robles, M. M. Delta Pi Epsilon, "The Impact of a Campus-Wide Cooperative Learning Program on Students and Faculty at a Small University," Delta Pi Epsilon, Indianapolis, IN. (November 2003).
- Robles, M. M. Association for Business Communication Annual Convention, "Business Ethics," Association for Business Communication, Albuquerque, NM. (October 2003).
- Robles, M. M., & Larsgaard, J. C. International Society for Teaching and Learning Annual Conference, "Effectively Incorporating Online Communications and Web-Based Materials into the Traditional Business Classroom," International Society for Teaching and Learning, Ft. Collins, CO. (October 2003).
- Robles, M. M. Association for Business Communication Southwestern United States Conference, "The Impact of Cooperative Learning Instructional Strategies on Students and Faculty at a Small Midwestern University," Association for Business Communication, Houston, TX. (March 2003).
- Robles, M. M. Association for Business Information Systems Conference, "Quality Online Education: Fad, Fiction, or Fact," Federation of Business Disciplines, Houston, TX. (March 2003).
- Robles, M. M. (Author Only), Lawson-Body, A. (Author Only), O'Keefe, T. (Presenter & Author), International Conference on Electronic Commerce, "Impact of Electronic Inter-Organizational Relationship on Competitive Advantage: The Moderating Role of Trust-Commitment," Tanzania, Africa. (May 2002).

- Robles, M. M., Mellem, K., & Cummins, M. Senator Conrad's Marketplace of Ideas State Conference, "Government Rural Outreach: Electronic Services for North Dakota," Grand Forks, ND. (January 2002).
- Robles, M. M. Western Information Technology Council, "Office of Management and Budget's E-Gov Task Force," Western Information Technology Council, Denver, CO. (January 2002).  
Conference was via video teleconference
- Robles, M. M. Greater North Dakota Association Regional Conference, "E-Government," Fargo, ND. (November 2001).
- Robles, M. M., Braun, C. K., Daughtry, D., & Stolt, W., Instructional Technology Forum, "Surviving and Thriving in Your First Online Course," University of North Dakota, Grand Forks, ND. (November 2001).
- Robles, M. M. 2001 North Dakota Business Conference, "Smart Cards and You," Fargo, ND. (October 2001).
- Robles, M. M. Information Technology Conference, "Corporate E-Learning," Information Technology Council of North Dakota Education, Fargo, ND. (October 2001).
- Robles, M. M. Summit of CIOs, "Electronic Government Services," Western Governor's Association, Aspen, CO. (June 2001).
- Robles, M. M., Mellem, K., Gonzalez, R., & Martone, R. Telecommunications Technology in North Dakota Regional Conference, "Government Services Online: The Electronic Frontier," Telecommunications Technology in North Dakota, Fargo, ND. (June 2001).
- Robles, M. M. Technology Education National Conference, "Online or Offline: You Flip the Switch," Technology Education, Ontario, CA. (March 2001).
- Robles, M. M. Adult Learning, University of North Dakota, "Adult Learning Theory," University of North Dakota, Grand Forks, ND. (February 2001).
- Robles, M. M. Syllabus New Dimensions in Education Technology Conference, "Development of an Online, Web-Based Business Course: Lessons Learned," Boston, MA. (December 2000).
- Robles, M. M. Time Management, University of Minnesota, "Time Management," University of Minnesota-Crookston, Crookston, MN. (November 2000).
- Robles, M. M. ARMA International Conference, "Don't Be Just a Manager, Be a Leader," ARMA, Las Vegas, NV. (October 2000).

- Robles, M. M. ARMA International Conference, "The Art of Leadership," ARMA, Las Vegas, NV. (October 2000).
- Robles, M. M. University of North Dakota, "Functional Lecture, Cooperative Learning, and Other Effective Teaching Strategies," University of North Dakota, Grand Forks, ND. (October 2000).
- Robles, M. M. Panel presented to Graduate Teaching Assistants for the Graduate School, "Experienced GTAs: Lessons Learned," University of North Dakota, Grand Forks, ND. (August 2000).
- Robles, M. M. University of North Dakota, "Grammarcise," University of North Dakota, Grand Forks, ND. (August 2000).
- Robles, M. M., Braathen, S., O'Keefe, T., Haga, W., & Graham, B. *An Assessment of Student Learning in a Required Introductory Information Systems Course: Lessons Learned*. St. Paul, MN: Annual Midwest Instruction and Computing Symposium. (May 2000).
- Robles, M. M. University of North Dakota, "Cooperative Learning Instructional Strategies," University of North Dakota, Grand Forks, ND. (November 1999).
- Robles, M. M. Memorial Union Student Leadership Conference, "Time Management and Leadership," University of North Dakota, Grand Forks, ND. (October 1999).
- Robles, M. M. University of North Dakota, "Cooperative Learning Instructional Strategies," University of North Dakota, Grand Forks, ND. (August 1999).
- Robles, M. M. Fargo-Moorhead Human Resource Association, "Establishing Successful Records Management Programs," Fargo, ND. (June 1999).
- Robles, M. M. Mountain Plains Business Education Conference, "Get Students Involved: Use Cooperative Learning," Mountain Plains Business Education, Colorado Springs, CO. (June 1999).
- Robles, M. M. Small Business Development Center, "Establishing and Managing Successful Records Management Programs," Grand Forks Air Force Base. (February 1999).
- Robles, M. M. University of North Dakota, "Cooperative Learning Instructional Strategies," University of North Dakota, Grand Forks, ND. (August 1998).
- Robles, M. M. University of North Dakota, "Using Cooperative Learning Instructional Strategies in Teaching Business Classes," University of North Dakota, Grand Forks, ND. (February 1998).

Robles, M. M. University of North Dakota, "Conducting a Qualitative Research Study," University of North Dakota, Grand Forks, ND. (June 1997).

Robles, M. M. International Evaluation Association Conference, "Evaluation of a Three-Year Institution-Wide Faculty Development Program on Cooperative Learning," International Evaluation Association, Vancouver, British Columbia. (November 1995).

## **Contracts, Grants and Sponsored Research**

### **Contract**

Robles, Marcel M. (Principal), "Customer Metrics: An Internet-Based Electronic Service Delivery Pilot," Sponsored by Federal Social Security Administration Contract, Federal, \$33,612.00. (September 2001 - March 2002).  
Principal Investigator/Project Coordinator

### **Grant**

Robles, Marcel M. (Principal), "Government Rural Outreach (GRO) Initiative," Sponsored by State of North Dakota Federal Appropriation, State, \$750,000.00. (2002).  
Principal Investigator/Project Coordinator

Robles, Marcel M. (Principal), "Curriculum Development Grant," Sponsored by College of Business and Public Administration, Other, \$2,500.00. (July 2001).

Robles, Marcel M. (Principal), "Curriculum Development Grant," Sponsored by College of Business and Public Administration, Other, \$5,000.00. (July 2000).

Robles, Marcel M. (Principal), "Curriculum Development Grant," Sponsored by College of Business and Public Administration, Other, \$2,500.00. (July 1999).

Robles, Marcel M. (Principal), "Student Technology Fee Proposal for Classroom Presentation Equipment," Sponsored by University of North Dakota, Other, \$8,000.00. (1997 - 1998).

### **Sponsored Research**

Robles, Marcel M. (Project/Team Member), "WINGS Government Express Stores Study," Sponsored by United States Postal Service, Federal, \$5,000.00. (September 2001). Project Coordinator.

## Service

### **Eastern Kentucky University (2002-Present)**

- Thinking and Communicating Across the Curriculum - Scoring Assessments, July 2009 - Present.
- Assessment (CATS Scoring), June 2009 - Present.
- Committee Member, Strategic Planning Council, January 2009 - Present.
- Full Member Graduate Faculty, 2006 - Present.
- Subcommittee, QEP, New Faculty Orientation, May 2009 - December 2010.
- Subcommittee, QEP, Recruitment and Training, May 2009 - December 2010.
- Committee Member, Strategic Planning Council Survey Subcommittee, August 2009 – May 2010.
- Tours of Business & Technology Center for Student Athlete Recruitment, October 2010.
- Committee Member, General Education Committee, August 2007 - August 2009.
- Committee Member, Graduate School Strategic Planning Committee, August 2007 - May 2009.
- Committee Chair, Graduate Council Curriculum Subcommittee, 2006-2008, August 2006 - May 2009.
- Committee Chair, Ad Hoc New Senator Orientation Committee, August 2005 - May 2009.
- Faculty Senate Member, August 2004 - May 2009.
- Committee Chair, Rights & Responsibilities Committee, 2004 - 2009.
- Committee Member, Graduate Council, 2005 - 2009.
- Committee Member, University Grievance Committee, August 2007 - August 2008.
- Search Committee for Vice President of Enrollment Management, Member, January 2008 - May 2008.
- Committee Member, Academic Program Review Committee, 2004 - 2007.
- Faculty Club Board of Governors, 2004 - 2007.
- Alternate, Coalition of Senate and Faculty Leadership, 2004 - 2006.
- Associate Member, Graduate Faculty, 2002 - 2006.
- Faculty Mentor, Education Pays Center, 2003 - 2004.
- Advisor to Education, Honors Program Orientation, 2003.
- Advisor to Education, Summer Orientation, 2003.
- Presenter, Presented seminar on Office Politics & Procedures for Family & Consumer Sciences, April 2003.
- Committee Member, Compensation and Benefits Ad Hoc Committee, 2002 - 2003.

### **EKU College of Business & Technology**

- Quality Enhancement Program (QEP) for Critical & Creative Thinking, QEP Coach for College of Business & Technology, January 2009 - Present.
- Committee Member, ECU Business, Beta Gamma Sigma Coordinating Committee, Vice President, 2003 - Present.

- Student Organization Advisor – Phi Beta Lambda/Future Business Leaders of America (PBL/FBLA), August 2002 - Present.
  - Chaperoned several students and proctored academic competitive events at various Phi Beta Lambda State and National Leadership Conferences.
  - Hosted Kentucky State Spring Leadership Conference at EKU, April 9, 2010 - April 10, 2010.
- Committee Member, MBA Graduate Committee, 2002 - Present.
- Ethics Awareness Committee Member, November 2009 - December 2010.
- Committee Member, MBA Curriculum Committee, August 2006 - May 2010.
- Committee Member, AACSB MBA (Graduate) Assurance of Learning Committee, August 2009 - December 2009.
- Committee Member, AACSB BBA (Undergraduate) Assurance of Learning Committee, May 2008 - December 2009.
- MBA Orientation, Session Leader, August 2009.
- Committee Member, Professional Skills Conference Committee, College of Business & Technology, 2002 - 2008.
- Recruiting for EKU Business, GSO Orientations, 2003 - 2007.
- Taught Business & Technology (BTO) Academic Orientation class for Business Students, August 2006 - December 2006.

### **EKU Management, Marketing, & Admin Communication Department**

- GBU 480 (Strategic Business Management) Capstone Assessment Committee, Member, June 2009 - Present.
- Committee Chair and Student Advisor, Patterson Scholarship Committee, August 2008 – August 2011.
- Workshop Chair and Session Leader, College to Careers Conference Subcommittee, January 2011 – April 2011.
- Committee Member, Promotion and Tenure Committee, August 2007 - May 2010.
- Mentor for New Faculty, August 2008 - May 2009.
- Committee Member, Academic Practices Committee, 2002 - 2006.

### **Professional**

- Journal Reviewer, International Association for Business Communication, January 2011 - Present.
- Conference Chair, Delta Pi Epsilon Annual Convention, November 2010 - Present.
- Board Member, International Association for Business Communication, Member, October 2010 - Present.
- Member, Delta Pi Epsilon National Conference Committee, January 2010 - Present.
- Member, International Association for Business Communication Teaching Committee, October 2005 - Present.
- Past President, Federation of Bus. Disciplines/Association for Business Communication - Southwest Region, March 2010 - March 2011.

- Session Chair and Discussant, International Academy of Business and Public Administration Disciplines, January 2011.
- Member, Delta Pi Epsilon Membership Committee, February 2008 - November 2010.
- Conference Program Chair/Proceedings Editor, Association for Business Communication - Southeast Region, March 2009 - March 2010.
- President, Federation of Bus. Disciplines/Association for Business Communication - Southwest Region, March 2009 - March 2010.
- Program Chair and Vice President, Association for Business Communication - Southwest Region, March 2008 - March 2009.
- Session Chair and Discussant, International Academy of Business and Public Administration Disciplines, January 2009.
- Secretary, Federation of Bus. Disciplines/Association for Business Communication Southwest, March 2007 - March 2008.
- Historian, Federation of Bus. Disciplines/Association for Business Communication - Southwest Region, March 2006 - March 2007.
- Project Leader, Electronic Government Services for Rural Citizens, in collaboration with the United States Postal Service, the Social Security Administration, and the State of North Dakota, 2000 - 2002.
- Committee, Member, Information Technology Cluster Group, New Economy Initiative for North Dakota, 2000 - 2002.

### **Editorial and Review Activities**

- Manuscript Reviewer, Business Communication Quarterly. (January 2011 - Present).
- Journal Editor, *Journal for Research in Business Information Systems*, Published by Association for Business Information Systems. (March 2010 – Present).
- Paper Reviewer, International Association for Business and Public Administration Disciplines. (September 2010 - Present).
- Manuscript Reviewer, Journal of Business and Training Education. (May 2009 - Present).
- Paper Reviewer, Association for Business Communication - Southeast Region. (2008 - Present).
- Paper Reviewer, Association for Business Communication - Southwest Region. (2003 - Present).
- Paper Reviewer, Association for Business Information Systems Conference. (2003 - Present).
- Paper Reviewer and Session Chair, Delta Pi Epsilon Conference. (2003 - Present).
- Paper Reviewer and Session Chair, International Association for Business Communication Conference. (2003 - Present).
- Supplement Reviewer, Business Communication Casebook, Pearson Education. (2010). Authored by Hurley.
- Text Reviewer, Business Communication Textbook, Pearson - Prentice Hall. (2009 - 2010). Authored by Lisa Snyder & Barbara Shwom.
- Text Reviewer, The Administrative Professional: Technology & Procedures, 14th Edition, Published by Southwest Cengage. (2009 - 2010).
- Editor, "Proceedings," Association for Business Communication - Southeast. (March 2009 - April 2010).

- Ad Hoc Reviewer/Referee, "An Examination of the Job Satisfaction of CPAs as It Relates to Their Area of Practice and Their Locus of Control," Delta Pi Epsilon Doctoral Dissertation Research Award. (January 2010 - February 2010).
- Chapter Reviewer, 2010 National Business Education Association Yearbook. (May 2009 - January 2010).
- Text Reviewer, *Writing and Speaking at Work*. (2009).
- Ad Hoc Reviewer/Referee, "Issues in Information and Media Literacy Book," Informing Science Press, 2 reviews. (2008).
- Ad Hoc Reviewer/Referee, "Conference Books," Athens Institute for Education and Research, 2 reviews. (April 2008 - September 2008).
- Text Reviewer, "Business Communication," (7th ed.) 2008, Krizan, A.C., Merrier, P., Logan, J.P., & Williams, K.S., Southwestern Thompson College Publishing. (2007).
- Text Reviewer, "Management Communication," 2nd Ed., Bell, A., & Smith, D., Wiley Publishing. (2007).
- Text Reviewer, "O'Leary Series Microsoft Office 2007 Excel Brief," McGraw-Hill. (2007).
- Text Reviewer, "O'Leary Series Microsoft Office 2007 Word Brief," McGraw-Hill. (2007).
- Manuscript Reviewer, "Proposals for Critical Thinking Articles," Delta Pi Epsilon Journal. (2007).
- Paper Reviewer, "International Journal of Teaching and Learning in Higher Education," International Society for Excellence in Teaching and Learning in Higher Education. (2005 - 2007).
- Manuscript Reviewer, "Critical Thinking Research and Synthesis," Delta Pi Epsilon Journal. (May 2007 - June 2007).
- Text Reviewer, "Computing Essentials 2007," McGraw-Hill Irwin. (2006).
- Text Reviewer, "How-11 Office Manual," Thomson-Southwestern. (2006).
- Text Reviewer, "O'Leary Office 2003 Series (2006 ed.)," McGraw-Hill Irwin. (2005).
- Text Reviewer, "The Career College Handbook," Pearson Longman. (2005).
- Text Reviewer, "Business Communication, (5th ed.), Krizan, A.C., Merrier, P. & Jones, C.L.," South-Western Thomson College Publishing. (2002).
- Text Reviewer, "Fundamentals of Management Information Systems," Prentice-Hall, Upper Saddle River, NJ. (December 2001).
- Text Reviewer, "Essentials of Management Information Systems: Organization and Technology," Prentice-Hall, Upper Saddle River, NJ. (September 1997).
- Editorial Board Member, "Electronic Keyboarding," Collegiate Press, Alta Loma, CA. (January 1997).

## **Consulting**

- Academic, Leadership Excellence Institute, College of Business & Technology. (January 2008 - Present).
- Academic, ECU QEP Critical Thinking Coach. (February 2009 - Present).
- Academic, Criminal Justice Executive Development Program, College of Justice and Safety. (January 2008 - Present).
- Academic, Professional Education Fellows, College of Education. (August 2004 - Present).

- Professional, Critical Thinking for Staff and Attorneys, Kentucky Child Support Conference, Louisville, KY. (November 2009).
- Professional, May the Force Be With You: Critical Thinking, Dept. For Community Based Services, University Training Consortium. (October 2009).
- Professional, Advancing Communication Skills in Meetings, Association of Legal Administrators, Florence, IN. (March 2009).
- Academic, Work Force Development, University of North Dakota, Grand Forks, ND. (August 1997 - November 1997).
- Academic, Grand Forks Public Schools, Grand Forks, ND. (February 1991 - May 1995).
- Academic, Custom Training Services, Northwest Technical College, East Grand Forks, MN. (January 1994 - March 1994).

### **Academic**

- Committee Member, Comprehensive Exam Committee of Graduate Student in the Masters of Art in Teaching (MAT) Program, 2010 - 2011.
- Beta Theta Pi, Faculty Scholarship Advisor, February 2007 - May 2009.
- Committee Member, Comprehensive Exam Committees of Graduate Students in the Masters of Art in Teaching (MAT) Program, 2003 - 2007.

### **Business/Industry**

- Instructor, Leadership Excellence for Middle Managers, January 2008 - Present. Teach a four-month program titled "Leadership Excellence for Middle Managers" -- an innovative, high impact program aimed at meeting needs identified by local organizations. The program is supported by a Bluegrass Business Consortium grant and includes 14 weeks of hands-on leadership training, providing a valuable and unique leadership development opportunity for managers in local businesses and the university.
- Instructor, Criminal Justice Executive Development Program, College of Justice and Safety, January 2008 - Present. Teach organizational behavior, managerial theory, and strategic communications to executives in Kentucky Law Enforcement.
- Advisor to Non-Profit, Class Projects to Assist Non-Profit Organization or New Small Business, 2003 - Present. Have students in classes develop databases, business plans, spreadsheets, office analyses, and other service learning projects.
- Assisted, Center for Economic Development, Entrepreneurship, and Technology (CEDET), September 2004 - May 2006. Worked with students to design Web sites for non-profit and start-up businesses.

### **Public/Community**

- Professional Education Fellows, Work with Math High School Teachers on Using Spreadsheets and Software in Geometry and Algebra. September 2003 - Present.
- Assist (FBLA)-Future Business Leaders of America Regional Conferences and Competitions, 1991 - Present.
- Committee Member, Model Project Graduation, Secretary, August 2009 - June 2010.
- Member, Model School Technology Committee, August 2007 - May 2009.

- Secretary, Model Parent Organization, June 2004 - May 2007.
- Coordinator, Stewardship Committee, St. Thomas Church, Richmond, KY, 2004 - 2006.
- Teach Correspondence Course, Office of Extended Programs, Eastern Kentucky University, 2002 - 2004. Business and Office Calculations.
- Board Member, Augustana Church Council, Grand Forks, ND, 2000 - 2002.
- Volunteer Site Captain, First Night Greater Grand Forks, 2000 - 2002.
- District Convention Chair, Grand Forks Optimist Club, Vice President, 1998 - 2002.
- Member, International Honorary for Leaders in University Apartment Communities, 1990 - 2002.
- Committee Member, Teen Parent Program Advisory Board for Grand Forks Public Schools, Grand Forks, ND, 1994 - 1999.

### **University of North Dakota (1991-2002)**

- Member, North Dakota State Historical Records Advisory Board (appointed by the North Dakota Governor), 1999 - 2002.
- Associate Member, Graduate Faculty, 1998 - 2002.
- Advisor to Education, Ph.D., M.B.A., and M.S. graduate students, University of North Dakota, 1997 - 2002.
- Faculty Consultant, Small Group Instructional Diagnosis (SGID), 1995 - 2002.
- Committee Member, Records Retention Task Force, 1999 - 2001.
- Faculty Mentor, Alice T. Clark Mentoring Program, 2000 - 2002.
- Member, General Education Requirements (GER) Study Team, 2000 - 2002.
- Member, Senate Scholarly Activities Committee, 1999 - 2002.

### **UND College of Business & Public Administration**

- Member, College of Business and Public Administration Curriculum Committee, 1998 - 2002.
- Member, College of Business and Public Administration Business Core Curriculum Subcommittee, 1998 - 2002.

### **UND Information Systems & Business Education Department**

- Advisor, Information Systems Major, 1996 - 2002.
- Faculty Facilitator, New Student Orientation, 1995 - 2002.
- Committee, Member, Faculty Ambassadors, 1998 - 2001.
- Established, Mark Langemo Information Systems and Business Education Endowment Scholarship, University of North Dakota, 2000.
- Student Organization Faculty Advisor, Information Management Association, 1997 - 2000.
  - Coordinated trip and chaperoned 21 students to attend the Twin Cities ARMA Conference and tour 3M and Medtronic, Minneapolis, MN
  - Coordinator and Chaperone, Twin Cities ARMA, April 2000.
- Student Organization Faculty Advisor - Phi Beta Lambda-Future Business Leaders of America (PBL/FBLA), 1991 - 2001.
  - Chaperoned several students and proctored academic competitive events at various Phi Beta Lambda State and National Leadership Conferences.

## Development Activities Attended

- Professional Learning Community, Higher Education Administrative Ethics, Instructional Development Center, Eastern Kentucky University. (August 2009 - Present).
- Conference, International Academy of Business and Public Administration Disciplines, Orlando, FL. (January 3, 2011 - January 6, 2011).
- Professional Learning Community, Noel Studio Creativity Workshop, Teaching & Learning Center Instructional Development. (August 2010 - December 2010).
- Conference, Association for Business Communication Annual Convention, Chicago, IL. (October 26, 2010 - October 30, 2010).
- Seminar, Maintenance of Accreditation Seminar, AACSB, Tampa, FL. (October 8, 2010).
- Workshop, Mini-Lessons, Thinking and Communication across the Curriculum. (September 20, 2010).
- Seminar, QEP Coach Assessment Workshop, Quality Enhancement Program. (August 20, 2010).
- Workshop, Capstone Assessment Scoring Session, ECU General Education Assessment. (July 6, 2010).
- Seminar, Business Accreditation Seminar, AACSB, Tampa, FL. (June 24, 2010 - June 25, 2010).
- Professional Learning Community, Creativity, Instructional Development Center, Eastern Kentucky University. (August 2009 - May 2010).
- Workshop, DegreeWorks Training, College of Business & Technology. (February 12, 2010).
- Conference, Delta Pi Epsilon Annual National Conference, Delta Pi Epsilon, San Francisco, CA. (November 19, 2009 - November 21, 2009).
- Conference, Association for Business Communication Annual Convention, Association for Business Communication, Portsmouth, VA. (November 4, 2009 - November 7, 2009).
- Workshop, Student Learning Outcomes Workshop, Quality Enhancement Programs. (October 14, 2009).
- Workshop, Writing Student Learning Outcomes for Syllabus, QEP and Teaching and Learning Center, ECU, Richmond, KY. (October 14, 2009).
- Workshop, Foundations of Critical Thinking, Teaching & Learning Center, ECU, Richmond, KY. (September 25, 2009).
- Workshop, Advisor Workshop, Phi Beta Lambda National Leadership Conference, Anaheim, CA. (June 2009).
- Seminar, Applied Assessment Seminar, AACSB, Tampa, FL. (June 17, 2009 - June 19, 2009).
- Conference, Global Association for Business Communication, Association for Business Communication, Ypsilanti, MI. (June 4, 2009 - June 6, 2009).
- Workshop, Faculty Learning Community: A Philosophy of Teaching, Instructional Development Center, Eastern Kentucky University. (January 2009 - May 2009).
- Conference, Critical Thinking Concepts, UoL Shelbyville Campus, Kentucky. (May 28, 2009 - May 30, 2009).
- Seminar, Assessment Seminar, AACSB, Tampa, FL. (May 5, 2009 - May 6, 2009).

- Professional Learning Community, Camtasia Instructional Video and Module for Teaching Online Course, Distance Learning Academy, Instructional Development Center. (August 2008 - April 2009).
- "Today's Generation of College Student: Everything Old is New Again", Association for Business Communication - Southeast, Atlanta, GA. (March 2009).
- Seminar, Critical Thinking with Gerald Nosich, Richmond, KY. (March 2009).
- Conference, Association for Business Communication - Southwest, Federation of Business Disciplines, Oklahoma City, OK. (February 2009).
- Conference, Association for Business Information Systems, Federation of Business Disciplines, Oklahoma City, OK. (February 2009).
- Workshop, Module Development in Online Courses, Instructional Development Center, Eastern Kentucky University. (September 2008 - February 2009).
- Conference, International Academy of Business and Public Administration Disciplines, Orlando, FL. (January 2009).
- Conference, Delta Pi Epsilon National Conference, Chicago, IL. (November 2008).
- Conference, International Association for Business Communication Convention, Lake Tahoe, NV. (October 2008).
- Conference, International Conference on Education, Athens Institute for Education and Research, Athens, Greece. (May 2008).
- Workshop, Professional Learning Community Enhancing Online Learning with Video and Audio, Instructional Development Center, Eastern Kentucky University. (September 2007 - April 2008).
- Conference, Association for Business Communication - Southeast, Columbia, SC. (March 2008).
- Conference, Association for Business Communication - Southwest, Federation of Business Disciplines, Houston, TX. (March 2008).
- Conference, Association for Business Information Systems, Federation of Business Disciplines, Houston, TX. (March 2008).
- Workshop, Using Critical Thinking in Online Courses, Instructional Development Center, Eastern Kentucky University. (August 2007 - March 2008).
- Workshop, Faculty Learning Community Using Camtasia Software, Instructional Development Center, Eastern Kentucky University. (June 2007 - February 2008).
- Conference, Delta Pi Epsilon National Conference, New Orleans, LA. (November 2007).
- Conference, International Association for Business Communication Convention, Washington, DC. (October 2007).
- Workshop, Microsoft Office 2007 Training, ITDS, Eastern Kentucky University. (September 19, 2007).
- Workshop, Quick Tips for Structuring Online Courses, Instructional Development Center, Eastern Kentucky University. (September 5, 2007).
- Workshop, Let's Hear It from the Instructor--Establishing Teacher Presence through Effective PowerPoints, Instructional Development Center, Eastern Kentucky University. (September 1, 2007).
- Conference, Association for Business Communication - Southeast, Nashville, TN. (March 2007).

- Conference, Association for Business Communication - Southwest, Federation of Business Disciplines, San Diego, CA. (March 2007).
- Tutorial, Human Participants Protection Education for Research Teams Online Course, National Institutes of Health, Institutional Review Board Requirement, Eastern Kentucky University. (March 19, 2007).
- Conference, International Association for Business Communication Annual Convention, San Antonio, TX. (October 2006).
- Conference, International Conference on Business, Honolulu, Hawaii. (May 2006).
- Conference, Association for Business Communication - Southwest, Federation of Business Disciplines, Oklahoma City, OK. (March 2006).
- Conference, Association for Business Information Systems, Federation of Business Disciplines, Oklahoma City, OK. (March 2006).
- Conference, Delta Pi Epsilon National Conference, Cincinnati, OH. (November 2005).
- Conference, Association for Business Communication Annual Convention, Irvine, CA. (October 2005).
- Conference, International Society for Exploring Teaching and Learning, Cocoa Beach, FL. (October 2005).
- Conference, Kentucky Career and Technical Education Association, Louisville, KY. (July 2005).
- Conference, Association for Business Communication - Southwest, Federation of Business Disciplines, Dallas, TX. (March 2005).
- Conference, Association for Business Information Systems, Federation of Business Disciplines, Dallas, TX. (March 2005).
- Conference, Delta Pi Epsilon National Conference, Arlington, VA. (November 2004).
- Conference, Attended the Association for Business Communication Annual Convention, Association for Business Communication, Cambridge, Massachusetts. (October 2004).
- Conference, The International Society for Exploring Teaching and Learning Annual Conference, Attended the International Society for Exploring Teaching and Learning, Baltimore, Maryland. (October 2004).
- Training, Kentucky Teacher Internship Program (KTIP), Eastern Kentucky University, Richmond, KY. (May 2004).
- Conference, Association for Business Communication Conference, Federation of Business Disciplines, Kissimmee, FL. (March 2004).
- Conference, Association for Business Information Systems, Federation of Business Disciplines, Kissimmee, FL. (March 2004).
- Conference, Attended the Delta Pi Epsilon National Conference, Delta Pi Epsilon, Indianapolis, IN. (November 2003).
- Conference, Attended the International Society for Exploring Teaching and Learning Annual Conference, International Society for Exploring Teaching and Learning, Ft. Collins, CO. (October 2003).
- Convention, Attended the Association for Business Communication Annual Convention, Association for Business Communication, Albuquerque, NM. (October 2003).
- Workshop, Attended the Professional Education Fellows workshop on state policies and standards for education in Kentucky, Eastern Kentucky University, Richmond, KY. (September 2003).

- Conference, Attended the Kentucky Career and Technical Education Association Conference, Kentucky Career and Technical Education Association, Louisville, KY. (July 2003).
- Training Sessions, Attended three training sessions on the new version and advanced features of BlackBoard, Eastern Kentucky University, Richmond, KY. (July 2003).
- Conference, Association for Business Communication Conference, Federation of Business Disciplines, Houston, TX. (March 2003).
- Conference, Association for Business Information Systems, Federation of Business Disciplines, Houston, TX. (March 2003).
- Conference, Attended the Annual Lilly Conference on College Teaching, Miami University-Oxford, Oxford, OH. (November 2002).
- Convention, Attended the Association for Business Communication Annual Convention, Association for Business Communication, Cincinnati, OH. (October 2002).
- Conference, Attended the Kentucky Business Education Association Conference, Kentucky Business Education, Louisville, KY. (July 2002).
- Scholars Program, Bush Teaching Scholars Program, University of North Dakota, Grand Forks, ND. (June 2001 - May 2002).
- Conference, Making Assessment Meaningful: Practical Approaches to Documenting and Using Evidence for Student Learning, The Collaboration for the Advancement of College Teaching & Learning Faculty Development, Minneapolis, MN. (November 2001).
- Seminar, "Computer Networks and Telecommunications", University of North Dakota, Grand Forks, ND. (October 2001).
- Workshop, "Bush Program Assessment Team", University of North Dakota, Grand Forks, ND. (October 2001).
- Discussion Group, "Technology and Writing: A Tool or an End?" Writing Across the Curriculum Discussion Group, University of North Dakota, Grand Forks, ND. (September 2001).
- Workshop, "Leadership Training for Administrators", University of North Dakota, Grand Forks, ND. (September 2001).
- Workshop, "Thinking Outside the Box", University of North Dakota, Grand Forks, ND. (September 2001).
- Conference, Telecommunications Technology in North Dakota State Conference, Fargo, ND. (June 2001).
- Conference, The Summit of CIOs Serving the West, Annual Conference, Aspen, CO. (June 2001).
- Online Course Development, Online Course Development Training in BlackBoard, Center for Instructional and Learning Technologies, University of North Dakota, Grand Forks, ND. (May 2001).
- Summit, North Dakota Economic Development Summit, North Dakota. (March 2001).
- Continuing Education, "Teaching Online", Learning Resources, River Falls, WI. (February 2001).
- Workshop, "Bush Program Assessment Team" Workshop, University of North Dakota, Grand Forks, ND. (February 2001).
- Conference, National Syllabus Education Technology Conference, Boston, MA. (December 2000).

- Continuing Education, Visual Basic Course, University of North Dakota. (August 2000 - December 2000). Audited class
- Conference, Attended and interviewed Information Systems faculty candidates at the Annual Conference of Decision Sciences Institute, Decision Sciences Institute, Orlando, FL. (November 2000).
- Conference, Technology Conference, Sun Microsystems, Oracle, and Microsoft, Bismarck, ND. (November 2000).
- Workshop, "Web Design Workshop", Rockhurst College Continuing Education Center, Boston, MA. (November 2000).
- Conference, Association of Records Managers and Administrators International Conference, Las Vegas, NV. (October 2000).
- Conference, Greater North Dakota Association Information Technology Conference, Fargo, ND. (October 2000).
- Self-Study Program, Self-taught HTMLeZ online software for Web course development. (September 2000).
- Seminar, "Leadership Styles" University within a University, University of North Dakota, Grand Forks, ND. (September 2000).
- Conference, All-Service Business and Vocational Education State Conference, Bismarck, ND. (August 2000).
- Seminar, "Strategic Planning Facilitation Training", University of North Dakota, Grand Forks, ND. (August 2000).
- Hands-on Training, Hands-on training using Web BlackBoard CourseInfo Online Software, Center for Instructional and Learning Technologies. (June 2000).
- Conference, Telecommunications Technology in North Dakota Conference, North Dakota State University, Fargo, ND. (May 2000).
- Workshop, "Engaging Ideas for Enhancing Student Learning", Extended Writing Across the Curriculum Workshop. (May 2000).
- Workshop, Hands-on "Web CT Workshop", Lake Region State College, Devils Lake, ND. (May 2000).
- Conference, Twin Cities Chapter Association of Records Managers and Administrators Spring Conference, Twin Cities Chapter Association of Records Managers and Administrators, Minneapolis, MN. (April 2000).
- Seminar, "Internet2 Day", University of North Dakota, Grand Forks, ND. (April 2000).
- Workshop, "Networking Fundamentals" hands-on workshop, CompuMaster, Fargo, ND. (April 2000).
- Conference, "Education Technology Conference", Syllabus International, Orlando, FL. (March 2000).
- Continuing Education, Data Communications Course, University of North Dakota. (August 1999 - December 1999).
- Audited class
- Workshop, "Troubleshooting, Maintaining, and Upgrading PCs" computer workshop, CompuMaster, Grand Forks, ND. (November 1999).
- Conference, Association of Records Managers and Administrators International Conference, Cincinnati, OH. (October 1999).

- Conference, "State of the Faculty Conference", North Dakota State University, Fargo, ND. (September 1999).
- Conference, "Web Design Conference", Fargo, ND. (September 1999).
- Seminar, "Faculty Writing Seminar", University of North Dakota, Grand Forks, ND. (September 1999).
- Seminar, "Great Plains Stampede, Great Plains Software Company, Fargo, ND. (September 1999).
- Seminar, "Microsoft TechNet Briefing", Fargo, ND. (September 1999).
- Seminar, AACSB Continuous Improvement Symposium, Minneapolis, MN. (September 1999).
- Conference, Phi Beta Lambda National Leadership Conference, Phi Beta Lambda, Chicago, IL. (July 1999).
- Seminar, Mountain-Plains Business Education Leadership Development Institute, Colorado Springs, CO. (June 1999).
- Workshop, Fargo Chapter of Association of Records Managers and Administrators monthly workshops, Association of Records Managers and Administrators, Fargo, ND. (September 1998 - May 1999).
- Workshop, Alice T. Clark Faculty Scholars Mentoring Program, monthly workshops, University of North Dakota, Grand Forks, ND. (August 1998 - May 1999).
- Conference, "Managing the Media Mix," Twin Cities Chapter Association of Records Managers and Administrators Spring Conference, Association of Records Managers and Administrators, Minneapolis, MN. (April 1999).
- Conference, "Computer Telephony Spring Expo 99," 5-day Educational Conference, Los Angeles, CA. (March 1999).
- Applied for and received \$1,000 from OID for registration expense
- Seminar, "Teaching Adults: Mastering Success", University of North Dakota, Grand Forks, ND. (January 1999).
- Seminar, "Teaching On-Line Courses", University of North Dakota, Grand Forks, ND. (January 1999).
- Seminar, "Legal Requirements for Records and Information Management Programs", Fargo, ND. (November 1998).
- Conference, Phi Beta Lambda National Leadership Conference, Phi Beta Lambda, Orlando, FL. (July 1998).
- Conference, "Establishing and Managing Successful Records Management Programs", University of Minnesota, St. Paul campus, St. Paul, MN. (June 1998).
- Seminar, "Human Relations", University of Minnesota, Crookston campus, Crookston, MN. (May 1998).
- Workshop, "Conflict Resolution Workshop for Department Chairs and Program Directors", University of North Dakota, Grand Forks, ND. (February 1998).
- Workshop, "Grantwriting: Getting the Results You Want" Workshop, University of North Dakota, Grand Forks, ND. (January 1998).
- Conference, North Dakota Education Association Conference, North Dakota Education Association, Fargo, ND. (October 1997).
- Workshop, "Putting Your Syllabus on the Web" Workshop, Computer Science Department, University of North Dakota, Grand Forks, ND. (August 1997).

- Conference, Phi Beta Lambda National Leadership Conference, Phi Beta Lambda, Anaheim, CA. (July 1997).
- Conference, North Dakota Phi Beta Lambda State Leadership Conference, North Dakota Phi Beta Lambda, Aberdeen, SD. (April 1997).
- Conference, North Dakota Phi Beta Lambda Fall Leadership Conference, North Dakota Phi Beta Lambda, Minot State University, Minot, ND. (October 1996).
- Conference, Phi Beta Lambda, Phi Beta Lambda, Washington, D. C. (July 1996).
- Continuing Education, "Microsoft Official Curriculum Course: Supporting Microsoft Windows 95", University of North Dakota-Williston, Williston, ND. (May 1996).
- Conference, North Dakota Phi Beta Lambda State Leadership Conference, Phi Beta Lambda, Bismarck, ND. (April 1996).
- Conference, School-to-Work State Teleconference with Grand Forks School to Work Consortium and UND, University of North Dakota, Grand Forks, ND. (April 1996).
- Workshop, Technology Update Workshop, South-Western Publishing Company, Grand Forks, ND. (February 1996).
- Seminar, President's Advisory Council on Women's Issues, Forum for Lecturers, University of North Dakota, Grand Forks, ND. (January 1996).
- Conference, International Evaluation Association Conference, Vancouver, BC, Canada. (November 1995).
- Conference, North Dakota Phi Beta Lambda Fall Leadership Conference, Mayville State University, Mayville, ND. (October 1995).
- Conference, North Dakota Vocational All-Service Conference, Bismarck, ND. (August 1995).
- Conference, National Leadership Conference, Phi Beta Lambda, Orlando, FL. (July 1995).
- Conference, North Dakota Phi Beta Lambda State Leadership Conference, North Dakota Phi Beta Lambda, Aberdeen, SD. (March 1995).
- Training, Trained as a Small Group Instructional diagnosis Consultant, Office of Instructional Development, University of North Dakota, Grand Forks, ND. (March 1995).
- Workshop, "School Technology Planning" Workshop, Center for Innovation in Instruction, Valley City State University, Valley City, ND. (November 1994).
- Conference, North Dakota Phi Beta Lambda Fall Leadership Conference, North Dakota Phi Beta Lambda, Minot, ND. (October 1994).
- Conference, North Dakota Vocational All-Service Conference, Bismarck, ND. (August 1994).
- Convention, Mountain Plains Business Education Regional Convention, Bismarck, ND. (June 1994).
- Conference, North Dakota Phi Beta Lambda State Leadership Conference, North Dakota Phi Beta Lambda, Bismarck, ND. (March 1994).
- Conference, North Dakota Phi Beta Lambda Fall Leadership Conference, North Dakota Phi Beta Lambda, Bismarck, ND. (October 1993).
- Conference, North Dakota Vocational All-Service Conference, Bismarck, ND. (August 1993).

## Professional Memberships

- Association for Business Communication - Southeast, Program Chair (2009 - 2010), Regional. (2007 - Present)
- International Society for Business Education, International. (2006 - Present)
- National Association for Business Teacher Education (NABTE), National. (2004 - Present)
- Southern Business Education Association, Regional. (2004 - Present)
- Association for Business Communication - Southwest, Past President (2010-2011), President (2009 - 2010), Vice President/Program Chair (2008 - 2009), Secretary/Treasurer (2007-2008), Historian (2006-2007), Regional. (2003 - Present)
- Association for Business Information Systems, Paper Reviewer, National. (2003 - Present)
- Association for Business Communication, Board of Directors Member (2010-present), Teaching Committee (2005-present), International. (2002 - Present)
- Kentucky Association for Career and Technical Education, State. (2002 - Present)
- National Business Education Association (NBEA), National. (2000 - Present)
- Delta Pi Epsilon (National Graduate Honor Society), National Conference Program Chair (2010-present), National Conference Committee (2009-present), Membership Committee (2008-present), Research Projects Committee (2004 - 2008), Local Chapter Vice President (2004-2007), National. (1999 - Present)
- Pi Omega Pi (National Business Education Teacher Honor Society), UND Chapter Secretary/Historian (1995-96), National. (1990 - Present)
- Sigma Iota Epsilon, International. (1988 - Present)
- Beta Gamma Sigma, ECU Chapter Secretary, 2003-Present, International. (1987 - Present)
- International Society for Exploring Teaching and Learning, International. (2002 - 2006)
- Association of Records Managers and Administrators (ARMA International). (1987 - 2004)
- Text and Academic Authors Association, National. (1998 - 2002)
- Decision Sciences Institute (DSI), International. (1996 - 2002)
- North Dakota Business and Office Education Association (NDBOEA), State. (1993 - 2002)
- Phi Delta Kappa (Professional Fraternity in Education), Chapter Secretary (1992-1994), International. (1990 - 1998)
- Pi Lambda Theta (National Education Fraternity), National. (1994 - 1995)
- University Apartments Programming Board, Chair (1987-1989), Local. (1985 - 1989)

## Awards and Honors

- Phi Beta Lambda Outstanding Local Advisor Award, FBLA/PBL, Inc. (July 2010)
- Kentucky Outstanding Advisor of the Year, Kentucky Phi Beta Lambda, Service, University. (March 2010)
- Nominated for Jack Dyer Award, Management, Marketing, Administrative Communication Department, Teaching. (2010, 2009, 2008, 2005)
- Faculty Sponsor for CCT 300W Student Kalyn Fox Who Placed Second in International Business Communication Writing Contest. (2009)

- Most Outstanding Local PBL Chapter, Kentucky Phi Beta Lambda, Service, University. (April 2005)
- Outstanding Teacher Award, Association for Business Communication--Southwest United States, Teaching. (2004)
- Adviser Service Recognition Award, Kentucky Phi Beta Lambda, Service, University. (April 2004)
- Nominated for Outstanding PBL Advisor, Kentucky Phi Beta Lambda, Service, University. (April 2003)
- Selected as Faculty Mentor (2nd consecutive year), Service, University. (2002)
- Awarded Highest Merit Points in the Division of Organizational Systems and Technology, 2000 & 2001, College of Business and Public Administration. (2001)
- Western Governor's Association Summit of CIOs, Moderator, Western Governor's Association Summit of CIOs. (June 2001)
- Meritorious Research Award 1999-2000, College of Business and Public Administration, University of North Dakota, Scholarship/Research. (2000)
- Nominated for University Outstanding Teacher Award, University of North Dakota, Teaching. (2000)
- Outstanding Student Organization Adviser Award, Memorial Union Leadership Recognition Award, University of North Dakota, Service, University. (2000)
- Summer Professorship, Office of Instructional Development, Teaching. (1999)
- Outstanding Student Organization Faculty Advisor Award, Service, University. (1998)
- North Dakota Board of Higher Education Scholarship 1994-1996, North Dakota Board of Higher Education, Scholarship/Research. (1996)
- Outstanding Local Chapter Advisor Award - Phi Beta Lambda, Service, University. (1995)
- Phi Delta Kappa Graduate Research Scholarship, Phi Delta Kappa, Scholarship/Research. (1995)
- Abbie Erickson Rowe Scholarship 1988-1990. (1990)
- Alpha Lambda Delta Honor Society. (1990)
- International Honorary for Leaders in University Apartment Communities, Service, Community. (1990)
- Donald T. Barber Award for Future Potential in Information Management. (1989)
- National Dean's List 1984-1989. (1989)
- Orisen & Owen Young Memorial Scholarship 1987-1989. (1989)
- Outstanding College Students of America. (1989)
- Phi Eta Sigma Honor Society. (1989)
- President's Honor Roll 1985-1989. (1989)
- UND Dean's List 1984-1989. (1989)
- Beta Gamma Sigma Honor Society. (1988)
- Paul W. Larsen Language Scholarship 1985-1988. (1988)
- UND Commencement Marshal. (1987)
- UND Student Orientation Squad Leader 1985-1986. (1986)
- D. J. Robertson Award - Freshman with a 4.0, 1984-1985. (1985)