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EDUCATION

- Ph.D. 1992, The University of Texas at Arlington (UTA); Information Systems, Dissertation: "A Field Study of the Use of Quality Function Deployment (QFD) as Applied to Software Development"
- M.B.A. 1988, West Texas State University (WTSU); Business Administration
- B.B.A. 1982, West Texas State University (WTSU); Computer Information Systems

EXPERIENCE

- 05/00 – Present Chair, Department of Information Technology & Electronic Commerce
Daniels College of Business, University of Denver, Denver, CO.
- 01/95 – 05/00 Associate Professor (beginning 1998), The University of Denver.
Dept. of ITEC, Denver, CO.
- 07/94 - 12/94 Assistant Professor, Texas A&M International University.
Dept. of Accounting and MIS, Laredo, TX.
- 08/92 - 07/94 Assistant Professor, The University of Minnesota Duluth (UMD).
Dept. of Finance and MIS, Duluth, MN.
- 06/88 - 08/92 Assistant Instructor, The University of Texas at Arlington.
Dept. of Information Systems and Management Sciences,
Arlington, TX.
- 09/83 - 05/86 Instructor, West Texas State University.
Dept. of Business Analysis, Canyon, TX.
- 05/81 - 08/81 &
11/81 - 01/82 Associate Programmer/Analyst.
Phillips Petroleum Company, Borger, TX.
- 01/83 - Present Private Consulting.
Includes work with over 100 organizations, including JD Edwards,
First Data Corporation, GartnerGroup, EDS, and the federal government.

UNIVERSITY OF DENVER ADMINISTRATIVE ACTIVITIES (highlights)

- **Member, Daniels Management Group and Daniels Operating Group (2000 to present)**
 - Provide input into strategic direction of College
 - Deal specifically with operational and academic issues of the College
 - Strategic Planning Committee, 2001
 - Assessment sub-committee of Strategic Planning Committee, 2001
 - College Goals sub-committee of Strategic Planning Committee, 2001
 - Internal Environment Analysis sub-committee of Strategic Planning Committee, 2001
- **Chair, Department of Information Technology and Electronic Commerce (2000 to present)**
 - Director, MSIT graduate program
 - Sponsoring of CEO/CIO/CTO dinners to expand relationships with business communities. Guest speakers include Grady Booch (leading authority in O-O technologies) and Jon Nordmark, President and CEO of eBags
 - Redesign of graduate programs to include Web Services and data warehousing certification
 - Development of BSBA undergraduate program in Business Information Technology
- **Other Administrative Activities**
 - E-marketing taskforce member, 2001 – present
 - Director, Daniels Technology, 2000 – 2001
 - Public Outreach Committee, 2000-2001
 - Web liaison to ITEC Department, 2001 – present
 - Chair, Technology Committee, 2000 – 2001
 - Educational Technology Committee, 1997-1998
 - Teaching Scholarship Committee, 1997 – 1998
 - Curriculum Coordinator for BUS 1040, 1999 – current
 - Technical consultant to Global Real Estate Project, Burns School of Real Estate and Construction Management, 1999 – current
 - Instructional Design consultant to fully online Executive MBA in Real Estate and Construction Management, 1999 – current
 - Daniels Core taskforce member 2000 – 2001
 - Business undergraduate programs redesign committee member, 2001 – 2004
 - MBA redesign taskforce member 2001 – 2002
 - Learning Outcomes Assessment taskforce, 2003-2004
 - Faculty Performance and Standards taskforce, 2003-2004
 - Provost's committee on calendar design, DU, 2003
 - Provost's sub-committee on calendar alignment, DU, 2003
 - Graduation faculty marshal, 2004
 - Taught UDCC seminar for incoming undergrad students academic years 2002-2003 and 2003-2004
 - Faculty advisor of Delta Sigma Pi, 2003 – present
 - Director, Advanced Technology Center, 2004 – present

UNIVERSITY OF DENVER ADMINISTRATIVE ACTIVITIES (narrative)

DANIELS MANAGEMENT GROUP

The Management Group for the Daniels College of Business provides overall direction and guidance of the College. It is composed of all Chairs and Directors of academic programs as well as Daniels staff members who direct vitally important support and student services. The Management Group sets direction for the College and evaluates and prepares various policies to bring to the faculty for vote. Key activities of participation resulting from the Daniels Management Group include:

- Member, Faculty Qualifications and Performance Taskforce – determine initial and ongoing qualifications for faculty.
- Member, Academic Assessment Taskforce – prepare a logical model for implementing academic assessment for both college-wide and academic-specific programs.
- Member, Strategic Planning Committee – develop the College's ten-year strategic plan. This includes participation on the sub-committees for Assessment, College Goals, and Internal Environment Analysis.

DANIELS OPERATING GROUP

The Operating Group for the Daniels College of Business is charged with implementing the goals of the College and dealing with the tactical and operational matters surrounding academic and operational issues. It is composed of all Chairs and Directors of academic programs as well as the Director of Student Services. The Operating Group deals with numerous issues on a monthly basis, ranging from developing policy for the transfer of credits to the transition plan required when the College makes modifications to existing programs. The Operating Group also reviews and provides an analysis of any changes to existing programs and proposals for new programs.

CHAIR, DEPARTMENT OF INFORMATION TECHNOLOGY AND ELECTRONIC COMMERCE

The Chair of the Department of Information Technology and Electronic Commerce (ITEC) is responsible for the administration of the Department and its execution of course delivery, student advising, new program development, student recruiting, fund raising, and all other issues specifically related to the operation of an academic department. The Chair is also the Director of the Master of Science in Information Technology program.

The Department has undergone significant growth and change since Spring of 2000 (the time I accepted the position). Some highlights include:

- Growth from 4 full-time faculty to 10 full-time faculty (2 are dual appointments).
- Redesign of Master of Science in Information Technology (MSIT) program to now include 2 tracks – Web Services and Data Warehousing & Business Intelligence – both of which lead to certification for students.
- Redesign of MBA concentrations to now include 5 specializations – (1) Business Information Technology, (2) Electronic Commerce, (3) Software Engineering, (4) Web Services, and (5) Data Warehousing & Business Intelligence.
- Consistent increase in overall teaching evaluations from 4.04 (2001) to 4.23 (2003).
- Consistent increase in written intellectual contributions from 12 (2001) to 26 (2003).
- Streamline of ITEC course offerings to provide better efficiencies resulting in almost 25 percent fewer class offerings while still meeting the needs of all student schedules.

Most notably, the ITEC Department undertook a significant fund raising effort in the Academic Year 2001-2002 that resulted in the raising of \$1,350,000 in hardware and software including Embarcadero, Informatica, Cognos, Rational Rose, 2 servers, and Synera, all vital to the success of the Department's academic programs.

BOOKS PUBLISHED

Computing Concepts, 2/e Introductory version International Edition (forthcoming Fall 2004), with Maeve Cummings and Alan Rea, McGraw-Hill Publishing Company, New York, 400 pp., ISBN 0-07-282949-6.

Microsoft Word 2003, 1/e, Complete version (forthcoming Fall 2004), with James Perry and Paige Baltzan, McGraw-Hill Publishing Company, New York, 768 pp., ISBN 0-07-283054-9.

Management Information Systems for the Information Age, 4/e International Edition (forthcoming Fall 2004), with Maeve Cummings and Donald McCubbrey, McGraw-Hill Publishing Company, New York, 520 pp., ISBN 0-07-121466-6.

Computing Concepts, 2/e Complete version International Edition (forthcoming Fall 2004), with Maeve Cummings and Alan Rea, McGraw-Hill Publishing Company, New York, 560 pp., ISBN 0-07-121467-4.

Visual Basic for Applications, 1/e (forthcoming Fall 2004), with Alan Rea and James Perry, McGraw-Hill Publishing Company, New York, 132 pp., ISBN 0-07-283616-4.

Microsoft Word 2003 Introductory, 1/e (2004), with James Perry and Paige Baltzan, McGraw-Hill Publishing Company, New York, 378 pp., ISBN 0-07-283002-6.

Management Information Systems for the Information Age, 4/e with PowerWeb (2004), with Maeve Cummings and Donald McCubbrey, McGraw-Hill Publishing Company, New York, 520 pp., ISBN 0-07-293556-1.

Microsoft Access 2003, Introductory, 1/e (2004), with James Perry and Merrill Wells, McGraw-Hill Publishing Company, New York, 464 pp., ISBN 0-07-283061-1.

Microsoft Excel 2003 Introductory, 1/e (2004), with James Perry, McGraw-Hill Publishing Company, New York, 382 pp., ISBN 0-07-283075-1.

Computing Concepts, 2/e Introductory version with SimNet, (2004), with Maeve Cummings and Alan Rea, McGraw-Hill Publishing Company, New York, 400 pp., ISBN 0-07-296779-X.

Microsoft Access 2003, Complete, 1/e (2004), with James Perry and Merrill Wells, McGraw-Hill Publishing Company, New York, 602 pp., ISBN 0-07-283076-X.

Management Information Systems for the Information Age, 4/e, amplified version with PowerWeb (2004), with Maeve Cummings and Donald McCubbrey, McGraw-Hill Publishing Company, New York, 520 pp., ISBN 0-07-283846-9.

Microsoft Excel 2003, Complete, 1/e (2004), with James Perry, McGraw-Hill Publishing Company, New York, 796 pp., ISBN 0-07-283078-6.

Microsoft Word 2003 Complete, 1/e (2004), with James Perry and Paige Baltzan, McGraw-Hill Publishing Company, New York, 378 pp., ISBN 0-07-283054-9.

Microsoft PowerPoint 2003 Introductory, 1/e (2004), with James Perry and Amy Phillips, McGraw-Hill Publishing Company, New York, 448 pp., ISBN 0-07-283069-7.

BOOKS PUBLISHED (cont'd)

Computing Concepts, 2/e Complete version with SimNet (2004), with Maeve Cummings and Alan Rea, McGraw-Hill Publishing Company, New York, 560 pp., ISBN 0-07-296667-X.

Microsoft Access 2003, Brief, 1/e (2003), with James Perry and Merrill Wells, McGraw-Hill Publishing Company, New York, 312 pp., ISBN 0-07-283058-1.

Computing Concepts, 2/e Introductory version (2003), with Maeve Cummings and Alan Rea, McGraw-Hill Publishing Company, New York, 400 pp., ISBN 0-07-283081-6.

Microsoft Word 2003 Brief, 1/e (2003), with James Perry and Paige Baltzan, McGraw-Hill Publishing Company, New York, 276 pp., ISBN 0-07-282999-0.

Internet Explorer 6.1, 1/e (2003), with Amy Phillips and James Perry, McGraw-Hill Publishing Company, New York, 232 pp., ISBN 0-07-283624-5.

Microsoft PowerPoint 2003, Brief, 1/e (2003), with James Perry and Amy Phillips, McGraw-Hill Publishing Company, New York, 178 pp., ISBN 0-07-283066-2.

Computing Concepts, 2/e Complete version (2003), with Maeve Cummings and Alan Rea, McGraw-Hill Publishing Company, New York, 560 pp., ISBN 0-07-283411-0.

Microsoft Excel 2003 Brief, 1/e (2003), with James Perry, McGraw-Hill Publishing Company, New York, 302 pp., ISBN 0-07-283072-7.

Microsoft Office XP, 1/e, Volume I with Additional Hardware Content (2003), with James Perry, Merrill Wells, and Rick Parker, McGraw-Hill Publishing Company, New York, 1288 pages, ISBN 0-07-292396-2.

Management Information Systems for the Information Age, 4/e Alternate Edition for Canada (2003), with Maeve Cummings, James Dawkins, and David Bateman, McGraw-Hill Publishing Company, New York, 512 pp., ISBN 0-07-221282-X.

Microsoft Windows XP, 1/e, Complete version (2003), with James Perry and Barry Sosinsky, McGraw-Hill Publishing Company, 624 pp., ISBN 0-07-284399-3.

Computing Concepts, 1e, Introductory version with Interactive Companion CD (2003), with Maeve Cummings and Alan Rea, McGraw-Hill Publishing Company, New York, 400 pp., ISBN 0-07-255989-6.

Management Information Systems for the Information Age, 4/e (2003), with Maeve Cummings and Donald McCubrey, McGraw-Hill Publishing Company, New York, 520 pp., ISBN 0-07-281947-2.

Microsoft Windows XP, 1/e, Introductory version (2003), with James Perry and Barry Sosinsky, McGraw-Hill Publishing Company, 456 pp., ISBN 0-07-284402-7.

Microsoft Office XP, 1/e, Volume I Expanded version (2003), with James Perry, Merrill Wells, and Rick Parker, McGraw-Hill Publishing Company, New York, 1240 pages, ISBN 0-07-253919-4.

BOOKS PUBLISHED (cont'd)

Computing Concepts, 1e, Complete version with Interactive Companion CD (2003), with Maeve Cummings and Alan Rea, McGraw-Hill Publishing Company, New York, 560 pp., ISBN 0-07-255990-X.

Microsoft Windows XP, 1/e, Brief version (2003), with James Perry and Barry Sosinsky, McGraw-Hill Publishing Company, 256 pp., ISBN 0-07-283343-2.

Computing Concepts, 1/e Introductory version (2002), with Maeve Cummings and Alan Rea, McGraw-Hill Publishing Company, New York, 400 pp., ISBN 0-07-246419-4.

Computing Concepts, 1/e Complete version (2002), with Maeve Cummings and Alan Rea, McGraw-Hill Publishing Company, New York, 560 pp., ISBN 0-07-246401-1.

Management Information Systems for the Information Age, 3/e (2002), with Maeve Cummings and Donald McCubbrey, McGraw-Hill Publishing Company, New York, 440 pp., ISBN 0-07-245872-0.

Management Information Systems for the Information Age, 3/e International Edition (2002), with Maeve Cummings and Donald McCubbrey, McGraw-Hill Publishing Company, New York, 440 pp., ISBN 0-07-112346-6.

Management Information Systems for the Information Age, 3/e with PowerWeb (2002), with Maeve Cummings and Donald McCubbrey, McGraw-Hill Publishing Company, New York, 440 pp., ISBN 0-07-255094-5.

Microsoft Excel 2002 Brief, 1/e (2002), with James Perry, McGraw-Hill Publishing Company, New York, 298 pp., ISBN 0-07-247031-3.

Microsoft Word 2002 Brief, 1/e (2002), with James Perry and Rick Parker, McGraw-Hill Publishing Company, New York, 298 pp., ISBN 0-07-247090-9.

Microsoft Access 2002 Brief, 1/e (2002), with James Perry and Merrill Wells, McGraw-Hill Publishing Company, New York, 298 pp., ISBN 0-07-247029-1.

Microsoft PowerPoint 2002 Brief, 1/e (2002), with James Perry and Merrill Wells, McGraw-Hill Publishing Company, New York, 298 pp., ISBN –0-07-247064-X.

Microsoft Windows 2000 Brief, 1/e (2002), with James Perry and Tim Trainer, McGraw-Hill Publishing Company, New York, 334 pp., ISBN 0-07-247088-7.

Microsoft Office XP Volume I, 1/e (2002), with James Perry, Rick Parker, and Merrill Wells, McGraw-Hill Publishing Company, New York, 878 pp., ISBN 0-07-245857-7.

Microsoft Excel 2002 Introductory, 1/e (2002), with James Perry, McGraw-Hill Publishing Company, New York, 450 pp., ISBN 0-07-247032-1.

Microsoft Word 2002 Introductory, 1/e (2002), with James Perry and Rick Parker, McGraw-Hill Publishing Company, New York, 450 pp., ISBN 0-07-247091-7.

Microsoft Access 2002 Introductory, 1/e (2002), with James Perry and Merrill Wells, McGraw-Hill Publishing Company, New York, 450 pp., ISBN 0-07-247030-5.

BOOKS PUBLISHED (cont'd)

Microsoft PowerPoint 2002 Introductory, 1/e (2002), with James Perry and Merrill Wells, McGraw-Hill Publishing Company, New York, 450 pp., ISBN -0-07-247036-4.

Microsoft Windows 2000 Introductory, 1/e (2002), with James Perry and Tim Trainer, McGraw-Hill Publishing Company, New York, 478 pp., ISBN 0-07-247089-5.

Microsoft Office XP Volume II, 1/e (2002), with James Perry, Rick Parker, and Merrill Wells, McGraw-Hill Publishing Company, New York, 1064 pp., ISBN 0-07-247035-6.

Microsoft Excel 2002 Complete, 1/e (2002), with James Perry, McGraw-Hill Publishing Company, New York, 634 pp., ISBN 0-07-245906-9.

Microsoft Word 2002 Complete, 1/e (2002), with James Perry and Rick Parker, McGraw-Hill Publishing Company, New York, 634 pp., ISBN 0-07-247038-0.

Microsoft Access 2002 Complete, 1/e (2002), with James Perry and Merrill Wells, McGraw-Hill Publishing Company, New York, 634 pp., ISBN 0-07-245904-2.

Microsoft Windows 2000 Complete, 1/e (2002), with James Perry and Tim Trainer, McGraw-Hill Publishing Company, New York, 698 pp., ISBN 0-07-247037-2.

Computing Concepts, 1/e Introductory version International Edition (2002), with Maeve Cummings and Alan Rea, McGraw-Hill Publishing Company, New York, 400 pp., ISBN 0-07-113036-5.

Computing Concepts, 1/e Complete version International Edition (2002), with Maeve Cummings and Alan Rea, McGraw-Hill Publishing Company, New York, 560 pp., ISBN 0-07-113035-7.

Microsoft Excel 2002 Brief, 1/e International Edition (2002), with James Perry, McGraw-Hill Publishing Company, New York, 298 pp., ISBN 0-07-113028-4.

Microsoft Word 2002 Brief, 1/e International Edition (2002), with James Perry and Rick Parker, McGraw-Hill Publishing Company, New York, 298 pp., ISBN 0-07-113032-2.

Microsoft Access 2002 Brief, 1/e International Edition (2002), with James Perry and Merrill Wells, McGraw-Hill Publishing Company, New York, 298 pp., ISBN 0-07-113037-3.

Microsoft PowerPoint 2002 Brief, 1/e International Edition (2002), with James Perry and Merrill Wells, McGraw-Hill Publishing Company, New York, 298 pp., ISBN 0-07-113040-3.

Microsoft Windows 2000 Brief, 1/e International Edition (2002), with James Perry and Tim Trainer, McGraw-Hill Publishing Company, New York, 334 pp., ISBN 0-07-113043-8.

Microsoft Office XP Volume I, 1/e International Edition (2002), with James Perry, Rick Parker, and Merrill Wells, McGraw-Hill Publishing Company, New York, 878 pp., ISBN 0-07-113030-6.

Microsoft Excel 2002 Introductory, 1/e International Edition (2002), with James Perry, McGraw-Hill Publishing Company, New York, 450 pp., ISBN 0-07-113029-2.

BOOKS PUBLISHED (cont'd)

Microsoft Word 2002 Introductory, 1/e International Edition (2002), with James Perry and Rick Parker, McGraw-Hill Publishing Company, New York, 450 pp., ISBN 0-07-113033-0.

Microsoft Access 2002 Introductory, 1/e International Edition (2002), with James Perry and Merrill Wells, McGraw-Hill Publishing Company, New York, 450 pp., ISBN 0-07-113039-X.

Microsoft PowerPoint 2002 Introductory, 1/e International Edition (2002), with James Perry and Merrill Wells, McGraw-Hill Publishing Company, New York, 450 pp., ISBN 0-07-113041-1.

Microsoft Windows 2000 Introductory, 1/e International Edition (2002), with James Perry and Tim Trainer, McGraw-Hill Publishing Company, New York, 478 pp., ISBN 0-07-113044-6.

Microsoft Office XP Volume II, 1/e International Edition (2002), with James Perry, Rick Parker, and Merrill Wells, McGraw-Hill Publishing Company, New York, 1064 pp., ISBN 0-07-113031-4.

Microsoft Excel 2002 Complete, 1/e International Edition (2002), with James Perry, McGraw-Hill Publishing Company, New York, 634 pp., ISBN 0-07-112345-8.

Microsoft Word 2002 Complete, 1/e International Edition (2002), with James Perry and Rick Parker, McGraw-Hill Publishing Company, New York, 634 pp., ISBN 0-07-112344-X.

Microsoft Access 2002 Complete, 1/e International Edition (2002), with James Perry and Merrill Wells, McGraw-Hill Publishing Company, New York, 634 pp., ISBN 0-07-113038-1.

Microsoft Windows 2000 Complete, 1/e International Edition (2002), with James Perry and Tim Trainer, McGraw-Hill Publishing Company, New York, 698 pp., ISBN 0-07-113042-X.

Management Information Systems for the Information Age, 2/e Alternate Edition for Canada (2001), with Maeve Cummings, James Dawkins, and David Bateman, McGraw-Hill Publishing Company, New York, 558 pp., ISBN 0-07-087140-X.

Management Information Systems for the Information Age, 2/e Chinese Edition (2001), with Maeve Cummings and James Dawkins, McGraw-Hill Publishing Company, New York, 451 pp., ISBN 7-111-07453-X.

Management Information Systems for the Information Age, 2/e (2000), with Maeve Cummings and James Dawkins, McGraw-Hill Publishing Company, New York, 554 pp., ISBN 0-07-231535-0.

Management Information Systems for the Information Age, 2/e International Edition (2000), with Maeve Cummings and James Dawkins, McGraw-Hill Publishing Company, New York, 562 pp., ISBN 0-07-116385-9.

Management Information Systems for the Information Age, 2/e with PowerWeb (2000), with Maeve Cummings and James Dawkins, McGraw-Hill Publishing Company, New York, 554 pp., ISBN 0-07-247898-5.

Operations Management and Management Information Systems (1999), with Richard Chase, Nicholas Aquilano, Robert Jacobs, Maeve Cummings, and James Dawkins, McGraw-Hill Publishing Company, New York, 612 pp., ISBN 0-07-231531-3.

BOOKS PUBLISHED (cont'd)

Exceling in Finance, 3/e (1998), with Edward Boyer, McGraw-Hill Publishing Company, New York, 235 pp., ISBN 0-07-230535-5.

Management Information Systems for the Information Age, 1/e (1997), with Maeve Cummings and James Dawkins, McGraw-Hill Publishing Company, New York, 552 pp., ISBN 0-07-025465-6.

Case Studies in Information Technology (1996), with James Dawkins and Maeve Cummings, McGraw-Hill Publishing Company, New York, 64 pp., ISBN 0-07-025468-0.

Information Technology: Tomorrow's Advantage Today (1996), with Peter Keen, McGraw-Hill Publishing Company, New York, 332 pp., ISBN 0-07-025447-8.

Introduction to Computer Literacy, 2/e (1994), with MIS Club, McGraw-Hill Publishing Company, New York, 220 pp., ISBN 0-07-25454-0.

Introduction to Computer Literacy, 1/e (1993), with MIS Club, McGraw-Hill Publishing Company, New York, 116 pp., ISBN 0-07-025428-1. This book represents the first book published by an undergraduate student organization as part of a program entitled "*Students Writing Textbooks for Students.*"

Computer Literacy Workbook, 2/e (1993), with Pat Hogan, McGraw-Hill Publishing Company, New York, 150 pp., ISBN 0-07-025398-6.

Computer Literacy Workbook, 1/e (1992), with Pat Hogan, McGraw-Hill Publishing Company, New York, 1992, 176 pp., ISBN 0-07-025421-4.

Supplement to Accompany Business Computer Systems (1992), McGraw-Hill Publishing Company, New York, 282 pp., ISBN 0-07-025412-5.

Computing with BASIC and the IBM PC (1985), with R. Martin, Kendall-Hunt Publishing Company, Dubuque, Iowa, 98 pp.

REFEREED JOURNAL PUBLICATIONS

"Data Envelopment Analysis Approach to the Evaluation of OSHA Cotton Dust Regulations," (June 2001) with A Feroz and R. Raab, *Australian Journal of Management*, **26(1)**, pp. 54-67.

"Efficient Provision of Child Quality of Life in Less Developed Countries: Conventional Development Indexes Versus a Programming Approach to Development Indexes," (2000) with R. Raab and P. Kotamraju, *Socio-Economic Planning Sciences*, **34(1)**, pp. 51-67.

"Predicting Credit Union Failures: A Data Envelopment Analysis of Rhode Island Institutions," (Spring 1999) with H. Li, R. Raab, and W. Simeone, *Pennsylvania Journal of Business and Economics*, **6(1)**, pp. 1-21.

"Quality Function Deployment Usage in Software Development," (January 1996) with M.K. Raja and L.L. Schkade, *Communications of the ACM*, **39(1)**, pp. 41-49.

"Interpreting Inefficiency Ratings: An Application of Bank Branch Operating Efficiencies," (1995) with P. Jaska, *Managerial and Decision Economics*, **16**, pp. 7-14.

"Economic Applications of Data Envelopment Analysis," (1993) with R. Raab, published abstract, *The Journal of the Minnesota Academy of Science*, **57(2)**, p. 23.

"Assessing the Relative Efficiency of Agricultural Production Units in the Blackland Prairie, Texas," (1992) with P. Jaska and J. Semple, *Applied Economics*, **24**, pp. 559-565.

"Sensitivity of Efficiency Classifications in the Additive Model of Data Envelopment Analysis," (1992) with A. Charnes, P. Jaska, and J. Semple, *The International Journal of Systems Sciences*, **23(5)**, pp. 789-798.

GRANTS AND FUNDED RESEARCH

"An Empirical Development of the Critical Technology Issues Facing Health Information Managers in Northeastern Minnesota," with M. Widmer, Undergraduate Research Opportunities Program, The University of Minnesota, \$1,200.00, January 1, 1994 through May 1, 1994.

"Economic Efficiency and Corporate Capital Structure," with I. Levin, Graduate School Grant-in-Aid of Research, Artistry and Scholarship, The University of Minnesota, \$6,176.00, January 1, 1994 through June 30, 1994.

"Exploring the Relationships between Economic and Technical Efficiencies," Graduate School Grant-in-Aid of Research, Artistry and Scholarship, The University of Minnesota, \$9,284.00, July 1, 1993 through June 30, 1994.

OTHER PUBLICATIONS

"A Current Survey of the Development and Application of Data Envelopment Analysis and a Comparison to Stochastic Approaches," (1993) with R. Raab, *Bureau of Business and Economic Research Center for Economic Development*, University of Minnesota Duluth, Working Paper No. 93-8.

"A Quality Paradigm for Software Engineering," (1993) *Midwest Decision Sciences Institute*, East Lansing, Michigan.

"A Taxonomic Framework of Neural Network Applications for Organizational Decision Support," (1990) with S. Lunce, W. Raghupathi, and L.L. Schkade, *The Center for Research on Information Systems*, The University of Texas at Arlington, CRIS Report #90-07.

"An Exploration of the Relationship Between Economic and Technical Efficiency Indicators in Financial Statement Analysis," (1993) with J. Haag and I. Levin, *24th Annual Meeting of the Decision Sciences Institute*, Washington, D.C.

"Applying Decomposition, Deterministic Distributions, and Dominance Screening to the Function Point Method for Systems Development Estimation," (1991) with F. Huq and L.L. Schkade, *The Center for Research on Information Systems*, The University of Texas at Arlington, CRIS Report #91-10.

"Augmenting the Analysis of Financial Statements with Technical Stability Indices in Data Envelopment Analysis," (1993) with J. Haag and I. Levin, The University of Texas at Arlington, Department of Finance and Real Estate, Working Paper Series No. 93-102.

"Augmenting the Analysis of Financial Statements with Technical Stability Indices in Data Envelopment Analysis," (1993) with J. Haag and I. Levin, *Bureau of Business and Economic Research Center for Economic Development*, University of Minnesota Duluth, Working Paper No. 93-3.

"Efficiency of 25 National Universities: An Application of Data Envelopment Analysis to Higher Education," (1992) with T. Breu and R. Raab, *Bureau of Business and Economic Research Center for Economic Development*, University of Minnesota Duluth, Working Paper No. 92-17.

"Identifying Lead Users for EDI Mapping Software," (1992) with C. Johnston, *Proceedings of the XXIII Annual Midwest Decision Sciences Institute*, Kansas City, Missouri.

"Implementing Total Quality Management in the Management of Information Systems," (1993) with D. Stevens, *24th Annual of the Decision Sciences Institute*, Washington, D.C.

Interactions: Teaching Conversational English as a Foreign Language, (1993) with C. Haag and I. Haag, 125 pp.

"Research Issues in Software Quality Function Deployment: A New Beginning for Software Engineering Methodologies," (1992) with P. Hogan, *Proceedings: Decision Sciences Institute 23rd Annual Meeting*, San Francisco, California.

"Students Writing Textbooks for Students," (1993) *Instructional Development*, Instructional Development Service, University of Minnesota Duluth, **10(2)**, pp. 1-2.

PRESENTATIONS

"Transforming E-Government Into Entrepreneurial Government," Western Management Development Center, Office of Personnel Management, Denver CO, 41 seminars spread over 2001 through 2004.

"Expanding Electronic Government," Western Management Development Center, Office of Personnel Management, Denver CO, 13 seminars spread over 2002 through 2004.

"Creating Efficiencies in Technology," (2004) Environmental Protection Agency, Raleigh, NC.

"Integrating Biometric Security Information and Transaction Processing Information – Will Your Bank Become Your Early Pregnancy Text Provider," (2004) South Central Information Security Symposium, Rice University, Houston, TX.

"Toilets, Shoes, Computers, and Cash – How Biometric Processing Is Changing the Business World as We Know It," (2004) IT Forum of Denver, Denver, CO.

"Biometric Computing," (2004) Columbus State Community College, Columbus, OH.

"Biometric Considerations in the Business World," (2003) to five different classes at New York University (NYU), New York, NY.

"Delivering the Core MIS Class in an Online Format," (2003) Metropolitan State University, Minneapolis, MN.

"Government Biometric Research and Its Applications to Teaching and Curriculum Development," (2003) Columbus State Community College, Columbus, OH.

"Changing Rhythms and Creating Interactivity in the MIS Classroom," (2003) University of Louisville, Louisville, KY.

"Physiological Computing," (2003) All-University Lecture Series as part of DU's welcome week for undergraduate students and parents, Denver, CO.

"Using Case Studies as a Medium for Class Discussion," (2003), Towson University, Baltimore, MD.

"Integrating the Teaching of Applications and Computer Concepts," (2003) Southwest Missouri State University, Springfield, MO.

"Creating Interactivity in the MIS Classroom," (2003) University of Colorado, Boulder, CO.

"Understanding Business Students in the 21st Century," (2003) California Polytechnic State University, CA.

"E-Commerce Opportunities and Threats," (2003) for First Data Corporation through the Institute for Executive and Professional Development, Denver, CO.

"Using Biometrics for Competitive Advantage in the Hotel and Resort Industry," (2003) to HRTM 1000 class at the University of Denver, Denver, CO.

PRESENTATIONS (cont'd)

"How Biometrics Will Change Your Life," (2003) to four different classes on the campus of the University of Indiana, Bloomington, IL.

"Biometric Considerations in Real Estate and Construction Management," (2003) Burns School of Real Estate and Construction Management, Burns Fellows program, Denver, CO.

"Future Technology Developments," (2002) The City Club of Denver, Denver CO.

"Human-2-Technology Connection: How Teaching Technology Will Change," (2002) Portland Community College, Portland, OR.

"Human-2-Technology Connection: Where Do We Go From Here," (2002) Columbus State Community College, Columbus OH.

"Future Technological Innovations and Their Implications," (2001) Denver Area Alumni Group for the University of Denver, Denver CO.

"Teaching through Distance Learning," (2001) Association of Construction Management, Denver, Colorado.

"The Evolution of Technology and its Future Revolution," (2001) Boston Area Alumni Group, Boston, Massachusetts.

"The Future of Technology," (2001) Social Securities Administration, Denver, Colorado.

"Nurturing Knowledge Workers in Colorado," (2001), Internet Chamber of Commerce, Denver. CO.

"The Future Is Only a Day Away," (2001) Western Information Technology Council, Denver CO.

"Creating Personalization with Technology," (2001) Hospitality/Information Technology Think Tank, Denver, Colorado.

"Building Course Modules," Daniels College of Business, (2000) The University of Denver.

"There's No Time Like the Future," McGraw-Hill Publishing IT 2000, February 25, 2000 (Columbus, OH), March 10, 2000 (Northern Virginia, VA), March 17, 2000 (Los Angeles, CA), March 24, 2000 (Atlanta, GA), April 7, 2000 (San Francisco, CA), April 14, 2000 (Chicago, IL), and May 5, 2000 (Denver, CO).

Pennsylvania Governor's School of Information Technology for Gifted and Talented High School Students, (1999) Guest speaker, Penn State University.

Rocky Mountain Information Management Association, (1999) Guest speaker.

"A Current Survey of the Development and Application of Data Envelopment Analysis and a Comparison to Stochastic Approaches," (1993) with R. Raab, *Western Economic Association International Conference*, Lake Tahoe, Nevada.

PRESENTATIONS (cont'd)

"Analyzing Financial Statements with DEA Technical Stability Indices," (1993) with J. Haag and I. Levin, *Western Economic Association International Conference*, Lake Tahoe, Nevada.

"Total Quality Management in Health Care Operations," (1993) Health Care Consulting Consortium, Rockford, Illinois.

"Critical Technology Issues Facing Health Information Managers," (1993) Northeastern Minnesota Health Information Manager's Association, Duluth, Minnesota.

"Data Envelopment Analysis: Theory and Applications," (1993) Faculty Research Colloquium, The University of Minnesota Duluth, Duluth, Minnesota.

"Using DEA as a Test of Economic Consequences of a Regulation: The Case of OSHA Cotton Dust Regulation," (1993) with A. Feroz and R. Raab, *Western Economic Association International Conference*, Lake Tahoe, Nevada.

"Business Processing Reengineering," (1993) Minnesota Power and Light, Duluth, Minnesota.

"Augmenting the Analysis of Financial Statements with Technical Stability Indices in Data Envelopment Analysis," (1993) with J. Haag and I. Levin, *Financial Management Association*, Ontario, Canada.

"Sensitivity of Efficiency of Classifications in the Additive Model of Data Envelopment Analysis", (1992) presented at the Texas Statisticians' Association, Baylor University, Waco, Texas.

"Total Quality Management in the Management of Information Systems", (1992) Workshop, *Proceedings: Decision Sciences Institute 23rd Annual Meeting*, San Francisco, California.

"Efficiency of 25 National Universities: An Application of Data Envelopment Analysis to Higher Education," (1992) with T. Breu and R. Raab, *Joint National Meeting ORSATIMS*, San Francisco, California.

"Deploying the Voice of the Customer", (1992) presented as part of the Manufacturing Renaissance 1992 Series at The Automation and Robotics Research Institute, The University of Texas at Arlington, Arlington, Texas.

"Software Quality Function Deployment - Part I", (1991) presented to Bell Helicopter Textron, Inc., Hurst, Texas.

"Software Quality Function Deployment - Part II", (1991) presented to Bell Helicopter Textron, Inc., Hurst, Texas.

"An Analysis of Quality Function Deployment (QFD) as an Alternative Methodology for Information Systems Development", (1981) presented at the 2nd Annual Texas Information Systems Ph.D. Student Consortium, Houston, Texas (Sponsored by the Texas Information Systems Faculty Association).