

**SHAWN F. CLOUSE, MBA, Ed.D.**  
Chair & Professor of MIS  
Management Information Systems  
College of Business, University of Montana

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## **EDUCATION**

- Post-Doc in MIS from Washington State University, January - May 2009.
- Doctorate in Higher Education & Technology Leadership, The University of Montana, Missoula, MT 59812, School of Education, GPA 4.00, May 2001.
- Master of Business Administration (MBA), The University of Montana, Missoula, MT 59812, GPA 3.91, Spring 1990.
- B.S. in Agriculture, Animal Science, Montana State University, Bozeman, MT 59717, GPA 3.26, Winter 1984.

## **COURSES TAUGHT**

- BMIS270 Fundamentals of Management Information Systems
- BMIS365 Business Application Development
- BMIS373 Systems Analysis and Design
- BMIS471 Fundamentals of Network & Security Management
- BMIS472 Advanced Network & Security Management
- BMIS476 Project Management
- BMIS478 Development of e-Commerce Systems
- BMIS477 Multimedia Development for Business
- BMIS495 Technical Support for Business
- BGEN499 Integrative Business Simulation
- MBA 645 and BMGT 493 International Experience: New Zealand & Sydney

## **INFORMATION TECHNOLOGY SKILLS**

- Technology Leadership: IT leader for Gallagher Business Building with over \$2 million of technology to support teaching, research, and service. Developed partnerships with Hewlett-Packard and Microsoft to give faculty and students access to state-of-the-art technology. Developed and implemented strategic plans for the School of Business Administration technology support function.
- Project Management: Managed multiple projects to upgrade network, server, lab, and classroom technology
- Systems Analysis & Design: Designed local area networks, interactive video-conferencing rooms, electronic classrooms, presentation systems, Web sites, and electronic messaging systems.
- Programming: Designed menu-driven accounting and production database programs, created macro driven spreadsheet accounting systems, and decision support systems. Teach a class in Business Application Development that used Microsoft Visual Studio and the Visual Basic language.
- Microsoft Certified Systems Engineer: Worked to develop a technical training program at The University of Montana by securing licensing from Microsoft to be recognized as an Authorized Academic Training Program, designed the curriculum for the program, hired instructors, and worked to become one of the first university programs to offer academic credit for systems engineer training. Taken training to become a Microsoft Technical Trainer and certified to teach Internet Information Server.
- Cybersecurity – Developed and taught a two-course series in cybersecurity used for an undergraduate and graduate certificate in Cybersecurity Management.

## **PUBLICATIONS**

### **Refereed Journals**

- Clouse, S. F., Triche, J. and Firth, D (2024). University business students place attachment during the pandemic. *Journal of Research in Business Education*, 64(1).

- Clouse, S. F., Stan, S., and Shooshtari, N. H. (2023). Chamber of commerce membership: An explanatory model of member organizations' normative, continuance and affective commitments. *Journal of Applied Marketing Theory*, 10(1), 88-106. ISSN: 2151-3236.
- Clouse, S. F., Stan, S. and Shooshtari, N. H. (2018), An exploratory study of the interaction effects of student service employees' job resourcefulness and organizational support in a campus setting. *Journal of Applied Marketing Theory*, Vol. 8 (2), pp. 24-50.
- Shooshtari, N. H., Stan, S. and Clouse, S. F. (2018), Receiving, recording, and responding to customer complaints: The effects of formalizing customer complaint handling policies in firms. *Services Marketing Quarterly*, Vol. 39 (3) pp. 225-239.
- Rossmiller, Z., Lawrence, C., Clouse, and C. Looney (2017). Teaching an old dog new tricks: Disaster recover in a small business context. *Information Systems Education Journal*, 14(2) pp 19-26
- Lawrence, C., Clouse, S. F., Firth, D., Evans, J., & Stephens, N. (2014). The power of an MIS degree: Inspiring students by connecting with innovators. *Information Systems Education Journal*, 12(5) 37-42.
- Fulton, E., Lawrence, C. & Clouse, S. F. (2013). White hats chasing black hats: Careers in IT security and the skills required to get there. *Journal of Information Systems Education*, 24(1) 75-80.
- Shooshtari, N., Clouse, S. F., & Stan, S. (2012) Customer complaint handling: The importance of employee training for customer service, *Journal of Applied Marketing Theory*, 3(1) 20-37.
- Clouse, S. F. and Evans, G. E., (2011). The effect of computer-based multitasking on learning in an undergraduate operations management course. *The International Journal of Operations and Quantitative Management*, 16(2) 101-125.
- Clouse, S.F., Wright, R.T., & Pike, R.E. (2010). Employee information privacy concerns with employer held data: A comparison of two prevalent privacy models. *Journal of Information Privacy and Security (JIPS)*, 6(3), 47-71.
- Fluck, U., Shooshtari, N. H., and Clouse, S. F., (2007). The positive effect of online learning technologies on the dimensions of global-mindedness in international business students. *The Journal of Global Business*, 18(36) 99-112.
- Fluck, U., Clouse, S. F., and Shooshtari, N. H. (2007). Reducing ethnocentrism in international business students with an online multicultural supplement. *Journal of Teaching in International Business*, 18 (2/3), 133-151.
- Firth, D. R., Lawrence, C, and Clouse, S. F., (2006). Predicting Internet-based online community size and time to peak membership using the bass model of new product growth. *Interdisciplinary Journal of Information, Knowledge, and Management*, 1, 1-12.
- Cleveland, G., Clouse, S. F., and Neu, C. W. (2004). Distributed learning for geographically dispersed students: Lessons learned for an online graduate business course. *The Journal of Educators Online*, 1 (1), 1-18. <http://www.thejeo.com/>.
- Clouse, S. F. and Evans, G. E. (2003). Graduate business students' performance with synchronous and asynchronous interaction e-learning methods. *Decision Sciences Journal of Innovative Education*, 1 (2), 181-202.

#### Other Publications

- Clouse, S. F. (2003). *A Model for e-Business Customer Service Communication Based on e-Learning Research*. International Academic Symposium on Cooperative Networks of Industry-Academia in Promotion of e-Business. Kangnung National University, Electronic Commerce Resource Center, Kangnung, South Korea. March 7, 2003, Session 3, 1-19.
- Clouse, S. F. (2001). *The assessment of student performance and satisfaction outcomes with synchronous and asynchronous interaction methods in a student-centered distributed learning environment (Doctoral dissertation, University of Montana, 2001)*. Dissertation Abstracts International, 62, (04A) 1384.
- Clouse, S. F. (2000). *Learning at Microsoft: Systems that Support the Learning Organization*. Authored and presented this paper as a result of a sabbatical and internship with Microsoft to Dr. Roberto Bamberger, Higher Ed Marketing Manager, Microsoft Corporation, for publication on the Microsoft Web Site. Available at [www.business.umn.edu/faculty/clouse](http://www.business.umn.edu/faculty/clouse).

**Work in Progress**

- Haddouch, R., Clouse, S., Wright, R., Floyd, T. & Perry, P. Strengthening incident response: Lessons from cybersecurity tabletop exercises for rural critical infrastructure. Developing manuscript for the 2024 *ISCAP Conference* and the *Cybersecurity Pedagogy and Practice Journal*.
- Firth, D., Johnson, T, Clouse, S., and Perry, P. Problematic smartphone usage in the TikTok era. Developing manuscript for the 2024 *ISCAP Conference* and the *Information Systems Education Journal*.
- Triche, J, McDiffett, M., Firth, D. & Clouse, S. A business intelligence class project combining business knowledge, critical thinking, and story-telling for an online retail store. Developing manuscript for the 2024 *ISCAP Conference* and the *Information Systems Education Journal*.
- Clouse, S. F., Stan, S., & Shooshtari, N. Why members join membership organizations: Testing a theoretical model. Data collected, analyzed, and developing manuscript to submit to *Journal of Marketing Theory & Practice*.
- Clouse, S. F., Clouse, N. K., & Lawrence, C. Flipping the classroom with podcasts. This working paper is based on student performance and satisfaction data from students in the BMIS476 Project Management class where podcasts are used instead of classroom lectures. The target journal is the *Journal of Information Systems Education*.
- Clouse, S. F., Kinch, A., Lindsay, N. & Squires, R., *Faculty barriers for teaching with technology*. The main purpose of this research project was to survey UM faculty members about teaching with technology and instructional methods. The study used the Technological Pedagogical Content Knowledge (TPACK) model and the Technology Acceptance Model (TAM). These models will help explain the barriers that faculty see to using technology. This research will make recommendations on technology, teaching practices, and institutional support required for effective instruction.

**Research Awards**

- 2011 Grant - Perceptions of Users of Public Safety Avalanche Website on Website Usability, Satisfaction, and the Trust/Risk Framework
- 2010 Grant - Health Care Information Privacy Concerns
- 2009 Grant - Information Privacy Concerns for Individuals with Off-Line Organizations
- 2008 Grant - The Effect of Multitasking with Computers on Student Performance and Satisfaction in an Undergraduate Business Course.
- 2007 Grant - Student Satisfaction with Synchronous and Asynchronous Interaction Methods
- 2006 Grant – Privacy Concerns with Student Information on Universal Access Student Card
- 2005 Grant - Strategies for Managing and Responding to Information Technology Disasters
- 2004 Grant - E-Mail Communication and its Effect on the Leader-Follower Relationship: Utilizing Computer-Mediated Communication (CMC) and Leader-Member Exchange (LMX) theories.
- 2003 Grant – Using Blackboard in the Classroom: Tailoring Distance Delivery of Accounting Concepts to Student Learning Styles
- 2002 Grant - Improving Online Pedagogy through Faculty Development

**Successful Grant Proposals**

- 2023 Grant - Secured \$1 million in funding for the Cybersecurity Bachelor's Degree from the Montana Legislature in House Bill 10.
- 2004 – \$53,165.75 Hewlett-Packard University Grants program for establishing an HP Tablet PC Lab. The lab will be used to determine the effect that wireless technology has on the teaching and learning process.
- 2002 – Developed the super tuition proposal for the School of Business Administration at the University of Montana which was approved by the Montana Board of Regents in May of 2002. Super tuition generates about \$500,000 per year for the School to use for hiring faculty, retention, and for

- support of the technology in the Gallagher Building.
- 2000 - \$32,000 from the Office of the Commissioner of Higher Education to develop two graduate business courses that use both Internet and MetNet delivery methods.
- 1999 - \$140,000 from the IBM Partners in Education program for an AS/400 computer and software to use in the School of Business Administration curriculum.
- 1998 - \$54,291 from the Hewlett-Packard University Grants program for networking equipment and computers to deliver graduate foundation business courses in Montana over the Internet.
- 1998 - \$34,000 from the Montana Office of the Commissioner of Higher Education to develop three graduate foundation business online courses.
- 1996 - \$303,415 from the Hewlett-Packard University Grants program for computer and networking equipment in the new Gallagher Business Building for classrooms, labs, and offices.

### Conference Proceedings

- Shooshtari, N., Manuel, T., & Clouse, S. (2024) U.S. – China strategic rivalry: Decoupling from China won't be easy. The 2024 Association of Marketing Theory and Practice Proceedings, 14. [https://digitalcommons.georgiasouthern.edu/amp-proceedings\\_2024/14](https://digitalcommons.georgiasouthern.edu/amp-proceedings_2024/14)
- Clouse, S., Firth, D., & Triche, J. (2023) University student place attachment during the pandemic. 2023 Proceedings of the ISCAP Conference Albuquerque, NM v9 n5983 ISSN: 2473-4901
- Shooshtari, N., Manual, T. A, & Clouse, S. F. (2023) The Impact of COVID 19 and Geopolitical Tensions on Small to Midsized Enterprises. *Association of Marketing Theory and Practice 2023(33)*.
- Clouse, S. F., Stan, S., & Shooshtari, N. (2022) Chamber of Commerce Membership: An Explanatory Model of Member Organizations' Normative, Continuance and Affective Commitment. *Association of Marketing Theory and Practice 2022 (26)*.
- Clouse, S. F., Clouse, N. K. G., & Lawrence, C. (2015). Maximizing classroom interaction by presenting course content with video podcasts. *EDSIG Conference*, Wilmington, NC.
- Lawrence, C., Clouse, S. F., Firth, D., Evans, J., & Stephens, N. (2014). So what can you do with an MIS degree?: Inspiring students to explore MIS by drawing on the voices of local innovators. *Information Systems Educators Conference*, San Antonio.
- Lawrence, C., Clouse, S. F., Firth, D., Evans, J., & Stephens, N. (2013). So what can you do with an MIS degree?: Inspiring students to explore MIS by drawing on the voices of local innovators. *Information Systems Educators Conference*, San Antonio.
- Clouse, S. F., Stan, S., & Shooshtari, N. (2013). Delivering quality customer service: The interactive effects of employee job resourcefulness and organizational support, *Association of Marketing Theory and Practice 22 (Session 6:1)*.
- Fluck, U., Clouse, S. F., and Shooshtari, N. H., (2007). Incorporating the Theory and Practice of the Multiple Intelligence Approach to Enhance Student Learning. *Association of Marketing Theory and Practice*. 16 (Session 1:2).
- Fluck, U., Shooshtari, N. H., and Clouse, S. F. (2006) Enhancing Global-Mindedness In International Business Students Using An Online Multicultural Supplement. Abstract in the *Association for Global Business Proceedings* for the annual meeting on November 18, 2006. Best Paper Award.
- Fluck, U., Shooshtari, N. H., Fleming M. J., and Clouse, S. F., (2005). International Education at The University of Montana: The Theory and Practice of Multicultural Training. *Association of Marketing Theory and Practice*. 14 (Session 5.1), 220-224.
- Clouse, S. F., Firth, D. R. and Lawrence, C. (2004). Improving e-Business customer service support: A customer centric model based on e-Learning research. *Decision Sciences Institute 2004 Proceedings*. 7241-7246.
- Clouse, S. F., Pengelly, V., and Samson, S. (2004). Collaboration at New Heights. Educause 2004 Annual Conference. Denver, CO. <http://www.educause.edu/LibraryDetailPage/666&ID=EDU04135>.
- Fluck, U., Shooshtari, N. H., Clouse, S. F., and Fleming M. J. (2004). Development of a Multicultural Online Supplement to Reduce Ethnocentrism. *Association of Marketing Theory and Practice*. 13 (Session 3.1), 1-7.
- Clouse S. F., Ford, R., and Henry, J. (2004). Developing a university middleware plan with a diverse

task force. Educause Western Regional Conference 2004. Sacramento, CA.

<http://www.educause.edu/asp/doclib/abstract.asp?ID=WRC0406>.

- Clouse S. F. (2003). Strategies to Improve Student Performance & Satisfaction with Synchronous & Asynchronous Interaction Methods. Educause 2003 Conference, Poster Session: Teaching and Learning. Anaheim, CA.  
[http://www.educause.edu/meeting/proceedings\\_sessions.asp?meeting=E03](http://www.educause.edu/meeting/proceedings_sessions.asp?meeting=E03).
- Clouse, S. F., Shooshtari, N., and Fleming, M. (2002). *A Mixed Model for Delivering a Distance Learning MBA Program*. Association of Marketing Theory and Practice. 11 (Session 4.3), 16-21.
- Cooley, B. J. and Clouse, S. F. (2002). Engaging Students: An Experiential Approach to the Quality Management Class. Decision Sciences Institute 2002 Proceedings. 865-870.
- Clouse, S. F. (2001). *The Application of Multiple Intelligences and Learning Theories in a Multimedia Development Course in Business*. Association of Marketing Theory and Practice. 10, 223-229.
- Cleveland, G., Neu, C., and Clouse, S. F. (2000). *Teaching Online: Offering New Opportunities to Off-Campus Graduate Students*. Decision Sciences Institute 2000 Proceedings. 307-309.
- Clouse, S. F., Shooshtari, N., and Fleming, M. (1998). *An Experiential Approach to Developing a Multimedia Class in Business*. Association of Marketing Theory and Practice. 7, 53-59. Best Paper in Track.
- Shooshtari, N., Fleming, M., and Clouse, S. F. (1997). *Designing a Mission-Based Marketing Curriculum: Challenges and Opportunities*. Association of Marketing Theory and Practice. 6, 116-119.

## PROFESSIONAL ACTIVITIES & PRESENTATIONS

- Clouse, S. Cybersecurity & MIS Programs at the University of Montana. Hellgate High School. Missoula, MT May 28, 2024.
- Clouse, S. & Hammer, B. Cybersecurity & MIS Programs at the University of Montana. Big Sky High School. Missoula, MT May 17, 2024
- Clouse, S. Cybersecurity & MIS Programs at the University of Montana. Big Sky High School. Missoula, MT May 14, 2024
- Clouse, S. & Hammer, B. Cybersecurity & MIS Programs at the University of Montana. Sentinel High School. Missoula, MT May 13, 2024
- Clouse, S. Cybersecurity: Careers protecting against the Dark side of the Internet. Innovate High School. Missoula, MT April 3, 2024.
- Shooshtari, N., Manuel, T., & Clouse, S. U.S. – China strategic rivalry: Decoupling from China won't be easy. AMTP Conference Hilton Head, SC March 16, 2024.
- Clouse, S. Student place attachment during the pandemic. Research presentation at COB Research series. March 8, 2024
- Clouse, S., Valgenti, V., & Arends, J. Cybersecurity: Careers protecting against the Dark side of the Internet. Montana State DECA Conference. Missoula, MT February 5, 2024.
- Clouse, S., Firth, D., & Triche, J. University student place attachment during the pandemic. ISCAP Conference Albuquerque, NM November 4, 2023.
- Clouse, S. Guarding Big Sky Country: Panel Discussion with Cybersecurity Specialists. Pine Cove Consulting online webinar. Bozeman, MT October 19, 2023.
- Perry, P., & Clouse, S. Presentation to the COB Advisory Boards on the new Cybersecurity bachelor's degree in information systems and technology. Missoula, MT September 29, 2023.
- Clouse, S. F. Cybersecurity Incident Response Tabletop Research. Research presentation at COB Brownbag series. April 14, 2023.
- Shooshtari, N., Manuel, T., & Clouse, S. The impact of COVID 19 and geopolitical tensions on small to mid-sized enterprises. AMTP Conference, Hilton Head, SC March 16, 2023.
- Cassens, M., Clouse, S., & Stan, S. Panel discussion How to Use Gown-to-Town Collaboration to Teach Students Necessary and Marketable Skills. SUSI (Study of the US Institute) at UM with academics and workforce development professionals from Eastern Europe, Southeast Asia, Middle East, Central America, and Africa. University Center July 13, 2022

- Clouse, S. F. Chamber of Commerce Membership: An Explanatory Model of Member Organizations' Normative, Continuance and Affective Commitment. Research presentation at COB Brownbag series. May 6, 2022.
- Clouse, S., Stan, S., & Shooshtari, N. Chamber of commerce membership: An explanatory model of member organizations' normative, continuance and affective commitment. AMTP Conference, San Destin, FL March 24, 2022.
- Clouse, S. F. Teaching naked and Student place attachment and pandemic learning strategies. Research presentation at COB Brownbag series. March 26, 2021.
- Clouse, S. NACCU 2020 Benchmarking Survey Results & Clusters. Presentation at the 2021 NACCU Annual Conference on Degy World. April 20, 2021.
- Clouse, S. Project Management: Not Just for Project Managers Anymore. Montana Nursery and Landscape Association. Missoula, MT January 8, 2020.
- Belsky, J., Clouse, S., Dodson, B., Firth, D. Lawrence, C., Looney, C., & Morelli, M. Panel discussion on how professors use team projects with outside organizations to provide students with real-life consulting skills. SUSI (Study of the US Institute) at UM with academics and workforce development professionals from Eastern Europe, Southeast Asia, The Middle East, Central America, and Africa., Native American Center room 106. July 8, 2019.
- Haddouch, R., Looney, C., & Clouse, S., *The impact of College of Business undergraduate students on the greater Missoula community*. Presentation at the Service Learning Engaging Hearts & Minds Conference on Service Learning at Salish Kootenai College. April 13, 2019.
- Clouse, S. F., *SOBA Learning Goals & Ethics Assessment*. Presentation at SOBA Brownbag series. April 29, 2016.
- Clouse, S. F., Kinch, A., Lindsay, N. & Squires, R. *Understanding and motivating faculty use of new technologies*. Presentation at the Montana University System Extended Learning Institute (XLI): Designing for Diversity/Innovating for Student Success. March 14, 2016.
- Clouse, S. F., Clouse N. K. G., & Lawrence, C. *Maximizing classroom interaction by presenting course content with video podcasts*. Presentation at the EDSIG 2015 Conference in Wilmington, NC. November 3, 2015.
- Clouse, S. F. *Project management: Not just for project managers anymore*. Seminar presentation for Human Resources Services Training and Development on project management for UM faculty and staff. October 2, 2014.
- Clouse, S. F. & Kaufman, N. *Past successes and the year ahead for the Missoula Chamber of Commerce*. Presentation of the Circle of Excellence and the George Award at the Missoula Chamber of Commerce Annual Banquet. September 24, 2014.
- Clouse, S. F. *Flipping the business classroom with podcasts*. Presentation at the Montana University System Extended Learning Institute (XLI): Designing for Diversity/Innovating for Student Success. March 27, 2014.
- Clouse, S. F. & Kinch, A. *Themes from the Teachers for the Global Century inspired learning luncheon*. Presentation at the Celebrate Academics luncheon to Montana higher education leaders. February 12, 2014.
- Clouse, S. F. *Agriculture matters: The agriculture industry's impact on Missoula*. Presentation at the Missoula Chamber of Commerce Ag Banquet. February 5, 2014.
- Kaufman, N & Clouse, S. F. *State of Missoula Commerce: Redevelopment Missoula*. Presentation to the members of the Missoula Chamber of Commerce, elected officials, and community leaders. January 28, 2014.
- Clouse, S. F. & Shooshtari, N. *Findings from the 2013 Missoula Area Chamber of Commerce membership survey*. Presentations to the Chamber Staff, the Membership Benefits Committee, and at the Chamber Board Retreat, May 22, 2013 and June 23, 2013.
- Clouse, S. F. *Flipping the classroom*. UM Faculty Development Office Spring 2013 Professional Development Series. This presentation covered innovative ideas and research about incorporating podcast lectures into courses and rethinking traditional ways of using class time. Recording available at [http://www.umt.edu/media/provost/ftc2\\_15\\_2013.flv](http://www.umt.edu/media/provost/ftc2_15_2013.flv). February 15, 2013.
- Ash, S., Brassfield, L., Clouse, S. F., & Wood, C. *Community Collaboration to Build a 21st Century Real-Life Learning Portal*. Presentation for the MSLAedu forum for transforming public education through collaboration and innovation sponsored by UM and MCPS. May 9, 2012.

- Clouse, S. F. *Intersection of Computer Science and Management Information Systems*. Presentation to UM Computer Science faculty and students. April 20, 2012.
- Clouse, S. F. *Leadership of teams*. Presentation for Leadership Missoula at the Business & Economy Day. This presentation looked at how to use the concept of situation leadership to more effectively lead teams. April 12, 2012.
- Clouse, S. F. *Website usability and satisfaction: Impact on trust/risk beliefs of users seeking public avalanche safety information*. Research presentation at SOBA Brownbag series. March 30, 2012.
- Clouse, S. F. *Project management leadership*. This webcast presentation was for continuing education credits for certified project managers that are members of the Montana Project Management Institute Chapter. March 22, 2012
- Clouse, S. F. *Maximizing Classroom Interaction by Presenting Course Content through Podcasts*. Presentation for UM Faculty Development series. February 23, 2012.
- Clouse, S. F. *The circle of concern and circle of influence*. Presentation for Leadership Missoula at the Education Day. This presentation looked at how to use Steven Covey's concept of the circle of concern to have an impact on teams or organizations. February 9, 2012
- Clouse, S. F. *Management of innovation and change*. Presentation for Leadership Missoula at the Government & Politics Day. This presentation looked at how to promote innovation as a manager in an organization. January 12, 2012.
- Clouse, S. F., Goehring, M., & Orr, G. *MIS476 Project Management Montana PMI Chapter Mentoring Program*. Presentation to the SOBA Business Advisory Council on the mentoring program used in BMIS476. September 30, 2011.
- Clouse, S. F. & Wright, R. T. (2010). *Information privacy concerns of employees with employer held data*. Research presentation at SOBA Brownbag series. September 24, 2010.
- Clouse, S. F. (2010). *MissoulaAvalanche.org Website Usability and Satisfaction Assessment*. Research presentation at West Central Montana Avalanche Foundation Board Meeting. This assessment profiled MissoulaAvalanche.org users as well as looked at website usability and satisfaction using structural equations modeling. August 18, 2010.
- Clouse, S. F., & Evans, G. E. (2010). *Computer-Based Multitasking's Impact on Learning in MIS 341*. Research presentation at SOBA Brownbag series. March 19, 2010.
- *Using Mediasite to archive Off-Campus MBA Classes and to Produce Webcasts for Western CPE*. Presentation at SOBA Brownbag series. March 5, 2008.
- *Using Elluminate Internet Conferencing Tool in Teaching Online Classes*. Presentation at SOBA Brownbag series. February 8, 2008.
- *Using Microsoft Remote Desktop and SharePoint Designer*. Presentation at the SOBA Brownbag series. September 7, 2007.
- *Introduction to Vista and Office 2007*. Training session for SOBA Fall 2007 Technology Training. Offered August 14, 22, 24, & 30, 2007.
- *Utilizing Elluminate Voice over IP (VoIP) Videoconferencing Software for Teaching and Learning*. Training session for SOBA Fall 2007 Technology Training. August 22, 2007.
- *Issues for SOBA Implementing Microsoft Vista and Office 2007*. Presentation at the SOBA Brownbag series. April 23, 2007.
- *Teaching and Learning with Web 2.0 Technologies*. Presentation at the SOBA Brownbag series. February 9, 2007.
- Clouse, S. F., McLeod, B. & Wright, R. T., (2007). *Campus Recreation Program Assessment Survey Results*. Presented to UM Student Affairs Departments. This assessment evaluated the effectiveness of the UM Campus Recreation Department programs and looked at student opinions on the privacy of their Student ID Card information. May 10, 2007.
- Campbell, ME, Clouse, S. F., Fluck, U., and Stan, S., (2007). *What do I do Wednesday? Pedagogical Strategies that Stimulate Interest and Enhance Learning*. Panel presentation for the Association of Marketing Theory and Practice Conference, Panama City, FL. March 30, 2007.
- Fluck, U., Clouse, S. F., and Shooshtari, N. H., (2007). *Incorporating the Theory and Practice of the Multiple Intelligence Approach to Enhance Student Learning*. Presentation at the Association of Marketing Theory and Practice Conference, Panama City, FL. March 29, 2007.
- Clouse, S. F. (2007). *Teaching and Learning with Web 2.0 Technologies*. Presented 3-hour technology training session for the UM Center for Teaching Excellence Faculty Development

- Workshop. There were 34 faculty participants from across campus. Developed an online Blackboard resource called the *Web 2.0 Teaching and Learning Site* that is used by 40 UM faculty. January 17, 2007.
- Clouse S. F., Ford, R., and Jesse, M. *Building Effective Relationships Between Central and Decentralized IT Units on Campus*. Presentation at the Educause Conference 2006. Dallas, TX. October 10, 2006.
  - *Approaches to School of Business GIS Programs*. Presentation at the SOBA Brownbag series. March 1, 2006.
  - *How Faculty want to Utilize Computer Labs for Instruction?* Presentation at the SOBA Brownbag series. November 2, 2006.
  - *Utilizing a Blackberry for Organizational Purposes*. Presentation at the SOBA Brownbag series. September 9, 2005.
  - *Online Learning Research* – Presentation to EDLD American College Professor course to three video conference sites. May 7, 2005.
  - *Cheating Behavior among Business Students*. Invited panel presentation with Carol Bruneau, Shawn Clouse, Maureen Fleming, Udo Fluck, and Nader Shooshtari. 2005 Association of Marketing Theory and Practice Conference. Jekyll Island, Georgia. March 24, 2005.
  - Participated on the Microsoft OneNote Advisory Council. Fall 2004 and Spring 2005.
  - *Pedagogical Strategies for Blackboard*. Presentation at the SOBA Brownbag series. February 4, 2005.
  - *Strategies for Dealing with Viruses, Spam, Phishing, & Pharming*. Presentation at the SOBA Brownbag series. February 18, 2005.
  - *International Education at The University of Montana*. Presentation with Fluck, U., Shooshtari, N. H., Fleming M. J., and Clouse, S. F on the Theory and Practice of Multicultural Training for the Association of Marketing Theory and Practice conference, Jekyll Island, GA, March 2005.
  - Clouse, S. F., Firth, D. R. and Lawrence, C. (2004). Improving e-Business customer service support: A customer centric model based on e-Learning research. Presentation at the *Decision Sciences Institute* 2004 Conference in Boston, MA, November 2004.
  - Clouse, S. F., Pengelly, V., and Samson, S. Collaboration at New Heights. Presentation at the Educause 2004 Annual Conference. Denver, CO. October 2004
  - Clouse S. F., Ford, R., and Henry, J. (2004). Developing a university middleware plan with a diverse task force. Presentation at the Educause Western Regional Conference 2004. Sacramento, CA.
  - *Blackboard and Course Supplements for a Traditional Class* – Presentation to the School of Education faculty at The University of Montana. December 3, 2003.
  - *Strategies to Improve Student Performance & Satisfaction with Synchronous & Asynchronous Interaction Methods*. Presentation at Educause Conference, Poster Session: Teaching and Learning. Anaheim, CA. October 2003.
  - Clouse, S. F. (2003). *A Model for e-Business Customer Service Communication Based on e-Learning Research*. Invited presentation at the International Academic Symposium on Cooperative Networks of Industry-Academia in Promotion of e-Business. Kangnung National University, Electronic Commerce Resource Center, Kangnung, South Korea. March 7, 2003.
  - *Current Issues of Business and Technology*. Hugh O'Brian Youth Leadership Seminar. April 2003.
  - *Blackboard Winter Workshop Series*. Conducted two training sessions (4 hours) for UM faculty on instructional design and communication strategies with Blackboard. January 2003.
  - *Synchronous and Asynchronous Instructional Methods for Interaction with On and Off-campus MBA Students*. Phi Delta Kappa Research Symposium November 4, 2002.
  - *Introduction to Distance Learning with Blackboard*. Presented by Shawn Clouse for the Taiwan Educational Leadership Cohort at the University of Montana, School of Education. July 25, 2002.
  - *UM Off-Campus MBA Program*. Presented by Shawn Clouse for the Montana Department of Administration's Interactive Video Forum. April 23, 2002.
  - *The Challenges and Benefits of Offering a Distance Learning MBA Program: 2 Program's Perspectives*. Invited panel presentation with Shawn Clouse, Maureen J. Fleming, and Nader H. Shooshtari representing the University of Montana Off-Campus MBA Program and Joe Bocci, Jackie Eastman, Cathy Owens Swift, and Richard Jordan representing the Georgia WebMBA Program at the Association of Marketing Theory and Practice Conference. March 2002.

- Clouse, S. F., Shooshtari, N., and Fleming, M. (2002). *A Mixed Model for Delivering a Distance Learning MBA Program*. Association of Marketing Theory and Practice. 11 (Session 4.3), 16-21. March 2002.
- Clouse, S. F. (2001). *The Application of Multiple Intelligences and Learning Theories in a Multimedia Development Course in Business*. Association of Marketing Theory and Practice. 10, 223-229. March 2001.
- *Teaching Online: Offering New Opportunities to Off-Campus Graduate Students*. Presentation at Decision Sciences Institute 2000 Conference with Clyde Neu. November 2000.
- *An Experiential Approach to Developing a Multimedia Class in Business*. Presentation at the Association of Marketing Theory and Practice Conference with Nader Shooshtari. March 1998.
- Shooshtari, N., Fleming, M., and Clouse, S. F. (1997). *Designing a Mission-Based Marketing Curriculum: Challenges and Opportunities*. Presentation at the Association of Marketing Theory and Practice conference with Nader Shooshtari and Maureen Fleming. March 1997.
- *Other speaking areas:*  
Integrating Information Technology into a Marketing Curriculum, Computer Data Collection for University Affiliated Programs, Integrating Technology into Graduate Programs, Using Presentation Technology in the School of Business Administration, Using an Experiential Approach to Teaching a Multimedia Course in Business, and Learning at Microsoft: Systems that Support the Learning Organization. Presented 120 slide shows on exchange experience in Switzerland, Egypt and Israel to different schools, clubs and civic, and youth groups.

## ACADEMIC SERVICE

### Reviews:

- Track Chair for the ISCAP Conferences Expanded Abstracts (2023 to present)
- Reviewer for ISCAP Conference (three papers in 2022 and five papers in 2024).
- 2015 Invited Reviewer EDSIG Conference on Information Systems and Computing Education.
- 2009 Invited reviewer for International Conference on Information Systems (ICIS)
- 2008-2012 Invited reviewer for the Hawaii International Conference on Computer Sciences (HICCS)
- 2006 Reviewer, Decision Support Systems Journal
- 2005 Reviewer, Decision Sciences Institute

### Dissertation & Thesis Committees:

- Reda Haddouch – College of Education, Department of Educational Leadership Doctoral Dissertation committee member looking at the effects of e-mail on the relationships between education leaders and followers (2015 to Summer 2017).
- Matthew Dolan - Computer Science Masters committee member. Development of the Tower application, which is an IT consultant project management platform (2017).
- Janet Sedgley – Interdisciplinary Doctoral Dissertation committee member looking at individual responsibility and engagement in online learning (2008 to Spring 2015).
- Jason Cowan - Computer Science Masters committee member. Development of File Acquisition for Document Categorization Software (2014).
- Elena Garrison – College of Education, Department of Educational Leadership Doctoral Dissertation committee member looking at WICHE State Government Support for Higher Education (2011 to 2012).
- Craig McNinch - Computer Science Masters committee member. Comparison of the Quality Model for Object Oriented Design Characteristics of Web Content Management Systems (2012).
- Anne Saitow – Interdisciplinary Doctoral Dissertation committee member looking the effect of extend travel experiences on learning (2005 to 2009).
- Mark Huston – Computer Science Masters committee member. Cost Analysis of Requirements, Design, and Code Reviews and how this Impacts the Cost of Quality (2008).
- Craig Macholz – Computer Science Masters committee member. Extreme Programming and Project Management (2005 to 2007).

- Jim Lindstrom – School of Education, Department of Educational Leadership Doctoral Dissertation committee member looking at funding issues for Washington State Extension Service (2005 to 2008).
- Udo Fluck – Interdisciplinary Doctoral Dissertation committee member looking at using technology to reduce multiculturalism (2002 and 2003).
- Anne Milkovich – MBA Thesis committee member looking at the change process for leading technology organizations (2002).

### **College of Business Committees**

- COB Undergraduate Curriculum Committee (2023 to present).
- COB Undergraduate Assessment Committee (2015 to present). This committee is responsible for COB assessment activities for AACSB accreditation. For the academic year 2017 to 2018, there was a combined Curriculum and Assessment Committee. Served as co-chair and chair. Led the retreat discussion Fall 2017 to develop the Assessment Learning goals for COB with Tony Crawford. Served as chair through the AACSB accreditation visit on 1/27/20. Now a member of the committee.
- COB Scholarship Committee (2022 to 2023).
- COB Recruitment & Retention Committee (2020 to 2022) Serve as a member of the committee focusing on recruiting and retention of students.
- SOBA Accreditation Committee (2016 to 2017).
- SOBA Online Strategy Task Force (2016 to 2017). Served on task force and developed a best practices document called “Online Learning FAQ’s” that was distributed to all SOBA faculty and staff.
- SOBA Curriculum Innovation Task Force Committee (2015 to 2016).
- SoBA Sustainability Committee (2014 to 2015).
- SOBA Undergraduate Assessment Committee (2013-14). Member of committee that assesses the quality of the SOBA Undergraduate programs.
- SOBA Undergraduate Curriculum Committee (2010 - 2013). This committee evaluates the different curriculum changes and proposals prior to presenting them to the entire faculty.
- Technology Committee (2007 to 2011). This committee that looks at issues related to the technology in SOBA (served as chair in 2007).
- Library Committee Representative for the Information Systems and Technology Department (2001 to 2006).
- External Relations Committee (2001 to 2006). This committee looked at how to market SOBA to different constituencies. Much of my work looked at how to use the SOBA web site for promotional purposes and to participate on the Web Subcommittee.
- Strategic Planning and Budget Committee (2004 & 2005).
- SOBA Student Advisory Council meetings (2001 to 2011).

### **Management Information Systems Department Service**

- Cybersecurity Area Coordinator (2024 to present).
- MIS Area Coordinator (2023 to 2024).
- MIS Department Chair (2022 to 2023).
- Served on three search committees for MIS and chaired two of them (2021, 2023 & 2024).
- Developed the proposal to create a new degree called Bachelor of Science in Cybersecurity: Information Systems and Technology – This is a new degree that was approved at the May 2023 Montana Board of Regents meeting. This degree was funded by the Strategic Enrollment Program, which will hire two tenure track lines to support the students in the program. The projections are to enroll ten students the first year, 20 the second and build to a steady state of 30 students per year. I also submitted a proposal to the Montana Legislature that was part of the UM request to fund cybersecurity initiatives. This was funded and the proposal includes funds to hire a joint position between the College of Business (COB) and Missoula College as well as funds for student scholarships, faculty training, and the development of a Security Operations Center (SOC) to train students to work in a SOC. The first two years of the degree are at Missoula College and the last two years are at the COB. Graduates of Cybersecurity will work as security consultants or

managers.

- Developed three Cybersecurity Certificates. The first one was with Tom Gallagher from Missoula College called Certificate of Technical Competency - Cybersecurity that was approved Spring 2018. Also developed a Graduate Certificate in Cybersecurity Management that was approved during the May 2018 Board of Regents meeting. The third certificate is an Undergraduate Certificate in Cybersecurity Management which was approved Spring 2019.
- MIS Department Assessment – Organized the MIS Department assessment of student team books submitted in the BMIS476 Project Management class which is the MIS capstone course for students. The books were evaluated based on a rubric for what the MIS Department expects students to master. Worked with MIS Department Chair, to develop and submit a report to the Provost's Office on the MIS Department assessment process outcomes and changes. Fall 2014, 2016, & 2018.

### University Committees

- University Athletic Committee (2021 to present, Chair 2022 to present)
- University Library Committee (2021 to present)
- Faculty Senate (2017 to 2023) – Serve as the MIS Department representative on Faculty Senate.
- UM Faculty Evaluation Task force (Spring 2019) - Served Provost's task force to evaluate different parts of the faculty evaluation processes to make recommendations to the Provost on how best to achieve this goal, in keeping with the CBA, unit standards, and other UM policies and procedures. This group looked at the IPR, electronic evaluation platforms, standardization, work flow, and conducted a survey of faculty, staff, and administrators involved in the faculty evaluation process.
- Teachers for the Global Century (2015 to 2016) – Served as chair for this committee that looks at teaching and learning issues for the Provost.
- Missoula College IT Advisory Committee (2012 & 2017). Participated on committee to give Missoula College advice on potential curriculum changes to align two-year associate's IT program with industry needs.
- UM Moodlerooms Implementation Task Force (2010 and 2011). This task force works through the issues of implementing Moodlerooms as the course management system at UM.
- UM Steering Committee for Learning Management System (LMS) RFP (2009 to 2010). This committee is developing a request for proposals to select the next LMS for The University of Montana. Served as the chair of the end user support work group that looked at LMS support needs for faculty, staff, and students from different departments at UM.
- UM Academic Strategic Planning Committee (September 9, 2008). Invited to present on the on *Trends in Educational & Instructional Technology*.
- UM IT Think Tank (2008 to present) – This is an ad hoc group that meets once per semester to visit about IT issues and their potential impact to The University of Montana
- Center for Teaching Excellence Advisory Board (2005 to 2010). This board works with all of the teaching awards as well as provides guidance to the Director on improving the quality of teaching at UM. CTE also sponsored workshops in January 2007 on different aspects of teaching.
- Faculty Senate Online Course Ad Hoc Committee (2006 and 2008). ASCRC created the ad hoc committee to look at guidelines and best practices for online courses as well as possible ways to improve evaluation.
- Middleware Task Force (2003 & 2004). This ad hoc committee was formed by CIO Ray Ford and I served as co-chair with Joel Henry faculty member from Computer Science. The committee looked at network, security, and operational issues for developing middleware for UM to assist with single sign-on as well as for authentication and authorization with systems at other universities.
- Technology and Learning Collaborative (2001 to 2005). Served as one of the founding members of the TLC group that looked at innovative uses of technology to help in the teaching and learning process. This group had faculty, staff, and administrators as members. We conducted many technology workshops in our five years of collaborative work and made a presentation at the 2004 Educause Conference about the faculty development efforts of the TLC.
- Technology Partners (2001 to 2011). This group is organized by the UM IT Office and meets to share what is happening with information technology on campus.

- Academic IT Group (2001 to 2011). This group consists of IT staff in the different academic units at UM. We meet several times per semester to discuss technology projects and to find opportunities to collaborate. Some examples of collaborative efforts include joint purchases of hardware and software as well as working together to deploy technologies like Active Directory and Exchange email.
- UM Web Committee Strategic Planning Process (Spring 2007). Participated in a 2-day strategic planning process for UM's web site. Worked with a sub-group after the initial planning sessions to refine the UM Web Vision Statement.

## **INTERACTIONS WITH PROFESSIONALS**

### **Membership in Professional Organizations**

- Western Montana Branch of the Project Management Institute (PMI)
- ISCAP/EDSIG serving information systems educators
- Decision Sciences Institute.
- AMCIS
- Technology in Business Schools (TBS) Roundtable
- Association of Marketing Theory and Practice.
- EDUCAUSE which works to change higher education through the introduction, use, and management of information resources and technologies in teaching, learning, scholarship, research, and institutional management.
- 2005 Educause Western Regional Conference Program Committee. Responsibilities included setting the theme for the conference, developing the call for proposals, reviewing manuscripts for the Teaching and Learning track (26 manuscripts), and chairing sessions at the conference.

### **Attendance at Meetings and Conferences**

- ICIS Conference (2024)
- ISCAP Conference (2023 & 2024)
- AMCIS Conference (2023)
- Montana Cybersecurity Community of Practice (2022 to present)
- National Consortium of Cybersecurity Clinics (2022 to present)
- Track Chair for the ISCAP Conferences Expanded Abstracts (2023 to present)
- Problem Based Learning Seminar by Harvard Business Publication Education (2/11/21).
- 2021 Faculty Development Workshop on Data Science and Cybersecurity. Boise State University. (8/9/21).
- National Association of Campus Card Users (NACCU) annual virtual conference on Degy World (4/19/21 to 4/41/21).
- Montana Nursery and Landscape Association annual convention. Missoula, MT (2020 & 2021)
- Project Management Institute (PMI) Western Montana Branch. Attend monthly meetings to discuss the project management profession in Western Montana.
- EDSIG Conference 2015
- Capsim Business Strategy Simulation Seminar January 2014. This seminar covered how to teach capstone courses with the Capsim simulation.
- Business Days at the Capital January 7-8, 2013. Meeting between business leaders and the Governor and State Representatives and Senators on business issues for the 2013 Montana Legislative Session.
- US Chamber of Commerce Regional Government Affairs Conference in Las Vegas October 2012.
- Americas Conference on Information Systems 2002 and MIS Boot Camp.
- Association of Marketing Theory and Practice Conference 1997, 1998, 2001, 2002, 2005, 2007, 2013, 2022, 2023, & 2024.
- Decision Sciences Institute Conferences, 2000 & 2004.
- Educause Annual Conference October 1997, 1998, 1999, 2000, 2001, 2002, 2003, 2004, 2005, 2006, 2007, 2009, 2010, & 2011.
- Microsoft IT Academy Training on Visual Studio (2002, 2003, & 2005)

- Microsoft IT Academy Training sessions on Windows Server Technologies (1998, 2000, 2003, 2008, & 2009)
- Technology in Business Schools (TBS) Roundtable annual meetings July 2004, June 2005, May 2006, & June 2007. This group is for technology leaders in AACSB accredited business schools. This group also meets at the Educause Annual Conference.

### **Boards and Professional Activities**

- Healthy Acres Healthy Communities Board (2022 to present) – This board raises funds to operate the Rocky Mountain Gardens Center, Missoula County Department of Ecology & Extension, and the 4-H program. Served as MC for a fundraising event that raised over \$36,000 for operations.
- Missoula County Extension/Weed District and Butterfly House Task Force member (2019 to 2023) – Participated in this task force to do a positioning study on a fundraising project to build a new Missoula County Extension Office and Butterfly House Insectarium building at the Missoula County Fairgrounds.
- Missoula Hellgate High School Finance Academy Advisory Board (2014 to 2020) – Serve on advisory board that launched the first Finance Academy in Montana at Hellgate High School which is open to all Missoula County High School students. The curriculum focuses on business finance, accounting, banking, and insurance. Also serve on the Public Relations & Advocacy Committee, Student Recruitment Committee, and Advisory Board Recruitment Committee.
- Missoula Irrigation District Board Member (1997 to present) – Served on the irrigation district board as vice president. Responsibilities include making strategic decision on allocation of district resources, fiscal decisions on the maintenance and operation of the district, and working on several litigation suits against the district.
- Missoula Chamber of Commerce Board Member (2009 to 2015) – Served at Chair Elect (2012-2013), Chair (2013-2014), and Past Chair (2014-2015) of the board as well as one of the Executive Board members of the Missoula Chamber of Commerce. Served two three-year terms on the board. Responsibilities included leading strategic planning, developing meeting agendas, facilitating board meetings, acting as the spokesperson for the Chamber along with the CEO, oversight of Chamber activities, and chair of the Executive Committee. Also serve on the Membership Benefits Committee, Governance Committee, Business Community Development Committee, Safety Committee, and Government Affairs Committee. Provided oversight of a project called Missoula Connect which is developing a system for emergency communication with Missoula businesses during disasters.
- Leadership Missoula (2010-2012). Participant in Leadership Missoula 28 which is designed to provide an excellent opportunity to interact with different community members as the Leadership Missoula class explores community issues. This is two year commitment where in the first year you participate as a class member and the second year as a member of the planning committees that organize the sessions for the new class the following year. Delivered four sessions on different aspects of leadership for the Leadership Missoula 29 class.
- Missoula Chamber of Commerce Member (2008 to present)
- Missoula Hospice Ball (2009 to 2012) – Serve on a committee that plans for computer needs as well as setup and operation of a local network and Internet access inside an airport hangar. The network and computers are used to run an online guest sign-up and auction management application.
- Microsoft OneNote Advisory Council (2004/2005) – Participated on an advisory council to help Microsoft develop features and uses for the OneNote software application in higher education.
- Missoula Food Bank Board (1998 to 2001) – Served a 3-year term on the board working on policies for the operations of the local food bank.

### **RELATED WORK EXPERIENCE**

College of Business, The University of Montana, Missoula, MT, 2011 to present

Professor of Management Information Systems. Responsible for teaching courses in the MIS curriculum. Presently teach Project Management, Network Management, Introduction to MIS, and Integrated

Business Simulation. Research areas include information privacy, website usability, customer service, utilizing technology for teaching and learning, and the technology issues related to e-Commerce and business processes.

School of Business Administration, The University of Montana, Missoula, MT, 1995 to 2011

Director of Information Technology. Management of over \$2 million of information technology in the \$15.5 million Gallagher Business Building at The University of Montana. Technology responsibilities include design, operation, and maintenance of local area networks, video conferencing rooms, electronic classrooms, computer labs, and employee computers. Other duties include supervising technical staff, grant writing, conducting employee and faculty training programs, and teaching special topics Information Systems courses.

School of Business Administration, The University of Montana, Missoula, MT, 1994-1995

Visiting Instructor. Prepared and taught courses in Management Information Systems and worked as the school's computer/technology coordinator.

Human Resource Services, The University of Montana, Missoula, MT, 1993-1994

Assistant to the Director. Developed procedures for a performance appraisal process and an employee incentive system, created proposal to implement a comprehensive human resource information system, computerized an insurance premium accounts receivable system, and coordinated peer review process for the department.

Montana University Rural Institute on Disabilities, The University of Montana, Missoula, MT, 1991-1993

Assistant to the Director. Analyzed budgets, forecasted expenditures, developed and negotiated contracts, facilitated strategic planning, conducted management meetings, created grant accounting system, developed and implemented a performance appraisal system, wrote policy and procedures, and designed and maintained information systems.

School of Business Administration, The University of Montana, Missoula, MT, 1991-1992

Visiting Instructor. Prepared and taught courses in Management Information Systems and Production Management.

Computerized Books for the Blind, The University of Montana, Missoula, MT, 1990-1991

Associate Director and Business Manager. Analyzed business to develop a business plan and marketing strategies, created accounting system, negotiated contracts, and planned board meetings.

First Montana Capital Corporation, Missoula, MT, 1990-1991

Consultant. Performed research on exporting U.S. beef to Taiwan. Compiled statistics on the Taiwan beef market, economy, and consumers. Established relationships with packing plants and designed product costing models. Evaluated transportation systems, letters of credit, and export assistance companies.

MSU Extension Service, Roosevelt County, 1988-89

Assistant County Agent. Planned, taught, and managed Integrated Crop and Pest Management Program. Prepared workshops to develop 4-H youth leadership skills. Planted small grain plots for demonstration and research purposes. Planned educational tours and cooperated with the Soil Conservation Service on educational programs and irrigation water management. Wrote newsletters and news articles for radio and newspapers.

## **SELF-EMPLOYMENT WORK EXPERIENCE**

Agrovitae, LLC, 1400 Wyoming, Missoula, MT 59801, 1986-present

Strategic Member Manager for family-owned greenhouse, fireworks, Christmas tree, and online Christmas wreath business doing business as Pink Grizzly and Montana Wreaths. My brother, Shane, takes care of the day-to-day management of the business. My responsibilities include strategic planning, business expansion, and handling the information systems used in the business. The online portion of the business is called MontanaWreaths.com, and my responsibilities include developing systems and strategies for search engine positioning, online order processing and fulfillment, and online promotional strategies.

Clouse Hay Company, Missoula, MT 59801, 1979-85

Self-employed manager of a custom farming and haying business.

International Experience, 1983 and 1986

Spent 6 months in Switzerland in 1983 and 3 months in Egypt and Israel in 1986, on International 4-H

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Youth Exchange (IFYE) programs. Learned about culture, agriculture, government, and languages. Prepared slide programs on the exchanges and presented to schools, clubs, and groups in Montana.

## CONSULTING WORK EXPERIENCE

- Research Consultant for the National Association of Campus Card Users (NACCU). Developed a benchmarking survey and membership satisfaction survey. Analyzed the results, wrote a detailed research report, and made presentations to their board of directors and presented at their annual conference (2019-24).
- Strategic planning consultant for Missoula County Extension Service and Weed District (2022-23)
- Strategic Planning Consultant for Montana Nursery & Landscape Association (MNLA). Consulted with MNLA over two years to develop their mission, vision, values, and strategic goals as well as to implement the plan.
- Consulted with A&E Architects of Missoula to design the technology to be included in the new Missoula County Extension Service and Butterfly House building at the Missoula County Fairgrounds (2020)
- Strategic Member Manager for AgroVitae, LLC, which is a family-owned greenhouse, fireworks, Christmas tree, and online Christmas wreath business. My brother, Shane, takes care of the day-to-day management of the business. My responsibilities include strategic planning, business expansion, and handling the information systems used in the business. The online portion of the business is called MontanaWreaths.com, and my responsibilities include developing systems and strategies for search engine positioning, online order processing and fulfillment, and online promotional strategies.
- Consultant for Guardian Medical helping them develop a process for a regional call center to provide pre-approval services for patients that want to use air flight service to reach medical treatment facilities.
- Research consultant for UM's Campus Recreation Department, looking at the impact that they have on student employee lives. This project included development of an online survey, analyzing the data, developing a research report, and presenting the results to Campus Recreation and Student Affairs leaders.
- Research consultant for MissoulaAvalanche.org, looking at profiling their website users as well as analyzing the website usability and satisfaction from a user's perspective. This project included development of an online survey, integrating it with the MissoulaAvalanche.org website, collecting the data, analyzing the data, developing a research report, and presenting the results to their board of directors.
- Research consultant for Missoula Chamber of Commerce with colleagues Dr. Nader Shooshtari and Dr. Simona Stan conducting a survey on members' perception of Chamber programs and. This study also asked research questions to test a theoretical model on why members join membership organizations. This project included development of an online survey, analyzing the data, developing a research report, and presenting the results to the Chamber of Commerce Membership & Benefits Committee as well as the Board of Directors.
- Research consultant for Missoula Chamber of Commerce looking at why members drop their membership in the organization. This project included development of an online survey, analyzing the data, developing a research report, and presenting the results to the Chamber of Commerce Membership & Benefits Committee.

## HONORS, AWARDS AND OTHER ACTIVITIES

### Honors & Awards:

- Outstanding MIS Faculty Teaching Award, 2017-2018 & 2023-2024
- Best Paper in Track at the ISCAP Conference 2024. *Problematic smartphone usage in the TikTok era.*
- Outstanding presentation at the ISCAP Conference 2024 *Strengthening incident response: Lessons from cybersecurity tabletop exercises for rural critical infrastructure.* Outstanding reviewer.

- Faculty Merit 2013, 2016 & 2020.
- Most Inspirational Teacher of the Year Award for 2015 – This award is presented to a faculty member once in their career by Silent Sentinel, a senior honor society at UM. The Most Inspirational Teacher of the Year award is voted on by students in recognition of a professor who has had an extraordinary impact on their lives.
- John Ruffato Memorial Award 2015 – this award honors faculty members at the University of Montana for solidifying the relationship between business and UM and bringing practical business experience into the classroom. Used connections in the Chamber, the business community, and non-profits to find experiential learning projects for students to create websites, databases, smart phone apps, and other information systems applications. These projects enabled students to gain hands-on learning experience in project management as well as the opportunity to serve as ambassadors for UM, SoBA, and the MIS program within the community.
- Faculty Appreciation Award for Service to Students from Division of Student Affairs in 2009.
- Best Paper Award at 2006 Association for Global Business Conference. *Enhancing Global-Mindedness In International Business Students Using An Online Multicultural Supplement.*
- Best Paper in Track at 1998 AMTP Conference. *An Experiential Approach to Developing a Multimedia Class in Business.*
- Other honors: Beta Gamma Sigma Honorary Fraternity, Alpha Zeta Ag Honorary Fraternity, National Order of Omega, State 4-H Leadership and Achievement Winner, and National 4-H Congress delegate.

**Other Activities:** International 4-H Youth Exchange (IFYE) Alumni National Convention Committee Chairman, FFA Alumni Vice President, AAU Wrestling Coach, Kiwanis Basketball Coach, Cubscout Scoutmaster, Missoula Youth Hockey Coach, Mount Sentinel Little League Coach, and Westmont Leadership Camp Advisor and Instructor.