RYAN C. LABRIE, PH.D.

Associate Professor of Management & Information Systems
School of Business & Economics
Seattle Pacific University
3307 Third Avenue West
Seattle, WA 98119-1950
USA

206.281.2213 (phone)
206.281.2733 (fax)
ryanl@spu.edu
http://www.spu.edu/depts/sbe/faculty/fac_labrie.asp

Education

Doctorate of Philosophy in Business Administration (Ph.D. in IS)
Concentration: Information Systems
W. P. Carey School of Business
Arizona State University - Main
Tempe, AZ USA
August 2004

Dissertation Title: *The Impact of Alternative Search Mechanisms on the Effectiveness of Knowledge Retrieval*

Master of Science in Information Systems Management (M.S. in ISM)
School of Business & Economics
Seattle Pacific University
Seattle, WA USA
June 1997

Bachelor of Science in Computer Science (B.S. in CSC)
Concentration: Systems Programming
College of Arts & Sciences, Department of Computer Science
Seattle Pacific University
Seattle, WA USA
March 1993

Academic Interests

Research

- Knowledge Management/Business Intelligence
- Data- Base, Warehousing, Marts, and Mining
- Computer & Information Ethics and Security
- International Information Systems Issues

Teaching

- Knowledge Management
- Database Management
- Information Ethics
- e-Business Strategy

Publications

Refereed Journals and Edited Book Chapters

- Gossin, Peter C. and LaBrie, Ryan C. (2013) "Data Center Waste Management." *Green Technologies and Business Practices: An IT Approach* Vol. 1, pp. 226-235.
- Cazier, Joseph A. and LaBrie, Ryan C. (2007) "Ethical Dilemmas in Data Mining and Warehousing." *Encyclopedia of Information Ethics and Security,* Vol. 1, pp. 221-228.
- Corral, Karen L., LaBrie, Ryan C., and St. Louis, Robert D. (2006) "Document Search Practices." *Encyclopedia of Knowledge Management,* Vol. 1, pp. 130-136.
- LaBrie, Ryan C. and St. Louis, Robert D. (2005). "Dynamic Hierarchies for Business Intelligence Information Retrieval." *International Journal of Internet and Enterprise Management,* Vol. 3, No. 1, pp. 3-23.
- LaBrie, Ryan C. and Vinzé, Ajay S. (2003). "Globe Telecom: Succeeding in the Philippine Telecommunications Economy," *Annals of Cases on Information Technology*, Vol. 5, pp. 333-357.
- Chen, Andrew N.K., LaBrie, Ryan C., and Shao, Benjamin, B.M. (2003), "An XML Adoption Framework for Electronic Business," *Journal of Electronic Commerce Research*, Vol. 4, No. 1, pp. 1-14.

Conference Proceedings

- LaBrie, Ryan C. and Steinke, Gerhard, (2008), "Another Way of Teaching Management Information Systems," *2008 Christian Business Faculty Association (CBFA) Conference*, Indianapolis, IN, November 6-8, 2008.
- LaBrie, Ryan C. and Debo, Gregory S., (2007), "Learning When You're Not There: A Case Study of a Virtual Interactive Classroom," *ISOneWorld Conference*, Las Vegas, NV, April 11-13, 2007.
- LaBrie, Ryan C., (2003), "Investigation of Information Retrieval Accuracy from Knowledge Management Systems: A Multi-Method Approach," *Ninth Americas Conference on Information Systems*, Tampa, FL, Aug. 6-9, 2003, pp. 3338-3343.
- LaBrie, Ryan C., St. Louis, Robert D., (2003), "Information Retrieval from Knowledge Management Systems: Using Knowledge Hierarchies to Overcome Keyword Limitations," *Ninth Americas Conference on Information Systems*, Tampa, FL, Aug. 6-9, 2003, pp. 2552-2563.
- Cazier, Joseph A. and LaBrie, Ryan C., (2003), "7 Myths of Common Data Warehousing Practices: An Examination of Consumer, Business, and Societal Values," *ISOneWorld Conference*, Las Vegas, NV, April 23-25, 2003.
- LaBrie, Ryan C., St. Louis, Robert D., and Ye, Lin, (2002), "A Paradigm Shift in Database Optimization: From Indices to Aggregates," *Eighth Americas Conference on Information Systems*, Dallas, TX, Aug. 9-11, 2002, pp.29-33.

Conference Presentations/Poster Sessions (peer reviewed)

- LaBrie, Ryan C. and Steinke, Gerhard, (2010), "A Call for Deeper Integration of IT Ethics into the Business Curriculum" *2010 Christian Business Faculty Association (CBFA) Conference*, Lakeland, FL, October 21-23, 2010.

Published Book Reviews & Interviews

- REVIEW: *I.T. Wars: Managing the Business-Technology Weave in the New Millennium*, by David Scott, *Ethix* Issue 57 (January 2008)
- INTERVIEW: *Business Through the Lens of the CIO*, with Scott Griffin, CIO, Boeing and Ron Markezich, CIO, Microsoft – interviewed with Al Erisman, *Ethix* Issue 48 (July 2006)
- REVIEW: *The Ten Faces of Innovation: IDEO's Strategies for Beating the Devil's Advocate & Driving Creativity Throughout Your Organization*, by Tom Kelley (with Jonathan Littman), *Ethix* Issue 48 (July 2006)
- REVIEW: *The Search: How Google and Its Rivals Rewrote the Rules of Business and Transformed Our Culture*, by John Battelle, *Ethix* Issue 46 (March 2006)

Consortiums & Conference Presentations and/or Participation

- CBFA 2007 – Christian Business Faculty Association, Seattle Pacific University, Seattle, WA, Oct. 4-6, 2007. Host & Session Chair.
- Bridging Sunday and Monday, a pre-CBFA 2007 one-day conferences, Center for Integrity in Business, Seattle Pacific University, Seattle, WA, Oct. 4, 2007. Host & Reviewer.
- CCCU-BUS 2006 – Council for Christian Colleges & Universities Disciplinary Workshop on Business, Calvin College, Grand Rapids, MI, June 12-16, 2006.
- ICIS 2005 – Jr. Faculty Consortium, International Conference on Information Systems, Las Vegas, NV, Dec. 11-14, 2005.
- AMCIS 2003 – Ninth Americas Conference on Information Systems, Tampa, FL, Aug. 6-9, 2003.

  Research Presented: *Investigation of Information Retrieval Accuracy from Knowledge Management Systems: A Multi-Method Approach (Doctoral Dissertation Presentation)*
- GTMC 2002 – Global Technology & Management Conference, CERAM, Sophia-Antipolis, FRANCE, Oct. 27-29, 2002.

  Research Presented: *The Aggregation Approach: Evaluating Costs of Decision Support Making in the Data Warehouse Environment*

  Research Presented: *Managing Knowledge Mobility in Disruptive Environments*
- IDEB 2001 – Internationalizing Doctoral Education in Business, University of Wisconsin, Madison, WI, Aug. 16-18, 2001.

Book Chapters

- LaBrie, Ryan C. (1997), "Securing Your Application", in *Access 97 Power Programming*, (ed.) F. Scott Barker, QUE Publishing: Indianapolis, IN.
- LaBrie, Ryan C. (1996), "Securing Your Application", in *Access 95 Power Programming*, (ed.) F. Scott Barker, QUE Publishing: Indianapolis, IN.

Unpublished Manuscripts

- LaBrie, Ryan C. (2004). "The Impact of Alternative Search Mechanisms on the Effectiveness of Knowledge Retrieval." Doctoral Thesis. Arizona State University.
- LaBrie, Ryan C. (1996). "An In Depth Study of PC Database Security Systems; with Special Emphasis on Microsoft Access." Master's Thesis Project. Seattle Pacific University.

Software Training Material

Developed a series of software training manuals (student workbooks and instructor guides) published by the Learning Solutions Group, Microsoft Corporation, Redmond, WA, USA.

- *Microsoft Access 2.0 Developer's Toolkit Training (80 pages)*
- *Microsoft Access 95 Upgrade Training (240 pages)*
- *Microsoft Access 95 New-to-Product Training (600 pages)*
- *Microsoft Access 95 Developer's Toolkit Upgrade Training (80 pages)*
- *Microsoft Access 95 Developer's Toolkit New-to-Product Training (260 pages)*
- *Microsoft Access 97 Upgrade Training (200 pages)*
- *Microsoft Access 97 New-to-Product Training (800 pages)*
- *Microsoft Office 97 Developer's Toolkit Upgrade Training (90 pages)*
- *Microsoft SQL Server Roadmap Training (10 pages)*

Courses Taught

Seattle Pacific University

ACC 3370 – Accounting Information Systems
BUS 3620 – Management Information Systems
BUS 3830 – International Business Seminar – China
BUS 3950 – Spirituality and Business Seminar – Heaven and Work
BUS 3950 – Spirituality and Business Seminar – Developing a Digital Ethic
BUS 4622 – Information and Database Systems
BUS 4624 – Organization's Presence on the Net (e-Commerce)
BUS 6011 – Business Systems I (MASSM)
BUS 6012 – Business Systems II (MASSM)
BUS 6013 – Business Systems III (MASSM)
BUS 6014 – Business Systems IV & V (MASSM)
BUS 6170 – Information Systems Management (Boeing MBA)
BUS 6381 – Pacific Rim Enterprise (MASSM – India/China Study Abrd.)
BUS 6381 – Pacific Rim Enterprise (Graduate – China Study Abroad)
ISM 6211 – Information Systems Management & Strategy
ISM 6212 – Database Management & Data Warehousing
ISM 6245 – Networking & E-Business Infrastructure
ISM 6313 – IT As a Strategic Advantage (e-Business)
ISM 6345 – Distributed Computing
ISM 6255 – Knowledge Management & Business Intelligence
USEM 1000 – University Seminar – Sin & Cyberspace

Arizona State University

CIS 506 – Business Database Systems (for Full-time MBA)
CIS 506 – Business Database Systems (for MS-IM)
CIS 420 – Business Database Concepts

Awards/Honors/Scholarships/Grants/Funding

- 2007 SPU Teaching and Technology Grant Winner (co-Principal Investigator w/Melani Plett, along with Don Peter, Elaine Scott, Brad Gjerding – Engineering, and Jeff Van Duzer) – Grant Title: An Active Synchronous Virtual Classroom for Enhanced Distance Learning
- 2005-2006 Teacher of the Year, School of Business & Economics, Seattle Pacific University.
- 2003 Ninth Americas Conference on Information Systems (AMCIS) (100%) Travel funding, Department of Information Systems, Arizona State University.
- 2002 Global Technology and Management Consortium (GTMC) Participant (100%) Travel funding, College of Business, Arizona State University.
- 2001 Internationalizing Doctoral Education in Business (IDEB) Participant (50%) Travel funding, College of Business, Arizona State University.
- 2000-2001 Outstanding CIS Teaching Award, School of Accountancy & Information Management, Arizona State University. ($500 scholarship)
- 2000-2001 John W. Teats Award Nominee for Outstanding Teaching, College of Business, Arizona State University.
- 1998-1999 Adjunct Instructor of the Year, School of Business & Economics, Seattle Pacific University.
- 1998-1999 Nominee Professor of the Year, Seattle Pacific University.
- 1999 Technical Readiness Peer Award of Excellence, Microsoft Corporation.
- Society of Fellows, Seattle Pacific University. (Since 1998)
- Microsoft Certified Professional.

Academic Service

Seattle Pacific University

- School of Business & Economics, Steering Committee (2010 – present)
- School of Business & Economics, Assessment Committee Chair (2010-present).
- University Assessment Task Force (Spring 2011-2012).
- Centurions (Undergraduate Men's Service Group) Advisor – Fall 2009 – present.
- SBE Faculty Mentor to Don Lee (2010-2011).
- SBE Master of Arts in Social & Sustainable Management (MASSM) CORE Development Team (Spring 2010-present).
- Ethix Advisory Panel, helping to review past and suggest future content (Fall 2007-Summer 2010).
- Faculty representative to help evaluate a new Human Resource Information System for hiring. (Spring/Summer 2009).
- University Global Education Task Force (GETF) (Winter 2008 – Spring 2010).
- SBE Summer Theology Training (two of three sessions) (Summer 2008).
- Graduate Policies & Evaluation Committee (GPEC) Elected Member (Fall 2007-Spring 2010).
- Faculty Social Mentor to new SPU Faculty member (Caleb Henry, Political Science).
- SBE Faculty Development Colloquium Speaker – New technology usage for blended learning (Spring 2011).
- Brown Bag/Faculty Development Lecture (twice) on Synchronous Distance Learning Methods (w/Drs. Peter and Plett) (Fall 2007).
- University Committee for the Review of the Computer Science Program (Fall 2006 – Spring 2008).
- MASSM India/China Study Abroad Faculty Leader (w/Dr. Karns) (Fall 2012)
- MASSM India/China Study Abroad Faculty Leader (solo) (Fall 2011)
- SPUBA China Study Abroad Faculty Leader (w/Dr. Sawers) (Summer 2011)
- SPUBA China Study Abroad Faculty co-Leader (w/Dr. Steinke) (Fall 2008).
- SPUBA China Study Abroad Faculty Leader (w/Dr. Poznanska) (Fall 2007).
- SPUBA China Study Abroad Faculty Chaperon (w/Dr. Downing) (Fall 2006).
- SPU-UCORE Faculty Workshop Participant (all three sessions) (Summer 2007).
- SPU-UFN Faculty Workshop Participant (all three sessions) (Summer 2006).
- University Faculty Council Elected Representative for School of Business & Economics (2005 – 2007).
- School of Business & Economics, Undergraduate Committee (2006-2010).
- School of Business & Economics, Faith Integration Committee (2005-2007).
- School of Business & Economics, Graduate Programs Committee (2004-2005).
- University Faculty Hiring Interviewer (2005 - present) – 16 candidates.
- Participant, Seattle Pacific University New Faculty Workshop (2005).
- Mentee, Seattle Pacific University new faculty mentor program (Mentor: Dr. Eric Vogt).
- Participant, Seattle Pacific University New Faculty Research Workshop (2005-2006).
- Graduate Student Project Advisor, Minh Cao and Raji Movva (Business Analytics)

(Summer 2012).

- Graduate Student Project Advisor, Albert Carter (Distributed Applications) (Spring 2011), Pete Gossin (Sustainable IT Infrastructure) (Summer 2011), John Adeeb (Electronic Commerce) (Summer 2011)
- Student Project Advisor, Nicole Beck (Electronic Commerce) (Summer 2012)
- Faculty Advisor to Advanced Interships: Nicole Beck (Fall 2012), and Kristin Harwood (Spring 2010)
- Student Project Advisor, RJ Sorenson (Electronic Commerce) (Fall 2012)
- Student Project Advisor, Stephen Shocki (Database Management) (Fall 2011)
- Student Project Advisor, Reed Probus & Dan Jurasek (Database Management) (Winter 2011).
- Student Project Advisor, Heather Bowser (Electronic Commerce) (Winter 2010), Kenmoro Kelly (Distributed Computing/Knowledge Management & Business Intelligence) (Summer 2010).
- Student Project Advisor, Paul Whittaker (Networking Infrastructure), Vania Kulkarni (Data Mining for Business), Cynthia Osmun (Non-Profit Data Management) (Spring/Summer 2009).
- Student Project Advisor, David Lydston – Database Virtualization (Summer 2007).
- Student Project Advisor, Ashish Singh (Open Source Interoperability), Thomas Wicker (e-Business Server Lab), John DiLuna (ASP Programming), Brent Brewer (Heterogeneous Database Interoperability), and Jacob Morgan (Knowledge Management Systems Infrastructure) (Spring/Summer 2006).
- Student Project Advisor, Gregory Debo & Bruce Lloyd – SPU Virtual Interactive Classroom (Summer 2005).
- Honors Project Advisor, Michael Richards – Seattle Pacific University (2010-2011)
- Honors Project Advisor, Paul Assink – Seattle Pacific University (2000).

Arizona State University

- Honors Project Advisor, John "Jack" Kanner – Arizona State University (2001).

Information Systems Academy

- Reviewer AMCIS 2008, Toronto, CANADA.
- Reviewer ISOneWorld 2007, Las Vegas, NV, USA.
- Reviewer (ad hoc) Encyclopedia of Information Ethics and Security
- Reviewer SIGDSS Workshop, ICIS 2005, Las Vegas, NV, USA.
- Reviewer Encyclopedia of Knowledge Management
- Reviewer International Journal of Internet and Enterprise Management
- Reviewer (ad hoc) Information Systems Research.
- Reviewer AMCIS 2004, New York, NY, USA.
- Reviewer AMCIS 2003, Tampa, FL, USA.
- Reviewer AMCIS 2002, New Orleans, LA, USA.
- Reviewer AMCIS 2001, Boston, MA, USA.
- Reviewer HICSS-35 2002, Waikoloa, HI, USA.
- Reviewer SAC 2003 (an ACM Conference).
- Reviewer Web 2002 (1st Workshop on e-Business).

- Session chair AMCIS 2002, New Orleans, LA, USA.
- Session chair AMCIS 2002, New Orleans, LA, USA.
- Reviewer (ad hoc) International Journal of Human Computer Studies.
- Reviewer (ad hoc) Journal of Electronic Commerce Research.
- Reviewer (ad hoc) Information Systems Frontiers.

Professional Memberships

- Association for Computing Machinery (ACM)
- Association for Information Systems (AIS)
- Christian Business Faculty Association (CBFA)
- Beta Alpha Psi (ΒΑΨ)
- Beta Gamma Sigma (ΒΓΣ)
- Institute for Operations Research and the Management Sciences (INFORMS)

Professional Experience

Associate Professor of Management & Information Systems
Tenured Spring 2009
School of Business & Economics
Seattle Pacific University; Seattle, WA, USA. September 2004 – present

- Full-time, tenured position in the School of Business & Economics.
- Courses taught: Accounting Information Systems, Database Management & Data Warehousing, Distributed Computing, Information & Database Systems, Information Systems Management & Strategy, International Business Seminar – China, Knowledge Management & Business Intelligence, Management Information Systems, Networking & e-Commerce Infrastructure, University Seminars, Electronic Commerce, and Spirituality & Business Seminars.
- Responsibilities include curricula creation, text choice, assignments, testing, lecturing, grading, and advising.

Acting Associate Dean – Undergraduate Studies
School of Business & Economics
Seattle Pacific University; Seattle, WA, USA. January 2010 – June 2010

- Duties included: Handling petitions, leading weekly meetings, managing SBE new recruit phone-a-thon, managing SBE scholarships, managing the SBE admissions process, participating in university scholars selection, and hosting/participating in undergraduate open houses.

Acting Associate Dean – Graduate Programs
School of Business & Economics

Seattle Pacific University; Seattle, WA, USA. September 2010 – December 2010

- Duties include: calling/leading committee meetings, getting the new MA ushered through the appproval process, making admission decisions, facilitating graduate student issues/complaints/petitions, being available at monthly open houses, and hosting the Fall Kick-Off Dinner.

Visiting Professor of Business
Duy Tan University – Danang, Vietnam.
Summer 2010

- Taught an undergraduate Database course to 50+ students.
- Taught a graduate E-Commerce to 25+ students.

Summer 2009

- Taught an undergraduate Accounting Information Systems course to 50+ students.
- Delivered Faculty Seminars in E-Commerce and Web 2.0 Technologies to 30+ faculty and IS staff.

Research Lab Manager
Center for Advancing Business through Information Technology (CABIT)
W.P. Carey School of Business
Arizona State University; Tempe, AZ, USA. February 2003 – May 2004

- Participant of two funded research teams working with the Unites States Army Information Systems Engineering Command (USA-ISEC) on service level agreements (SLAs) and knowledge management issues.
- As a foundational member of this research team I developed and implemented a new computing lab infrastructure including the lab design layout, workstation, server, and network/security configurations.
- Responsible for hiring and managing graduate student workers for lab support.
- Responsible for the hardware, software, and networking infrastructure of the research lab.

Research/Teaching Associate
Department of Information Systems
W.P. Carey School of Business
Arizona State University; Tempe, AZ, USA. August 2000 – May 2004

- Involved with six different faculty on six different projects that resulted in four journal publications and two conference proceeding.
- Teaching in the W. P. Carey School of Business at the graduate and undergraduate levels.
- Courses taught: Business Database Concepts (Undergraduate), Business Database Systems (Graduate).
- Responsibilities include curricula creation, text choice, assignments, testing, lecturing, and grading.

Adjunct Instructor
Seattle Pacific University; Seattle, WA. January 1997 – June 2000, Spring 2003.

- Teaching in the School of Business & Economics at the graduate and undergraduate levels.
- Courses taught: Networking & e-Commerce Infrastructure, Management Information Systems, Information & Database Systems, and Distributed Computing.
- Responsibilities include curricula creation, text choice, assignments, testing, lecturing, and grading.

Program Manager
Microsoft Corporation; Redmond, WA, USA. July 1999 – July 2000.

- Member of the Enterprise Knowledge Management team focusing on Technical Readiness of the Microsoft Field (Consulting Services, Systems Engineers, Technical Specialists, and Product Support Services) worldwide.
- Responsible for the management of technical training opportunities at large internal conferences including the Microsoft Global Summits, Microsoft Technical Briefings, and product Airlifts.
- Author of an internal handbook on how to run successful technical events

Technical Team Manager
Microsoft Corporation; Redmond, WA, USA. October 1997 – June 1999.

- Responsible for the review and hiring of 10 employees plus contingent staff with a budget of approximately $3 million.
- Managing courseware created on the developer, database, and enterprise technologies at Microsoft for Microsoft employees worldwide.
- Technical conference speaker (domestic and international) including speaking engagements at Microsoft Tech*Ed and Microsoft Developer Days.

Database Training Specialist
Microsoft Corporation; Redmond, WA, USA. September 1994 – September 1997.

- Responsible for the design, development, and delivery of technical course curricula for worldwide database professionals at Microsoft.
- Courseware projects included Microsoft SQL Server, Microsoft Access, and Microsoft Office Developer's Edition.
- Key participant of several major projects including the development of a standard course development methodology and the hardware standards committee.

Product/Developer Support Engineer
Microsoft Corporation; Redmond, WA, USA. June 1990 – August 1994.

- Product Support Lead for the Microsoft Access Developer's Toolkit.

- Database unit network administrator (Microsoft, Novell, Banyan, DEC, Artisoft).
- Microsoft Access Support – March 1992 - September 1994.
- Microsoft Excel Support (Windows, OS/2, Macintosh) – September 1990 - March 1992.
- Microsoft DOS/Windows Support – June 1990 - September 1990.

Professional Presentations

Invited Conference Presentations

- LaBrie, Ryan C. "SQL Server on the Desktop" presented at *Microsoft Tech*Ed Southeast Asia*, Singapore, August 1998.
- LaBrie, Ryan C. "Developing High Performance Client/Server Database Applications Using Microsoft Access and SQL Server" presented at *Microsoft Tech*Ed – Southeast Asia*, Singapore, August 1998.
- LaBrie, Ryan C. "Child Safety on the Internet" presented at Lutheran Bible Institute, Issaquah, WA, September 1997.
- LaBrie, Ryan C. "Microsoft Access 97 as an Internet Tool" presented at *Microsoft Developer Days – Southeast Asia*, Bangkok, Thailand; Kuala Lumpur, Malaysia; Jakarta, Indonesia; Singapore, Singapore, March 1997.
- LaBrie, Ryan C. "Microsoft Office 97 as an Enterprise Client" presented at *Microsoft Developer Days – Southeast Asia*, Bangkok, Thailand; Kuala Lumpur, Malaysia; Jakarta, Indonesia; Singapore, Singapore, March 1997.
- LaBrie, Ryan C. "Microsoft Access Network Setup and Security" presented at *Microsoft Tech*Ed*, Orlando, FL, July 1992.

Corporate Training Presentations

- LaBrie, Ryan C. "Microsoft Access 97 Upgrade Training" delivered at Microsoft corporate offices in London, England; Paris, France; Boston, MA; Charlotte, NC; Bellevue, WA Autumn 1996 (40 hour course)
- LaBrie, Ryan C. "Microsoft Access Developer's Toolkit Training" delivered at Microsoft Corporate offices in Bellevue, WA; Las Colinas, TX; Charlotte, NC Winter 1996 (16 hour course)
- LaBrie, Ryan C. "Microsoft Access 95 Upgrade Training" delivered at Microsoft Corporate offices in Sydney, Australia; Singapore, Singapore; Tokyo, Japan; Bellevue, WA; Charlotte, NC Autumn 1995 (40 hour course)
- LaBrie, Ryan C. "Microsoft Access 95 New-to-Product Training" delivered at Microsoft Corporate offices in Charlotte, NC; Bellevue, WA Autumn 1995 (160 hour course)

Consulting Experience

- School of Business & Economics & Office of Development, Seattle Pacific University, Seattle, WA, USA; Committee for a Center of Philanthropy.
- Center for Professional Development, Continuing Education, Seattle Pacific University, Seattle, WA, USA; Committee for Microsoft Certification.
- North Seattle Community College, Seattle, WA, USA: Creating a webmaster certificate.
- Lutheran Bible Institute, Issaquah, WA, USA; Hardware and software consultation.
- Seattle Pacific University, Seattle, WA, USA; Software standardization.

Dissertation Committee Members

- CHAIR: Dr. Robert. D. St. Louis, Arizona State University
- MEMBER: Dr. Andrew N.K. Chen, Arizona State University
- MEMBER: Dr. Haluk Demirkan, Arizona State University
- MEMBER: Dr. Karen Dowling, Arizona State University
- MEMBER: Dr. Ajay S. Vinzé, Arizona State University