Susan E. Yager, Ph.D.

Contact Information

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Education

Doctor of Philosophy   University of North Texas
   Business Administration -   Denton, Texas – 12/98
   Business Computer Information Systems

Master of Business Administration   University of North Texas
   Business Computer Information Systems Denton, Texas – 05/95

Bachelor of Science   Indiana University
   Business - Management   Fort Wayne, Indiana – 08/91

Associate   Indiana University, D.G.T.S.
   Accounting   Fort Wayne, Indiana – 05/79

Teaching

Professor

Summer 2012 –   Southern Illinois University Edwardsville
   present   Computer Management and Information Systems

Associate Professor

Summer 2005 –   Southern Illinois University Edwardsville
   Summer 2012   Computer Management and Information Systems

Associate Professor and Chairperson

Fall 2006 –   Southern Illinois University Edwardsville
   Summer 2009   Computer Management and Information Systems

Assistant Professor

Fall 1999 –   Southern Illinois University Edwardsville
   Summer 2005   Computer Management and Information Systems

Assistant Professor

Fall 1998 –   Northeast Louisiana University
   Spring 1999   University of Louisiana at Monroe
                 Computer Information Systems Department

Instructor

| 1996, 1997, 1998 | Dallas Weekend Program |
| | Our Lady of the Lake University |

Lecturer

| Fall 1996 – | Business Computer Information Systems Department |
| Spring 1997 | University of North Texas |

Teaching Fellow

| 1992 – 1993, | Business Computer Information Systems Department |
| Summer 1997 | University of North Texas |

Work Experience

Research Associate

1997-1998　Information Systems Research Center
University of North Texas
(Denton, TX)

Maintained web site and provided technical support for staff
Desktop publishing of announcement flyers and annual report
Maintained contact with stakeholders

Controller/Corporate Secretary

1986-1992　Brooks Construction Company, Inc.
(Fort Wayne, IN)

Hired accounting personnel, established procedures,
wrote documentation, trained office and field personnel
Headed task force for communication and information flow
Purchased, installed, and maintained hardware and software

Accounting Manager

1983-1986　Irmscher & Sons, Inc.
(Fort Wayne, IN)

Processed financial statements, payroll, A/P, A/R, Job cost
Influenced decision to purchase new computer system
Maintained computerized system, documented procedures

Accountant/Computerized General Ledger Assistant

1974-1982   Central Soya Company, Inc.
             (Fort Wayne, IN)

             Conducted training for General Ledger, IBM System 34
             Responsible for report writing on IBM 370
             Bookkeeping, A/R, A/P, consolidated financial information

Faculty Fellowship

2007   The Boeing Company
             The Boeing Welliver Faculty Fellowship Program
             Long Beach, CA, and St. Louis, MO

             Eight week program allowing "… a small number of competitively
             selected professors … to 'look over the shoulder' of working
             professionals at several levels of the technical, business, and
             management career paths" (Boeing, 2010).

Grants

"IT Higher Education in Illinois: Convergence or Divergence in Addressing
Employer Needs?" with Jon Beard, Anne Powell, and Thomas Schambach (Illinois
State University). Grant awarded by Illinois Board of Higher Education.
Deliverable due March 2002.

Publications – Journals

"High Availability with Oracle 11g Data Guard." Co-authors Douglas B. Bock and
Bijoy Bordoloi. *Journal of Digital Information Management* 7:6 (2009).

"Using the Data Modeling Worksheet to Improve Novice Data Modeler
Performance." Co-author Douglas B. Bock. *Journal of Information Systems
Education* 16:3 (2005), 341-350.

"End User Support: Preparing New Specialists to Address the Future." Co-author
John F. Schrage. *Journal of Informatics Education Research*, 6:3 (2004), 15-25.

"Exploring Reputation Differences in Information Systems Groups." Co-author
Anne Powell. *Journal of Information Technology Cases and Applications*, 6:2
(2004), 5-26.

"Predicting Database Designer Potential With the Berger Aptitude for Programming
Test (B-APT)." Co-authors Douglas B. Bock and Anne Powell. *The Journal of
Computer Information Systems*, 43:4 (Summer 2003), 8-14.

"Preparing End User Support Specialists." Co-authors John F. Schrage and
Ronald L. Berry. *Journal of Education for Business*, 78:2 (November/December
2002), 92-96.

"Learning Outcomes in Systems Analysis and Design Courses." Co-authors Monica C. Holmes and Elizabeth Kemm. *Issues in Information Systems*, III (2002), 282-287.

"Improving Entity Relationship Modeling Accuracy with Novice Data Modelers." Co-author Douglas B. Bock. *The Journal of Computer Information Systems*, (42:2) (Winter 2001-2002); 69-75.

"A View From the SIGCPR Conference: What Have We Learned in this Decade?" Co-authors Fred Niederman and Jo Ellen Moore. *Computer Personnel*, 20:4 (October 1999, copyright 2002); 75-92.

"ADR Solutions for Academic Workplace Conflicts." Co-authors Suzanne M. Byron, Monica C. Holmes, and Karen L. Steckol. *Dispute Resolution Journal*, 57:2 (May-July 2002); 56-61.

"Facilitating Career Changes Into Information Technology." Co-authors Jo Ellen Moore, Mary Sumner, and Galen Crow. *Communications of the ACM*, 44:7 (July 2001); 70-73.

"It's All Virtual to Me!" *The Abiquiu Post* (Spring 1998 Edition); 5-6.

"Enhancing Prosthetic Fitting Through the Use of Information Technology." Co-author June Koelker. *ACM SIGCAPH* (Special Interest Group on Computers and the Physically Handicapped) *Newsletter*, 59 (September 1997); 4-9.

"Everything's Coming Up Virtual." *Crossroads*, the ACM Student Magazine, Issue 4.1 (Fall 1997); 20-24.

"Cognitive Playfulness: Stable or Dynamic Trait?" Co-authors Leon A. Kappelman, Glenn A. Maples, and Victor R. Prybutok. *The DATA BASE for Advances in Information Systems*, 28:2 (Spring 1997).

Publications – Book Chapters

"Career Orientation of IT Personnel." Co-authors Mary Sumner and Denise Franke. Book chapter, *IT Workers: Human Capital Issues in a Knowledge Based Environment (Research in Human Resource Management)*, edited by Fred Niederman and Tom Ferratt. Information Age Publishing, 2006.

"Fire Fighting Gone Wrong: The Overuse of Reactive Management in IT." Co-authors Jo Ellen Moore and Lisa Burke. Book chapter, *IT Workers: Human Capital Issues in a Knowledge Based Environment (Research in Human Resource Management)*, edited by Fred Niederman and Tom Ferratt. Information Age Publishing, 2006.

"Data Warehousing Concepts and Strategies." Co-authors Bijoy Bordoloi, Stefan M. Neikes, and Sumit Sircar. *IS Management Handbook*, 8th edition, Chapter 23, edited by Carol V. Brown and Hiekki Topi. Boca Raton, FL; Auerbach Publications, 2003, pp. 279-300 – invited revision of previously published chapter

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Publications – Proceedings

"Using Blogs for Reflective Thinking in Engineering Education." Co-authors Zsuzsanna Szabo (Marist College) and Seref C. Karacal. Forthcoming: Volume 2, *Proceedings of the 5th International Multi-Conference on Society, Cybernetics and Informatics.*

"Using ICT to Teach Technology: A Case Study in Higher Education." Co-author Zsuzsanna Szabo (Marist College). *Proceedings of the 5th International Multi-Conference on Society, Cybernetics and Informatics*, Volume 1.

"Understanding and Applying Participant Observation in Information Systems Research." Co-author Jo Ellen Moore. *Proceedings of the 2011 ACM SIGMIS Computer Personnel Research Conference.*

"Using an e-Book to Teach Technology: Effects on Student Performance." Co-author Zsuzsanna Szabo (Marist College). *Proceedings of the 2011 ACM SIGMIS Computer Personnel Research Conference.*

"Harnessing IT Student Insight and Energy to Understand and Address the IT Enrollment Issue." Co-authors Jo Ellen Moore and Tim Schoenecker. *Proceedings of the 2009 ACM SIGMIS CPR Conference.*

"An Investigation of Preparedness and Importance of MIS Competencies: Research in Progress." Co-author Mary Sumner. *Proceedings of the 2008 ACM SIGMIS CPR Conference.*

"Sarbanes-Oxley and IT: A Primer for Computer Personnel Researchers." Co-authors Bijoy Bordoloi, Mary Sumner, and Jo Ellen Moore. *Proceedings of the 2006 ACM SIGMIS CPR Conference.*

"Why Isn't Everyone An Early Adopter?" Co-authors Anne Powell, Jennifer Vandever, and Steve Huffstutler. *Proceedings of the 2005 Americas Conference on Information Systems.*

"Career Orientation and Organizational Commitment of IT Personnel." Co-authors Mary Sumner and Denise Franke. *Proceedings of the 2005 ACM SIGMIS CPR Conference.*

"Career Orientation of IT Personnel." Co-author Mary Sumner. *Proceedings of the 2004 ACM SIGMIS CPR Conference.*

"The Use of Information Technology in Corporate Research and Development: A Knowledge Management Perspective." Co-authors Monica C. Holmes and Michael Gee. *Proceedings of the GITM 2002 Conference.*

"Newly Minted IT Professionals: A Conversation With Their Perspective Employers." Co-author Tomas P. Schambach. *Proceedings of the 2002 ACM SIGCPR Conference.*

"Predicting Entity-Relationship Modeling Potential With the Berger Aptitude for Programming Test (B-APT)." Co-author Douglas B. Bock. *Proceedings of the Midwest DSI 2002 Conference.*

"The Impact of a Data Organizing Approach on Entity Relationship Modeling Accuracy." Co-author Douglas B. Bock. *Proceedings of the Midwest DSI 2001 Conference.*

"End User Support: Two Distinct but Similar Views." Co-authors Ronald L. Berry and John F. Schrage. *Proceedings of the Midwest Business Administration Association 2001 Conference.*

"A Longitudinal Analysis of the Integration of Technology into the Business Curriculum: Assessing a Moving Target." Co-authors Ronald L. Berry and James T. Wood. *Proceedings of the SWDSI 2001 Conference.*

"A First Step in Preparing End User Support Specialists." Co-author John F. Schrage. *Proceedings of the International Conference on Informatics Education & Research 2001 Conference.*

"It's Broke – Now What Do I Do?" Co-author John F. Schrage. *Proceedings of the Information Systems Education 2001 Conference.*

"Working Solutions – Alternative Dispute Resolution for Resolving Academic Workplace Conflict." Co-authors Suzanne Byron, Karen Steckol, and Monica Holmes. *Proceedings of the 2000 NAWE International Conference on Women in Higher Education.*

"Preparing I.S. Professionals To Support End Users: The Development of an End-User Support Course." Co-author Ronald L. Berry. *Proceedings of the DSI 1999 Conference.*

"Supporting Business Faculty and Students: Evolution of a Technology Development Plan." Co-authors Ron Berry, Jim Wood, and Larry Short. *Proceedings of the IBSCA 1999 Annual Conference.*

"Information Technology: Supporting Global Collaborative Efforts In A Virtual Work World." *Perspectives in Higher Education*, Alliance of Universities for Democracy, 1999.

"Using Information Technology in a Virtual Work World: Characteristics of Collaborative Workers." *Proceedings of the ACM SIGCPR 1999 Conference*, New Orleans, LA, April 8-10, 1999.

"IT Support Mechanisms for Collaborative Work in a Virtual World." *Proceedings of the 1999 Southwest Decision Sciences Institute Conference.*

"Integrating Technology into the Business Curriculum: An Initial Analysis." Co-authors Ronald L. Berry and James T. Wood. *Proceedings of the 1999 Southwest Decision Sciences Institute Conference.*

"Information Technology Acquisition & Impact." Co-authors J. R. McQuaid, Jr. and Kellie Keeling. *Proceedings of the INFORMS 1998 Conference.*

"Cognitive Style: In Search of the Construct." Co-author J. Wayne Spence. Presentation at conference and publication in *Proceedings of the AIS Americas 1997 Conference.*

"Learning Orientation and Its Relationship to Perceptual Skills for Information Presentation: An Empirical Investigation Using Structural Equation Modeling." Co-author Robert J. Pavur. *Proceedings of the Southwest Decision Sciences 1997 Conference.*

Publications – Other

ACM SIGMIS CPR 2005 Conference Proceedings. Co-editor Jo Ellen Moore, 2005.

"The Role of Information Technology Support Mechanisms in Coordination Management for Virtual Teams." Dissertation, University of North Texas, defended July 27, 1998.

Southwest Decision Sciences Institute 1996 Conference Proceedings. Co-editor Robert J. Pavur, 1996.

Presentations – Other

"Campus Technology – Beyond Chalkboards and Transparencies." Co-presenter Jennifer Vandever. "Gateway to Innovation 2008 Conference."