

DR. G. DWAYNE WHITTEN

DWhitten@mays.tamu.edu

www.dwaynewhitten.com

EDUCATION:

Doctor of Business Administration - 2004

Louisiana Tech University, Ruston, LA

Major: Computer Information Systems

Minors: Quantitative Analysis and Management

Dissertation Title: The Application Development Outsourcing Contract Decision: The Effect of Service Quality, Relationship Quality, Satisfaction, and Switching Costs on Continuation and Discontinuation Decisions

Master of Business Administration - 1997

Henderson State University, Arkadelphia, AR

Bachelor of Arts - 1994

Ouachita Baptist University, Arkadelphia, AR

Majors: Accounting and Business Administration

Minor: Computer Science

ACADEMIC EXPERIENCE:

Texas A&M University, College Station, TX

Mays Business School - Department of Information and Operations Management

Clinical Associate Professor (2011-current)

Clinical Assistant Professor (2005-2011)

Director, MS-MIS program (2010-current)

Advisor, MS-MIS program (2010-2011)

Bush School of Government and Public Service

Lecturer (2010-current)

University of Connecticut, Storrs, CT

Center for Continuing Studies

Adjunct Professor (2011-current)

Baylor University, Waco, TX

Hankamer School of Business, Information Systems Department

Visiting Assistant Professor (2002-2005)

Ouachita Baptist University, Arkadelphia, AR

Frank D. Hickingbotham School of Business

Assistant Professor of Information Systems (2000-2002)

Henderson State University, Arkadelphia, AR

School of Business, Instructor (1999-2000)

University of Arkansas at Monticello, Monticello, AR

School of Business, Instructor (1998-1999)

INDUSTRY WORK EXPERIENCE:

Microcomputer Coordinator
Ouachita Baptist University
Arkadelphia, AR (1994-1998)

Programmer/Analyst
Arkansas Systems, Inc.,
Little Rock, AR (1994)

UNDERGRADUATE COURSES TAUGHT:

Business Data Communications
Computer Networking
Advanced Business Networking
Client/Server Networking Concepts
Microcomputer Applications
Advanced Microcomputer Applications
Introduction to Computer Systems
Database Management Systems
Word Processing
Business Information Systems
Accounting Information Systems
Management Information Systems
Advanced Software Applications (HTML and JavaScript)
HTML Programming

GRADUATE COURSES TAUGHT:

Business Telecommunications / Networking
Project Management
Cybersecurity for Managers

ONLINE DEVELOPMENT & TEACHING EXPERIENCE:

University of Connecticut

Cyber Security Management (2011)

Develop and teach course as part of Homeland Security Leadership area in the Master of Professional Studies program

Texas A&M University

INFO306/634: Computer Networking and Security (2011)

Converted courses to half on-line

PSAA689: Cyber Security for Managers (2009-current)

Developed and teach course as part of the Certificate in Homeland Security program

University of Arkansas at Monticello

Developed and taught Advanced Microcomputer Applications (1998-1999)

Ouachita Technical College

Developed and taught Client-Server Concepts online (1997-1999)

AWARDS AND HONORS:

Mays Faculty Fellowship for Teaching – 2012, Texas A&M
Nancy and William J. Gardiner Teaching Excellence Award – 2011, Texas A&M
Teaching Excellence Award – Spring, 2011, Texas A&M
Dean’s Performance Recognition Grant – 2007, Texas A&M
Robert M. Gates Regents’ Scholar “Inspiration” Award – 2007, Texas A&M

INTELLECTUAL CONTRIBUTIONS:

Journals:

Chakrabarty and Whitten (forthcoming) “The Sidelining of Top IT Executives in the Governance of Outsourcing: Antecedents, Power Struggles, and Consequences” *IEEE Transactions on Engineering Management*.

Whitten, Green, and Zelbst (forthcoming) Triple-A Supply Chain Performance, *International Journal of Operations and Production Management*.

Carlson, D. S., Ferguson, M., Perrewe, P. L. & Whitten, D. (in press). “The Fallout from Abusive Supervision: An Examination of Subordinates and Their Partners.” *Personnel Psychology*.

Carlson, Kacmar, Zivnuska, Ferguson, Whitten (forthcoming) “The Relationship Between Work-to-Family Enrichment and Job Performance: A Constructive Replication of Affective Events Theory” *Journal of Occupational Health Psychology*.

Inman, Sale, Green, Whitten (2011) Agile Manufacturing: Relation To Total-System JIT, Organizational Performance, and Supply Chain Performance, *Journal of Operations Management* 29(4) 343-355.

Kayworth and Whitten (2010). Winning the Information Security Battle: The Critical Role of Alignment, *MIS Quarterly Executive*, 9(3) 163-175.

Whitten, Chakrabarty, and Wakefield (2010). The Strategic Choice to Either Continue Outsourcing, Switch Vendors, or Backsource: Do Switching Costs Matter? *Information & Management* 47(3) 167-175.

Carlson, D. S., Ferguson, M., Kacmar, K. M., Grzywacz, J., & Whitten, D. (2010). Pay it forward: The positive crossover effects of supervisor work-family enrichment. *Journal of Management*. doi:10.1177/0149206310363613

Ferguson, M., Carlson, D. S., Zivnuska, S. & Whitten, D. (2010). Is it better to receive than to give? Empathy in the conflict-distress relationship. *Journal of Occupational Health Psychology*, 15 (3), 304-315.

Green, Whitten, and Inman (2009) “RFID Technology Utilization: Impact on Supply Chain Productivity and Organizational Performance in the Manufacturing Sector,” *International Journal of Innovation and Learning* 6(2) 147 – 163.

Whitten. (2008) "The Chief Information Security Officer: An Analysis of the Skills Required For Success." *Journal of Computer Information Systems*. 48(3) 15-19.

Moore, Carlson, Whitten, and Clement (2008) "Gender Differences at the Executive Level: Perceptions and Experiences" *Chance* (21)1, 47-52.

Green, Whitten, and Inman (2008) "The Impact Of Logistics Performance On Organizational Performance In A Supply Chain Context" *Supply Chain Management: An International Journal*, 13(4).

Whitten, Chakrabarty, and Green (2007) "Understanding Service Quality and Relationship Quality in IS Outsourcing: Client Orientation & Promotion, Project Management Effectiveness, and the Task-Technology-Structure Fit," *Journal of Computer Information Systems*, 48(2) 1-15.

Green, Whitten, and Inman. (2007) "The Impact of JIT-Information on Supply Chain and Organizational Performance," *Production, Planning and Control*, 18(4) 274-282.

Green, Chakrabarty, and Whitten (2007) "Organizational Culture of Customer Care: Market Orientation and Service Quality," *International Journal of Services and Standard*, 3(2) 137-153.

Whitten and Leidner. (2006) "Bringing IT Back: An Analysis Of Application Development Backsourcing and Switching" *Decision Sciences Journal*, 37(4) 605-621.

Wakefield and Whitten. (2006) "Mobile Computing and Intentions to Use Hedonic/Utilitarian Mobile Devices," *European Journal of Information Systems*. 15(3) 292-300.

Whitten and Wakefield. (2006) "Measuring Switching Costs in IT Outsourcing Services," *Journal of Strategic Information Systems*, 15(3) 219-248.

Green, Wu, Whitten, and Medlin. (2006) "The Impact Of Strategic Human Resource Management On Organizational Performance" *International Journal of Human Resource Management*, 17(4) 559-579.

Carlson, Kacmar, and Whitten. (2006) "What Men Think about Executive Women" *Harvard Business Review*, September, p. 35.

Research abstracted in: *Arizona Daily Star*, August 31, 2006
Kansas City Star, August 20, 2006, Business: C1
U. S. News and World Report, October 2, 2006, p. 68.
Numerous international websites

Wong and Whitten. (2006) "Diffusion of Pervasive Technologies: A Preliminary Investigation," *International Journal of Services and Standards*, 2(3) 215-227.

Borgmeyer, Whitten, and Kayworth. (2006) "Telemedicine: Developing a Framework to Classify Technology Strategies" *International Journal of Electronic Healthcare*, 2(2) 105-116.

Wakefield and Whitten. (2006) "Examining User Perceptions of Third Party Organization Credibility and Trust in an E-Retailer," *Journal of Organizational and End User Computing*, 18(2) 1-19.

Kayworth, Brocato, and Whitten. (2005) "What is a Chief Privacy Officer? An Analysis Based on Mintzberg's Taxonomy of Managerial Roles" *Communications of the AIS* 6(6).

Whitten and Green. (2005) "The Effect of Switching Costs on Intent to Switch: An Application in IS Service Provision Markets," *International Journal of Mobile Communications*, 3(4), 428-444.

Green, Whitten, and Medlin. (2005) "Impact Of Relational Differences On Supervisor/Subordinate Dyad," *Industrial Management and Data Systems*, 105(3), 369-383.

Whitten. (2004-05) "User Information Satisfaction Scale Reduction: Application in an IT Outsourcing Environment," *Journal of Computer Information Systems*, 45(2), 17-26.

Whitten. (2004) "Information Systems Service Quality Measurement: The Evolution Of The SERVQUAL Instrument" *Journal of International Technology and Information Management*, 13(4).

Green, Medlin, and Whitten. (2004) "Developing Optimism to Improve Performance," *Industrial Management and Data Systems*, 104(2), 106-114.

Faught, Whitten, and Green. (2004) "Doing Survey Research on the Internet: Yes, Timing Does Matter," *Journal of Computer Information Systems*, 44(3), 26-34.

Whitten and Stephens. (2002) "A Meta-Analysis of Emerging Infomediary Knowledge Management Systems: An Expert Systems Application in the E-Tailing Environment," *Journal of Computer Information Systems*, 43(1), 48-54.

Whitten, Ellis, and Casey. (2002) "The Impact of Information Technology Outsourcing on Firm Profitability Measures," *Journal of International Technology and Information Management*, 11(2), 9-17.

McKinney and Whitten. (2002) "Arkansas Surfers and Their Privacy, or Lack Thereof" *University of Arkansas at Little Rock Law Review*, 24(3), 751-774.

Green, Medlin, and Whitten. (2001-02) "Peer Evaluation at AACSB Accredited Institutions" *Academic Forum*. Volume 19.

Whitten, Green, and Medlin. (2001) "Internet Survey Methodology: Comparison With Mail Surveys," *Quirk's Marketing Research Review*, 54-49.

Whitten and Ellis. (2001) "Electronic Economics of Scope: Investigating Synergies from Procuring and Selling on the Web," *The Journal of Computer Information Systems*, 41(1).

Proceedings:

"Abusive Supervision Effects on Work-Family Conflict: Testing a Mediated Model," Society for Industrial and Organizational Psychology Conference in San Diego, CA April 26-29, 2012 (Carlson, Ferguson, Hunter, and Whitten)

"Spillover & Crossover from Family to Work: Gender in the Work-Family Conflict-Deviance Relationship," 2011 Academy of Management 2011 meeting (Ferguson, Carlson, Hunter, Whitten)

"A New Perspective: Examining the Relationship Between Work-Family Conflict and Job Performance," 2010 Southern Management Association Meeting, October 28-30, St. Pete Beach, Florida. (Carlson, Kacmar, Lawrence, Tillman, Noble, Whitten).

"Is It Better To Receive Than To Give? Empathy in the Conflict-Distress Relationship" Academy of Management 2010 meeting (Ferguson, Carlson, Zivnuska, Whitten).
*** Awarded best paper in track ***

"The Stress Contagion of Abusive Supervision on the Family: Perspectives from both the Job Incumbent and the Spouse" Southern Management Association, October, 2009 (Carlson, Ferguson, and Whitten).

"The Role of Work-Family Balance in Organizational Citizenship Behaviors" Academy of Management Conference in Chicago, IL, August 7-11, 2009 (Carlson, Ferguson, Kacmar, and Whitten).

"Crossover Effects of Supervisor Work-Family Enrichment on Subordinate Performance" SIOP Conference in New Orleans, LA August 29, 2009 (Carlson, Ferguson, Kacmar, Grzywacz, Whitten).

"A 'Big Shoes To Fill' Theory Of Succession and Its Test In The Context Of Teams Being Replaced" Proceedings of the Academy of Management 2007 Conference (Chakrabarty, Whitten, and Kirkman).

"A Relationship As A Resource View: Integrating The Relational View With The Resource Based View" Proceedings of the Academy of Management 2007 Conference (Chakrabarty and Whitten).

"Perceptions of Women in Business Organizations in 2005" Proceedings of the American Statistical Association Meetings - Business and Economics section. Seattle, Washington, August 6-10, 2006.

“The Role of Switching Costs as a Higher-Order Factor,” Proceedings of the American Accounting Association 2005 Annual Conference. August 7-10 (Whitten and Wakefield)

“Discontinuations of Application Development Outsourcing Contracts: The Effects of Service Quality, Relationship Quality, Satisfaction, and Switching Costs,” Proceedings of the Americas Conference on Information Systems. Aug 2004 (Whitten, Stephens, Dwyer, and Ellis).

“An Examination of the Information Systems Service Quality Measurement: The Contribution of the SERVQUAL Instrument From the Marketing Literature” Proceedings of the Americas Conference on Information Systems. Aug 2003 (Whitten).

“Development of An E-commerce Model Curriculum” Proceedings of the Informatics Education and Research 2001 Conference sponsored by the International Academy for Information Management. Dec 2001 (Whitten and Stephens).

“An Empirical Investigation of Business Outcomes in Outsourcing” Proceedings of the International Applied Business Research Conference, March 2001 (Whitten, Ellis, and Casey).

“Peer Evaluation at AACSB Institutions,” Proceedings of the Seventh Annual Meeting of the American Society of Business and Behavioral Sciences, February 2000 (Whitten, Green, and Medlin).

“Internet Survey Methodology: Comparison with Mail Surveys,” Proceedings of the Sixth Annual Meeting of the American Society of Business and Behavioral Sciences, February 1999 (Whitten, Green, and Medlin).

“Factors Influencing the College Selection Process: A Multivariate Analysis,” Proceedings of the Fourth Annual meeting of the American Society of Business and Behavioral Sciences, February 1997 (Whitten and Ellis).

“Synoptics Communications Inc.,” Proceedings of the Third Annual Meeting of the American Society of Business and Behavioral Sciences, February 1996 (Whitten).

Presentations:

“Adaptability in IT Sourcing: The Impact of Switching Costs” Global Sourcing Workshop 2010, March 22-25, Zermatt, Switzerland (Whitten)

“Information Security Factors: Identification and Measurement” American Accounting Association Conference - IS Section, August, 2009, New York, NY. (Wakefield, Whitten and Kayworth).

“Agility in Sourcing” 2008 MISQE Pre-conference meeting - Americas Conference on Information Systems, Aug, 2008. Toronto. (Whitten)

“Acceptance of Information Security Initiatives by Personnel – Occupational, Organizational & External Factors” 2006 Big XII IS Research Symposium, April, 2006, Waco, TX. (Chakrabarty and Whitten).

“Measuring Switching Costs in IT Outsourcing Services” American Accounting Association – Mid Year Conference - IS Section, January, 2005, New Orleans, LA. (Whitten and Wakefield).

“Antecedents and Consequences of CIO Succession,” 2004 Big XII IS Research Symposium, April, 2004, Ames, IA. (Whitten, Leidner, and Mackay)

“Examining User Perceptions of Third Party Organization Credibility and Trust in an E-Retailer” American Accounting Association – IS Section, January, 2003, Clearwater, FL. (Wakefield and Whitten)

“Factors Associated With Application Development Outsourcing Failure,” 2003 Big XII IS Research Symposium, April, 2003, Stillwater, OK. (Whitten)

“Backsourcing of Information Systems: An Analysis of Contributing Factors,” presented to the IS Advisory Council at Louisiana Tech University, April, 2002, Ruston, LA. (Whitten)

“Utilizing Web Based Survey Instruments for Data Collection,” Teaching in Higher Education Forum, March, 2000, Baton Rouge, LA. (Whitten)

“Effectively Creating Course Web Pages with Little or No Budget,” Teaching in Higher Education Forum, March, 1999, Baton Rouge, LA. (Whitten)

“Creating an Effective Help Desk,” ARKnet Annual Meeting, March, 1998, Little Rock, AR. (Whitten)

Research In Progress:

“Challenging Traditional Assumptions in an Era of Co-Creation: Relation-Specific Expenditures, Opportunistic Behavior, and Relationship’s Strategic Value” **submitted** to *MIS Quarterly* (Chakrabarty and Whitten)

“Information Security Compliance: The Role of Prescriptive Awareness” **submitted** to *MIS Quarterly* (Wakefield and Whitten)

“A Socio-Organizational Approach to Security: The Role of Information Security Climate” **to be submitted** to *MIS Quarterly* (Wakefield, Whitten, and Kayworth).

“Reallocation of Previously Outsourced Work after Contract Revaluation” **submitted** to *Production and Operations Management* (Chakrabarty and Whitten).

“Work-Family Balance and Supervisor Appraised Citizenship Behavior: Does It Depend on the Situation?” **resubmitted** to *Human Relations* (Carlson, Kacmar, Grzywacz, Tepper, Whitten)

“The impact of aligning marketing strategies throughout the supply chain” **submitted** to *Industrial Marketing Management* (Green, Whitten, and Inman)

“Determinants of Organizational Acceptance of Mobile Devices: A Security Perspective” **to be submitted** to *MISQ Executive* (Whitten and Hightower).

“The Impact of Aligning Marketing Strategies Throughout the Supply Chain” **to be submitted**; TBD (Green, Whitten, and Inman).

“Total-System-JIT Strategy: Impact On Supply Chain Performance,” **resubmitted** to *International Journal of Production Research* (Green, Inman, and Whitten).

“The role of flexibility on work-life balance: A support culture perspective.” for submission to *Journal of Applied Psychology* (Carlson, Grzywacz, Kacmar, and Whitten) - data collected and currently being analyzed.

“The FAIRSERV Model: Examining Service Fairness in Repatronage Intention” planned for submission to *Decision Sciences* (Whitten and Jaspersen) – data analyzed.

“Illuminating The Differences Men And Women See In The Barriers To Women’s Success In The Work Place” for submission to *Harvard Business Review* (Whitten)

“The Importance of C-TPAT Security Guidelines to Achieving Triple-A Supply Chain Status” (Whitten and Green).

“Triple-A Supply Chain Management” for submission to *Harvard Business Review* (Whitten and Green).

Book chapter:

"Examining User Perceptions of Third-Party Organization Credibility and Trust in an E-Retailer," *Information Security and Ethics: Concepts, Methodologies, Tools, and Applications*, Hamid Nemati (eds.), Hershey: Information Science reference, 2007 (coauthors: Robin Wakefield).

PROFESSIONAL ACTIVITIES:

Reviewer Activity:

- Journal Reviewer
 - Information Systems Research (2007 - current)
 - Decision Sciences Journal (2007 - current)
 - IEEE Transactions on Engineering Mgmt (2010)
 - Public Administration Review (2010)
 - Management Information Systems Quarterly (2009)
 - Information Systems Journal (2008)
 - IEEE Systems Journal – special issue on RFID (2007)
 - Journal of Strategic Information Systems (2006, 2008)
 - ACM's Transactions on Internet Technologies – special issue on the Internet and outsourcing (2006)
 - The DATABASE for Advances in Information Systems (2005)
 - Information Resources Management Journal (2004-present)
 - Journal of Organizational and End User Computing (2004-present)
 - Supply Chain Management Journal (2004)
 - Journal of Information Technology Cases and Applications (2003)
 - Journal of Electronic Commerce in Organizations (2002)
 - Information and Management Science Journal (2001)

- Conference Reviewer:
 - International Conference on Information Systems (2003, 2005, 2007)
 - Americas Conference on Information Systems (2001-2007)
 - Big XII IS Research Symposium (2006)
 - International Association for Computer Information Systems (2005)
 - International Business Information Management Assoc. Conf. (2003-05)
 - International Research Conference on Innovations in I. T. (2004)
 - Information Resources Management Association Conf. (2003)
 - The International Assoc. for Computer Information Systems Conf (2003)
 - Informatics Education and Research Conference (2001)

 - Session Chair, Paper Reviewer, and Discussant - Southwest Decision Sciences Institute Conference (2001, 2008)

- Editorial Review Board
 - Information & Management (2007-present)
 - Journal of Computer Information Systems (2003-present)
 - Information Resources Management Journal (2006-2007)
 - Industrial Management and Data Systems Journal (2004 – 2007)

Invited Participation:

“When Things Don’t Go as Planned” BIG XII+MIS Symposium, Lubbock, TX, April 5 – 6, 2008 – presenter

“Enabling Agility in Sourcing” NYU Conference on Global Delivery of Professional Services, New York, May 30-31, 2008 – moderator

“The FAIRSERV Model Revisted” Research Series, Baylor University, Sept 9, 2011.

Professional Activity:

- Information Systems Audit and Control Association (ISACA) - Academic Advocate for Texas A&M
- Association for Computing Machinery
- Association for Information Systems
- Associate Editor, ISWORLD Networking Course Website (2003-present)
- IEEE Computer Society Learning Technology Task Force

University, School, and Departmental Activities

- Texas A&M University
 - Director and Advisor - M.S. program in M.I.S. (2010 – current)
 - Subject Matter Faculty – EMBA program (2011-2012)
 - M.S. Graduate Instruction Committee (2010 – current)
 - TAMU Faculty Teaching Academy (2009-2010)
 - State Employee Charitable Campaign Committee (2008-2009)
 - M.S. Degree in Homeland Security Steering Committee (2007-2008)
 - IS Journal List Taskforce (2007)
 - Center for the Management of Information Systems (CMIS) Faculty Advisory Board (2006 – present)
 - INFO Department Undergraduate Committee (2006-present)
 - Mays Business School Undergraduate Programs Committee (2006-present)
 - Freshman Business Initiative (2006-present)
 - Regents' Scholars program (2006-present)
 - Mays Business School Teaching Council (2006-present)
 - Disability Services Testing Administration Center Faculty Advisory Board (2006 – 2009)
 - INFO Department M.S. Advisory Committee (2005-2006)
 - Evaluate Business School Honors Applications (Spring 2006)
- Baylor University
 - Accounting Information Systems Committee (2004-2005)
 - ISY Website Committee (2004-2005)
- Ouachita Baptist University
 - Academic Computer Committee, (1996-1998, 2000-2002)
 - AACSB Accreditation Intellectual Contributions Committee (2001-2002)
 - World Wide Web Development Committee (1996-1998)
- University of Arkansas - Monticello
 - Campus Computer Committee (1998-1999)
 - Chairman - AACSB Instructional Media Committee (1998-1999)
 - CIV/Technology Committee (1998-1999)
 - Web Development Committee (1998-1999)
 - PBL Advisor (1998-1999)
 - School of Business Continuing Education Coordinator (1998-1999)

Community Activities:

- American Cancer Society Relay For Life participant (1997-present)
- NCAA Soccer Championship volunteer (2005)
- Central Baptist Church – Bryan, TX (2005-present)
- Hewitt First Baptist Church (2002 – 2005)
- Faculty Representative, Baylor Pre-Optometry Professional Society (2003 – 2005)
- College Station Parks and Recreation Youth Coach
 - Soccer (2006-current), flag football pre-K thru K (Fall 2005)
- Upward Youth Basketball Coach
 - 1st and 2nd grade girls (Winter 2006-7, 07-8)
- Woodway Family Center Youth Coach
 - Soccer U4, U5 (Fall 2003, 2004), T-ball pre-K thru K (Spring 2005)
- Photo contributor, trackshark.com (2003 - present)
- Results Official, Ouachita Bapt. Univ. Cross-Country Meets (1992-01)
- Second Baptist Church Arkadelphia, Vacation Bible School (Summers 2000 - 01)

GRANT ACTIVITY:

- \$10,000 – Texas A&M University Mays Business School Summer Teaching Innovation Program Grant (2009)
- \$1,000 – Texas A&M University Mays Business School mini research grant (2008)
- \$1,000 – Texas A&M University Mays Business School mini research grant (2007)
- \$10,000 – Texas A&M University Mays Business School Summer Teaching Innovation Program Grant (2007)
- \$10,000 – Texas A&M University Summer Research Grant (2007)
- \$1,000 - Big XII Fellowship research grant (2007)
- \$10,000 – Texas A&M University Mays Business School Summer Teaching Innovation Program Grant (2006)
- \$2,999 – Baylor University (URC Grant with Kris Moore) to study 1.) the role of women executives in the executive workforce and 2.) work-life conflict among business executives (2005)
- \$2,998 – Baylor University (URC Grant) to study organization's intent to discontinue IT outsourcing contracts (2004)
- \$64,941.00 - NSF Grant #6304084 (E-mail Survey Response Rate: Finding the Best Time), *submitted* January 13, 2004 – *not funded*
- \$1000 – Baylor University (faculty development grant) to incorporate the use of personal digital assistants (PDAs) in a Computer Networking class (2002-2003)
- \$2075 – Ouachita Baptist University to study the feasibility of web-based survey instruments (2001-2002)
- \$750 – Ouachita Baptist University to study the feasibility of web-based survey instruments (2000-2001)
- \$1000 – Henderson State University to study the impact of information technology on the financial performance of private carriers. (1999-2000)