Jeanette Francis

EDUCATION

1990	Doctor of Business Administration, United States International University, San Diego, California. Specialization: Management Information Systems.
1988	Master of Business Administration, United States International University, San Diego, California.
1986	Bachelor of Arts in Business Administration, Southern California College, Costa Mesa, California.
1984	Associate of Arts, Green River Community College, Auburn, Washington.

CERTIFICATIONS

Certified E-Commerce Consultant, 2002
Microsoft Certified Systems Engineer plus Internet (MCSE + I), 2000
Microsoft Office User Specialist - Excel (Expert Level), 1998
Microsoft Office User Specialist - Access (Expert Level), 1999
Microsoft Office User Specialist - Word (Expert Level), 1998
Microsoft Office User Specialist - Power Point (Expert Level), 1998
Certified Computing Professional (CCP), since 1993

EXPERIENCE- ACADEMIC

2001 – present	Associate Professor of Management Information Systems, Lynn University, Boca Raton, Florida.
1999 - 2001	Associate Professor of Information Technology, American InterContinental University, Plantation, Florida.
1995 – 1999	Associate Professor of MIS, Eastern Illinois University, Charleston, Illinois.
1993 – 1995	Acting Assistant Dean, Graduate School, Eastern Illinois University (tenured in 1993).
1989 – 1993	Assistant Professor of MIS, Eastern Illinois University.
1989	Adjunct Instructor, University of Denver (San Diego Center).
1988	Adjunct Instructor, Southern California College, Costa Mesa, California.

COURSES TAUGHT

Management Information Systems

- Management Information Systems (Undergraduate and Graduate levels)
- Windows NT - Workstation and Server
- Data Communications and Networking
- Electronic Commerce Technologies
- Web Site Design, HTML
- Decision Support Systems and Expert Systems

Business

- Managerial Electronic Commerce
- Computer Systems and Microcomputer Applications in Business
- Management Principles
- International Management
- Technology and Innovation

EXPERIENCE - BUSINESS

1997-1998	Intranet Developer, Technología y Sistemas de Venezuela, Caracas, Venezuela (One year leave of absence to work in the esign, development and management of the corporate intranet).
1996	Dataestudio (Partner), Monteria, Colombia (Developed course curriculum and instructional material, taught several Microsoft courses)
1996	Summer Faculty Intern, State Farm Insurance, Systems Department, Bloomington,
1987-1989	Illinois (Assisted in the development of the Systems department strategic plan) Advising Coordinator, School of Engineering and Applied Science, United States International University (Provided student advising processed and maintained students' academic files).

RESEARCH

Publications

"Leader-Member Exchange: Students Self efficacy and Instructor Performance" with Rhonda Polak, Barbara Dastoor and Mary Quinn. The International Journal of Education Research, Volume 3, Number 1, Winter 2008, pp. 49-60.

"Critical Factors of the Online Buyer Decision Process in Taiwan" with Yu-Ho Chou, and Rhonda Polak, The E-Business Review, Volume VI, 2006, pp. 28-31

"A Comparative Study of Qualitative and Quantitative Courses Across Three Educational Delivery Modalities", with Rhonda Polak,. Mark S. Cameron, and Johnny L. Morris. Journal of Business and Leadership Research, Practice, and Teaching 1(1), 2005, pp. 273-280.

"Web Services: The Third Wave of Internet Development." Issues in Information Systems. 4(2), 2003, pp. 451-457

"E-commerce Taxes: Two more Years to Decide. " Issues in Information Systems, Volume 3, Number 1, 2002, pp 435-438.

"Student-Written Chapter Notes: An Assignment to Facilitate Learning", Journal of Education for MIS, Volume 2, Number 1, 1994, pp.23-26

"Electronic Resources: Level of Awareness and Usage in a University Library", with Carl Lorber, CD-ROM Professional, November/December 1994, pp. 137-142.

"Dealing with Employees Concerns in Outsourcing," with Lisa Michaels-Barr. Journal of Systems Management, Volume 45, Number 1, 1994 pp. 6-12.

"American Companies Exploring Networks in Europe: Alternatives, Challenges and Recent Advances." Journal of Systems Management, Volume 45, Number 4, 1994, pp.6-11.

Government Accounting for Colombia's Customhouses During the Nineteenth Century," with Stephen Laribee and Stephen Hogan. Accounting, Business and Financial History Volume 4, Number 1, 1994.

"Teaching MIS through Oral Presentations and Writing Projects." Bulletin of the ABC. Vol 45 Number 4, December 1992, pp. 41-44.

"Executives Information Systems: Development and Communication Issues," with Kamlesh Mehta. Journal of Technical Writing and Communication, Vol 22, Issue 4, pp. 405-414, 1992.

"Building a Stronger IRM Curriculum." Journal of Information Systems Management, 1992, Vol. 9, issue 2, pp. 22-28.

"Information Resources Management: Topics, Concepts and Resources for Teaching IRM to Business Students," with Karen Nantz. Journal of Information Systems Education. Vol 4, Issue 1, Spring 1992, pp. 12-17.

"Incorporation of Communication Skills into a Management Information Systems Course." Journal of Information Systems Education, Vol. 4, Issue 3, Fall 1992, pp. 26-31.

"Undergraduate and Graduate Courses in Information Resources Management: Educational and Managerial Judgement About Appropriate Course Content". Education for Information. Vol. 10, Number 1, March 1992, pp. 17-33.

"Information Resources Management in the Graduate MIS Curriculum: A Survey." Interfaces: the Computer Education Quarterly, Fall 1991, Vol. 13, Issue 3, pp.16-22.

"Information Resources Management Education: IS Managers' and Educators' Views," with S. Laribee. Information Resources Management Journal, Vol. 4, Issue 4, 1991, pp. 28-38.

Proceedings

"Emergence of New International Companies in Colombia", with Piedad Martinez and Liyis Gomez. Proceedings of the International Academy of Business and Public Administration Disciplines, January 3-6, 2008 (accepted). Orlando, Florida.

"Impact of Business-to-consumer Electronic Commerce Factors on Firm Performance in Taiwan's E-brokerage Sector", with May-Ching Ding, Robert Green and John Cipolla. Proceedings of the Third International Conference on Business, Management and Economics, June 13-17, Cesme, Izmir, Turkey.

"A Study into Online Privacy Policies and Trust Seals in Taiwan", with Yue Jer Lin. Proceedings of the Third International Conference on Business, Management and Economics, June 13-17, Cesme, Izmir, Turkey.

"Leader-Member Exchange, Student Self-efficacy and Instructor Performance", with Barbara Riederer, Rhonda Polak and Mary Quinn. Proceedings of the International Academy of Business and Public Administration Disciplines, January 4-7, 2007 pp. 422-434. Orlando, Florida.

"Organizational, Technological and Environmental Determinants of EC Adoption in Small and Medium Enterprises in Taiwan", with Chang-Shuo Lin and Rhonda Polak. Proceedings of the 3Rd International Conference on Small and Medium Enterprises, August 29-31, Lefkada Greece.

"Factors that Affect Online Consumer Trust in Taiwan", with Yu-Wen Chen and Rhonda Polak. Proceedings of the 2006 International Conference on Information Society August 7-10, Miami, Florida.

"The Influence of Online Privacy Policy and Trust Marks on Online Shopping in Taiwan", with Yu-Ho Chou. Proceedings of the 17th International Conference on Information Management, ICIM 2006. Kaohsiung, Taiwan May 2006

"Critical Factors of the Online Buyer Decision Process in Taiwan", with Yu-Ho Chou and Rhonda Polak. The International Academy of E-Business March 23-26, 2006, Orlando, Florida

"The Assessment of Online Trust Marks in Taiwan", with Yu-Ho Chou. Proceedings of the 11th Conference on Information Management Implementation, in Taipei, Taiwan. December 12, 2005

Properties of Effective Electronic Commerce Web Sites in Taiwan, with Yue-Jer Lin, Carole Warshaw and Rhonda Polak. Proceedings of IACIS Pacific Conference 2005, Taipei, Taiwan , May 19-21, 2005.

"E-commerce Taxes: Two more Years to Decide". International Association for Computer Information Systems 2003 Conference, Fort Lauderdale, October 3-5, 2002.

"Applications of Expert Systems and Neural Networks in Accounting". With Stephen F. Laribee. Allied Academies National Conference, Las Vegas, March 31-April 4, 1997.

"Developing and Enhancing Students' Writing and Oral Communication Skills". With Stephen F. Laribee. Allied Academies National Conference, Las Vegas, March 31-April 4, 1997.

"Outsourcing, Downsizing and Reengineering: Common Characteristics and Differences in Three Contemporary Information Systems Strategies" (Table session). With Kamlesh Mehta. Decision Sciences Institute Annual Meeting, Orlando, Florida, November 23-26, 1996.

"Faculty and Administrators Access and Usage of Information Resources in an University Library" (executive abstract). Proceedings of the Fifth International Conference of the Information Resources Management Association, San Antonio, Texas, May 1994.

"Chapter Notes as Class Assignments: Back to Basics". Proceedings of the Eighth Annual IAIM Conference, Orlando, Florida, December 1993, 183-189.

"The Process of Making the Outsourcing Decision," with Joseph Wasz (executive abstract). Proceedings of the Fourth International Conference of the Information Resources Management Association, Salt Lake City, Utah, May 1993.

"Personnel Issues Related to Outsourcing," with Lisa Barr (executive abstract). Proceedings of the Fourth International Conference of the Information Resources Management Association, Salt Lake City, Utah, May 1993.

"Network Systems in a Global Economy: Alternatives, Challenges and Recent Improvements, " with Joseph Wasz (executive abstract). Proceedings of the Fourth International Conference of the Information Resources Management Association, Salt Lake City, Utah, May 1993.

"History of Accounting Practices in Colombia During the Nineteenth and Twentieth Centuries," with Stephen Laribee. Proceedings Midwest Accounting Society, Chicago, Illinois, March 1993.
"Teaching Behaviors for Effective Learning of MIS Concepts," with Stephen Laribee. Proceedings International Academy for Information Management, Dallas, Texas, December 1992, pp. 179-188.

"Information Networks in Europe: Challenges and Opportunities for American Companies," with Stephen Laribee (abstract). Proceedings of the Association for Global Business Annual Conference, New Orleans, Louisiana, November 1992, p.108.

"The Colombian CPA: Becoming a World Class Professional," with Stephen Laribee (abstract). Proceedings of the Association for Global Business Annual Conference, New Orleans, Louisiana, November 1992, p.99.

"The Role of Information Resources Management Concepts in the Information Systems Curriculum," with Karen Nantz. Proceedings of the Third International Conference of the Information Resources Management Association, Charleston, South Carolina, May 1992, pp. 89-95.

"Information Resources Management: Concept, Controversy and Evaluation of Existing Literature" with Kamlesh Mehta. Proceedings of the Southwestern Federation of Administrative Disciplines, Houston, Texas, March 1991, pp. 63-65.

"Dissecting the Concept of Information Resources," with Kamlesh Mehta. Proceedings of the Western Decision Science Institute Meeting. Reno, Nevada, March 1991, pp. 334-336.

"Incorporating Communication Skills into MIS Courses." Proceedings of the Sixth International Academy for Information Management. East Rutherford, New Jersey, December 1991, 59-66.

"Information Resources: A survey of the Literature." Proceedings of the Second International Conference of the Information Resources Management Association, Memphis, Tennessee, May 1991, pp. 278-282.

"Accounting in the Context of its Environment: The Colombian Case," with Stephen Laribee. Proceedings of the Tenth Annual EMU Conference on Languages and Communication for World Business and the Professions. Ypsilanti, Michigan, April 1991.

"A Proposed Undergraduate Course in IRM: An Empirical Study of IS Managers and MIS Educators". Proceedings of the Fifth Annual International Academy for Information Management. Chicago, Illinois, December 1990, 158-171.

Workshops/Presentations/Instructional Materials/Other Publications

“Theory of Diffusion of Innovation”. Presentation made for CODELAC – Cooperative Lechera the Cordoba, June 2, 2006. Monteria, Colombia, South America.

“A Comparative Study of Qualitative and Quantitative Courses Across Three Educational Delivery Modalities”. A presentation with Rhonda Polak, Mark S. Cameron, and Johnny L. Morris. The First Annual Business and Leadership Symposium. Fort Hays State University, College of Business and Leadership September 28-29 , 2005

"Troubleshooting and Optimizing Windows NT". Workshop taught for Systems Integrated Technology. Plantation, Florida, October 16-20, 2000.

"Troubleshooting and Optimizing Windows NT". Instructional and laboratory manual consisting of 14 chapters prepared for Systems Integrated Technology. Plantation, Florida, October 16-20, 2000.

"Personality Types and Venezuelan Public Accountants " with Stephen Laribee. Presented for Colegio de Contadores Publicos, Estado Miranda, Caracas, Venezuela, May 8th 1998.

"Information Systems Outsourcing, Internet and Intranets." Seminar prepared for Tecnologia y Systems de Venezuela. Coro, Venezuela, November 25-27, 1996.

"Internet: Past, Present and Future." Presented in Monteria, Colombia, August 14th, 1996.

"Aprendiendo Word" a course written in Spanish consisting of eight lessons and exercises in Microsoft Word. 1996

"Information Systems Outsourcing in a Global Economy." Presented at the 1993 Annual Meeting of the Association for Global Business, Chicago, Illinois, November 4-6, 1993.

"Making the Outsourcing Decision," with Joseph Wasz. INSIDE DPMA, Vol. 31, Number 6, June 1993, pp. 7, 10-11.

"Information Resources Management in the 1990's: IS Managers and MIS Educators Views of the Issues for Education", with Stephen Laribee. Presented at the First International Conference of the IRM Association, Hershey, Pennsylvania, May 14-16, 1990.

Group DSS, in Chapter 4, Section 12, pp. 131-142. In Decision Support and Expert Systems, 2nd edition, Macmillan Publishing Company, 1989.

Book Review, "Lenguaje Interno o Habla Subvocal," The Pavlovian Journal of Biological Science, Vol.24, Issue 3, September 1989.

Dissertation Chairperson

Impact of B2C E-Commerce factors on Firm Performance in Taiwan's E-Brokerage Sector May Ching Ding. Lynn University. Winter 2006

"Taiwanese Consumers' Beliefs in Web Site Attributes and Their E-Shopping Intentions". Mei-Li Chou. Lynn University. Summer 2006.

"Organizational, Technological and Environmental Determinants of EC Adoption in Small and Medium Enterprises in Taiwan". Chang-Shuo Lin. Lynn University. Spring 2006

"Factors that Affect Online Consumer Trust in Taiwan" Yu-Wen Chen. Lynn University. Spring 2006

"Critical Factors of the Buyer Decision Process Model in Business-to-Customer (B2C) E-commerce in Taiwan". Yu-Ho Chou. Lynn University, Fall 2005

"A Study into Effective Web Sites Properties As Defined By The Internet Commerce Evaluation Scale in Taiwan" Yue–Jer Lin. Lynn University. Fall 2004

SERVICE (Lynn University)

Member of the Institutional Review Board
Member of the Grade Appeals Committee
Treasurer and Secretary of Sigma Beta Delta
Member of Curriculum Development for the College of Business
Chairperson of Doctoral Dissertations