

Tulay Girard, Ph.D.

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EDUCATION

Ph.D. in Business Administration with specialization in Marketing [Florida Atlantic University](#), Boca Raton, Florida, 2005.

M.B.A. [Florida Atlantic University](#), Boca Raton, Florida, 1998.

B.S. in Business Administration, [California State University](#), East Bay (a.k.a. Hayward), CA, 1994.
[with an emphasis in Finance]

RESEARCH AREAS

- Consumer-based brand equity and private-label brands, service quality gaps, strategic planning in emerging markets.
- Consumer online shopping intentions, consumer risk perceptions, social influences, and search behavior.
- Product classes, online retail attributes (e.g., trust, Internet security, privacy, web site features).
- Logo design and testing logo associations.
- Marketing research (e.g., satisfaction, employer expectations of graduates).
- Structural Equation Modeling.
- Pedagogy: Marketing pedagogy (using technology in higher education).

COURSES TAUGHT

Marketing Research	Principles of Marketing	Marketing Strategy
Social Media Marketing	Consumer Behavior	Internet Marketing
Advanced Social Media Marketing	Supervised Research	Marketing Analytics
Brand Management		

ACADEMIC EXPERIENCE

Professor of Marketing. The Pennsylvania State University, Division of Business, Engineering, & Information Systems Technology, Altoona, PA, July 2015- present.

Associate Professor of Marketing (with tenure). The Pennsylvania State University, Division of Business, Engineering, & Information Systems Technology, Altoona, PA, July 2011- June 2015.

Assistant Professor of Marketing. The Pennsylvania State University, Division of Business, Engineering, & Information Systems Technology, Altoona, PA, July 2004- June 2011.

Graduate Teaching Associate. The Florida Atlantic University, Department of Marketing, College of Business Administration, Boca Raton, FL, Fall 2000- Spring 2003.

Research Associate. The Florida Atlantic University, Department of Marketing, College of Business Administration, Boca Raton, FL, Spring 2000.

COURSES TAUGHT

Principles of Marketing

Penn State Altoona, Altoona, PA (36 sections)

Consumer Behavior

Penn State Altoona, Altoona, PA (22 sections)
Florida Atlantic University, FL (4 sections)

Contemporary American Marketing (Writing Intensive Course)

Penn State Altoona, Altoona, PA (11 sections)

Marketing Research

Penn State Altoona, Altoona, PA (5 sections)
Florida Atlantic University, FL (3 sections)

Undergraduate Research in Business (Internship)

Penn State Altoona, Altoona, PA (5 sections)

Entrepreneurial Marketing

Penn State Altoona, Altoona, PA (2 sections)

Intermediate Social Media Marketing

Penn State Altoona, Altoona, PA (3 sections)

Brand Management

Penn State Altoona, Altoona, PA (2 sections)

Advanced Social Media Marketing

Penn State Altoona, Altoona, PA (1 section)

Internet Marketing

Penn State Altoona, Altoona, PA (1 section)

Marketing Data Analytics

Penn State Altoona, Altoona, PA (1 sections)

Marketing Strategy

Florida Atlantic University, FL (1 section)

Motivation and Leadership

Penn State Altoona, Altoona, PA (1 section)

Internship

Penn State Altoona, Altoona, PA (1 section)

Independent Study

Penn State Altoona, PA (1 section)

Research Project

Penn State Altoona, PA (1 section)

NEW COURSES DEVELOPED

Intermediate Social Media Marketing (MKTG 480) – Spring 2012

Advanced Social Media Marketing Fall 2013

Brand Management Fall 2016, Spring 2017

BUSINESS EXPERIENCE

Accounting and Human Resource Manager. Microtyping Systems, Inc., FL. 1996-1997.

Performed month-end closings and reconciliation of G/L accounts. Prepared and analyzed financial statements for strategic planning. Processed bi-weekly payroll and prepared annual tax returns. Calculated and updated unit costs of products and maintained production plans. Performed wire transfers to pay royalties. Organized, supervised, and participated in year-end inventory count, and reconciled inventory accounts. Managed and maintained personnel files, evaluated year-end insurance plans, and performed network administration. Wrote operational procedures for ISO 9000 certification.

Accounting Assistant. Engineered Business Systems Solutions, Inc., Coconut Creek, FL. 1995-1996.

Prepared financial reports. Processed A/P and A/R accounts. Calculated sales commissions. Assisted with payroll processing. Processed loan applications.

Staff Accountant – Intern. Levi & Company, CPAs, Oakland, CA. 1994 - 1995

Audited various Property Management companies in the San Francisco Bay area. Assisted with tax return preparations of business clients.

Assistant to Sr. Relocation Advisor – 2-year Intern. City of Oakland, CA. 1992 - 1994

Interviewed relocatees, calculated and managed relocation benefits. Prepared annual budgets. Revised and updated the Code Enforcement program.

Customer Service Representative. Wells Fargo Inc., Dublin, CA. 1990-1992

Provided customer service and processed transactions. Received Sales Award for promoting new credit card accounts.

Real Estate Agent (licensed). Century 21 American, Fremont, CA. 1989 - 1990

Represented and assisted buyers in house sales.

Sales Representative. AVIS Car Rental, Izmir, Turkey. 1988 - 1989

Provided customer service. Prepared rental contracts, and coordinated rental car inventory.

Sales and Operations Associate. Olimpiyat Sport Sporting Goods Manufacturing & Retail Co., Istanbul, Turkey 1978-1987. Family Business.

Responsible for assisting with the manufacturing and sales aspects of the family-owned business.

REFEREED JOURNAL PUBLICATIONS

Girard, Tulay and Luke Hallman (2017). "Linking Education to Industry: A Collaborative Logo Design Project," *Journal of Higher Education Theory and Practice*, 17 (6), 71-77.

Pinar, Musa, Sinan Nardali, Sanem Alkibay, and **Tulay Girard** (2017). "[Türkiye Süper Ligi'nin Marka Değerini Etkileyen Faktörlerin Öneminin ve Performansının Değerlendirilmesi](#), (Turkish Soccer League's Brand Equity Factors)," *Pazarlama ve Pazarlama Araştırmaları Dergisi (Marketing and Marketing Research Journal)*, 10 (19), 103-122.

Girard, Tulay, Paul Trapp, Musa Pinar, Tanses Gulsoy, and Thomas E. Boyt (2017), "[Consumer-based brand equity of a private-label brand: measuring and examining determinants](#)," *Journal of Marketing Theory and Practice*, 25 (1), 39-56. ISSN: 1069-6679 (print)/ISSN: 1944-7175 (published online 06 Dec 2016).

Pinar, Musa, Zeliha Eser, and **Tulay Girard** (2016), "Müşteri Şikâyetlerinin Önemi: Hizmet Pazarlaması ve Markalaşması Üçgeni Çerçevesinde Bankacılık Sektöründe Bir Çalışma (Importance of Customer Complaints: A Study of Banking Industry Using Services Marketing and Branding Triangle Framework)", *Pazarlama Teorisi ve Uygulamaları Dergisi (Journal of Theory and Practice in Marketing)*, 2 (2), 23-49.

Pinar, Musa, **Tulay Girard**, Paul Trapp, and Zeliha Eser (2016), "[Services Branding Triangle: Examining the Triadic Service Brand Promises for Creating a Strong Brand in Banking Industry](#)," *International Journal of Bank Marketing*, 34 (4), 434-457.

Pinar, Musa, Paul Trapp, **Tulay Girard**, and Thomas Boyt (2014), "[University Brand Equity: An Empirical Investigation of its Dimensions](#)," *International Journal of Educational Management*, 28 (6), 616-634.

Girard, Tulay, Rachel Litzinger, and Mark M. Lennon (2013), "[The Use of iPocket Coach in Business Education](#)," *Journal of Applied Research in Higher Education*, 5 (2), 252-260. ISSN: 2050-7003.

Anitsal, Ismet, Meral Anitsal, and **Tulay Girard** (2013), "[Retail Mission Statements: Top 100 Global Retailers](#)," *Academy of Strategic Management Journal*, 12 (1), 1-20.

Girard, Tulay, Meral Anitsal and Ismet Anitsal (2013), "[The Role of Logos in Building Brand Awareness and Performance: Implications for Entrepreneurs](#)," *Entrepreneurial Executive*, 18, 7-16.

Pinar, Musa, **Tulay Girard** and Zeliha Eser (2012), "[Consumer-Based Brand Equity in Banking Industry: A Comparison of Local and Global Banks in Turkey](#)" *Journal of International Bank Marketing*, 30 (5), 359-375.

Anitsal, Ismet, Meral Anitsal and **Tulay Girard** (2012), "[The Core of Retail Mission Statements: Top 100 U.S. Retailers](#)," *Academy of Strategic Management Journal*, 11 (1), 131-144.

Anitsal, Ismet, **Tulay Girard**, and Meral M. Anitsal (2012), "[An Application of Services Marketing Mix Framework: How do Retailers Communicate Information on Their Sales Receipts?](#)" *Business Studies Journal*, 4 (2), 77-90.

Eser, Zeliha, Musa Pinar, **Tulay Girard**, and F. Bahar Ozdogan (2012), "[Consumer-Based Brand Equity In The Television Industry: A Study Of A Private TV Channel In Turkey](#)," *Academy of Marketing Studies Journal (AMSJ)*, 16 (1), 67-86.

Girard, Tulay and Musa Pinar (2011), "A Usability Study of Interactive Web-based Modules" *Turkish Online Journal of Educational Technology*, 10 (3), 27-32. <http://www.tojet.net/volumes/v10i3.pdf>.

Pinar, Musa, **Tulay Girard**, Zeliha Eser (2011), "[An Exploratory Study of Consumer-based Brand Equity in Turkish Banking Industry](#)," *Services Marketing Quarterly*, 32 (4), 282-301.

Pinar, Musa, Paul Trapp, **Tulay Girard**, Tom Boyt (2011), "[Utilizing the Brand Ecosystem Framework in Designing Branding Strategies for Higher Education](#)," *International Journal of Educational Management*, 25 (7), 724-739.

Anitsal, İsmet, M. Meral Anitsal, and **Tulay Girard** (2011), "[Top 250 Global Retailers: Online Features of Retailer Websites](#)," *The Journal of International Business Research*, 10 (1), 45-58.

Girard, Tulay, Musa Pinar, and Paul Trapp (2011), "[Class Presentations and Peer Evaluations: Do Students Perceive the Benefits?](#)" *The Academy of Educational Leadership Journal*, 15 (1), 77-94.

Girard, Tulay (2010), "[The Role of Demographics on the Susceptibility to Social Influence: A Pretest Study](#)," *Journal of Marketing Development and Competitiveness*, 5 (1), 9-22.

Gupta, Shruti, Julie Pirsch, and **Tulay Girard** (2010), "[An Empirical Examination of a Multinational Ethical Dilemma: The Issue of Child Labor](#)," *Journal of Global Marketing*, 23 (4), 288-305.

Girard, Tulay and Paul Dion (2010), "[Validating the Search, Experience, and Credence Product Classification Framework](#)," *Journal of Business Research*, 63 (9/10), 1079-87.

Girard, Tulay and Musa Pinar (2009), "[An Exploratory Study of Gender Effect on Student Presentation Evaluations: Does Gender Similarity Make a Difference?](#)" *International Journal of Educational Management*, 23 (3), 237-251.

Pinar, Musa and **Tulay Girard** (2008), "*Investigating the Impact of Organizational Excellence and Leadership on Achieving Business Performance: An Exploratory Study of Turkish Firms*," *The SAM Advanced Management Journal*, 73 (1), 29-45.

McConn, Charlotte. E., Ryoo, Jungwoo, and **Tulay Girard** (2008), "Assessing Information Systems Security within Local Governments: A Pilot Study for Central Pennsylvania." *The Journal of International Business Research*, 6 (1): 55-75, 2007 (ISSN: 1544-0222).

Girard, Tulay, M. Meral Anitsal and İsmet Anitsal (2008), "[On-Line Features of the Top 100 U.S. Retailers' Websites](#)," *International Journal of the Academic Business World*, Spring, Vol. 2 (1), 9-17.

O'Connor, Maggie and **Tulay Girard** (2006), "[Making Principles of Marketing Case Studies Tangible through Interactivity](#)" *The Journal of Business and Leadership: Research, Practice, and Teaching*, 2 (2), 374-381.

Korgaonkar, Pradeep, Ronnie Silverblatt, and **Tulay Girard** (2006), "[Online Retailing, Product Classifications, and Consumer Preferences](#)," *Internet Research*, 16 (3), 267-288.

Girard, Tulay, Pradeep Korgaonkar, and Ronnie Silverblatt (2003), "Relationship of Type of Product, Shopping Orientations and Demographics with Preference for Shopping on the Internet," *Journal of Business and Psychology*, 18 (1), 101-120.

Girard, Tulay, Ronnie Silverblatt, and Pradeep Korgaonkar (2002), "[Influence of Product Class on Preference for Shopping on the Internet](#)," *Journal of Computer-Mediated Communication*, 8 (October), available at <http://www.ascusc.org/jcmc/vol8/issue1/girard.html>

DISSERTATION

Girard, Tulay (2005), "Validating The Search, Experience, and Credence Product Classification Framework in a Model of Patronage Intentions," The Florida Atlantic University, College of Business, Dissertation Committee: Dr. Pradeep Korgaonkar (Chair), Dr. Louis Dominguez, Dr. Paul Koku, Dr. Alan

Smith, Dr. Steven Hecht. UMI Number: 3166184, ProQuest Information and Learning Company, Ann Arbor, Michigan.

REFEREED CONFERENCE PUBLICATIONS

Ekebas, Ceren, Paul Trapp, Musa Pinar, and **Tulay Girard** (2018). "Do you see my brand the way I see it?: An examination of brand orientation," Submitted to *the 2018 Winter American Marketing Association Conference*, New Orleans, LA on August 23, 2017.

Trapp, Paul, Musa Pinar, and **Tulay Girard** (2017). "Examining private-label brand equity dimensions: Do brand equity dimensions differ for different PLBs of the same store?," *Proceedings of the 2017 Atlantic Marketing Association Conference*, Williamsburg, VA, September 27-30, 2017.

Girard, Tulay, Paul Trapp, Ilayda Ipek, Nilay Bicakcioglu, and Musa Pinar (2017). "Measuring Consumer-Based Brand Equity for Private-Label Brands: Cross-Country Comparisons," *Proceedings of the 2017 Summer AMA Conference*, San Francisco, CA, August 4-6, 2017.

Girard, Tulay and Luke Hallman (2017). A Collaborative Logo Design Project for a Startup Therapeutic Medicine Company. *Proceedings of the 2017 Association of Marketing Theory and Practice Conference*, Myrtle Beach, SC, March 23-25, 2017. **The Top Paper in Track Award.**

Pinar, Musa, **Tulay Girard**, Nilay Bicakcioglu, Ilayda Ipek, and Paul Trapp (2017), "Examining Purchase Shares of Private Label-Brands and Consumer Demographics: A Study in the United States and Turkey," (Abstract). *Proceedings of the 2017 Association of Marketing Theory and Practice Conference*, Myrtle Beach, SC, March 23-25, 2017.

Girard, Tulay, Meral Anitsal, Ismet Anitsal, Stephen LeMay, Dorene Ciletti, and Ron Dick (2017). "The Best Practices to Eliminate Distraction due to Mobile Device Usage in Classrooms Without Creating a Negative and Hostile Classroom Experience" (panel session proposal abstract). *Proceedings of the 2017 Association of Marketing Theory and Practice Conference*, Myrtle Beach, SC, March 23-25, 2017.

Girard, Tulay, Ismet Anitsal, Meral Anitsal, David Burns, Michael Latta, and Michael McCall (2017). "What are the Expectations and Opportunities for Full Professors Different than Associate and Assistant Professors?" (panel session proposal abstract). *Proceedings of the 2017 Association of Marketing Theory and Practice Conference*, Myrtle Beach, SC, March 23-25, 2017.

Girard, Tulay, Musa Pinar, Nilay Bicakcioglu, and Ilayda Ipek (2016). "Özel Markalı Ürünlerin Tüketici Temelli Marka Değeri: İki Ülkede Ampirik Bir Karşılaştırma (Private-Label Brand Equity: An Empirical Comparison in Two Countries)," (extended abstract). *Proceedings of 21.Ulusal Pazarlama Kongresi (The 21st National Marketing Conference)*, Kutahya, Turkey, [October 6-8](#), 2016.

Girard, Tulay and Luke Hallman (2016). "Linking Education to Industry: A Collaborative Logo Design Project," *Proceedings of the 2016 Marketing Management Association Fall educators' Conference*, Providence, RI, September 14-16, 2016.

Pinar, Musa, Sinan Nardali, Sanem Alkibay, and **Tulay Girard** (2016). "Türkiye Süper Ligi'nin Marka Değerini Etkileyen Faktörlerin Öneminin ve Performasınının Değerlendirilmesi" – Examining the Importance and Perceptions of the Factors Influencing Turkish Soccer League Brand Equity", (extended abstract). *Proceedings of 21.Ulusal Pazarlama Kongresi (The 21st National Marketing Conference)*, Kutahya, Turkey, [October 6-8](#), 2016.

Pinar, Musa, **Tulay Girard**, Gokhan Karaatli, Serdar Turedi, Sinan Nardali, Sanem Alkibay (2016), "Examining Turkish Fans' Perceptions of Turkish Soccer League Brand: A Gap Analysis of Expectations and Perceptions," (invited presentation - abstract submitted). *Proceedings of The Midwest Decision*

Science Institute (MWDSI) 2016 Conference, Valparaiso University, Valparaiso, IN, April 14-16.

Girard, Tulay, Musa Pinar, Paul Trapp (2016), "Measuring Consumer-Based University Brand Equity and Comparing the Brand Equity Dimensions by Student Demographics," *Proceedings of the 2016 Association of Marketing Theory and Practice Conference*, St. Simons Island, GA, (March). **The Best Paper in Track and 2016 Thomas Ponzurick Top Paper in Conference Award.**

Girard, Tulay and Daniela Ngounou (2016), "Understanding Employer Needs and Expectations from the Perspective of Human Resources," *Proceedings of the 2016 Association of Marketing Theory and Practice Conference*, St. Simons Island, GA, (March).

Girard, Tulay and Luke Hallman (2016), "Logo Design and Development Method: A Case of a Startup Therapeutic Medicine Company," (abstract). *Proceedings of the 2016 AIBPAD Conference*, Orlando, FL (January).

Musa Pinar, **Tulay Girard**, Sinan Nardali, Sanem Alkibay (2015), "Measuring Consumer (Fan)-Based Brand Equity in a Sport League: A Study of Turkish Soccer League," (Abstract). *Proceedings of the 2015 Summer American Marketing Association Conference*, Chicago, IL, (August).

Girard, Tulay, Meral Anitsal and Ismet Anitsal (2015), "Testing the Semiotic Associations, Industry Representation, Ease of Recognition and Consumer Sentiments of Logos." *Proceedings of the 2015 Association of Marketing Theory and Practice Conference*, Savannah, GA, (March). **The Best Paper in Track and 2015 Thomas Ponzurick Top Paper in Conference Award.**

Girard, Tulay, Mark M. Lennon, and Kristina Snyder (2014), "Enhancing Student Learning with a Social Media Community Development Project in Higher Education" (Abstract). *Proceedings of the 2014 Higher Education Teaching and Learning (HETL) Conference*, Anchorage, AL, (May-Jun).

Musa Pinar, Paul Trapp, and **Tulay Girard** (2014), "Investigating Consumer Perceptions of Purchase Shares for Private-Label Brands and Demographics: A Study of the Great Value Brand" (Abstract). *Proceedings of the 2014 Association of Marketing Theory and Practice Conference*, Hilton Head, SC, (March).

Tulay Girard and Krissa Weyant (2014), "A Survey of Employer Needs and Expectations from Business Programs at Higher Education Institutions" (Abstract). *Proceedings of the 2014 Association of Marketing Theory and Practice Conference*, Hilton Head, SC, (March).

Girard, Tulay, Musa Pinar, Paul Trapp, and Thomas E. Boyt (2013), "Consumer-based Brand Equity Measurements for Higher Education: Developing and Testing the Relationships" (Abstract). [*Proceedings of the 2013 Summer American Marketing Association \(AMA\) Conference*](#), Boston, MA, (Aug).

Girard, Tulay, Musa Pinar, Paul Trapp, and Tanses Gulsoy (2013), "University Brand Equity Dimensions: Student Perspectives and Perceptions" (Abstract). *Proceedings of the 2013 International Academy of Business and Public Administration Disciplines (IABPAD) Conference*, Istanbul, Turkey, (July). Vol. 10, No.3. ISSN: 1547-4836.

Trapp, Paul, **Tulay Girard**, Musa Pinar, and Tanses Gulsoy (2013), "Developing a Scale to Measure Consumer-Based Brand Equity of Private Label Brands" (Abstract). *Proceedings of the 2013 International Academy of Business and Public Administration Disciplines (IABPAD) Conference*, Istanbul, Turkey, (July). Vol. 10, No.3. ISSN: 1547-4836.

Girard, Tulay, Paul Trapp, Musa Pinar, Tanses Gulsoy, and Thomas E. Boyt (2013), "Empirically Testing University Brand Equity Dimensions. (Abstract). Poster Session, European Academy of Marketing Conference (EMAC), Istanbul, Turkey, (June).

Girard, Tulay, Meral Anitsal, Ismet Anitsal, and ZhanYe Zhang (2013), "Relationships of Brand awareness, Logo Associations and Prior Shopping Experience: A Pre-test Study" (Abstract). *Proceedings of the 2013 Association of Marketing Theory and Practice Conference*, Charleston, SC, (March).

Pinar, Musa, Paul Trapp, **Tulay Girard**, and Thomas Boyt (2013), "University Brand Equity: An Empirical Investigation of Its Dimensions" (Abstract). [*Proceedings of the 2013 MBAA International Marketing Management Association Conference*](#), Chicago, IL. (February-March).

Best Paper Award in Services Marketing Track

Lennon, Mark M., **Tulay Girard** (2013), "Professor iPad: Improving Learning Outcomes with the iPad" (Abstract). [*Proceedings of the 2013 Higher Education Teaching & Learning \(HETL\) Conference*](#), Orlando, FL (January).

Girard, Tulay, Rachel Litzinger, and Mark M. Lennon (2013), "The Use of iPocket Coach in Business Education" (Abstract). [*Proceedings of the 2013 Higher Education Teaching & Learning \(HETL\) Conference*](#), Orlando, FL (January).

Pinar, Musa and **Tulay Girard** (2012), "Measuring Consumer-based Brand Equity Using Services Branding Triangle" (Abstract). [*Proceedings of the 2012 Atlantic Marketing Association Conference*](#), Williamsburg, VA (September), 398-399.

Litzinger, Rachel and **Tulay Girard** (2012), "Enhancing Business Education with the Use of an iPad App: iPocket Coach" (Abstract). [*Proceedings of the 2012 Atlantic Marketing Association Conference*](#), Williamsburg, VA (September), 396-397.

Anitsal, Ismet, Meral Anitsal and **Tulay Girard** (2012), "Retail Mission Statements and Global Retailers," [*Proceedings of the 2012 Allied Academies Spring Conference*](#), New Orleans (April), Vol 11 (1), 1.

Girard, Tulay, Meral Anitsal and Ismet Anitsal (2012), "The Role of Logos in Building Brand Awareness: Implications for Entrepreneurs" (Abstract). [*Proceedings of the 2012 Allied Academies Spring Conference*](#), New Orleans, LA, (April).

Pinar, Musa, Paul Trapp, and **Tulay Girard** (2012), "Examining the U.S. Consumer Perceptions of Olive Oil: Implications for Marketing Strategy" (Abstract). *Proceedings of the 2012 Association of Marketing Theory and Practice Conference*, Myrtle Beach, SC, (March).

Girard, Tulay, Meral Anitsal and Ismet Anitsal (2012), "A Model of Brand Awareness and Performance: The Role of Logos" (Abstract). *Proceedings of the 2012 Association of Marketing Theory and Practice Conference*, Myrtle Beach, SC, (March).

Girard, Tulay, Jungwoo Ryoo, and Charlotte McConn (2012), "An Information Systems Security Assessment Framework: A Study of Pennsylvania Rural and Urban Municipalities" (Abstract). *Proceedings of the 2012 Association of Marketing Theory and Practice Conference*, Myrtle Beach, SC, (March).

Anitsal, Ismet, Meral Anitsal and **Tulay Girard** (2011), "The Core of Retail Mission Statements: Top 100 U.S. Retailers," *Proceedings of the Allied Academies International Conference*, Las Vegas, (October).

Girard, Tulay and Musa Pinar (2011), "A Usability Study of Interactive Web-based Modules" (Abstract). *Proceedings of the 2011 International Educational Technology Conference (IETC)*, Istanbul, Turkey, (May).

Pinar, Musa, **Tulay Girard**, Zeliha Eser, and Bora Bodur (2011), "An Empirical Study of Brand Equity In Turkish Banking Industry: The Personnel Perspective" *Proceedings of the Istanbul Conference of Economy and Finance (ICEF)*, Istanbul, Turkey, (May).

Anitsal, Ismet, **Tulay Girard**, and Meral Anitsal (2011), "How Retailers Use Services Marketing Mix to Communicate Information on Sales Receipts" (Extended Abstract). *Proceedings of the 2011 Association of Marketing Theory and Practice Conference*, Panama City, FL, (March).

Pinar, Musa, **Tulay Girard**, Zeliha Eser, and Bora Bodur (2010), "Personnel's Perceptions of Brand Equity in Banking Industry: An Exploratory Study in Turkey" (Extended Abstract). *Proceedings of the The Sixth International Conference on Business, Management, and Economics (ICBME, Cesme, Turkey)*, (October).

Pinar, Musa, **Tulay Girard**, and Zeliha Eser (2010), "Consumer Perceptions of (Consumer-Based) Brand Equity in Banking Industry: A Comparison of Domestic and Global Banks in Turkey" (Extended Abstract). *Proceedings of the Global Branding Conference*, Istanbul, Turkey, (June).

Pinar, Musa, Paul Trapp, and **Tulay Girard** (2010), "Utilizing the Brand Ecosystem Framework in Designing Branding Strategies for Higher Education" (Extended Abstract). *Proceedings of the 2010 MMA Spring Conference*, Chicago, IL, (March).

Girard, Tulay and Michelle Pope (2010), "[A Logo Selection Method](#)." *Proceedings of the 2010 AMTP Conference*, March, Hilton Head, SC, (March).

Eser, Zeliha, Musa Pinar, **Tulay Girard**, and F. Bahar Isin (2009), "Consumer-Based Brand Equity in the Television Industry: A Study of a Private TV Channel in Turkey" (Extended Abstract). *Proceedings of the Fifth International Conference on Business, Management, and Economics (ICBME, Cesme, Turkey)*, (October).

Anitsal, Ismet, M. Meral Anitsal, and **Tulay Girard** (2009), "Online Features of Global Retailer Websites," *Proceedings of the Fall 2009 International Conference of Allied Academies: Academy for Studies in International Business*, Las Vegas, Nevada. **The Distinguished Research Award**.

Girard, Tulay (2009), "A Study of Gender Differences in the Susceptibility to Social Influence" (Abstract). *Proceedings of the 2009 Hawaii International Conference on Business*, Oahu, Hawaii, (June).

Girard, Tulay, and Paul Dion (2009), "Effect of product classes on retailer attributes, perceived risk, and consumer online patronage intentions for online versus offline retail stores" (Extended Abstract). *Proceedings of the 2009 Association of Marketing Theory and Practice Conference*, Jekyll Island, GA, (March).

Girard, Tulay, Musa Pinar, and Zeliha Eser (2009), "Examining Consumer-Based Brand Equity in Turkish Banking Industry: Does Bank Type Influence Brand Equity?" (Extended Abstract). *Proceedings of the 2009 Marketing Management Association Conference*, Chicago, IL, (March).

Girard, Tulay and Musa Pinar (2009), "Examining Student Perceptions of Class Presentations: Do Students Benefit From Presentations?" *Proceedings of the 2009 Marketing Management Association Fall Educators' Conference*, St. Louis, MO, (September).

O'Connor, Maggie and **Tulay Girard**, (2009), "A Collaborative Approach for Developing Interactive Case Studies: Learning from a University Setting" (Abstract). *Proceedings of the 2009 MBAA Conference*, Chicago, IL, (March). **The Distinguished Paper Award**.

Girard, Tulay and Musa Pinar (2008), "An Exploratory Study of Gender Effect on Student Presentation Evaluations: Does Gender Similarity Make a Difference?" (Extended Abstract). *Proceedings of the 2008 AMTP Conference*, Savannah, GA, (March).

Girard, Tulay, M. Meral Anitsal and İsmet Anitsal (2007), "On-Line Features of the Top 100 U.S. Retailers' Websites," *Proceedings of the Third Annual Academic Business World International Conference*, Nashville, TN, (May). Available at <http://abwic.org/> **The Best Paper Award**.

Pinar, Musa and **Tulay Girard** (2007), "Investigating the Impact of Organizational Excellence and Leadership on Achieving Business Performance: An Exploratory Study of Turkish Firms" (Extended Abstract). *Proceedings of the 2007 Association of Marketing Theory and Management Conference*, Panama City, (March).

McConn, Charlotte E., Jungwoo Ryoo, and **Tulay Girard** (2007), "Assessing the Computer Information Systems Security: Three Case Studies of Local Governments in Central Pennsylvania." *Proceedings of the 2007 International Guam Conference on Business, Economics, and Information Technology*, Guam, (March).

Pinar, Musa and **Tulay Girard** (2006), "Student Perceptions of Class Presentations: Does Gender Impact the Evaluations?" *Proceedings of the 2006 Marketing Management Association Fall Educators Conference*, Chicago, IL, (March).

O'Connor, Maggie and **Tulay Girard** (2006), "Development, Design and Implementation of a Web-based Marketing Case Study" (abstract). *Proceedings of the Pennsylvania State University Symposium for Teaching and Learning with Technology*, State College, PA.

Girard, Tulay, Wood, Cynthia, and Kim P. Davis (2006), "A Method for Selecting Logos," *Proceedings of the 6th Annual Hawaii International Conference on Business, Oahu, Hawaii*, May, 1007-1018. ISBN#1539-722X.

Girard, Tulay, Margaret O'Connor, and Jungwoo Ryoo (2006), "The Roles of Satisfaction and Trust in Online Shoppers' Purchase Intentions" (Abstract). *Proceedings of the 14[th] International Conference on Telecommunication Systems—Modeling and Analysis*, 314-315.

Ryoo, Jungwoo, Park, Eun-A, **Tulay Girard**, and Sylvester Osagie (2006), "Measuring Internet Security Readiness: A Study of Household Behavior." *Proceedings of the 16th Biennial Conference of the International Telecommunication Society*, Beijing, China, (June).

Girard, Tulay (2005), "An Assessment of Product Classification Frameworks in the Context of Online Shopping," *Proceedings of the Association of Marketing Theory and Practice (AMTP) Conference*, Jekyll Island, GA, (March), 310-313.

Girard, Tulay (2005), "Teaching with Hands on Experience: A Logo Selection Exercise," In *Proceedings of the 2005 10th Annual Marketing Management Association Fall Educators' Conference*, Kansas City, KS, (September). **The Best Paper in Conference Award**.

Girard, Tulay, Pradeep Korgaonkar, and Ronnie Silverblatt (2004), "A Cross-Validation of Influence of Shopping Orientations on Online Patronage Preferences," *Proceedings of the 2004 Association of Collegiate Marketing Educators (ACME) Conference*, (March).

Girard, Tulay (2003), "[Influence of Product Category on Consumer Information Search Behavior](#)," (Extended Abstract). *Proceedings of the 15th Annual Direct Marketing Educational Foundation Robert B. Clarke Educators' Conference* Orlando, FL. (**Runner-Up in the Best Ph.D. Student Paper**).

INVITED GUEST SPEAKER

Girard, Tulay, "[Universitelerin Markalama Stratejilerinin Belirlenmesinde Marka Ekosistemi](#) (Utilizing the Brand Ecosystem Framework in Designing Branding Strategies for Higher Education)," Baskent University Strategic Research Center, Ankara, Turkey, May 2011.

NON-REFEREED PUBLICATIONS

Textbook Case Study

Girard, Tulay, "The SteakStop Restaurant: 'What is Wrong with These Questions?'" In *Basic Marketing Research Using Microsoft Excel Data Analysis* by Alvin C. Burns and Ronald F. Bush. 3rd edition. Upper Saddle River NJ: Prentice Hall. (Case Study).

Girard, Tulay, "The SteakStop Restaurant: 'What is Wrong with These Questions?'" In *Marketing Research* by Alvin C. Burns and Ronald F. Bush. 6th edition. Upper Saddle River NJ: Prentice Hall: NJ. (Case Study).

Magazine/Newspaper & Trade Publications

"Data Security," *Shopper Marketing Magazine*, 29 (10, October 2016), p.14. This is an interview article by Dawn Klingensmith that contains my expert opinion in the subject area.

Pinar, Musa, Sinan Nardali, Sanem Alkibay, and **Tulay Girard** (2016). "Taraftar Bakış Açısıyla Türkiye Süper Ligi'nin Marka Değerini Etkileyen Faktörler ve Marka Değeri Boyutlarının Değerlendirilmesi," *Marketing Türkiye*, (February). Available at: <https://www.marketingturkiye.com.tr/arastirmalar/taraftar-bakis-acisiyla-turkiye-super-liginin-marka-degerini-etkileyen-faktorler-ve-marka-degeri-boyutlarinin-degerlendirilmesi/>

Anonymous (2016), "Futbol Ekranı Mahkum – Football (Soccer) is followed only on TV", *Milliyet Newspaper*, March 28, Sports page19. Interview Article.

Girard, Tulay (2013), "[The Benefits of Project-based Learning](#)" *Penn State Altoona Research & Teaching* (Online Magazine), October 7, 2014.

Pinar, Musa, Zeliha Eser, **Tulay Girard** (2011), "[Bankacılık Endüstrisinde Personelin Tüketici-Temelli Marka Değeri Algısı: Kesfedici Bir Araştırma](#) (Personnel Perceptions of Consumer-based Brand Equity in the Banking Industry)," *Active Magazine*, 70 (March-April), p. 60-67. ISSN 1301-9252.

Pinar, Musa, Zeliha Eser, and **Tulay Girard** (2009), "[Müşteri Gözüyle Türkiye'de Bankaların Algılanan Kalitesi, Marka Sadakati ve Marka Değeri](#)" (Consumer Perceptions of Bank's Service Quality, Brand Loyalty, and Brand Equity in Turkey). *Dunya (The World) Newspaper*, December 4.

Pinar, Musa, Zeliha Eser, and **Tulay Girard** (2009), "Türkiye'de Bankaların Müşteri Hafıza Payı ve Müşteri - Odaklı Olarak Marka Değerlerine İlişkin Bir Değerlendirme" (An Evaluation of Consumer Top-of-Mind Awareness and Consumer-based Brand equity of Banks in Turkey), <http://www.activegroup.biz/> *Active Magazine*, (Sep-Oct.), Vol. 61.

Ryoo, Jungwoo, **Tulay Girard**, Charlotte McConn (2009), "[An Information Systems Security Assessment for Municipalities in Rural Pennsylvania](#)" *The Center for Rural Pennsylvania* (November), 1-20.

Pinar, Musa, Zeliha Eser, and **Tulay Girard** (2009), "[Türkiye'de Bankaların Marka Değeri ve Marka Tanınırlığı](#) (Banks' Brand-Equity and Brand Awareness in Turkey)," *Dunya (The World) Newspaper*, August 13, 2009, p.14.

SELECTED RESEARCH IN PROGRESS

“Measuring and Validating Brand Orientation Dimensions”

“Measuring Consumer-based Brand Equity for Private Label Brands and Cross-country Comparisons”

“Consumer-based Brand Equity in Higher Education”

“Services Branding Triangle”

“Logo Design and Testing”

“Exploring New Approaches to Case Study Research: Individual vs. Group Responses Using Traditional and Computer-aided Methods”

“A Model of Online Trust”

“Consumer Risk Perceptions toward Retailer Attributes”

Case Studies: A Restaurant and Public Library

PRESENTATIONS

Conference Presentations

“Examining private-label brand equity dimensions: Do brand equity dimensions differ for different PLBs of the same store?,” ([with Musa Pinar](#)). *The 2017 Atlantic Marketing Association Conference*, Williamsburg, VA, September 2017.

“Measuring Consumer-Based Brand Equity for Private-Label Brands: Cross-Country Comparisons” ([with Musa Pinar](#)). *The 2017 Summer AMA Conference*, San Francisco, CA, August 2017.

“A Collaborative Logo Design Project for a Startup Therapeutic Medicine Company” ([with Luke Hallman](#)). *The 2017 Association of Marketing Theory and Practice Conference*, Myrtle Beach, SC, March 2017.

“Examining Purchase Shares of Private Label-Brands and Consumer Demographics: A Study in the United States and Turkey.” *The 2017 Association of Marketing Theory and Practice Conference*, Myrtle Beach, SC, March 2017.

“Linking Education to Industry: A Collaborative Logo Design Project,” *The 2016 Marketing Management Association Fall educators’ Conference*, Providence, RI, September 2016.

“Measuring Consumer-Based University Brand Equity and Comparing the Brand Equity Dimensions by Student Demographics,” *The 2016 Association of Marketing Theory and Practice Conference*, St. Simons Island, GA, March 2016.

“Understanding Employer Needs and Expectations from the Perspective of Human Resources,” *The 2016 Association of Marketing Theory and Practice Conference*, St. Simons Island, GA, March 2016.

“Logo Design and Development Method: A Case of a Startup Therapeutic Medicine Company,” *The 2016 AIBPAD Conference*, Orlando, FL, January 2016.

“Measuring Consumer (Fan)-Based Brand Equity in a Sport League: A Study of Turkish Soccer League,” *The 2015 Summer American Marketing Association Conference*, Chicago, IL, August 2015.

"Testing the Semiotic Associations, Industry Representation, Ease of Recognition and Consumer Sentiments of Logos," The 2015 Association of Marketing Theory and Practice Conference, Savannah, GA, March 2015.

"Enhancing Student Learning with a Social Media Community Development Project in Higher Education". (with Kristina Snyder). *The 2014 Higher Education Teaching and Learning (HETL) Conference*, Anchorage, AL, (May-Jun).

"Investigating Consumer of Purchase Shares for Private-Label Brands and Demographics: A Study of the Great Value Brand," The 2014 Association of Marketing Theory and Practice Conference, Charleston, SC, March 2014.

"A Survey of Employer Needs and Expectations from Business Programs at Higher Education Institutions," (with Krissa Weyant). The 2014 Association of Marketing Theory and Practice Conference, Charleston, SC, March 2014.

"Failure and success factors in revival of towns using social media: Case Studies pertaining to the Pittsburgh-to-Harrisburg Main Line Canal Greenway Project," (with Thomas L. Shaffer and Mackenzie Sternberg. 2013 Twenty Fourth Annual American Society for Competitiveness (ASC) Conference in Pittsburgh, PA, November 2013.

"Consumer-based Brand Equity Measurements for Higher Education: Developing and Testing the Relationships," 2013 Summer American Marketing Association (AMA) Conference, in Boston, MA, (Aug).

"University Brand Equity Dimensions: Student Perspectives and Perceptions." (with Musa Pinar). International Academy of Business and Public Administration Disciplines (IABPAD) Conference, Istanbul, Turkey, July 2013.

"Developing a Scale to Measure Consumer-Based Brand Equity of Private Label Brands." (with Musa Pinar). International Academy of Business and Public Administration Disciplines (IABPAD) Conference, Istanbul, Turkey, July 2013.

"Empirically Testing University Brand Equity Dimensions." Poster session. European Academy of Marketing Conference (EMAC), Istanbul, Turkey, June 2013

"Relationships of Brand awareness, Logo Associations and Prior Shopping Experience: A Pre-test Study." (with ZhenYe (Julie) Zhang). Association of Marketing Theory and Practice Conference, Charleston, SC, March 2013.

"Professor iPad: Improving Learning Outcomes with the iPad." Higher Education Teaching & Learning (HETL) Conference, Orlando, FL, January 2013.

"The Use of iPocket Coach in Business Education." Higher Education Teaching & Learning (HETL) Conference, Orlando, FL, January 2013.

"Measuring Consumer-based Brand Equity Using Services Branding Triangle." Atlantic Marketing Association Conference, Williamsburg, VA, September 2012.

"iPocket Coach." (with Rachel Litzinger). Atlantic Marketing Association Conference, Williamsburg, VA, September 2012.

"Examining the U.S. Consumer Perceptions of Olive Oil: Implications for Marketing Strategy." Association of Marketing Theory and Practice Conference, Myrtle Beach, SC, March 2012.

"A Model of Brand Awareness and Performance: The Role of Logos." Association of Marketing Theory and Practice Conference, Myrtle Beach, SC, March 2012.

"An Information Systems Security Assessment Framework: A Study of Pennsylvania Rural and Urban Municipalities." (with Charlotte McConn). Association of Marketing Theory and Practice Conference, Myrtle Beach, SC, March 2012.

"An Empirical Study of Brand Equity in Turkish Banking Industry: The Personnel's Perspective." Istanbul Economy and Finance Conference (ICEF), Istanbul, Turkey, May 2011.

"A Usability Study of Interactive Web-based Modules." International Educational Technology Conference (IETC), Istanbul, Turkey, May 2011.

"How Retailers Use Services Marketing Mix to Communicate Information on Sales Receipts." Association of Marketing Practice Conference, Panama City, FL, March 2011.

"Consumer Perceptions of (Consumer-Based) Brand Equity in Banking Industry: A Comparison of Domestic and Global Banks in Turkey." (with Musa Pinar). Global Branding Conference, Istanbul-Turkey, June 2010.

"A Logo Selection Method," (with Michelle Pope), Association of Marketing Theory and Practice Conference, Hilton Head, SC, March 2010.

"A Collaborative Approach for Developing Interactive Case Studies: Learning from a University Setting." (with Maggie O'Connor). MBAA Conference, Chicago, IL, March, 2009.

"A Study of Gender Differences in the Susceptibility to Social Influence" The 9th Annual Hawaii International Conference on Business, Honolulu, Hawaii, June 2009.

"Examining Consumer-Based Brand Equity in Turkish Banking Industry: Does Bank Type Influence Brand Equity?" (with Musa Pinar). Marketing Management Association Conference, Chicago, IL, March 2009.

"Effect of product classes on retailer attributes, perceived risk, and consumer online patronage intentions for online versus offline retail stores." Association of Marketing Theory and Practice Conference, Jekyll Island, GA. March 2009.

"An Exploratory Study of Gender Effect on Student Presentation Evaluations: Does Gender Similarity Make a Difference?" (with Musa Pinar), Association of Marketing Theory and Practice Conference, Savannah GA, March 2008.

"Investigating the Impact of Leadership on Achieving Organizational Excellence: An Empirical Study of Turkish Firms" (with Musa Pinar), Association of Marketing Theory and Practice Conference, Jekyll Island GA, March 2007.

"Online Features of the Top 100 U.S. Retailers' Web Sites" (with M. Meral Anitsal, presenter, and Ismet Anitsal), Academic Business World International Conference, Nashville TN, May 2007.

"Assessing Information Systems Security within Local Governments: A Pilot Study for Central Pennsylvania" (with Charlotte E. McConn, presenter, and Jungwoo Ryoo), International Guam Conference on Business, Economics, and Information Technology, Tumon, Guam, March 2007.

"The Roles of Satisfaction and Trust in Online Shoppers' Purchase Intentions" (with Margaret O'Connor and Jungwoo Ryoo, presenters), 14th International Conference on Telecommunications Systems-Modeling and Analysis, Penn State Berks, Reading PA, October 2006.

“Student Perceptions of Class Presentations: Does Gender Impact the Evaluations?” (with Musa Pinar), 11th Annual Fall Educators’ Conference, Marketing Management Association, Nashville TN, September 2006.

“Measuring Internet Security Readiness: A Study of Household Behavior” (with Jungwoo Ryoo, Eun-A Park, and Sylvester Osagie; presented by a colleague), 16th Biennial Conference of the International Telecommunications Society, Beijing, China, June 2006.

“A Method for Selecting a Logo” (with Cynthia Wood, presenter, and Kim P. Davis), 6th Annual Hawaii International Conference on Business, Waikiki Beach HI, May 2006.

“Teaching with Hands on Experience: A Logo Selection Exercise,” *Marketing Management Association Fall Educators’ Conference*, Kansas City MO, September 2005.

“An Assessment of Product Classification Frameworks in the Context of Online Shopping,” *Association of Marketing Theory and Practice Conference*, Orlando FL, March 2005.

“A Cross-Validation of Influence of Shopping Orientations on Online Patronage Preferences” (with Pradeep Korgaonkar and Ronnie Silverblatt), *Annual Meeting of the Association of Collegiate Marketing Educators*, Orlando FL, March 2004.

“Influence of Product Category on Consumer Information Search Behavior,” *15th Annual Direct Marketing Educational Foundation Robert B. Clarke Educators’ Conference*, Orlando FL, March 2003.

Teaching and Advising Workshops and Presentations

Colloquium Presenter

“Enhancing Business Education with the Use of an iPad App: iPocket Coach,” Presented, Penn State Altoona, November 14, 2012.

“Security Readiness Assessment for Municipalities in Pennsylvania,” Presented with Charlotte McConn and Jungwoo Ryoo, Penn State Altoona, October 4, 2010.

["Investigating the Impact of Organizational Excellence and Leadership on Achieving Business Performance: An Exploratory Study of Turkish Firms,"](#) Presented, Penn State Altoona, April 2, 2007.

“Syllabus Creation Workshop for New Faculty,” Teaching and Learning Consortium, Penn State Altoona, August 2006.

“Bringing Research into Teaching and Teaching into Research,” Teaching and Learning Consortium, Penn State Altoona, March 2006.

Lecture Presentations as a Guest Speaker

“Simple and Multiple Regression Analysis,” Guest Speaker in two sessions of the Introduction to Statistics for Business (SCM 200) classes, Penn State Altoona, April 14 and 15, 2015.

“Social Media Marketing Tools and Techniques,” Guest Speaker in Management Information Systems (MIS 204) class, Penn State Altoona, April 2012.

“The Marketing Research Process and Survey Development,” Guest speaker in Political Science Urban Development (PLSC 497K) class, Penn State Altoona, February 2, 2010.

“Application of Descriptive and Inferential Statistics in Business,” Guest speaker in Statistics (SCM 200) class, Penn State Altoona, February 23, 2010, and August 30, 2010.

AWARDS

The Top Paper in Track Award. *Association of Marketing Theory and Practice Conference*, March 2017. For “A Collaborative Logo Design Project for a Startup Therapeutic Medicine Company.” (Luke Hallman).

2016 Thomas Ponzurick Top Paper in Conference Award and The Best Paper in Track, *Association of Marketing Theory and Practice Conference*, March 2016. For “Measuring Consumer-Based University Brand Equity and Comparing the Brand Equity Dimensions by Student Demographics.” (Musa Pinar and Paul Trapp).

2015 Thomas Ponzurick Top Paper in Conference Award and The Best Paper in Track, *Association of Marketing Theory and Practice Conference*, March 2015. For “Testing the Semiotic Associations, Industry Representation, Ease of Recognition and Consumer Sentiments of Logos,” (Meral Anitsal and Ismet Anitsal).

The SGA-Excellence in Academic Advising Award, Penn State Altoona, May, 2014.

The Grace D. Long Faculty Excellence Award, Penn State Altoona, May 2013.

Best Paper Award, *MBAA International Conference*, February 2013. For “University Brand Equity: An Empirical Investigation of Its Dimensions,” (with Musa Pinar, Paul Trapp, and Thomas Boyt).

Distinguished Research Award, International Conference of Allied Academies: Academy for Studies in International Business, October, 2009. For “Online Features of Global Retailers' Websites,” (with Ismet Anitsal, and M. Meral Anitsal).

Distinguished Paper Award, (2009), *MBAA International Conference*, March 2009. For “A Collaborative Approach for Developing Interactive Case Studies: Learning from a University Setting,” (with Maggie O'Connor).

Best Paper Award, Third Annual Academic Business World International Conference, May 2007. For “Online Features of the Top 100 U.S. Retailers' Web Sites” (with M. Meral Anitsal, and Ismet Anitsal).

The Best Paper in Conference Award, 10th Annual Marketing Management Association Fall Educators Conference, September 2005. For “Teaching with Hands on Experience: A Logo Selection Exercise.”

HONORS

Beta Gamma Sigma Honor Society, 2003-present. Honor society for business students.

Phi Kappa Phi Honor Society, 1997-present. Honor society for all disciplines.

Golden Key International Honor Society, 1991-present. For all disciplines.

AMA (American Marketing Association) - Sheth Foundation Doctoral Consortium Fellow, University of Minnesota, Minneapolis, Minnesota, June 2003.

FUNDED PROJECTS AND GRANTS

- 2017-Spring Faculty Supplementary Travel Grant, \$1610.
- 2017 Student Travel Grant in Support of Research and Creative Activity (one student), \$1,385.
- 2016 Pearson Marketing Plan Builder Editorial Review Board Member, \$450.
- 2016 Spring Student Travel Grant in Support of Research and Creative Activity (one student), \$1,200.
- 2016-Spring Faculty Supplementary Travel Grant, \$1,500.
- 2016 Fall Student Travel Grant in Support of Research and Creative Activity (one student), \$1,200.
- 2015 Summer Undergraduate Research Grant (for one student), \$1,500.
- 2015 Spring Undergraduate Research Grant (for two students), \$1,000.
- 2014 Fall Undergraduate Research Grant (for two students), \$1,000.
- 2013-2014 Gardner Funds (Collaborative) for two student research assistants to conduct research on the Pittsburgh-to-Harrisburg Mainline Canal Greenway Project, up to \$10,000.
- 2013 Community-based Undergraduate Assistant Award (for two internships), \$666.
- 2013 Spring & Summer Community-based Project Grant (for student internship), \$2,000.
- 2013 Spring & Summer Community-based Project Grant (for student internship), \$2,000.
- 2012, Federal Cybersecurity Training, National Science Foundation Grant, \$1,200.
- 2010-2011, "Utilizing the Brand Ecosystem Framework in Designing Branding Strategies for Higher Education," Penn State Altoona Global Travel Fund, \$650.
- 2009-2010, "Consumer Perceptions of (Consumer-Based) Brand Equity in Banking Industry: A Comparison of Domestic and Global Banks in Turkey," Penn State Altoona Global Travel Fund, \$650.
- 2007-2010, "The Roles of Satisfaction and Trust in Online Shoppers' Purchase Intentions," Penn State Altoona Chancellor's Development Fund, \$4,000.
- 2007-2008, "Computer Security Readiness Assessment for Small Municipalities in Rural Pennsylvania," Center for Rural Pennsylvania Grant (Collaborative), \$49,989.
- 2007, "Marketing Plan and Web Site Design," Intrivah Inc. Gift Money to Penn State Altoona for Candidate's Research Use, \$1,500.
- 2006-2010, "Marketing Research Services," Hoss's Steak House Gift Money to Penn State Altoona for Candidate's Research Use, \$4,400.
- 2006, "Challenges and Contributions of Globalization and International Faculty Teaching Marketing Classes and Promoting Cultural Diversity in a Classroom," Schreyer Institute for Teaching Excellence Teaching Enrichment Travel Grant, \$500.
- 2006, "Marketing Engineering: Instructors' Workshop," Schreyer Institute for Teaching Excellence Teaching Enrichment Travel Grant, \$500.

2005-2006, "Validating the Search, Experience, and Credence Product Classification Framework in a Model of Patronage Intentions," Penn State Altoona Research Development Grant, \$2,900.

PROFESSIONAL ACTIVITIES

Journal Editorial Board Member

Academy of Marketing Studies Journal, Spring 2011-2013.

International Journal of Entrepreneurship (IJE), Spring 2011-2013.

Journal of the International Academy for Case Studies (JIACS), Spring 2011-2012.

Journal of International Business Research, Spring 2007-2012.

Service to Conferences

Track Director, "Internet/Social Media/Mobile/Direct Marketing," 2014 Association of Marketing Theory and Practice Conference, May 2013-March 2014.

Track Director, "Internet/Social Media/Mobile/Direct Marketing," 2013 Association of Marketing Theory and Practice Conference, May 2012-March 2013.

Track Director, "Internet/Social Media/Mobile/Direct Marketing," 2012 Association of Marketing Theory and Practice Conference, May 2011-March 2012.

Track Director, "Internet/Social Media/Mobile/Direct Marketing," 2011 Association of Marketing Theory and Practice Conference, May 2010-March 2011.

Track Director, "Internet Marketing/Interactive Marketing/Mobile Marketing/Direct Marketing," 2010 Association of Marketing Theory and Practice Conference, May 2009-March 2010.

Track Chair, "E-Commerce/Direct Marketing/Sports Marketing," 2009 Association of Marketing Theory and Practice Conference, May 2008-March 2009.

Track Chair, "Retailing," 2009 Marketing Management Association Conference, October 2008-March 2009.

Track Chair, "E-Commerce/Direct Marketing/Sports Marketing," 2008 Association of Marketing Theory and Practice Conference, June 2007-March 2008.

Track Chair, "E-Commerce/Direct Marketing/Sports Marketing," 2007 Association of Marketing Theory and Practice Conference, October 2006-March 2007.

Track Chair, "E-Commerce/Direct Marketing/Sports Marketing," 2006 Association of Marketing Theory and Practice Conference, October 2005-March 2006.

Refereeing and Reviewing

Scholarly Journals

Journal of Transportation Economics, one manuscript, May 2017.

Journal of Applied Research in Higher Education, one manuscript, December 2016.

Cornell Hospitality Review, one manuscript, January 2014.

Information Systems Frontiers, one manuscript, October 2012.

Journal of Applied Marketing Theory, one manuscript, October 2012.

Academy of Marketing Studies Journal, one manuscript, August 2012.

Information Systems Frontiers, one manuscript, June 2012.

Academy of Marketing Studies, one manuscript, April 2012

Academy of Marketing Studies, one manuscript, June 2011

Journal of the International Academy for Case Studies (JIACS), one manuscript, May 2011.

International Journal of Entrepreneurship, one manuscript, May 2011.

Internet Research, two manuscripts, December 2010, March 2011.

Journal of International Business Research, six manuscripts, April 2007-June 2010.

Social Behavior and Personality: An International Journal, four manuscripts, June 2006, February 2010, July 2010, March 2011.

Journal of Computer Mediated Communications, one manuscript, February 2003.

Textbook Chapters

John Wiley and Sons, Inc., two chapters, July 2003.

Conference Papers

2017 Association of Marketing Theory and Practice Annual Conference, one manuscript, December 2016.

2014 Association of Marketing Theory and Practice Annual Conference, one manuscript, November 2013.

2013 Association of Marketing Theory and Practice Annual Conference, one manuscript, December 2012.

2012 Association of Marketing Theory and Practice Annual Conference, one manuscript, October 2011.

MBAA International - IST Track, one manuscript, December 2010.

Marketing Management Association Conference, one manuscript, November 2009.

Society for Marketing Advances Conference - Marketing Education Track, four session proposals, June 2009.

Atlantic Marketing Association Conferences – Retailing Track, five manuscripts, May 2005-May 2008.

Association of Marketing Theory and Practice Annual Conference, six manuscripts, November 2004-November 2010.

Association of Collegiate Marketing Educators, two manuscripts, October 2003.

External Reviewer

External Reviewer, reviewed the dossier package of a faculty member for promotion to the rank of professor, September 2015.

Other Conference Participation

Session Organizer and Panelist, “The Best Practices to Eliminate Distraction due to Mobile Device Usage in Classrooms Without Creating a Negative and Hostile Classroom Experience,” Association of Marketing Theory and Practice Conference, March 2017 (Accepted).

Session Organizer and Panelist, “What are the Expectations and Opportunities for Full Professors Different than Associate and Assistant Professors,” Association of Marketing Theory and Practice Conference, March 2017 (Accepted).

Session Chair, “Marketing/International Marketing Session,” *International Academy of Business and Public Administration Disciplines (IABPAD) Conference*, July 2013.

Panel Session Chair, “The Costs and Benefits of AACSB Accreditation,” Association of Marketing Theory and Practice Conference, March 2011.

Panelist, “Predictive Analytics and Soft Skills: Are We Preparing Business Students for Real Job Requirements?,” Association of Marketing Theory and Practice Conference, March 2011.

Panelist, “Blending Theory and Practice: Increasing Collaboration and Relevance,” Association of Marketing Theory and Practice Conference, March 2011.

Discussant, “E-Commerce Marketing,” Marketing Management Association, Chicago IL, March 2009.

Session Chair, “Marketing Research I,” Association of Marketing Theory and Practice Conference, March 2007.

Panelist, “Globalization and International Faculty Teaching Marketing Classes: Contributions, Benefits, and Challenges in 21st Century,” Marketing Management Association Conference, Chicago IL, March 2006.

Session Chair, “The Interactive Classroom,” Marketing Management Association Fall Educators’ Conference, Kansas City MO, September 2005.

Discussant, “E-Commerce Marketing,” Association of Collegiate Marketing Educators, Orlando FL, March 2004.

Membership in Professional Societies

Association of Marketing Theory and Practice (AMTP), 2005-present.

American Marketing Association (AMA), 2015-2016.

American Marketing Association (AMA), 2013-2014.

Higher Education Teaching and Learning (HETL), 2012-present.

Entrepreneurial Executive, 2012-2013.

Business Studies Academy, 2011-2012.

Academy of Marketing Studies, 2011-2012.

Academy of Educational Leadership, 2009-2010.

Academy for Studies in International Business, 2007-2008.

Academy of Management Association, August 2006-2007.

Marketing Management Association, September 2005-2010.

Association of Marketing Theory and Practice, 2004-present.

American Marketing Association, 2000-2007.

FACULTY DEVELOPMENT

OL1000: Introduction to World Campus, May 2017.

OL3100: Teaching the Adult Learner, Paula Bigatel and Andrew Tatusko, April 2017.

Penn State Compliance Training Understanding Title IX at Penn State," April 2017.

OL2100 "Introduction to Canvas," Paula Bigatel and Andrew Tatusko, Penn State Canvas Learning Center, February, 2017.

Online Training, "Mandatory Compliance Training," Penn State Altoona, December, 2016.

Canvas Course Management System Training, Penn State Altoona, Spring 2016.

LionPath Training, Penn State Altoona, Spring 2016.

Online Training, "Mandatory Cleary Act Training for Campus Security Authority," Penn State Altoona, December, 2013.

Certificate of Completion, Family Educational Rights and Privacy Act (FERPA) Training, Penn State University Altoona, July 2013.

OL4000 "Online Course Authoring," Andrew Tatusko, Penn State University, State College, June, 2013.

Workshop, "Smart PLS-SEM," by Joe Hair and Scott Manley, Kennesaw State University, The Association of Marketing Theory and Practice Conference in Charleston, SC, March 21-22, 2013.

Workshop, "PIVOT-Funding Opportunities," JoAnn Parsons, Pennsylvania State University, State College, September 2012.

Training, "Mandatory Cleary Act Training for Campus Security Authority," by Mike Lowery, Penn State Altoona, September, 2012.

Workshop, "Structural Equation Modeling Using SmartPLS", Marco Sarstedt, Kennesaw State University, Kennesaw, GA, August, 2012.

"Summer Grant Proposal Writing Workshop," Lynn Miner, Miner Associates, Penn State Altoona, July-August, 2012.

OL 2700 "Online Presence" Stephanie Edel-Malizia, Penn State University, State College, August, 2012.

Certificate of Completion, "Course in College Teaching," Crystal Ramsay, Penn State University, State College, March-April, 2011.

OL 2000 "Course for Teaching Online Courses," Kay Shuttuck, Penn State University, State College, February, 2011.

"Structural Equation Modeling and Confirmatory Factor Analysis using AMOS," Seminar II, Joe Hair, Kennesaw State University, The Association of Marketing Theory and Practice Conference in Panama City, FL, March 24-25, 2011.

"Case Study Research: Methods and Practice (CSR-MP)," Workshop, Arch Woodside, Boston College, The Association of Marketing Theory and Practice Conference in Panama City, FL, March 24-25, 2011.

"Media Common Training," Workshop, Aaron Smith, Office of Information Technology, Penn State Altoona, October 2010.

"Competing with Emerging-Market Multinationals: The Case of Turkey," Webinar, Atilla Yaprak, Wayne State University, ICA Institute Northwestern University Center for Emerging Markets, October 2010.

"NSF Grants," Workshop by Dr. Scott Barclay, NSF Law & Social Science Program Director, Penn State Altoona, October 2010.

"Windows 7: Overview," Workshop, ITS Training Services, Penn State Altoona, July 8, 2010.

"Effective College Teaching," Workshop, Richard Felder and Rebecca Brent, Penn State Altoona, April 28-29, 2010.

"The Net Generation as Researchers: Results of the 2008 Standardized Assessment of Information Literacy Skills at Penn State Altoona," Jeff Knapp and Amy Deuink, Penn State Altoona, April 7, 2010.

"Structural Equation Modeling and Confirmatory Factor Analysis using AMOS," Seminar, Joe Hair, Kennesaw State University, the Association of Marketing Theory and Practice Conference in Hilton Head, SC, March 24-25, 2010.

"ME>XL Advanced Tips Webinar: Positioning Maps...data gathering and market segmentation" Arnaud De Bruyn, ESSEC Business School and Gary L. Lilien, Penn State University, January 27, 2010 (Part I), and February 3, 2010 (Part II).

"Positioning and Perceptual Mapping with ME>XL" Webinar Series, Arnaud De Bruyn, ESSEC Business School, November 11, 2009 (Part I), and November 18, 2009 (Part II).

"Analytics in Action: Overcoming the Top Analytics Challenges to Turn Data Into Dollars," 101 Media Webinar, Peppers & Rogers Group, October 20, 2009.

"Adobe Acrobat and PDF as a Forms and Data-Collection Tool," Seminar, Tim Plumer, Jr. at Penn State Altoona, October 8, 2009.

"e-Lion/technology Professional Development Opportunity," Workshop, Harriett Gaston and Scott Kelly, Penn State Altoona, October 7, 2009.

"Segmentation and Targeting with ME>XL" Webinar Series, Gary Lilien Smeal College Institute for the Study of Business Markets, October 7, 2009 (Part I), October 14, 2009 (Part II).

"Are You Interested in Starting Your Own Business?" Colloquium, Donna Bon and Rebecca Maguda, November 18, 2008.

"Assessment 101," Colloquium, Barbara Wiens-Tuers" Penn State Altoona, November 6, 2008.

"Geographic Information Systems (GIS) Come Map Your Research," Tim Dolney, Penn State Altoona, October 16, 2008.

"The Golden Compass Earning Loyalty from the Affluent," Webinar, the Direct Marketing Association, October 7, 2008.

"How to Hit a Research Home-run: Tips and Tricks from Some Heavy Hitters," Conference, PaLA College and Research Division Spring Program, Altoona, PA, June 9, 2008.

"Online Training for Capstone®/Foundation® Simulation Program," Webinar, Capsim Management Simulations, June 2008.

"New Future in Store: How Will Shopping Change Between Now and 2015?," Retail Webinar, TNS (Taylor Nelson Sofres group), May 2008.

"Measuring Customer Lifetime Value with Marketing Engineering for Excel (MEXL)," Arnaud De Bruyn, The Decision Insight Webinar Series, Smeal College Institute for the Study of Business Markets, March 2008.

"Holiday 2007 and Beyond," Retail Webinar, TNS (Taylor Nelson Sofres group), January 2008.

"New Technology Forecasting with Bass Model ME>XL," Arvind Rangaswamy (Smeal College of Business, Penn State University), Webinar, Smeal College Institute for the Study of Business Markets, November 2007.

"Building Effective B-to-B Marketing Plans: From Launch to Maturity," Robert Thomas, (Georgetown University), Webinar, Smeal College Institute for the Study of Business Markets, November 2007.

"Marketing Resource Allocation with ReAllocator ME>XL," Gary Lilien, Webinar, Pennsylvania State University, September 2007.

"What Is New with Angel 7," Office of Academic Affairs, Penn State Altoona, August 2007.

"How Can B-Schools Do Well by Doing Good?: An Action Agenda for Re-Focusing Management Education," Webcast, Academy of Management, August 2007.

"Product Design and Customer Segmentation with Conjoint Analysis Using Marketing Engineering for Excel (ME^{XL})," Arwind Rangaswamy, Webinar, Pennsylvania State University, July 2007.

"Making Assessment Work for You," Yolanda Niemann (Washington State University), Penn State Altoona, March 2007.

"Today's Students, Today's Software, and Today's Shelly Cashman Series," Gary Shelly, Thomson Publishing Course Technology Webinar, March 2007.

"Library Updates: Online Reserves and Search Engine Tips," Teaching and Learning Consortium, Penn State Altoona, February 2007.

"Acting as a Reference and Writing Letters of Recommendation for Students Pursuing Employment or Graduate School," Teaching and Learning Consortium and Office of Career Services, Penn State Altoona, February 2007.

"Academic Advising Syllabus: Advising as Teaching in Action," National Academic Advising Association Webinar, Penn State Altoona, December 2006.

"ANGEL: Curriculum Consultation and Submission System," Information Technology Systems Seminar, Penn State Altoona, August 2006.

"Marketing Engineering: The Instructor's Workshop," Arvind Rangaswamy and Gary Lilien, Chicago IL, August 2006.

"A Strategy for Community-Based Learning," Teaching and Learning Consortium, Penn State Altoona, April 2006.

"Portfolio Development and Assessment," Office of Academic Affairs, Penn State Altoona, April 2006.

"Study Abroad Faculty Workshop," Office of Academic Affairs, Penn State Altoona, March 2006.

"Classroom Assessment and Improvement: A Process Improvement Approach," Teaching and Learning Consortium, Penn State Altoona, March 2006.

Declining by Degrees: Higher Education at Risk Book and Film Discussion, Teaching and Learning Consortium, Penn State Altoona, January 2006. Panelist.

"Putting Together the Pieces: Evaluating your Students," Teaching and Learning Consortium, Penn State Altoona, October 2005.

"Assessment 101: What Can Your Coordinator of Assessment and Research Do for You?," Office of Academic Affairs, Penn State Altoona, September 2005.

"Teaching Writing across the Curriculum," Human Resources Development Center, University Park Campus, August 2005.

Classroom Assessment Techniques: A Handbook for College Teachers Book Discussion, Teaching and Learning Consortium, Penn State Altoona, November 2004.

Academic Advising Orientation Workshop (five sessions), Academic Information and Advising Center, Penn State Altoona, September-October 2004.

Teaching: Putting the Focus on Learning, Teaching and Learning Consortium, Penn State Altoona, August 2004.

AMA (American Marketing Association) - Sheth Foundation Doctoral Consortium, University of Minnesota, Carlson School of Management, Minneapolis, Minnesota, co-chaired by Dr. Akshay R. Rao and Dr. Michael J. Houston, June 26-29, 2003.

SERVICE TO THE UNIVERSITY, SOCIETY, AND THE PROFESSION

Service to the University

- Member, Promotion & Tenure Committee, Fall 2015.
- Member, Faculty Salary Budget Committee, Spring 2015-Spring 2017.
- Member, Marketing Discipline Committee, Fall 2012-Spring 2017.
- Member (Faculty Representative), Early Alert Committee, Penn State Altoona, Fall 2011-Fall 2013.
- Member, Academic Affairs Committee, Penn State Altoona Senate, Fall 2011-Spring 2012.
- Member, eFAR Task Force Committee, Penn State Altoona, Spring 2010.
- Member, Research Committee, Penn State Altoona Senate, Fall 2008-Spring 2010.
- Member, Athleen Stere Teaching Award Committee, Spring 2007.
- Member, Bachelor of Science in Business Junior Core Committee, October 2006.
- Member, Uniform Course Codes Committee for Marketing, September 2006-present.
- Member, Teaching and Learning Consortium Steering Committee, August 2006-present.
- Member, Distinguished Speakers Series Selection Committee, Spring 2004.

Service to the Division of Business and Engineering

- Chair, Search Committee for Instructor of Business, Fall 2016.
- Chair, Search Committee for Instructor of Business, Fall 2015-Spring 2016.
- Chair, Marketing Discipline, Fall 2014-Spring 2017.
- Member, Accounting Tenure-track Search Committee, Summer 2015-Fall 2015.
- Member, Promotion & Tenure Review Committee, Fall 2015-Spring 2017.
- Member, Promotion & Tenure Review Committee, Fall 2013-Spring 2015.
- Member, Entrepreneurship Tenure-track Search Committee, Fall 2013-Spring 2014.
- Member, Management Tenure-track Search Committee, Fall 2013-Spring 2014.
- Member, Management/Entrepreneurship Tenure-track Search Committee, Spring 2013.

Member, Second Form of Student Evaluation Committee, Spring 2013-Spring 2015.

Member, Promotion and Tenure Policy & Procedures Revision Committee, Spring 2013.

Member, Online and Hybrid Course Development Committee, Fall 2012.

Member, Business Advisory Council Assessment Sub-Committee, Fall 2012-Spring 2017.

Chair, Peer Evaluation of Teaching Effectiveness Committee for faculty member in Finance, Fall 2012.

Chair, Division Head Nomination Committee, Spring 2012.

Chair, Peer Evaluation of Teaching Effectiveness Committee, Spring 2012.

Member, Peer Evaluation of Teaching Effectiveness Committee for faculty member in Marketing, Spring 2012.

Member, Department Task Force 2, December 2012-present.

Member, Department Task Force 1, December 2011-present.

Member, Second Form of Student Evaluation Committee, Spring-Fall 2010.

Chair, Peer Evaluation of Teaching Effectiveness Committee for promotion to full professorship of faculty member in Economics, Spring 2010.

Member, BSB Altoona Learning Objectives Committee for AACSB accreditation, 2008-2009.

Member, Peer Evaluation of Teaching Effectiveness Committee, for faculty member in management, Spring 2009.

Member, Division Head Nomination Committee, Division of Business & Engineering, Fall 2008-Spring 2009.

Member, Accounting Tenure-track Search Committee. Interviewed candidates at the American Accounting Association Conference, Anaheim CA, August 2008.

Member, Search Committee for a faculty member candidate in accounting, Summer 2008-Spring 2009.

Member, Search Committee for a faculty member candidate in management, Summer 2007-2008.

Member, Bachelor of Science in Business Learning Objectives Committee for the Association to Advance Collegiate Schools of Business accreditation, Fall 2007-present.

Member, Peer Review of Teaching Evaluation Committee for faculty member in Engineering, Spring 2007.

Member, Search Committees for faculty member in business, Summer 2006-Summer 2008. Interviewed candidates, Academy of Management Conference, Atlanta GA, August 2007.

Chair, Peer Review of Teaching Committee for faculty member in Economics, Fall 2005.

Member, Curriculum Redesign Committee for the Management and Marketing option of the Business major, August 2004.

Academic Advisor, Penn State Altoona, Altoona, PA, Fall 2004-present

Participation in Campus and/or University-wide Governance Bodies and Related Activities

Senator, Penn State Altoona Senate, Fall 2011- Spring 2012.

Senator, Penn State Altoona Senate, Fall 2008- Spring 2010.

Assistance to Student Organizations

Penn State Altoona's Women in Business Student Organization. Founded and advised, October 2010-present.

Guest Speaker, "Careers in Marketing," Society of Business Students Organization, Penn State Altoona, February 2008.

Supervised Students in Free Enterprise (SIFE) organization in their market economics project, "Lemonade Stand Activity," presented to students at the Frankstown Elementary School, Frankstown PA, and Juniata Gap Elementary School, Altoona PA, Fall 2006, Spring 2007.

Other Service

Represented the Business major at Altoona College Majors Expo, Penn State Altoona, Spring 2004, Spring 2005, Spring 2006, Spring 2009, Spring 2010, Spring 2012, Fall 2012.

Mentor, four students, Opportunity and Action to Stay in School (OASIS) student retention program, Spring 2008.

Developed proposal, "The Business Café & Restaurant Concept for Downtown Business District of Altoona" for Penn State Altoona Executive Team, October 2007.

Presenter, Athleen Stere Teaching Award to a faculty member, the Penn State Altoona Faculty/Staff Convocation, May 2007.

Mentored two students through Opportunity and Action to Stay in School (OASIS) student retention program, Spring 2006.

Developed a "Prospective Student Survey" for the Penn State Altoona Mathematics Program, April 2005.

Completed and presented a market research report, "Penn State Altoona BS in Business Program Alumni Survey" to Penn State Altoona Division of Business and Engineering, April 2005.

Represented the Business major at Offer Receptions, Penn State Altoona, Spring 2005, Spring 2006.

Represented the Business major at the Major Event of the Year, Penn State Altoona, Fall 2004, Fall 2005, Spring 2006, Fall 2007, Fall 2008.

Service to Business and Industry

Branding Project by students for the Career Services Office at Penn State Altoona, Spring 2017.

Completed by students, Branding Campaign Proposals for the Penn State Altoona Friends for Life Program, Fall 2014, Spring 2015.

Completed, Social Media Marketing Plans (7 teams) Project with students for The Mainline Canal Greenway, PA, Fall 2013, Fall 2014.

Completed, Marketing Plans (13 teams) with students for The Corner Brick Bakery, Woodbury, PA, Fall 2013.

Completed, Social Media Marketing Plan Project with students, Blair County Needs Assessment Partnership, Altoona, PA, Spring 2012.

Completed, Social Media Marketing Plan Project with students, Beerbower Jewelry, Hollidaysburg, PA, Spring 2012.

Completed and submitted a Promotion Plan with students for Three For The Road, a non-profit charity organization, Altoona PA, Fall 2008.

Completed and submitted a Market Research study with a student for Hollidaysburg Public Library, PA, Fall 2007.

Completed and submitted with students a Site Map for the web site of the Team Spirit Fitness Center, Altoona PA, Spring 2007.

Completed and submitted a Marketing Plan with students for the Team Spirit Fitness Center, Altoona PA, Spring 2007.

Completed and submitted six guest satisfaction Market Research studies with students for separate restaurant locations including Marzoni's Restaurant, Duncansville PA, Fall 2006, and for Hoss's Steak House, Duncansville PA, Hummelstown PA, Murrysville PA, Leesport PA, and Belle Vernon PA, Spring 2006.

Rebuilt Parishioner Opinion Survey, Catholic School System, Diocese of Altoona-Johnstown, Fall 2005.

Service to Public and Private Organizations

Pearson Marketing Plan Builder Editorial Review Board, Fall 2016.

Interviewee, "Data Security," Shopper Marketing Magazine, 29 (10, October), p.14.

Judge, E-Business web design competition (17 entries), PA-FBLA, January 5, 2013.

Interviewee, "[e-Commerce Bounces Back Strongly in Third Quarter](#)" by Michael Lear-Olimpi, Chief Editor, *e-Commerce Law & Strategy*, January 1, 2011.

Interviewee, "[Expert Explains How Shopping Online for Gifts Offers Risks, Benefits](#)" by Rebekka Coakley, Penn State Live, November 18, 2010.

Interviewee, "Forecasts for the 2010 Holiday Shopping Season for Retailers" by Christine Mary Bove, the Town & Gown magazine of State College, October 26, 2010.

Interviewee, "[Web challenges local businesses](#)" by Nathan Pipenberg. The Daily Collegian, October 6, 2010.

Interviewee, "[No green for gifts](#)" by Jimmy Mincin on consumer shopping behavior in during hard economic conditions in Altoona Mirror newspaper, November 7, 2008.

Interviewee, "'Power Centers' Offer an Alternative to Malls," by Walt Frank, *Altoona Mirror* no volume: A1, A14 (December 3, 2006).

Altoona Mirror newspaper interview article on differences in consumer preference between indoor and outdoor malls in November 2006.

Interviewee, "Shop 'Till You Drop: PSU Altoona Professor Studies Consumers" by Jennifer Babulsky, *Altoona Mirror* no volume: D1, D6 (November 14, 2005). On candidate's research in consumer shopping behavior.

Interviewee, "[Born to Shop \(or at least to study it\)](#)," by Marti Jo Irvin Stellabotte, *Ivy Leaf: The Penn State Altoona Magazine*, no volume: 20-21 (Fall 2004). On candidate's research.