

JON DAVID KENDALL

Work

School of Management, University of Tasmania
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Academic Qualifications

- Ph D, Economics, University of California, Davis; September 1989.
Thesis topic: *Role of Exchange-Rate Volatility in US Import Price Pass-Through Relationships.*
- M S, Agricultural Economics, University of California, Davis; December 1988.
- M A, Economics, University of California, Davis; March 1986.
- B A, Economics, Michigan State University, East Lansing, Michigan, December 1981.

Memberships in Professional Bodies

- Academy of International Business
- American Economic Association
- Association for Information Systems
- Australian Marketing Institute (CPM)
- Economic Society of Australia
- Economic Society of Singapore
- Marketing Research Society of Australia (MMRSA)
- New Zealand Association of Economists
- Western Economic Association

Present Position

Deputy Head of School

School of Management, University of Tasmania (Hobart, Tasmania, Australia. <http://www.utas.edu.au/management/>)

Summary of duties and activities:

- Support the Head of School in providing academic and strategic leadership to an academic unit comprised of 19 academic and 5 administrative staff across two campuses (from 1 January 2003) through,
 - facilitating the planning, resource allocation, maintenance and monitoring of studies and units within the areas of business management, entrepreneurship, human resource management, marketing and international business;
 - managing effective performance of academic and general staff within the school through annual performance management reviews and through consulting with staff to formulate and codify an agreed-upon workload allocation scheme for administration, research and teaching;
 - facilitating high-quality communication and interaction amongst members of the school so as to enhance staff morale and working relationships at all levels;
 - facilitating administrative work of the school, faculty and university through leadership and participation within various committees and through developing close working relationships with key university-wide internal stakeholders including Asset Management Services, Information Technology Resources, the library, the Registrar's Office and the Flexible Education Unit;
 - co-ordinating the school's teaching of units in the University's offshore programme (Jakarta, Kuala Lumpur and Singapore) through closely working with the University's Office of International Programmes and through communication with administrators at offshore teaching centres;

- managing the school's deployment and utilisation of flexible modes of delivery for teaching (including use of online technologies (WebCT) and through leadership in encouraging effective utilisation of these technologies across the school's units;
- teaching units within the school including Business Research Methods, Electronic Marketing, Introduction to Management, Managing Business in the Asia Pacific, Marketing Research, Method for Management Studies (undergraduate), International Business Management and Economics for Managers (MBA); teaching in units offered offshore as required;
- conducting interdisciplinary quantitative and qualitative research in electronic and mobile commerce.

Academic Appointments

Present

Deputy Head of School and Tenured Lecturer, Level B (Equivalent to Assistant Professor)

Previous

Wayne State College (Wayne, Nebraska USA. <http://www.wsc.edu>)

(Wayne State College is a comprehensive public institution with eight academic divisions providing over 70 majors and 40 minors to over 3000 undergraduate and graduate students)

- Director of Instructional Development (Interim) with rank of Associate Professor (Senior Lecturer), Wayne State College, Wayne, Nebraska, USA, 1999 to 2001
- Summary of activities: Reporting to the Vice President of Academic Affairs, provided leadership, campus-wide assistance, and hands-on support to faculty for infusing existing and new technologies into teaching and learning processes for both on-campus and distance learning (web-based and teleteaching) environments. Provided and oversaw software technical user support to administrative, professional and support staff for productivity enhancement. Managed support staff (1 instructional technology & multimedia specialist (position vacant), 2 work-study/straight time, 1 graduate assistant). Managed the faculty, student and staff multimedia lab. Maintained the centre's web site. Assisted in planning for future developments in information technology in teaching and learning and office productivity. Worked closely with Network & Technology Services, the library and other campus service and academic units to support a high but sustainable service quality model. Developed and maintained strategic relationships with teaching and learning units at other academic institutions. Participated in the Nebraska Consortium for Service-learning in Higher Education through assisting college faculty in preparing service-learning grants. Prepared and maintained budget that supported activities of the unit. (September 1999-May 2001).

Nanyang Technological University (Singapore. <http://www.ntu.edu.sg>)

(Public institution of 13000 students (Business, Engineering and Communication Studies). The Business School is comprised of 220 academic staff and 5500 students)

- Visiting Scholar, Division of Information Technology and Operations Management, Nanyang Business School, April & August 2002; August 2003 (planned). Carry out collaborative research in information systems in the area of innovation-diffusion in new communication technologies.
- Assistant Professor (Lecturer), Division of Information Technology and Operations Management, Nanyang Business School, May 1996—August 1999. Conducted research and teaching in areas relating to electronic commerce and the Internet, information technology.
- Lecturer, Division of Applied Economics, Nanyang Business School, January 1995—May 1996. Conducted research and teaching in areas relating to international trade and finance, macro/monetary economics, and statistics.

University of Tasmania (Australia. <http://www.utas.edu.au>)

(Comprehensive public institution of 8000 students)

- Lecturer, School of Commerce and Law, Department of Economics, August 1990—December 1994 (Leave-without-pay 1995). Tenure granted 1992. Conducted research and teaching in areas relating to economics and statistics. Lectured third-year international economics, second-year macroeconomics; first and second-year quantitative mathematical and statistical methods. Co-ordinated and delegated coursework to tutors.
- Tutor, School of Commerce and Law, Department of Economics, 1989. Tutored Quantitative Methods I -- Statistics. Led fortnightly discussion sections. Worked with small groups of students in the Commerce/Economics Statistical Computing Laboratory. Devised monthly quizzes for internal assessment. Tutored International Trade and Development.

National University of Singapore (Singapore. <http://www.nus.edu.sg>)

(Comprehensive public institution of 18000 undergraduate and graduate students)

- Visiting Scholar, National University of Singapore, Department of Economics and Statistics. Study leave (November 1993-February 1994). Carried out research relating to exchange-rate volatility and trade; acquired knowledge of local financial and governmental institutions.

University of Otago (New Zealand. <http://www.otago.ac.nz>)

(Comprehensive public institution of 13000 undergraduate and graduate students)

- Lecturer, Department of Economics, January – August 1990.
Lectured on exchange rates and open-economy macroeconomics (third-year and Honours students); first-year macroeconomics.

University of California—Davis (USA. <http://www.ucdavis.edu>)

(Comprehensive public institution of 23000 undergraduate and graduate students)

- Graduate Teaching Assistant, Department of Economics, September 1983-December 1988. Assisted in the teaching of economic principles, international economics, and accounting.
- Graduate Research Assistant, NBER grant, Department of Economics, Occasional from 1986-1988. Conducted econometric research on topics relating to international finance.
- Graduate Research Assistant, Department of Agricultural Economics, June-September 1985. Conducted non-parametric tests on commodity price forecasts.

The Florida State University (USA. <http://www.fsu.edu>)

(Comprehensive public institution of 24000 undergraduate and graduate students)

- Graduate Teaching Assistant, Department of Economics, August 1982-August 1983. Assisted in the teaching of macroeconomic and microeconomic principles.

Michigan State University (USA. <http://www.msu.edu>)

(Comprehensive public institution of 43000 undergraduate and graduate students)

- Undergraduate Teaching Assistant, Eli Broad College of Business, Department of Economics, April 1981-December 1981. Tutored students in microeconomic principles.

Directorship

Mummers Training Inc (Hobart, Tasmania)

Member of Board of Directors, 1991-2000.

Research and Teaching Interests

- Application of web-based and related ICT technologies to facilitate flexible learning.
- Intellectual capital and knowledge management.
- Diffusion of electronic and mobile commerce (business-to-business and business-to-consumer).
- Asia-Pacific business and international marketing.
- Network economics

Administration

Present Administrative Accomplishments, Activities & Initiatives at University of Tasmania

- Deputy Head, School of Management, January 2003—present.
- Chair, Faculty of Commerce IT Committee, February 2002—present. <http://www.its.utas.edu.au/dms/comm-SLA/>.
- Initiator and participant in the University's Flexible Education Unit ad hoc committee drafting the WebCT privacy policy document, Jan—Mar 2002. <http://www.utas.edu.au/teachingonline/policies/general/privacy.html>.
- Member, Academic Senate Student Complaints Panel, February 2003—present.
- Member, Faculty of Commerce Selection Committee (academic positions for Management and also Accounting & Finance) December 2002 – January 2003.
- Member, Faculty of Commerce Teaching and Learning Flexible Learning Subcommittee, October 2001—present.

- Member, Faculty of Commerce Undergraduate Course Review Working Group, June–August 2003.
- Member, School of Management Teaching & Learning and Research Committees, February 2002—present.
- Member, University’s Flexible Education Unit Teaching Website and Multimedia Reference Groups, Jul 2002—present.
- Advisor, University’s Digital Copyright Project Team, September 2002—present.
- Advisor, University’s Composite Student Survey (CSS) Reference Group, January 2003—present.

Past Administrative Accomplishments, Activities & Initiatives

- Chair, Faculty Resource Center Advisory Committee, Wayne State College, September 1999 to May 2001.
- Member, Academic Council, Wayne State College, September 1999 to May 2001.
- Member, Technology Coördination Committee (*ad hoc*), Wayne State College, Apr. 2000 to May 2001.
- Member, Computer Users Faculty Senate Standing Committee, Wayne State College, September 1999 to May 2001.
- Member, Distance Learning Committee (*ad hoc*), Wayne State College, September 2000 to May 2001.
- Member, International Students Committee (*ad hoc*), Wayne State College, September 1999 to May 2001.
- Member, Strategic Planning Committee (*ad hoc*), Wayne State College, September 1999 to May 2001.
- Participant, Strategic Planning focus groups, Wayne State College, September 1999 to May 2001.
- Member, Web Committee (*ad hoc*), Wayne State College, September 1999 to May 2001.
- Initiated ‘scorecard’ approach to systematise technical fault reporting for teleteaching equipment at local and remote sites (August 2000), Wayne State College.
- Coördinated with Network & Technology Services to provide seamless user support and troubleshooting capability to faculty and staff on a variety of software, ranging from Office 2000 and Lotus Notes to web-based distance learning tools (Lotus LearningSpace and Blackboard). WSC.
- Extended user software support to all campus employees (including custodians); provided workshops on software topics ranging from PC first use to web authoring. Consulted one-on-one with faculty and staff on individual software usage needs and projects involving multimedia development. WSC.
- Worked closely with relevant administrative units to provide seamless pedagogical and technical support to faculty engaged in teleteaching and web-based distance learning. WSC.
- Multimedia lab: updated and replaced hardware, software and peripherals. Fostered a user-friendly environment that significantly boosted lab usage by faculty, staff and advanced students for projects ranging from image scanning to video encoding. Initiated after-hours key checkout system (utilising the library’s infrastructure) for faculty and staff. WSC.
- Significantly enlarged the centre’s library materials on software, teaching and information technology and distance learning. Enhanced accessibility by having materials catalogued through the library’s electronic card catalogue system. WSC.
- Worked with Network & Technology Services to upgrade Social Science Division faculty and staff from Windows 3.1 to Windows 98, which involved one-on-one training and extensive follow-up support. WSC.
- Worked to encourage campus-wide transitional utilisation of Excel versions of accounting triplicate forms, working out details with the state’s Department of Administrative Services and the college’s Office of Administration and Finance. WSC.
- Toured campuses of Michigan State University, Western Michigan University, University of California—Davis, University of California—Berkeley and Stanford University to view and discuss with faculty, administrators and technicians, classroom technologies, course management software, computing lab facilities, and assistive technologies (June 2000).
- Worked with co-representative to raise faculty submissions of service-learning grants (Nebraska Consortium for Service-learning in Higher Education) from nil to 10 within six months, representing one third of total submissions to the consortium for the 1999-2000 round. <http://academic.wsc.edu/frc/service-learning/>
- External grant evaluator for *Lessons of the Century* programme held in October 1999 at Wayne State College sponsored by the Nebraska Humanities Council.
- Participant in diversity planning by Wayne State College. 1999-2001.
- Chair, World Wide Web Committee, Nanyang Business School, Nanyang Technological University, Aug 1995-Aug 1999.

Responsible for coördinating training and support for full utilisation of the World Wide Web within the School for education and research. Constructed the framework for the School's World Wide Web site (<http://www.ntu.edu.sg/nbs/>). Managed its enhancements and updates through two half-time technical assistants.

- Supervisor, Professional Attachment Programme, Nanyang Technological University, 1995—1999. Supervised students and assessed companies in the Professional Attachment programme, Second-year students are placed on eight-week internships in domestic and overseas companies. Supervised 20 students including two placed in Intel—Hong Kong.
- Facilitator, WITS (Work Improvement Team), Nanyang Business School, Nanyang Technological University, Oct 1996–Dec 1998. The quality control circle was comprised of the school's secretarial staff. My role was to facilitate the team's work. Projects involved use of IT in office automation.
- Member, Productivity Committee, Nanyang Business School, Nanyang Technological University, Oct 1996–Aug 1999.
- Member, Online Learning System Committee, Nanyang Technological University, Jul 1998—Aug 1999. Work involved pilot trials of web-based course software.
- Member, Web Steering committee, Nanyang Technological University, Apr-Dec 1995; Oct 1997-Aug 1999. Business school representative to the committee. Committee, responsible for the implementation of a structure for information provided on NTU's World Wide Web server.
- Participated in University of Tasmania business school's overseas recruitment efforts whilst in Singapore, November 1993-February 1994.
- Subdean (advised students on programmes), Department of Economics, School of Commerce and Law, University of Tasmania, July-December 1994.
- Faculty representative, academic progress review committee, Department of Economics, School of Commerce and Law, University of Tasmania, 1993.
- Faculty representative, agricultural sciences board of studies, Department of Economics, School of Commerce and Law, University of Tasmania, 1994.
- Member of committee on computer assisted learning, Department of Economics, School of Commerce and Law, University of Tasmania, 1992-1994.
- Overseas students liaison officer, Department of Economics, School of Commerce and Law, University of Tasmania, 1994.
- Visiting speakers deputy coördinator/workshop seminar coördinator, Department of Economics, School of Commerce and Law, University of Tasmania, 1991-1993.
- Department web manager, Department of Economics, School of Commerce and Law, August–December 1994.
- Seminar co-coördinator, Department of Economics, Commerce Division, University of Otago, January—August 1990.
- PC network co-coördinator, Department of Economics, Commerce Division, University of Otago, 1990.
- Member, of both the local and statewide UC library committees, University of California—Davis, September 1985-December 1988.

Professional Activities , Consultancies, , Community Service and Other Work

- Presented panel talk 'Encouraging Cross Cultural Interaction and Understanding Online Using WebCT,' *Internationalisation 2003*, Flexible Education Unit workshop, University of Tasmania, 4 July 2003.
- Conducted workshop 'Branding and Product Development in Consumer Markets,' Australian Marketing Institute Certified Practising Marketer workshop series, Hobart, Tasmania, 10 June 2003. Co-facilitated with Stuart Crispin.
- Presented seminar 'Managing Multi-campus Virtual Tutorials Using WebCT Discussion Groups.' Faculty of Commerce Flexible Teaching and Learning Information Session, University of Tasmania, 4 April 2003. Co-authored with Heather Francis.
- Presented seminar 'Managing Multi-campus Virtual Tutorials Using WebCT Discussion Groups.' Teaching Matters Conference, University of Tasmania, 4 December 2002. Co-authored with Heather Francis. <http://www.utas.edu.au/teachingmatters/index.html>
- Presented seminar 'WebCT Virtual Tutorials' to the University's Educational Development Interest Group, 16 Aug 2002.

- Presented seminar, 'Comparison of Aculearn and Impatica' to the University's Educational Development Interest Group, 16 Aug 2002.
- Conducted WebCT training workshop for School of Management, 5 Jul 2002.
- Advise market research firm, Enterprise Marketing & Research Services (EMRS) on quantitative methods as part of ongoing professional development in marketing research arrangement. Oct 2001—present.
- Board Member: Students in Free Enterprise (SIFE)—Wayne State College chapter, October 1999—May 2001.
- Provided technical web authoring and hosting advice to First Baptist Church—Wayne, March 2000—May 2001.
- Provided technical advice to Entrepreneurship Development Centre, NTU on creating a CD-ROM for the 43rd ICSB World Conference, April-May 1998.
- Presented talk entitled, *The Internet and Your Life* to NTU Computer Society, March 1998.
- Presented seminar entitled, *Advanced World Wide Web* to Abacus Distribution Systems Pte Ltd, December 1997.
- Provided technical advice to the Asia-Europe Foundation on web site maintenance issues, August 1997 to August 1998.
- Assisted in formulation of the 'State Public Sector Information Technology Master Plan' for Sabah, Malaysia (overseen by a senior colleague). Developed Internet course (http://www.ntu.edu.sg/nbs/internet_course/index.htm) for Sabahan computer vendors involved in the creation of the Sabah state government web site. Managed a hands-on electronic government proof-of-concept workshop (comprised of major computer vendors, including 3-Com, Oracle and Netscape Communications) for government officials in Kota Kinabalu, Sabah, Malaysia on 3 Mar 1997, January-May 1997.
- Advised the NTU AIESEC Local Committee on use of the Internet. Provided workshops to members, July 1995-August 1999.
- Provided technical advice (with NCB) to TAS about feasibility of APEC Tel working group Internet and Intranet web site being located in Singapore, November 1996-January 1997.
- Co-wrote Grains Research & Development Corporation report: *The Tasmanian Grains Industry: Potential and Constraints in Development*, with Tony Hocking, senior author October 1993.
- Part time cook in various restaurants and resorts in the United States and Chile, March 1977-August 1982.

Grants

Pro Vice Chancellor, Teaching & Learning funding to facilitate flexible delivery (University of Tasmania):

- As principal (subgrants within the Faculty of Commerce)
 - A\$5000. Rework BMA285 Managing Business in the Asia-Pacific to make it more learner-centred and flexibly-delivered. Semester 1, 2003. With Graeme Tonks.
 - A\$4000. Rework BMA205 Business Research Methods (a new unit based on two previously-offered merged units to make it more flexibly-delivered across multiple campuses. Semester 2, 2003. With Martin Grimmer. (forthcoming)
- As grant co-writer and technical advisor (subgrants within the Faculty of Commerce):
 - A\$2300. Rework BMA308 Electronic Marketing to facilitate flexible delivery through use of virtual tutorials. Heather Francis and Colin Jones, Coördinator. Semester 2, 2002.
 - A\$3000. Rework BMA101 Introduction to Management to facilitate online quizzes for practice and assessment. Peter Dixon and Jim Garnham. Semesters 1 & 2, 2002.

Nebraska Consortium for Service Learning in Higher Education (NCSHE) (<http://www.unl.edu/ncslhe/>)

- As WSC Service-learning co-coördinator (<http://academic.wsc.edu/frc/service-learning/>)
 - US\$10000. Involved 19 faculty and an estimated 350 to 400 students. Five projects out of 11 submitted were funded through faculty sub-grants from the NCSHE. Projects were undertaken in a broad range of disciplines, ranging from English to Biology. (2000-2001 academic year).

Nebraska Humanities Council.

- As External Evaluator
 - US\$5000. *Lessons of the Century* programme held in October 1999 at Wayne State College

Published Work

(selected works available online at <http://www.quino.net/vitae.htm>)

Refereed Journal Articles

- 'Pass-through of Exchange Rates and Purchasing Power Parity,' with Robert C. Feenstra. *Journal of International Economics*. Vol 43 (1/2). August 1997. pp 237-261.
- 'Receptivity of Singapore's SMEs to Electronic Commerce Adoption,' with Tung Lai Lai, Dennis Chua Khoon Hui, Ng Chia Hong, and Tan Suan Meng. *Journal of Strategic Information Systems*, v10(3), 2001 pp. 223-242.
- 'Univariate Garch-M Estimates of Variable Risk Premia for 180-Day Australian Bank Bills,' with A. David McDonald and Tim I. A. Ridley. *Economic Record*, 69(204), March 1993. pp. 10-19.

Edited Books

- *East Asian Economic Issues, Volume IV*, edited with Park Donghyun, World Scientific, January 1999. 268 pages.
- *East Asian Economic Issues, Volume III*, edited with Park Donghyun and Randolph Tan, World Scientific, December. 1997. 430 pages.
- *Regional Issues in Economics, Volume II*, edited with Chew Soon Beng, Nanyang Business School, May 1996. 425 pages.
- *Regional Issues in Economics, Volume I*, edited with Chew Soon Beng, Nanyang Business School, October 1995. 341 pages.

Monographs and other Published Papers

- 'A Marketing Model for Mobile Wireless Services,' with A Lee Gilbert. Conference paper presented at the 36th Hawaii International Conference on System Science, Big Island, Hawaii, USA, 6-9 January 2003.
- 'Electronic Commerce Adoption by SMEs in Singapore: An Analysis using Rogers' Model of Innovation Diffusion,' with Tung Lai Lai, Dennis Chua Khoon Hui, Ng Chia Hong, and Tan Suan Meng. Conference paper accepted by the 33rd Hawaii International Conference on System Sciences. January 2000.
- 'Perceived Barriers to the Widespread Use of the Web by SMEs,' with A. Lee Gilbert, Christina Soh and Lai Lai Tung. Paper presented by co-author at AusWeb99 (*The Fifth Australian World Wide Web Conference*), Ballina, NSW, Australia, 28-30 September 1999.
- 'An Intellectual Capital Perspective on East Malaysian Development,' with A Lee Gilbert, in *Business Opportunities in Sarawak, Sabah and Labuan*, Williams, et al, Prentice Hall, 1999. Earlier draft available on http://www.quino.net/an_intellectual_capital_perspective.pdf.
- 'A Synopsis of Technology Transfer Issues,' in *Business Opportunities in Vietnam*, Tan Teck Meng, et al, Prentice Hall, 1997. An earlier draft is available on <http://www.quino.net/vitae.htm>
- 'Analysis of the Thai Baht: Trends and Prospects,' with Lau Hon Wei, in *East Asian Economic Issues, Volume III*, 1997. pp 287-302.
- 'An Empirical Analysis of Three Stock Market Indices in Three Southeast Asian Countries,' with Leo Kee Chye, in *Regional Issues in Economics, Volume II*, 1996. pp 91-116
- 'Purchasing Power Parity in Theory and Practice: The Case of Singapore,' with Toh Kheng Swee, in *Regional Issues in Economics, Volume II*, 1996. pp 279-326.
- 'Enrichment Subject for Economists-Case Study on Teaching Internet to Applied Economics Students,' Conference paper presented at Western Economic Association Meetings. San Francisco, California, USA. Paper available on http://www.quino.net/enrichment_case_study-paper1996.htm . 1 July 1996.
- 'Portfolio Choice,' in *Money and Finance in the Australian Economy*, Bruce Felmingham and William Coleman. Irwin, 1995. pp 298-314.
- 'The Tasmanian Grains Industry -- Tasmania: Growing Forward.' with Tony Hocking. *Grains Research and Development Corporation*. Occasional Paper Series No. 8. October 1994. 86 pages.
- 'Pass-Through of Exchange Rates and Purchasing Power Parity,' with Robert C. Feenstra. NBER working paper #4842, August 1994. 38 pages.
- 'Exchange-rate Volatility and International Prices,' with Robert C. Feenstra. NBER working paper #3644, March 1991.
- *Role of Exchange-Rate Volatility in US Import Price Pass-Through Relationships*. Ph.D. thesis, University of California - Davis. September 1989.

Research Supervision

MBA Thesis and Business Study Mission Supervision

- Lee Ghim Ha, Jill; Leong Lau Kheng, Janice and Tan How Choon. 'Adoption of Internet-based Electronic Trading and Payment in Singapore.' Nanyang Business School, Nanyang Technological University. 1997.
- Part of team leading 16-day MBA business study mission to Argentina, Chile and Peru in December 1998.
- Project supervisor for a 10-day MBA business study mission to Saruwak, Sabah and Labuan, Malaysia in February 1998. Oversaw two MBA projects: 'Hypercompetitive Offshore Financial Markets and the MSC Initiative' and 'The Role of Electronic Government in Remote, Sparsely Populated Areas in East Malaysia,' (August 1997 - February 1998).
- Project supervisor for a 10-day MBA business study mission to Vietnam in March 1996. Oversaw four MBA projects: 'Providing Internet Service in Vietnam—Impediments and Potential,' 'Telecommunications in Vietnam,' 'Compatibility of Vietnam's Monetary Policy with Reforms,' 'Reforms in Vietnam's Financial and Banking System' (February - October 1996).

Honours Dissertation Supervision

- Ang Hui Fen; Lim Woan Jen and Toh Hwee Fung, Pauline. 'Smart Cards and Their Applications in Singapore.' Nanyang Business School, Nanyang Technological University. 1999.
- Chua Khooon Hui; Ng Chia Hong, Dennis and Tan Suan Meng. 'Adoption of Electronic Commerce by the Small and Medium Enterprises for Business-to-business Dealings.' Nanyang Business School, Nanyang Technological University. 1999.
- Chua, Swee Heng, Melvin; Lee Chiin-Min, Amaris Charissa and Poh E-Shuan, Paul. 'Receptivity to Internet Telephony Usage in Singapore.' Nanyang Business School, Nanyang Technological University. 1999.
- Eyu Wei Chong; Sen Yoke Khuan and Soh Tiong Yuen. 'The Euro: its Impact and Implications on Asia.' Nanyang Business School, Nanyang Technological University. 1999.
- Chan Shu Ting; Chong Suit Ying and Lim Tiong Kiap. 'An Analysis of Electronic Commerce from the Merchant's Perspective.' Nanyang Business School, Nanyang Technological University. 1998.
- Chuan Bee Eng; Lek Chew Peng and Poh Sio Ling. 'Internet Banking.' Nanyang Business School, Nanyang Technological University. 1998.
- Choo Su Ling, Karen; Lim Chian-Erh, Carol and Tan Hui Ling, Wendy. 'Case Study: A Change in Accounting Software for a Construction Company.' Nanyang Business School, Nanyang Technological University. 1997.
- Koo Chee Kian; Kwok Yang King and Lee, Susan. 'Business Process Re-engineering.' Nanyang Business School, Nanyang Technological University. 1996.

Externally Examined Theses

- Matthews, Martin. 'International Collaboration in Australian Biotechnology: Reconciling Transaction Cost and Organisational Capability Perspectives.' Honours Thesis. School of Management, University of Tasmania. 2002.
- Jones, Colin. 'In Search of a Web-based Market Orientation: an Exploratory Study' Honours Thesis. School of Management, University of Tasmania. 2001.
- Ng Shang Lim. 'Assessing the Effectiveness of Extranets.' Master of Business (by research). Nanyang Technological University. 1998.
- Shepherdson, Kevin. 'Rationalizing Convergence and Developments on the Internet.' Master of Applied Science (Information Studies) by research. Nanyang Technological University. 1998.
- Cheong Kong Wee, Bernard; Tan Tong Aik. 'Private Clubs on the Internet.' MBA dissertation. Ng Shang Lim. 'Assessing the Effectiveness of Extranets.' Master of Business (by research). Nanyang Technological University. 1997.

Selected Conferences & Workshops for Professional Development

- Staff Development Program workshop series 'Teaching at University of Tasmania (TAUT),' University of Tasmania, Semester 2, 2003. Attending several sessions.
- Workshop: 'The Teaching and Research Nexus,' University of Tasmania, 24 June 2003.
- Staff Development Program workshop 'Evidence Based Teaching Part I - Building a Portfolio,' University of Tasmania, 18 June 2003.

- Staff Development Program workshop 'Evidence about Teaching for a Promotion Application.' University of Tasmania, 9 May 2003.
- Staff Development Seminar: Responsible Officer Training, University of Tasmania, 7 April 2003.
- Workshop: Faculty of Commerce Flexible Teaching and Learning Information Session, University of Tasmania, 4 April 2003.
- Workshop: 'E-tivities,' presented by Dr Gilly Salmon (Open University Business School), University of Tasmania, 21 February 2003.
- Staff Development Seminar: *Performance Management*, University of Tasmania, 5 December 2002.
- Conference: Teaching Matters, University of Tasmania, 4 December 2002.
- Staff Development Seminar: *Recruitment & Selection*, University of Tasmania, 31 October 2002.
- Workshop: *Cross Campus Teaching and Flexible Delivery*, 29 October 2002.
- Workshop: *Assessment Symposium*, University of Tasmania, 24 June 2002.
- Conference: *Looking Towards the Future*. Academy of International Business. Sydney, Australia 16-19 November 2001.
- Conference: *Moving your Business Forward with Electronic Commerce*. Northeast Community College, Norfolk, Nebraska. 27 October 2000.
- *Constructing a Learner-Centered Syllabus*. Teaching and Learning Center, University of Nebraska—Lincoln. Online unit. 16 October – 23 November 2000. <http://blackboard.unl.edu/>.
- Conference: *EduCause 2000*. Nashville. Participated in Teaching, Learning and Technology tracks. 11-13 October 2000
- Preconference Seminar: EduCause 2000. Nashville. Convener. Assessing the Impact of Technology on Student Learning. 10 October 2000.
- Workshop: BlackBoard. University of Nebraska—Omaha. 6 October 2000.
- Conference: *Great Plains Regional Faculty Development Consortium*. Professional and Organizational Development Network. University of Nebraska—Lincoln. 18-20 May 2000.
- *The IDEAL2 Distance Education Videoconference*. American Distance Education Consortium. Organised remote hosting site at Wayne State College, 13 April 2000.
- *Linking Citizenship and Scholarship through Service Learning: a National Imperative Teleconference*. National Resource Center for the First Year Experience and Students in Transition. University of South Carolina. Live site hosted at University of Nebraska—Omaha, 6 April 2000.
- Unit: EDUC2900 *Distance Learning Education*. Northeast Nebraska Community College, NE. November 1999. Hosted remote site at Wayne State College, 25-26 May 2000.
- *Multi-Agency Funding Workshop*. Sioux City, Iowa, 28-29 October 1999.
- Workshop: *Online Learning Design and Development*. NTU, Singapore, 27 Feb, 1-2 March 1999.
- Workshop: *Benefits and Applications of Extensive Markup Language (XML)*. Singapore, 25 November 1998.
- *2nd ABC Asia Pacific Communication Conference*. NTU, Singapore, 8-10 September 1998.
- *Asia Pacific Information Technology Summit Pacific Economic Co-operation Council* (<http://www.pecc.org>). Represented Nanyang Business School and PECC-Singapore, 19-21 November 1997.
- *Building the NII: Timely Standards for Greater Competitiveness*, NCB (National Computing Board) and PSB (Productivity Standards Board) Singapore, 22 October 1997.
- *HP Synergies '97 MIS and Developer Conference*, Singapore International Convention and Exhibition Centre, Singapore, 26-27 August 1997.
- Workshop. *The Case Study as a Teaching Method*. Nanyang Business School, Nanyang Technological University, Singapore. Three-day workshop. March 1997.
- Work Improvement Teams (QCC) Facilitator Course for Nanyang Technological University Officers, 16-19 December 1996.
- Western Economic Association Meetings. Paper presented: 'Enrichment Subject for Economists-Case Study on Teaching Internet to Applied Economics Students,' San Francisco, California, USA. 1 July 1996.
- *World Wide Web Conference* sponsored by Net Asia and NCB, 16-17 April 1996.

- Workshop: *Teaching and Learning at NTU*. Centre for Educational Development, Nanyang Technological University, Singapore. Two-day workshop. November 1995.
- Workshop: *Teaching and Learning*. Day workshop by Dr Harry Stanton, higher education consultant. University of Tasmania 1991.
- Workshop: *Teaching and Learning (Small and Large Group Sessions)*. 3-day workshop conducted by Dr Graham Webb, Assistant Director, Higher Education Development Centre, University of Otago. March 1990.
- Workshop: *Teaching and Learning—for Teaching Assistants*. Part-day workshop conducted by Will Davis and Winifred Anderson, Teaching Resources Center, University of California—Davis. 1983.

Units Taught and/or Assisted

School of Management, University of Tasmania

- BMA101 Introduction to Management. Co-lectured and tutored first-year unit (500 students across three campuses). Facilitated utilisation of online course management software (WebCT) for online quiz facility (Sem 1 2002)
- BMA204/213/326/333/787 & KAA200/300 Entrepreneurship units comprising the newly developed Entrepreneurship major in the Faculty of Commerce. Instrumental in development of WebCT for flexible delivery of unit materials. (2002 and 2003).
- BMA205 Business Research Methods. Coördinate, co-lecture and tutor second-year unit (170 students across five campuses in Tasmania, Jakarta, Kuala Lumpur and Singapore). This is a new unit that will utilise online course management software (WebCT) for information dissemination, out-of-class discussion and electronic submission plus optimal mix of video conferencing. A flexible teaching and learning grant will facilitate use of audio/video streaming technologies and the recording of interviews with Tasmanian business research firms. (Sem 2 2003).
- BMA253 Marketing Research. Coördinated, co-lectured and tutored second-year unit (110 students). Restructured unit to emphasise practical research issues by having students work in groups to carry out a mystery shopping data collection project. Utilised online course management software (WebCT) for information dissemination, out-of-class discussion and electronic submission. (Sem 2 2001, Sem2, 2002).
- BMA260 Method for Management Studies. Research methodology unit for management students. Coördinated, co-lectured and tutored second-year unit (160 students across four campuses in Tasmania, Singapore and Kuala Lumpur). Initiated a pilot within the School to incorporate an optimal mix of face-to-face, online technologies and video conferencing for delivery to Launceston and offshore (Sem 2 2001, Sem2, 2002 (coördinator)).
- BMA285 Managing Business in the Asia Pacific. Coördinated, co-lectured and tutored second-year unit (160 students across four campuses in Tasmania, Singapore and Kuala Lumpur). Restructured unit to facilitate cross-country interaction by having students work in virtual tutorial groups. Added practical component that had students work in groups to present and write up company SWOT analyses. Utilised online course management software (WebCT) for information dissemination, out-of-class discussion and electronic submission. (Sem1, 2002 & 2003).
- BMA308 Electronic Marketing. Co-lectured and tutored third-year unit (160 students across four campuses in Tasmania, Singapore and Kuala Lumpur). Worked with coördinator to utilise WebCT information dissemination and cross-country virtual tutorials (Sem 2, 2001).
- BMA683 Economics for Managers (MBA). Conducted workshops on economic topics including macro, micro, monetary policy and trade theory. (Sem 2 2001).
- BMA774 International Business Management (MBA). Conducted workshops on topics in international business. (Sem 1 2003)

Wayne State College

Web-based Distance Learning

- Provided one-on-one assistance and workshops for academic staff in the use of Lotus LearningSpace, BlackBoard and WebCT

Teleteaching

- Provided one-on-one assistance and workshops for academic staff in the use full interactive TV unit offerings. The college was connected to over 80 remote sites throughout Northeast Nebraska via a DS3 telecom link. Assistance to faculty involved both pedagogical and technical support.

Guest Lecture

- Guest lectured for unit CSC 320 Computer Organization (one session on PC architecture). January 2001.

Nanyang Business School, Nanyang Technological University

- PPOCBEC Policy Perspectives on Cross Border Electronic Commerce. MBA unit using course management software originated from Singapore and was partly based on material developed for an earlier unit on a related topic. Participation limited to email and NetMeeting conference calls on discussion of unit design and content. Students were placed into groups and used several of Blackboard's collaborative tools to carry out their projects. (March-May 2000)
- B6732 International Electronic Commerce. Co-developed and co-taught MBA unit. The unit provided access to a broad range of material illuminating the technological and behavioural forces driving the rapid diffusion of electronic commerce. Created web pages for the unit (incorporating audio and video streaming technologies) (Jul 1996, Mar & Oct 1997, Jul 1998, Jul 1999).
- AB113 Information Technology. Coördinated, co-lectured and tutored first-year unit (800-700 students). Restructured unit to emphasise utilisation of office software and Internet tools for personal productivity. Utilised groupware capabilities of MS Exchange to provide students with the means to do collaborative work. Required students to author web pages and engage in cross-disciplinary activities. Developed web site for the unit incorporating streamed digitised audio and video, discussion board and chatroom (Sem 1 & 2: Jul 1997-May 1998 and Sem 1 & 2: Jul-1998-May 1999).
- BE207 International Economics. Co-lectured and tutored second-year unit (120 students). (Sem 1 & 2: Jan-May & Jul-Nov 1996). Created web site to supplement unit.
- ESE Enrichment Subject for Economists Semester 1 (20 students). Designed, lectured and tutored. Unit taught within PC lab. Introduced economics majors to productivity software (MS Office Suite), Internet tools useful to economists and principles of effective writing for economists. World Wide Web medium used to develop a sequence of writing tutorials. Portions adapted from the *Internet Technical Writing Guide* by David McMurrey (Austin Community College, USA) but exercises were based on economic examples. Answers were hid (through changing the name of the html file) until students had worked out the answers for themselves. Sessions took place in a computing lab. Front page available as a 51kb pdf file from <http://www.quino.net/ese-1995-6.pdf> . Paper available on http://www.quino.net/enrichment_case_study-paper1996.htm (Sem 1: Jul-Nov 1995. Shorter version, Sem 1 1996).
- Internet Fundamentals and Web Design. Designed and taught unit to faculty. http://nbs.ntu.edu.sg/internet_course/ (1995-97).

School of Commerce and Law, University of Tasmania

- CEC213/4 Quantitative Methods II A & B (30-50 students). Provided students hands-on understanding of statistical topics useful for marketing and other areas in commerce such as inference, ANOVA, nonparametric statistics, survey sampling, and factor analysis, along with a section on Baysian decision making. Also covered topics in mathematical economics and operations research. 1990-1994 (selected semesters).
- CEC104 Quantitative Methods I (200-300 students). Co-lectured mathematical and statistical underpinnings of commerce and economics (1994. Tutor. 1989).
- CEC303 International Economics (50 students). Students worked collaboratively on group projects (1991-1992).
- CEC200 Intermediate Macroeconomics (80-120 students). Students worked collaboratively on group projects (1990-1993).
- CEC300 Money and Banking (120 students). (Tutor. 1989).

Commerce Division, University of Otago (New Zealand)

- EC302 International Economics. Co-lectured (120 students). Encouraged students to work in groups. (1990).
- EC457H International Economics. Co-lectured (20 honours students). Encouraged students to work in groups. (1990).
- EC101 Principles of Economics. Co-lectured. (900 students). Co-organised Small-Group Teaching/Tutorials Seminar for tutors, by the Higher Education Development Centre. 1990.

Special Skills And Knowledge

- Extensive and up-to-date knowledge of the Internet and electronic commerce. Working knowlege of Windows95/98/NT/2000/XP desktop clients and related networking capabilities. Extensive knowledge of numerous software packages and course management software including MS Office Professional, FrontPage, Lotus Notes,

DreamWeaver, Adobe products, Econometric Views, SAS, SPSS, TopClass, Lotus LearningSpace, Blackboard and WebCT. Also familiar with Windows NT/2000 Server, Unix and VMS operating systems.

- Fluent in Spanish; graduated from Nido de Aguilas (international high school) in Santiago, Chile.

Professional Referees

Available on request