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### **Education:**

BA *magna cum laude*, Government and German Literature. St. Lawrence University, USA 1990

MA, Political Science. Binghamton University, USA 1993

PhD, Political Science (Specializations in Research Methods and International Relations). Binghamton University, USA 1995

MBA *summa cum laude* (Specialization in Finance). Intercollege, Cyprus 2006

### **Positions Held:**

**Professor of Hospitality Innovation and Leadership**, Ball State University (USA), Miller College of Business. 2024-present

**Associate Professor of Hospitality Innovation and Leadership**, Ball State University (USA), Miller College of Business. 2019-2024

**Assistant Professor of Hospitality and Food Management**, Ball State University (USA), College of Applied Sciences and Technology/Miller College of Business. 2015-2019

**Associate Professor of International Relations** (tenured June 2013), University of Nicosia, School of Humanities, Social Sciences, and Law (Cyprus). 2008-2014

**Assistant Professor**, University of Nicosia (Intercollege), School of Humanities, Social Sciences, and Law (Cyprus). 2006-2008

**Director of Research/Assistant Professor**, College of Tourism (Cyprus). 1999-2001/2003-2006

**Trial Consulting Research Associate**, DecisionQuest (Boston, USA). 2001-2002

**Research Executive**, Consumer Research—ACNielsen (Cyprus). 1998-1999

**Assistant Professor**, Department of Politics—Ithaca College (USA). 1995-1996

### **Research & Publications**

**Doctoral Dissertation:** “Human Rights and International Relations Theory”

**MBA Thesis:** “Financing the Millennium Goals of the UN: the Demographic and Attitudinal Correlates for Support of Increased Official Development Assistance Among Canadians”

### **Books Edited, Written, or Translated**

New Technologies in Virtual and Hybrid Events. (2024). Edited by S. Kulshreshtha & C. Webster, (pp. 555). Hershey, Pennsylvania: IGI.

Future Tourism in a Robonomic World. (2024). Edited by S. Ivanov & C. Webster, The Future of Tourism. Series Editors: Ian Yeoman and Una McMahon-Beattie (pp. 257). Bristol, UK: Channel View Publications Ltd/Multilingual Matters.

Robots, Artificial Intelligence and Service Automation in Travel, Tourism and Hospitality. (2019) Edited by S. Ivanov and C. Webster, Emerald Publishing Limited.

Future Tourism: Political, Social and Economic Challenges. (2012) Edited by J. Leigh, C. Webster, and S. Ivanov. Routledge: Taylor Francis Group.

### **Chapters in Books (a selection)**

“Chapter 10: Service Automation and Festivals: Technologies and Their Impact Upon Sustainability of Events.” (2024). *New Technologies in Virtual and Hybrid Events*. Sharad Kumar Kulshreshtha and Craig Webster (Eds.) (pp. 184-197). Pennsylvania: IGI Global.

“Chapter 10: AI and Robotics in the Lodging Industry.” (2024). *Artificial Intelligence, Machine Learning and Robot Applications in Hospitality Businesses*. Edited by Rachel J.C. Fu (pp. 163-180). Dubuque IA: Kendall Hunt.

“Peace, Social Justice, and the Preservation of Cultural Heritage in Tourism”. (2024). *A Research Agenda for Peace and Tourism*, Anna Farmaki (Ed.) (pp. 49-68). Cheltenham, United Kingdom: Edward Elgar Publishing.

“Challenges and opportunities for the incorporation of robots in hotels.” (2023). In *Routledge Handbook of Trends and Issues in Global Tourism*, edited by Alastair Morrison and Dimitrios Buhalis (pp. 12). London: Routledge.

“50 Shades of Discrimination: Commercial Kink in Hospitality and Tourism.” (2023). in *Inclusion in Tourism Understanding Institutional Discrimination and Bias* Edited By Susan Slocum (pp. 176-188). London: Routledge.

“The Demography, Automation Technology, and Hospitality Nexus: Repositioning Destinations and Hospitality Industries in the Mediterranean. *Tourism, Hospitality and Culture 4.0: Shifting Towards the Metaverse*” (2022). in *Tourism Studies on the Mediterranean Region*. Book Series edited by di Piera Buonincontri, Luisa Errichiello, Roberto Micera (pp. 121-138). McGraw-Hill.

“Attitudes towards robots in tourism: robophobes vs. robophiles. In *Emerging Transformations in Tourism and Hospitality*” (2021). edited by Anna Farmaki and Nikolaos Pappas (pp. 17). Routledge. <https://www.routledge.com/Emerging-Transformations-in-Tourism-and-Hospitality/Farmaki-Pappas/p/book/9780367616625>

“Kinky People Need Kinky Events: Kinkster Events and Kink/BDSM Products in Hospitality and Tourism. Sex and Leisure: Promiscuous Perspectives.” (2020) Edited by: Diana C. Parry and Corey W. Johnson (pp. Chapter 7). London, UK: Routledge.

“Micro Shocks and Public Outrage: City Tourism in a Turbulent World.” (2020). Routledge Handbook of Tourism Cities. Alastair M. Morrison and J. Andres Coca-Stefaniak (eds.) (pp. 121 - 130). Oxon: Routledge.

“Robotics in tourism and hospitality. “ (2020). Handbook of e-Tourism. In Xiang, Z., Fuchs, M., Gretzel, U., & Höpken, W. (Eds.) (pp. 27). Springer.

“Conceptual Framework of the Use of Robots, Artificial Intelligence, and Service Automation in Travel, Tourism, and Hospitality Companies.” (2019) In Ivanov, S., Webster, C. (eds.) Artificial Intelligence, and Service Automation in Travel, Tourism, and Hospitality (pp. 7-38). Bingley, UK: Emerald Publishing Limited.

“Economic Fundamentals of the Use of Robots”. (2019), In Ivanov, S., Webster, C. (eds.) Artificial Intelligence, and Service Automation in Travel, Tourism, and Hospitality (pp. 39-56). Bingley, UK: Emerald Publishing Limited.

“Introduction: RAISA in Future Travel-related Industries.” (2019). In Ivanov, S., Webster, C. (eds.) Robots, Artificial Intelligence and Service Automation in Travel, Tourism and Hospitality (pp. 1-3). Bingley, UK: Emerald Publishing Limited.

“Robotics, Artificial Intelligence, and the Evolving Nature of Work.” (2019) In: George B., Paul J. (eds) Digital Transformation in Business and Society. Business Transformation in Data Driven Societies, In Babu George & Paul, J. (Eds.). (pp. 127-143). Cham, Switzerland: Palgrave Macmillan.

“Robotics, artificial intelligence, and the evolving nature of work.” (In-Press) With Stanislav Ivanov. in Business Transformation in Data Driven Societies, Edited by Babu George & Paul, J. (Eds.). Palgrave-MacMillan.

“Adoption of robots, artificial intelligence and service automation by travel, tourism and hospitality companies – a cost-benefit analysis” (2018) with Stanislav Ivanov. In Traditions and Innovations in Contemporary Tourism. Edited by Marinov, V., Vodenska, M., Assenova, M. & Dogramadjieva E. (Eds). (pp. 190-203). Cambridge Scholars Publishing.

“Globalization and Hotel Chains” (2016) In “The Routledge Handbook of Hotel Chain Management” Edited by Stanislav Ivanov, Maya Ivanova, and Vincent Magnini. (vol. 5, pp. 459-470). London: Routledge.

“Tourism as a Force for Political Stability” (2014) with Stanislav Ivanov. In The International Handbook on “Tourism and Peace” Edited by Cordula Wohlmuther and Werner Wintersteiner. Drava Verlag. Pp. 167-180.

“The Microchipped Tourist: Implications for European Tourism” (2014) by Craig Webster, Stanislav Ivanov, and Ana Mladenovic. In The Future of European Tourism.

Edited by Albert Postma, Jeroen Oskam and Ian Yeoman. Stenden University of Applied Sciences. Pp. 86-106.

“What Future Tourism?” (2012) By Craig Webster and James Leigh. In Future Tourism: Political, Social and Economic Challenges. Edited by J. Leigh, C. Webster, and S. Ivanov. Taylor Francis Group. pp. 1-4.

“Future Tourism: Where to Now?” (2012) By Craig Webster and James Leigh. In Future Tourism: Political, Social and Economic Challenges. Edited by J. Leigh, C. Webster, and S. Ivanov. Routledge: Taylor Francis Group. pp. 191-199.

“Tourism and Quality of Life?” (2012) By Nicos L. Kartakoullis, George Karlis, Kostas Karadakis, Amanda Sharaf and Craig Webster. In Future Tourism: Political, Social and Economic Challenges. Edited by J. Leigh, C. Webster, and S. Ivanov. Routledge: Taylor Francis Group. pp. 92-102.

“The Political Economy of Tourism in the Future” (2012) By Craig Webster and Stanislav Ivanov. In Future Tourism: Political, Social and Economic Challenges. Edited by J. Leigh, C. Webster, and S. Ivanov. Routledge: Taylor Francis Group. pp. 21-34.

“The Paradigms of Political Economy and Tourism Policy: NTOs and State Policy” (2011) by Craig Webster, Stanislav Ivanov, and Steve Illum. In Political Economy and Tourism. Edited by Jan Mosedale. Routledge: Taylor Francis Group. pp. 55-73.

“The Opening of the Ledra Crossing in Nicosia: Social and Economic Consequences” (2010) by David Jacobson, Bernard Musyck, Stelios Orphanides and Craig Webster. In Tourism and Political Change. Edited by Richard Butler and Wantanee Suntikul. Goodfellow Publishers: Woodeaton, Oxford. pp. 199-207.

“Settlement of the Cyprus Conflict and the Greek Cypriot Tourism Industry.” (2010). By David Jacobson, Ozay Mehmet, Bernard Musyck, Stelios Orphanides, and Craig Webster. In Tourism, Progress and Peace. Edited by Omar Moufakkir and Ian Kelly. CABI: Oxford. pp. 212-227.

“The Correlates of Vacationing: Greek Cypriots and their Vacationing Habits.” (2005) in Kazimierz Obodynsky and Wojciech J. Cynarski (Ed.) “International Dialogue: Global, European, National and Multicultural Dimensions of Tourism” Rzeszow, Poland: EACE Press. pp. 193-204.

"U.S. Foreign Policy and Human Rights in Latin America: An Empirical Investigation over Three Presidencies." (1996) in David Louis Cingranelli (Ed.) Human Rights and Developing Countries. Greenwich, Connecticut: JAI Press. Pp. 183 – 192.

### **Journal Articles**

Kirkpatrick, C.T.T., Webster, C., Diedicke, L.-M. (in press). Robots and Service Delivery in Hotels: Preliminary Insights from Co-workers and Supervisors. Journal of Qualitative Research in Tourism / Edward Elgar Publishing.

Shuangyu, X., Slevitch, L., Bauman, M.J., Ponting, S., Webster, C., Kirilova, K. (2024). Neolocalism of craft brewery experience: Scale development and validation study. *International Journal of Hospitality Management, Elite*, 120, 103787.

Soliman, M., Ivanov, S., Elgammal, I.M.Y., Webster, C., Al-Alawi, A.N. (2024). Pursuing the drivers of consumer behaviour toward service robots in the hotel industry. *International Journal of Hospitality Management, Elite*, 120, 103752.

Ivanov, S., Seyitoglu, F., Webster, C. (2024). Tourism, Automation and Responsible Consumption and Production: A Horizon 2050 paper. *Tourism Review, Tier 2*.

Webster, C., Cain, L. (2024). Regulation, Automated Technologies, and Competitiveness in the Hospitality Industry. *Journal of Hospitality & Tourism Research*.

Ivanov, S., Webster, C. (2023). Automated Decision-making: hoteliers' perceptions. *Technology in Society, Tier 3*, 76, 102430.

Xu, S., Baumann, M., Ponting, S., Slevitch, L., Webster, C., Kirilova, K. (2023). Authenticity of Craft Brewery Experience: A scale development study. *Journal of Hospitality & Tourism Research*, 15. <https://journals.sagepub.com/home/jhtd>

Ivanov, S., Webster, C., Seyitoglu, F. (2022). Humans and/or robots? Tourists' preferences towards the humans-robots mix in the service delivery system. *Service Business: an International Journal*, 17, 195–231.

Webster, C., Ivanov, S. (2022). Robots and Events: Participant Preferences for Robot Services. *Event Management*, 26(7), 1663-1670.

Ivanov, S., Webster, C. (2022). Restaurants and Robots: Public Preferences for Robot Food and Beverage Services. *Journal of Tourism Futures*, 11.

Webster, C., Ivanov, S. (2022). Public Perceptions of the Appropriateness of Robots in Museums and Galleries. *Journal of Smart Tourism*, 2(1), 33-39.

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Webster, C., Ivanov, S. (2021). Tourists' Perceptions of Robots in Passenger Transport. *Technology in Society*, 67, 101720.

Harden, A. J., Earhart, C. M. M., Webster, C., Hji-Avgoustis, S. (2021). Lessons for Managing Academic Excellence in a Crisis: Experiential Learning. *Journal of Family & Consumer Sciences*, 113(2), 7-13.

Ivanov, S., Webster, C. (2021). Willingness-to-pay for robot-delivered tourism and hospitality services – an exploratory study. *International Journal of Contemporary Hospitality Management*, 33(11), 3926-3955.

Soliman, M., Ivanov, S., Webster, C. (2021). The psychological impacts of COVID-19 outbreak on research productivity: a comparative study of tourism and non-tourism scholars. *Journal of Tourism and Development (Revista Turismo & Desenvolvimento)*, 35, 23-52.

Houliston, H., Ivanov, S., Webster, C. (2021). Nationalism in Official Tourism Websites of Balkan Countries: A Multimodal Analysis. *Tourism: An International Interdisciplinary Journal*, 69(1), 83-111.

Webster, C. (2021). Demography as a Driver of Robonomics. *Robonomics*, 1(1), 12.

Webster, C., Ivanov, S. (2021). Tourists' Perceptions of Robots in Passenger Transport. *Technology in Society*, 67, 101720.

Harden, A. J., Earhart, C. M. M., Webster, C., Hji-Avgoustis, S. (2021). Lessons for Managing Academic Excellence in a Crisis: Experiential Learning. *Journal of Family & Consumer Sciences*, 113(2), 7-13.

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Webster, C. (2021). Demography as a Driver of Robonomics. *Robonomics*, 1(1), 12.

Ivanov, S., Webster, C., Stoilova, E., Slobodskoy, D. (2020). Biosecurity, crisis management, automation technologies, and economic performance of travel, tourism and hospitality companies – a conceptual framework. *Tourism Economics*. (preprint)

Webster, C., Ivanov, S. (2020), Demographic Change as a Driver for Tourism Automation. *Journal of Tourism Futures*, 8. (preprint)

Webster, C., Yen, C.-L., Hji-Avgoustis, S. (2020), "Individual Perceptions of the Value of Leisure: The Influence of the Social Democratic Welfare State and Leftist Values Systems", *European Journal of Tourism Research*, 24, 15.

Ivanov, S., Webster, C. (2020). Robots in tourism: a research agenda for tourism economics. *Tourism Economics*, 26(7), 1065-1085.

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Ivanov, S., Gretzel, U., Berezina, K., Sigala, M., Webster, C. (2019). Progress on robotics in hospitality and tourism: a review of the literature. *Journal of Hospitality and Tourism Technology*. (preprint)

Webster, C., Ivanov, S. (2019). Transformar la competitividad en beneficios económicos: ¿Estimula el turismo el crecimiento económico en destinos con más competencia? (translation of previous publication into Spanish). *Turismo y Sociedad*, 25, 21-28.

Webster, C. (2019). Halfway there: the transition from 1968 to 2068 in tourism and hospitality. *Zeitschrift für Tourismuswissenschaft*, 11(1), 5-23.

Webster, C., Ivanov, S. (2019). Events are Bound to Happen, Spank You Very Much: the Importance of Munch Events in the BDSM Community. *Event Management: an International Journal*.

Webster, C., Molly, K. (2018). Fifty Shades of Socializing: Slosh and Munch Events in the BDSM Community. *Event Management: an International Journal*. 23(1), 135-147

Webster, C. (2017). Political turbulence and business as usual: tourism's future. *Journal of Tourism Futures*, 3(1), 4-7.

Webster, C., Ivanov, S. (2017). The ideologies of national security and tourist visa restrictions. *International Journal of Tourism Policy*, 6(3/4), 171-190.

Webster, C., Jacobson, D., Shapiro, K. (2016). Ethno-nationalism and impediments to cooperation in tourism in a post-settlement Cyprus. *Journal of Tourism Futures/ Emerald*, 2(2), 165-174.

Webster, C., Ivanov, S. (2016). Political ideologies as shapers of future tourism development. *Journal of Tourism Futures/ Emerald*, 2(2), 109-124.

Webster, C., Yen, C.-L., Hji-Avgoustis, S. (2016). RFRA and the Hospitality Industry in Indiana: Political Shocks and Empirical Impacts on Indianapolis' Hospitality and Tourism Industry. *International Journal of Tourism Cities*, 3(2), 221 - 231.  
<http://www.emeraldinsight.com/loi/ijtc>

Ivanov, S., Sypchenko, L., Webster, C. (2016). International sanctions and Russia's hotel industry: the impact on business and coping mechanisms of hoteliers. *Tourism Planning & Development*.  
<http://www.tandfonline.com/eprint/z5zBnn7q9iQSeEuWZcZM/full>

Ivanov, S., Gavrilina, M., Webster, C., Ralkoa\*, V. (2016). Impacts of political instability on the hotel industry in Ukraine. *Journal of Policy Research in Tourism, Leisure and Events*, 9(1), 100-127.  
<http://www.tandfonline.com/doi/full/10.1080/19407963.2016.1209677>

Zopiatis, A., Theocharous, A., Kosmas, P., Webster, C., Melantiou, Y. (2016). Developing a Country-wide Tourist Loyalty Scheme: A Barren Landscape.

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<http://onlinelibrary.wiley.com/doi/10.1002/jtr.2075/abstract>

Ivanov, S., Idzhylva, K., Webster, C. (2015). Impacts of the entry of the Autonomous Republic of Crimea into the Russian Federation on its tourism industry: An exploratory study. *Tourism Management*, 54, 162-169.

Jacobson, D., Webster, C., Shapiro, K., Musyck, B., Orphanides, S. (2015). Cyprus Settlement: a Zero Sum Game for Tourism? *European Journal of Tourism Research*, 11, 21-34. <http://ejtr.vumk.eu/index.php/volume11/262-v1121cyprussettlementazerosumgamefortourism>

Webster, C., Ivanov, S. (2015). Geopolitical drivers of future tourist flows. *Journal of Tourism Futures*, 1(1), 58-68.  
<http://www.emeraldinsight.com/doi/pdfplus/10.1108/JTF-12-2014-0022>

Webster, C., Hadjimanoli, E. (2015). The Placement of Cypriot Embassies and Embassy Staff: Power, the EU, and Overseas Cypriots. *Cyprus Review*, 26(2), 105-126.

Poria, Y., Ivanov, S., Webster, C. (2014). Attitudes and willingness to donate towards heritage restoration: an exploratory study about Bulgarian socialist monuments. *Journal of Heritage Tourism*, 9(1), 68-74.

Webster, C., Ivanov, S. (2014). Transforming competitiveness into economic benefits: Does tourism stimulate economic growth in more competitive destinations? *Tourism Management*, 40(1), 137-140.

Ivanov, S., Webster, C. (2013). Globalisation as a Driver of Destination Competitiveness. *Annals of Tourism Research*, 43, 628-633.

Ivanov, S., Webster, C. (2013). Tourism's Impact on Growth: The Role of Globalisation. *Annals of Tourism Research*, 41(April), 231-236.

Ivanov, S., Webster, C. (2013). Tourism's contribution to economic growth: a global analysis for the first decade of the millennium. *Tourism Economics*, 19(3), 477-508.

Webster, C., Timcak, G. (2010). The Ley of the Land and Tourism development. *Acta Geoturistica*, 1(2), 22-33.

Ivanov, S., Webster, C. (2010). Decomposition of economic growth in Bulgaria by industry. *Journal of Economic Studies*, 37(2), 219-227.

Webster, C., Musyck, B., Orphanides, S., Jacobson, D. (2009). Working on the Other Side. Cooperative Tour Organizers and Uncooperative Hoteliers: Evidence from Greek Cypriot Tourism Professionals. *European Planning Studies*, 17(10), 1485-1508.

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Webster, C., Ivanov, S. (2008). Power politics and integration into Western institutions: the placement of embassies for Romania and Bulgaria. *Journal of Southern Europe and the Balkans*, 10(1), 1-14.

Webster, C., Ivanov, S. (2007). Placement of Romanian and Bulgarian Embassies: EU Aspirations and Communist Legacy. *South-Eastern Journal of Economics*, 1(1), 103-120.

Ivanov, S., Webster, C. (2007). Measuring the impact of tourism on economic growth. *Tourism Economics*, 13(3), 379–388.

Webster, C., Ivanov, S. (2007). National tourism organizations: Measuring the results of promotion abroad. *Tourism*, 55(1), 65-80.

Webster, C. (2006). The Correlates of Vacationing: Greek Cypriots and their Vacationing Habits. *Tourismos*, 1(2), 45-60.

Webster, C., Timothy, D. (2006). Travelling to the 'Other Side': the Occupied Zone and Greek Cypriot Views of Crossing the Green Line. *Tourism Geographies*, 8(2), 162–181.

Webster, C., Lordos, A. (2006). Who Supported the Annan Plan? An Exploratory Statistical Analysis of the Demographic, Political, and Attitudinal Correlates. *Cyprus Review*, 18(1), 13-35.

Webster, C. (2005). Division or Unification in Cyprus? The Role of Demographics, Attitudes and Party Inclination on Greek Cypriot Preferences for a Solution to the Cyprus Problem. *Ethnopolitics*, 4(3), 299–309.

Webster, C. (2001). Characterizing the Locations of CTO Offices Abroad: Empirical Research Findings. *Journal of Business and Society*, 14(1), 32-40.

Webster, C. (2001). The Placement of Canada's Embassies: Driven by Realpolitik or the Domestic Political Debate. 33(1), 125-133.

Webster, C. (2001). Commonwealth Diplomatic Missions: a Comparative Empirical Investigation of the Foreign Policy of Five Commonwealth Members. *The Round Table: the Commonwealth Journal of International Affairs*: Carfax Publishing, 361, 529-539.

Webster, C. (2001). Economic Development and Recreation: The Development of Leisure in Cyprus. *Tourism Today*, 1(1), 56-70.

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Webster, C. (2000). Cyprus Tourism: Measuring the Impact of Promotion. *Journal of Business and Society*, 13(1 and 2), 83-91.

Webster, C. (2000). Canada's Human Rights Policy and its Impact on Foreign Assistance Allocation. *Peace Research: The Canadian Journal of Peace Studies*, 32(4), 85-97.

## **Teaching**

### **International Relations and Political Science Courses**

Research and Methodologies (graduate level)

The Role of the Media in International Relations (graduate level)

Political Philosophy and Epistemology in International Relations (graduate level)

Public Opinion and Political Communication (graduate level)

World Politics in the Twentieth Century (graduate level)

Foreign Policy Analysis (graduate level)

International Law (graduate level)

Human Rights and Ethical Debates in International Relations (graduate level)

European Geography

Case Studies in Conflict Analysis

Contemporary World Issues

Comparative Politics

International Politics

The Practice of Diplomacy

American National Government

American National Government (online)

Current European Issues

Current European Issues (online)

Research Methods

Introduction to International Relations

Issues in World Politics

International Politics

International Conflict

Human Rights and Global Politics

Human Rights and International Relations

International Political Economy

Comparative European Politics

Contemporary Issues in International Political Economy (with Maya Dafinova)

Cultural Geography

European Cultures

US and World History since 1945

Seminar: International Organizations

Seminar: The Scientific Study of Social Phenomena

### **Business and Tourism Courses**

Introduction to Event Management

Advanced Event Management

Theme Parks and Attractions

Strategy and Policy  
The Structure of Tourism  
Geography of Travel and Tourism  
Introduction to Business  
Strategic Management  
Strategic Management in Tourism (with Szilvia Gyimóthy—graduate level)  
Senior Year Seminar (with George Panayiotou)  
MBA Thesis Supervisory course  
Introduction to Event Management  
Advanced Event Management  
Introduction to the Hospitality and Food Service Industry (w/ Sotiris Hji-Avgoustis)  
Facilities Planning, Layout and Design  
Food and Culture  
Event Management (graduate level)  
Future Tourism