

JENSEN J. ZHAO
Tenured Full Professor
Dept. of Information Systems & Operations Management
Miller College of Business, Ball State University
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EDUCATION

Doctor of Business Education, December 1994

Northern Illinois University, DeKalb, IL
Department of Management, **College of Business (AACSB accredited)**
Areas of study: Management, communication, and information systems

ACADEMIC LEADERSHIP

Dept. Chair of Information Systems & Operations Management (ISOM), Miller College of Business (AACSB accredited), Ball State University, Muncie, IN, 2012—2016

Summary of Major Dept. Achievements in 2012—2016:

- Improved the IS major program to a STEM-based CIS major program (24 credit hrs) by emphasizing hands-on real-world problem solving through a required one-year immersive learning project with business and industry partners in 2012—2013. The major enrollment increased from 35 students in 2011 to 59 students in 2015.
- Transformed the old OM major program (24 credit hrs) to a STEM-based LSCM major program (18 credit hrs) with required industry internship in 2012—2013. The major enrollment increased from 16 OM majors in 2011 to 79 LSCM majors in 2015.
- Developed a brand new STEM-based Business Analytics (BA) major (21 credit hrs) in 2013-2015. The enrollment reached 22 students in 2016.
- Formed three industry advisory boards for the BA, CIS, and LSCM programs, respectively, for advising curriculum improvement, providing field trips and immersive learning projects, and offering internship and employment.
- Developed the following undergraduate minors and MBA concentrations: Six Sigma minor, LSCM minor, CIS minor for Computer Science majors, CIS minor for business majors, and MBA LSCM concentration in 2013—2016.
- Supported LSCM faculty to set up the LSCM Center for Excellence with a university grant of \$300,000 in 2014—2016.
- Hosted the annual regional Information Systems Student Project and Case Competition on Ball State campus in 2012—2016.
- All ISOM undergraduate and graduate programs received the reaccreditations by the AACSB International in 2013 and the HLC (Higher Learning Commission) in 2012.
- All ISOM majors had field trips to major-related businesses provided by ISOM program advisory boards.
- All ISOM graduates were employed in their major-related businesses and graduate schools upon graduation. More than 80% of the graduating seniors accepted job offers before May commencement in 2013—2016.
- Nominated ISOM faculty and staff for annual national, university, or college outstanding awards and they received the following:
 - *The AITP 2015 National Award of Chapter Advisor of the Year.*
 - *The 2013 University Outstanding Junior Faculty Award.*

- The 2013 University Rawlings Outstanding Distance Education Teaching Award.
- The 2016 University Outstanding Research Award.
- The 2012 College Outstanding Staff Award.
- The 2014 College Outstanding Research Award
- The 2nd place of College 2013 Outstanding Immersive Learning Project Award.
- The 1st Place of College 2014 Outstanding Immersive Learning Project Award.
- The 2013 College Outstanding Teaching Award.
- The 2014 College Outstanding Teaching Award.
- The 2015 College Outstanding Teaching Award.
- The 2016 College Best-Year Faculty Award.
- Supported ISOM faculty members for external grant proposals and they received the following:
 - Participants in the U.S. University Linkages Program Grant with Isra University, Pakistan, sponsored by U.S. Department of State for \$1 million (2012—2015).
 - Participants in the U.S. University Linkages Program Grant with Tikrit University, Iraq, sponsored by US Department of State for \$1 million (2010—2013).
 - Recipient of the U.S. NSF 2015 Rapid Research Grant of \$100,000.
- Supported ISOM students participating in the international, national, and regional case and project competitions and they received the following:
 - The 6th Place of the 2012 APICS Midwest Annual Student Case Competition among 33 participating teams.
 - The 3rd and 6th Places of the 2013 APICS Midwest Annual Student Case Competition.
 - The 2nd and 5th Places of the 2014 APICS Midwest Annual Student Case Competition.
 - The 6th Place of the 2015 APICS Midwest Annual Student Case Competition.
 - The 2nd place of the Student Competition at the 2014 (27th) Annual International Bled e-Conference in Europe.
 - The 2014AITP National 1st Place of Student Chapter Outstanding Performance.
 - The 2014AITP National 2nd Place of Network Design Competition.
 - The 2015AITP National Award of Student Chapter Outstanding Performance.
 - The 2015AITP National Award of Regional Best Chapter.
 - The 2015AITP National Award of National Best Chapter.
- Acting Dept. Chair of Information Systems & Operations Management, Miller College of Business (AACSB accredited), Ball State University, Muncie, IN, 2010—2011.

TEACHING

- 2004-Present **Full Professor (tenured), Ball State University, Muncie, IN**
- 1999-2003 **Associate Professor (tenured), Ball State University, Muncie, IN**
- 1994-1998 **Assistant Professor (tenure-track), Ball State University, Muncie, IN**
- Dept. of Information Systems & Operations Management (ISOM)
Miller College of Business (AACSB accredited)
- Teaching undergraduate and graduate courses in:
 - Business and managerial communications
 - Business and technology negotiations
 - Information systems, security, and e-business applications
 - Mentor for Junior Faculty, ISOM Department, 1999-Present
 - Doctoral Dissertation Committee, College of Sciences & Humanities, 2003-2004
 - Doctoral Dissertation Committees, School of Music, 2002-2013
 - Master's Thesis Committee, College of Sciences & Humanities, 2007-2012
 - Master's Thesis Committee, Fisher Institute for Wellness, 1996-1998

- Undergraduate Honors Thesis Advisor, Honors College, 2002, 2018
- The 2003 Sigma Phi Epsilon Outstanding Professor Award, Indiana Gamma Chapter, Sigma Phi Epsilon
- Dean's Teaching Award in 1995, 1996, and 1998

Summer 2002 **Guest Professor, University of Macao**, Macao, China
MBA Program, Faculty of Business Administration

- Taught Negotiation Skills and Strategies

1990-1994 **Instructor, Northern Illinois University**, DeKalb, IL
College of Business (AACSB accredited), Department of Management

RESEARCH

Refereed Journal Publications (115)

1. **Zhao, J. J.** & Zhao, S. Y. (2021, July 2). Creativity and innovation programs offered by AACSB-accredited U.S. colleges of business: A Web mining study. *Journal of Education for Business*, 97(4), 1-10. Retrieved from <https://doi.org/10.1080/08832323.2021.1934373>
2. **Zhao, J. J.**, Truell, A.D., Lazaros, E., & Davison, C. (2020). How GPA, GMAT, work experience, and age predict MBA students' readiness for the 4th Industrial Revolution. *Issues in Information Systems*, 21(2), 9-18.
3. Weaver, C., Lazaros, E., **Zhao, J. J.**, Davison, C., & Truell, A.D. (2020). The Internet of Things: An overview of selected smart home technologies. *Issues in Information Systems*, 21(2), 43-48.
4. Nicley, D.D., Lazaros, E., Truell, A.D., **Zhao, J. J.**, & Davison, C. (2020). The connected car: A glimpse into the future of transportation. *Issues in Information Systems*, 21(2), 49-56.
5. Davison, C., Lazaros, E., **Zhao, J. J.**, Truell, A.D., & Bowles, B. (2020). The connected car: A glimpse into the future of transportation. *Issues in Information Systems*, 21(2), 67-63.
6. **Zhao, J. J.**, Truell, A.D., Lazaros, E., & Davison, C. (2019). Enhancing organizational cybersecurity—A hands-on immersive learning project. *Issues in Information Systems*, 20(1), 100-107.
7. Truell, A.D., **Zhao, J. J.**, Lazaros, E., & Davison, C. (2019). Cyberbullying: Important considerations. *Issues in Information Systems*, 20(2), 83-88.
8. Lazaros, E., Truell, A.D., **Zhao, J. J.**, & Davison, C. (2019). Career and technical education teachers Career path exploration. *The Career Technical Education Journal*, 7(1), ISSN 2327-0160 (Online: https://www.thectejournal.com/uploads/1/0/6/8/10686931/lazaros_summer_2019.pdf)
9. Davison, C., Truell, A.D., Lazaros, E., & **Zhao, J. J.**, (2019). PriVacy: The missing “V” in big data analytics. *Issues in Information Systems*, 20(1), 178-185.
10. **Zhao, J. J.**, Truell, A.D., Alexander, M.W., & Lazaros, E. (2018). Is business education meeting job market demand and student interest? *Issues in Information Systems*, 19(1), 76-82.

11. Truell, A.D., Alexander, M.W., **Zhao, J. J.**, & Lazaros, E. (2018). Analyzing students major field test in business (ETS-MFTB) student performance score at an AACSB-accredited institution: Predicting and explaining the influence of participating in online courses. *Issues in Information Systems, 19*(1), 203-209.
12. Alexander, M. A., Truell, A. D., Lazaros, E., & **Zhao, J. J.** (2018). Comparison of “D,” “F,” and “W” grades between information systems traditional and online courses for the past five academic years. *Issues in Information Systems, 19*(2), 81-89.
13. Lazaros, E., Truell, A.D., Alexander, M.W., & **Zhao, J. J.** (2018). Feedback strategies for information systems faculty. *Issues in Information Systems, 19*(2), 23-32.
14. Alexander, M. A., Truell, A. D., **Zhao, J. J.** (2017). Benefits and challenges of taking online courses as reported by postsecondary business students", *Business Teacher Education Journal* (43), 9-15.
15. **Zhao, J. J.** & Zhao, S. Y. (2016). Business analytics programs offered by AACSB-accredited U.S. colleges of business: A web mining study. *Journal of Education for Business, 91*(6), 327-337.
16. **Zhao, J. J.**, Zhao, S. Y., Alexander, M.W., & Truell, A.D. (2016). E-government use of social media for enhancing democracy in China. *Issues in Information Systems, 17*(1), 58-69.
17. Alexander, M. A., Truell, A. D., **Zhao, J. J.**, & Davis, R. (2016). College business students' perceptions of team learning, behavior, and evaluation. *Business Teacher Education Journal, 42*, 9-15.
18. **Zhao, J. J.** & Zhao, S. Y. (2015). Security and vulnerability assessment of social media sites: An exploratory study. *Journal of Education for Business, 90*(8), 458-466.
19. **Zhao, J. J.**, Zhao, S. Y., Alexander, M.W., & Truell, A.D. (2015). The impact of Chinese e-government-to-citizens on government transparency and public participation. *Issues in Information Systems, 16*(1), 51-59.
20. **Zhao, J. J.** & Zhao, S. Y. (2014). The impact of corporate social media on revenue and profit: An exploratory study. *International Journal of Management and Information Technology, 10*(3), 1892-1902.
21. **Zhao, J. J.**, Alexander, M. W., & Truell, A. D., (2014). Immersive learning of real-world problems and solutions: An innovative approach to attracting students to computer information systems programs. *Issues in Information Systems, 15*(1), 98-105.
22. Alexander, M. A., Truell, A. D., & **Zhao, J. J.** (2014). Postsecondary business student expectations of advantages and disadvantages of taking courses online. *Business Teacher Education Journal, 40*, 10-16.
23. Truell, A. D., Alexander, M. W., & **Zhao, J. J.** (2014). An assessment of author and institutional affiliation productivity in *Issues in Information Systems*. *Issues in Information Systems, 15*(1), 298-302.

24. **Zhao, J. J.**, Truell, A. D., Alexander, M. W., Sharma, S., & Smith, S. (2013). Strategic use of social media on companies' e-commerce sites. *Journal for Research in Business Education*, 55(2), 50-69.
25. Smith, S. M., **Zhao, J. J.**, & Alexander, M. A. (2013). Social Commerce from a Theory of Planned Behavior Paradigm: An Analysis of Purchase Intention. *International Journal of E-Adoption*, 5(3), 76-88.
26. Truell, A. D., Alexander, M. W., **Zhao, J. J.**, & Sharma, S. (2013). Prospective student structure preferences and perceived skills needed/possessed. *Issues in Information Systems*, 14(1), 415-420.
27. Alexander, M. A., **Zhao, J. J.**, Truell, A. D., & Wiggins. (2013). College Students Non-Course Related Internet Use during Class Time: Gender Differences in Websites Accessed. *Business Teacher Education Journal*, 39, 9-14.
28. Alexander, M. A., Davis, R. E., **Zhao, J. J.**, Truell, A. D., (2013). Text Messaging During Classes: Do Demographic Variables Make a Difference? *Wisconsin Business Education Journal*, 62 (1), 10-16.
29. **Zhao, J. J.** & Zhao, S. Y. (2012). Retail e-commerce security status among *Fortune 500* corporations. *Journal of Education for Business*, 87(3), 136-144.
30. **Zhao, J. J.** & Zhao, S. Y. (2012). The impact of e-government use of social networking media on government transparency and public participation. *Télescope: Canadian Journal of National Public Administration*, 18(1-2), 44-61.
31. **Zhao, J. J.**, Truell, A. D., Alexander, M. W., & Sharma, S. (2012). Exploring the U.S. state e-government use of social media for democracy. *Issues in Information Systems*, 13(1), 247-257.
32. Alexander, M W., Truell, A. D., & **Zhao, J. J.** (2012). Expected advantages and disadvantages of online learning: Perceptions from college students who have not taken online courses. *Issues in Information Systems*, 13(1), 193-200.
33. **Zhao, J. J.**, Truell, A. D., Alexander, M. W., & Woosley, S. A. (2011). A vulnerability assessment of the U.S. small business B2C e-commerce network systems. *Delta Pi Epsilon Journal*, 53(1), 42-52.
34. Alexander, M. A., **Zhao, J. J.**, Truell, A. D., (2011). Academic dishonesty: Gender perceptions of the consequences for cheating. *Business Teacher Education Journal*, 38, 62-67.
35. Alexander, M. A., **Zhao, J. J.**, Truell, A. D., (2011). Penalties for cheating: Do perceptions between business and non-business students differ? *Journal of Business and Training Education*, 19, 1-7.
36. **Zhao, J. J.** (2010). Cross-cultural and international information technology and computers. *The 2010 NBEA Yearbook: Cross-Cultural and International Business Education*, 48, 46-62.
37. **Zhao, J. J.** & Zhao, S. Y. (2010). The impact of IQ+EQ+CQ integration on student productivity in Web design and development. *Journal of Information Systems Education*, 21(1), 43-53.
38. **Zhao, J. J.** & Zhao, S. Y. (2010). Opportunities and threats: A security assessment of state e-government Web sites. *Government Information Quarterly*, 27(1), 49-56.

39. Truell, A. D., **Zhao, J. J.** & Alexander, M. W. (2010). The impact of screen resolution setting on business student computer-based test performance. *NABTE Review*, 37, 40-45.
40. Woosley, S. A., Truell, A. D., Alexander, M. W., & **Zhao, J. J.** (2010). Course sequencing and performance: An investigation of business college requirements in relation to an information systems core course. *Issues in Information Systems*, 11(1), 559-565.
41. Truell, A. D., Alexander, M. W., & **Zhao, J. J.**, Woosley, S. A., (2010). Online shopping factors: An analysis of college students' experiences based on gender. *Issues in Information Systems*, 11(1), 451-459.
42. Alexander, M. W., Woosley, S. A., Truell, A. D., & **Zhao, J. J.**, (2010). College freshmen self-assessment of core academic behaviors: Implications for information systems faculty. *Issues in Information Systems*, 11(2), 184-190.
43. Alexander, M. A., **Zhao, J. J.**, Truell, A. D., (2010). Penalties for Cheating: Do Perceptions between Business and Non-business Students Differ? (Forthcoming). *Journal of Business and Training Education*, 19, 1-8.
44. **Zhao, J. J.**, Truell, A. D., & Alexander, M. W. (2009). A security vulnerability audit of Fortune 500 e-commerce network systems. *Issues in Information Systems*, 10(2), 88-94.
45. **Zhao, J. J.**, Alexander, M. W., Perreault, H., Waldman, L., & Truell, A. D. (2009). Faculty and student use of technologies, user productivity, and user preference in distance education. *Journal of Education for Business*, 84(4), 206-212.
46. Truell, A. D., Alexander, M. W., & **Zhao, J. J.** (2009). The impact of computer screen resolution setting on student computer-based hands-on task performance in an introductory information systems course. *Issues in Information Systems*, 10(1), 62-68.
47. Alexander, M. W., Truell, A. D., **Zhao, J. J.** (2009). Appropriate penalties for academic dishonesty as perceived by students in an information systems class: An analysis by class level. *Issues in Information Systems*, 10(2), 614-619.
48. Alexander, M. A., Perreault, H., Zhao, J. J., Waldman, L., (2009). Comparing AACSB faculty and student online learning experiences: Changes between 2000 and 2006. *Journal of Educators Online*, 6 (1), 1-20.
49. Perreault, H., Waldman, L., Alexander, M. & **Zhao, J. J.** (2009). Graduate business students' perceptions of online learning: A five-year comparison. *Delta Pi Epsilon Journal*, 50(3), 164-179.
50. Waldman, L., Perreault, H., Alexander, M. W, & **Zhao, J. J.** (2009). Comparing the perceptions on online learning between students with experience and those new to online learning. *Information Technology, Learning, and Performance Journal*, 25(2), 20-29.
51. **Zhao, J. J.**, Truell, A. D., & Alexander, M. W. (2008). Characteristics and effectiveness of the U.S. state e-government-to-business services. *Delta Pi Epsilon Journal*, 50(2), 100-125.

52. **Zhao, J. J.**, Truell, A. D., Alexander, M. W., & Davis, R. (2008). A vulnerability audit of the U.S. state e-government network systems. *Issues in Information Systems*, 9(2), 8-13.
53. **Zhao, J. J.**, Alexander, M. W., Perreault, H., Waldman, L., & Truell, A. D. (2008). Impact of information technologies on students in distance education: A five-year comparison. *The Ohio Business Technology Educator*, 67, 1-14.
54. Alexander, M. W., **Zhao, J. J.**, Truell, A. D., & Wiggins, J. Y. (2008). Changes in administrative professionals' communication and management tasks and interests in training. *Wisconsin Business Education Journal*, 56(1), 6-13.
55. Alexander, M. A., **Zhao, J. J.**, Truell, A. D., Heidi, P., W. L. (2008). AACSB student experiences in graduate distance education courses: A comparison between 2000 and 2006. *NABTE Review*, 35, 47-55.
56. Perreault, H., Waldman, L., Alexander, M., & **Zhao, J. J.** (2008). Comparing the distance learning-related course development approach and faculty support and rewards structure at AACSB Accredited institutions between 2001 and 2006. *The Journal of Educators Online*, 5(2), 1-15.
57. Truell, A. D., **Zhao, J. J.**, & Alexander, M. W. (2008). Do selected variables significantly predict and explain student hands-on performance and theory exam scores in an introductory information systems course? *Issues in Information Systems*, 9(1), 16-20.
58. Waldman, L., Alexander, M. W., Perreault, H., & **Zhao, J. J.**, (2008). Distance learning issues for faculty in AACSB-accredited business schools: An update. *Journal of Business and Training Education*, 16, 32-41.
59. **Zhao, J. J.**, Truell, A. D., Alexander, M. W., & Davis, R. (2007). E-government-to-business service quality and user satisfaction: An assessment of the U.S. state G2B Web portals. *Issues in Information Systems*, 8(2), 140-145.
60. **Zhao, J. J.**, Whitesel, J. A., Truell, A. D., & Alexander, M. W. (2007). Corporate cyberspace communication vs. paper-based communication: The impact of media choice on cost and benefit. *Issues in Information Systems*, 8(2), 83-88.
61. **Zhao, J. J.**, Alexander, M. W., Perreault, H., & Waldman, L. (2007). A longitudinal study of information technology impact on business faculty in distance education. *Delta Pi Epsilon Journal*, 49(3), 55-69.
62. **Zhao, J. J.**, Truell, A. D., & Alexander, M. W. (2007). E-government service capacity and effectiveness of 50 U.S. states and Washington, D.C. *The Ohio Business Technology Educator*, 66, 25-32.
63. Alexander, M., **Zhao, J. J.**, Perreault, H., & Waldman, L. (2007). AACSB faculty experiences in teaching graduate distance education courses: A Comparison Between 2000 and 2006. *NABTE Review*, 34, 38-46.
64. Truell, A. D., **Zhao, J. J.**, Alexander, M. W., & Davis, R. (2007). College of business faculty computer technology fluency: A follow up study. *The Ohio Business Technology Educator*, 66, 51-63.

65. Alexander, M. W., Truell, A. D., **Zhao, J. J.**, & Wiggins, J. Y. (2007). Software use and training interests of administrative professionals: A five-year comparison. *The Ohio Business Technology Educator*, 66, 1-12.
66. Truell, A. D., **Zhao, J. J.**, Alexander, M. W., & Hill, I. B. (2006). Predicting final student performance in a graduate business program: The MBA. *Delta Pi Epsilon Journal*, 48(3), 144-152.
67. **Zhao, J. J.**, Truell, A. D., Alexander, M. W., & Hill I. B. (2006). "Less success than meets the eye?" Impact of MBA education on graduates' career. *Journal of Education for Business*, 81(5), 261-268.
68. **Zhao, J. J.**, Truell, A. D., & Alexander, M. W. (2006). User-interface design characteristics of *Fortune 500* B2C e-commerce sites and industry differences. *Delta Pi Epsilon Journal*, 48(1), 43-55.
69. **Zhao, J. J.**, Truell, A. D., Alexander, M. W., & Davis, R. (2006). State e-government service and economic competitiveness: A relational analysis. *Issues in Information Systems*, 7(2), 171-176.
70. Alexander, M. W., **Zhao, J. J.**, Truell, A. D., Underwood, R., & Wiggins, J. Y. (2006). Participation in lifelong learning: A comparison between administrative professionals in 2000 and 2005. *Journal of Business and Training Education*, 15, 1-8.
71. Truell, A. D., Alexander, M. W., & **Zhao, J. J.** (2006). Predicting and explaining student introductory computer applications final course performance. *The Ohio Business Technology Educator*, 65, 39-50.
72. Alexander, M. W., Truell, A. D., **Zhao, J. J.**, & Wiggins, J. Y. (2006). The effect of organizational downsizing on the role of administrative professionals: A comparison between 2000 and 2005. *The Ohio Business Technology Educator*, 65, 1-12.
73. **Zhao, J. J.** (2005). Negotiating: Concluding agreements with global partners. *The 2005 NBEA Yearbook: Communication for the Global Society*, 43, 201-215.
74. **Zhao, J. J.** (2005). IQ + EQ + CQ = synergistic transformational success: A model for designing integrated IT courses. *Issues in Information Systems*, 6(2), 70-76.
75. **Zhao, J. J.** & Zhao, S. Y. (2005). Comparative analysis of technologies used on *Fortune 500* and *Inc. 500* Corporate Web Sites. *Information Technology, Learning, and Performance Journal*, 22(2), 41-50.
76. Alexander, M. W., **Zhao, J. J.**, Truell, A. D., & Whitesel, J. A. (2005). Job hunting in cyberspace: A content analysis of *Fortune 500* employment Web sites. *NABTE Review, Spring ed.*, 59(4), 23-27.
77. Alexander, M. W., **Zhao, J. J.**, & Truell, A. D. (2005). Content analysis of *Fortune 500* company Investor relations websites. *The Ohio Business Technology Educator*, 64, 1-10.
78. Truell, A. D., **Zhao, J. J.**, & Alexander, M. W. (2005). The Impact of Settable Test Item Exposure Control Interface Format On Postsecondary Business Student Test Performance. *Journal of Career and Technical Education*, 22(1), 31-41.

79. Truell, A. D., **Zhao, J. J.**, Alexander, M. W., & Whitesel, J. A. (2005). Characteristics and communication: Effectiveness of *Fortune 500* company corporate homepages. *Delta Pi Epsilon Journal*, 47(2), 83-90.
80. Truell, A. D., Alexander, M. W., **Zhao, J. J.**, & Davis, R. E. (2005). College of business faculty computer technology fluency: Implications for professional development. *The Ohio Business Technology Educator*, 64, 29-42.
81. **Zhao, J. J.** & Zhao, S. Y. (2004). Internet technologies used by *Inc. 500* corporate Web sites. *Issues in Information Systems*, 5(1), 366-372.
82. Alexander, M. W., **Zhao, J. J.**, & Underwood, R. (2004). Students' professional behavior in the classroom: A cross-sectional study of the perception differences by gender. *Journal of Business and Training Education*, 13, 43-58.
83. **Zhao, J. J.**, Whitesel, J. A., Alexander, M. W., & Truell, A. D. (2004). The quality of *Fortune 500* B2C e-commerce Web sites: An experiential assessment by online shoppers. *Issues in Information Systems*, 5(1), 359-365.
84. **Zhao, J. J.** & Alexander, M. (2004). Impact of business communication education on students' short- and long-term performances. *Business Communication Quarterly*, 67(1), 24-40.
85. Alexander, M. W. & **Zhao, J. J.** (2004). Differences by gender in perceptions of learned report writing skills: Results from a cross-sectional study. *NABTE Review*, 58(4), 22-26.
86. **Zhao, J. J.** (2003). Technology content analysis of the *Fortune 500* corporate web sites. *Issues in Information Systems*, 4(2), 769-775.
87. Alexander, M., **Zhao, J. J.**, Perreault, H., & Waldman, L. (2003). Distance education courses: A comparative study of faculty and students experiences. *NABTE Review*, 30, 16-22.
88. **Zhao, J. J.**, Alexander, M., Waldman, L., Perreault, H. (2003). Impact of information technologies on faculty and students in online distance education. *Delta Pi Epsilon Journal*, 45(1), 17-33.
89. Waldman, L., Alexander, M., **Zhao, J. J.**, & Perreault, H. (2002). Faculty issues in the distance learning environment: A survey of AACSB-accredited business schools. *Journal of Business and Training Education*. 11, 1-22.
90. **Zhao, J. J.** (2002). Computer end-user skills important for business professionals now and toward 2005. *Journal of Computer Information Systems*, 42(3), 31-37.
91. Alexander, M., **Zhao, J. J.**, & Underwood, R. (2002). How business educators use emails: A survey of the National Business Education Association members. *Delta Pi Epsilon Journal*, 44(2), 110-124.
92. **Zhao, J. J.** & Alexander, M. (2002). Information technology skills recommended for business students by Fortune 500 executives. *Delta Pi Epsilon Journal*. 44(3), 175-189.
93. Perreault, H., Waldman, L., Alexander, M., & **Zhao, J. J.** (2002). Overcoming barriers to successful delivery of distance-learning courses. *Journal of Education for Business*, 77(6), 313-318.
94. **Zhao, J. J.** (2001). Developing Web-enabled interactive financial tools without HTML and script

- languages. *Information Technology, Learning, and Performance Journal*, 19(2), 49-53.
95. Alexander, M., Waldman, L., & **Zhao, J. J.** (2001). Use of email communication technologies by international business educators. *Journal for Global Business Education*, 1(1), 11-26.
96. Alexander, M., Waldman, L., & **Zhao, J. J.** (2001). International business educators' use of Internet technologies. *Journal for Global Business Education*, 1(1), 50-65.
97. **Zhao, J. J.** (2000). Buy low and sell high: An investment approach to hands-on training in Web-database applications. *Journal of Computer Information Systems*, 40(4), 20-26.
98. **Zhao, J. J.** (2000). Creating a Web-based client/server network on your PC. *Information Technology, Learning, and Performance Journal*, 18(1), 71-78.
99. **Zhao, J. J.** (2000). Impact of communication on managers' attitudes and behaviors. *Delta Pi Epsilon Journal*, 42(2), 110-123.
100. **Zhao, J. J.** (2000). The Chinese approach to international business negotiation. *Journal of Business Communication*, 37(3), 209-236.
101. **Zhao, J. J.**, McEwen, B., & Wunsch, D. (2000). U.S. corporate and public organizational uses of communication systems. *Journal of Business and Training Education*, 9, 85-102.
102. **Zhao, J. J.** (1999). Cyber dimensions: Using a portable personal Web server to increase students' research and communication efficiency. *Journal of Education for Business*, 74(5), 307-310.
103. Ober, S., **Zhao, J. J.**, Davis, R., & Alexander, M. (1999). Telling it like it is: The use of certainty in public business discourse. *Journal of Business Communication*, 36(3), 280-300.
104. **Zhao, J. J.**, Ray, C. M., Dye, L., & Davis, R. (1998). Recommended computer end-user skills for business students by Inc. 500 executives and office educators. *Office Systems Research Journal*, 16(1), 1-8.
105. **Zhao, J. J.**, & Wunsch, D. (1998). Improving business-writing quality with a process-based participative approach. *Journal of Business and Training Education*, 7, 67-79.
106. **Zhao, J. J.**, McEwen, B., & Wunsch, D. (1997). U.S. company use of communication systems and their impact on productivity. *Delta Pi Epsilon Journal*, 39(4), 236-254.
107. **Zhao, J. J.** (1997). Computer end-user skills needed by business professionals now and toward 2000. *Journal of Computer Information Systems*, 37(4), 24-29.
108. **Zhao, J. J.** (1996). Using case studies in international business communication training. *Business Communication Quarterly*, 59(4), 11-24.
109. **Zhao, J. J.** (1996). Recommended computer end-user skills for business students by Fortune 500 human resource executives. *Delta Pi Epsilon Journal*, 38(3), 155-166.
110. **Zhao, J. J.**, Wunsch, D., & Scriven, J. (1995). The effect of continuous process improvement on the

quality of students' business writing. *Delta Pi Epsilon Journal*, 37(3), 142-158.

111. **Zhao, J. J.**, & Parks, C. (1995). Self-assessment of communication behavior: An experiential learning exercise for intercultural business success. *Business Communication Quarterly*, 58(1), 20-26.
112. **Zhao, J. J.**, & Ober, S. (1991). Communication skills needed by U.S. international businesspersons. *Delta Pi Epsilon Journal*, 33(1), 52-60.
113. **Zhao, J. J.** (1987). A comparative study of American and Japanese strategies in advertising professionals training. *International Advertising*, 8, 8-9.
114. **Zhao, J. J.** (1986). An overview of the changing legal climate and advertising regulations in various leading world markets. *International Advertising*, 5, 9-10.
115. **Zhao, J. J.** (1983). On selecting materials, programming procedures, and applying methods in teaching English movies. *Journal of Instructional Technology*, 7, 13-15.

Refereed Textbook and Chapters (6)

1. **Zhao, J. J.** (2003). *Web Design and Development for E-Business*. Upper Saddle River, NJ: Prentice Hall. The book teaches Web design principles, graphics, client/server systems, firewall and e-payment security, HTML, ASP, JavaScript, VBScript, as well as emerging technologies such as wireless/mobile Internet, XML, .NET, and WebSphere.
2. **Zhao, J. J.** (2006). Research in business. *Encyclopedia of Business and Finance*, 2nd edition. Farmington Hills, MI: Macmillan/Thomson Gale, Vol. 2, 640-643.
3. **Zhao, J. J.** (2006). E-marketing. *Encyclopedia of Business and Finance*, 2nd edition. Farmington Hills, MI: Macmillan/Thomson Gale, Vol. 1, 234-235.
4. **Zhao, J. J.** (2006). Identity theft. *Encyclopedia of Business and Finance*, 2nd edition. Farmington Hills, MI: Macmillan/Thomson Gale, Vol. 1, 373-374.
5. **Zhao, J. J.** (2006). Cyber crime. *Encyclopedia of Business and Finance*, 2nd edition. Farmington Hills, MI: Macmillan/Thomson Gale, Vol. 1, 187-188.
6. **Zhao, J. J.** (2006). Public relations. *Encyclopedia of Business and Finance*, 2nd edition. Farmington Hills, MI: Macmillan/Thomson Gale, Vol. 2, 624-626.

GRANTS

1. The 2018 Ball State Summer Assessment Grant: How undergraduate GPA, GMAT, work experience, and age difference affect MBA student performance, Office of Institutional Effectiveness, Ball State University.
2. The 2017 Ball State Summer Assessment Grant: Assessment of Miller College of Business Student Engagement, Office of Institutional Effectiveness, Ball State University.
3. The 2013 Ball State Summer Assessment Grant, Office of Institutional Effectiveness, Ball State University.
4. The 2012 Ball State Summer Assessment Grant, Office of Institutional Effectiveness, Ball State

- University.
5. The 2005 Delta Pi Epsilon National Business Education Research Grant, Delta Pi Epsilon National Research Foundation, Little Rock, AK.
 6. The 2004 Ball and Miller Distinguished Research Fellowship in Business Administration, Ball State University.
 7. The 2001 George A. Ball Distinguished Research Fellowship in Business Administration, Ball State University.
 8. The 2000 Summer Research Grant, Office of Academic Research & Sponsored Programs, Ball State University.
 9. The 1999 Technology Fellowship, College of Business, Ball State University.
 10. The 1998 George A. Ball Distinguished Research Fellowship in Business Administration, Ball State University.
 11. The 1997 Teleplex Faculty Development Grant: Teaching and Learning with Technology, Ball State University.
 12. The 1996 Korean Internet Project Grant, College of Business, Ball State University.
 13. The 1995 New Faculty Research Grant, Ball State University.

PROFESSIONAL SERVICES

Editorial and Referee Positions

1. Editorial Board, *International Journal of Business Communication*, 2001-Present
2. Editorial Board, *Interdisciplinary Journal of Information, Knowledge, and Management*, 2005-Present
3. Editorial Board, *Information Technology, Learning, and Performance Journal*, 2001-2019
4. Editorial Board, *Journal of Computer Information Systems*, 2009-2012
5. Editorial Board, *Issues in Information Systems*, 2003-2010, 2010-2020
6. Editorial Board for Special Issues, *Journal of Business Research*, 2006-2007
7. Editorial Board, *Communication Yearbook*, 2007
8. Editorial Board, *National Business Education Yearbook*, 2005, 2006, 2008, 2009, 2011, 2012
9. Editorial Board, *Delta Pi Epsilon Journal*, 1998-2005
10. Editorial Board for Special Issue, *International Journal of Management and Decision Making*, 2004
11. Editorial Board, *Business Communication Quarterly*, 1994-1998
12. Consulting Reviewer, *Government Information Quarterly*, 2015-2016
13. Consulting Reviewer, *Information Systems Management Journal*, 2008-2009
14. Consulting Reviewer, *International Journal of Mathematical and Computer Modeling*, 2005
15. Consulting Reviewer, *Journal of Business Communication*, 1997, 1998, 2000
16. Review Board, *Proceedings of the 2008, 2007, 2006, 2005 Annual Conference of the American Educational Research Association*.
17. Review Board, *Proceedings of the 2007, 2006, 2005, 2004, 2003 Annual Conferences of International Association for Computer Information Systems*.
18. Review Board for the 2006 Best Paper Award of *the 2006 Annual Conference of Organizational Systems Research Association*.
19. Review Board, *Proceedings of the 2006 Information Science and IT Education Conference*
20. Review Board, *Proceedings of the 2004 Annual Conference of Organizational Systems Research Association*.
21. Review Board, *Book of Readings of 2006, 2005, 2004, 1999 DPE National Research Conference*.
22. Review Board, *Proceedings of 1996 Annual ABC Convention*.
23. External Reviewer for the University Research Committee, BSU Office of Academic Research

and Sponsored Programs, 1995, 2000, 2001, 2002, 2003

Professional Service Positions

- Chair, Ball State University Continuing and Distance Education Committee, 2000—2001
- Chair, Miller College of Business Strategic Planning Advisory Committee, 2003—2012
- Chair, Miller College Committee of Professional Development/Faculty Recruitment, 2001—2002
- Chair, the 2000 Midwest Conference of Association for Business Communication, 2000
- Chair, Subcommittee of the MBA Program Assessment and Student Role Brochure, 1999-2000
- Chair, Departmental P&T Committee, 2007-2012, 2019-2023
- Chair, Departmental Salary Committee, 2006-2010
- Chair, ISOM Dept. Business Communication Program, 1999-2012
- Chair, the 2001 Eastern Indiana Business and Marketing Education Conference, 2001
- Chair, the 1997 Eastern Indiana Business and Marketing Education Conference, 1997
- Webmaster, Miller College Curriculum Integration Implementation Committee, 2005-2008
- Webmaster, National Intercultural Committee, Association for Business Communication, 1996-2002
- Secretary, Miller College of Business Graduate Curriculum and Assessment Committee, 1998-2003
- Secretary, Ball State University Continuing and Distance Education Committee, 1998-1999
- Treasurer, Delta Pi Epsilon, Pi Chapter, 1998-2012
- Historian, Delta Pi Epsilon, Pi Chapter, 1996-1998

Professional Activities

- National Strategic Planning Committee, Delta Pi Epsilon, 2006-2018
- National Research Projects Committee, Delta Pi Epsilon, 2002-2005, 2010-2018
- National Publications Committee, Delta Pi Epsilon, 1998-2001, 2010-2012
- National Ad Hoc Committee on Internet/Web Policy, Association for Business Communication, 1998
- National Intercultural Committee, Association for Business Communication, 1994-2006

Professional Memberships

- American Educational Research Association
- Association for Business Communication
- Association for Research in Business Education-Delta Pi Epsilon
- Beta Gamma Sigma
- International Association for Computer Information Systems
- National Business Education Association

RESEARCH AWARDS

The 2009 Best Paper Award, "Student Perceptions of the Appropriate Penalties for Situations Involving Academic Dishonesty", The Clute Institute for Academic Research. (October 5, 2009).

The 2004 DPE Outstanding Independent Research in Business Education for the publication, "*Impact of information technologies on faculty and students in online distance education.*" Delta Pi Epsilon is a national honorary professional graduate society in business education.

The 2003 Outstanding *NABTE Review* Article: "*Distance education courses: A comparative study of faculty and student experiences.*" *NABTE Review* is a refereed journal of the National Association for Business Teacher Education.

The 2002 Best Paper Award for "*Technology integration and innovation: A model for making Web-*

spreadsheet applications database-empowered" at the 2002 OSRA National Research Conference: Gateway to the West: Information Highway to the World, St. Louis, MO, USA.

RECOGNITIONS

The Inside Indiana Business, the Indiana Business-News TV Program, interviewed me on my e-commerce study: "*Fortune 500* companies must improve e-commerce sites," June 22, 2005.

The Star Press, the Muncie, Indiana Newspaper, interviewed me on "Business should take advantage of e-commerce," March 2, 2002, p 5C.

Tribune Business Weekly, the South Bend, Indiana Newspaper, reprinted my survey findings on "Voice mail and other electronic communication systems," April 24, 2000, pp 1&4.

The Star Press reprinted my survey findings, "Technology changing way many employees communicate at work," August 26, 1999, p 4B.