

Ned D. Young, Ph.D.
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Education: Ph.D. Education Leadership – 2002
Major Concentration: Higher Education
University of Dayton - Dayton, Ohio (5/97 – 5/02)
Dissertation title: *The Effects of the Malcolm Baldrige National Quality Award Criteria on the Learning Systems of Selected Educational Institutions: A Study of Six State Baldrige-based Quality Award Program Winners*

Master of Business Administration – 1986, Concentration: Management
Wright State University - Dayton, Ohio (1/82 - 8/86)

Bachelor of Science – 1981
Major: Computer Science Minor: Business Administration
Wright State University - Dayton, Ohio (9/77 - 8/81)

Employment History:

01/94 - Present Sinclair Community College (www.sinclair.edu)
Dayton, Ohio Sinclair is an urban community college campus serving more than 20,000 students.

Professor, Management and Management Information Systems (9/98 – 9/04 & 09-07-present)
Responsible for teaching and improving the following courses: Introduction to MIS, Principles of Management/Organizational Behavior, Management Capstone, Management Internship. Participate in and chair many department, division, and college-wide level committees and programs (see attached.) Actively involved in college governance via faculty senate and other steering committees. Developed, implemented and currently run several distance learning courses.

Chairperson, Business Management, Marketing, Supply Chain Management & Entrepreneurship (1/94-8/98 & 9/04- 09/07)
Was responsible for the management of nine full time and approximately 40 part time faculty teaching courses in the following academic programs: Business Management, Marketing, Supply Chain Management, and Entrepreneurship. Annual departmental FTE exceeded 1260 students making it the second largest Business Technologies' department. Total departmental budget exceeded \$1.2 million. The department is a campus leader in distance learning activities as well as in the use of technology in the learning systems.

08/11 – Present The National Center for Supply Chain Automation (NCSA)
(<http://supplychainautomation.com/>)

Co-Principal Investigator – Curricula development.
The National Center for Supply Chain Automation (NCSA) is sponsored by the National Science Foundation's Advanced Technological Education Program under Award No. 1601452. The goal of the Center is to increase the number of qualified supply chain technicians to meet the growing national need across the private and public supply chains. The center is a partnership of community colleges with the Principal Investigator housed at Norco College, CA.

09/12 – Present The Ohio Department of Higher Education, Columbus, OH

Secondary Career-Technical Alignment Initiative (SCTAI) Lead Expert for Supply Chain Management

Collaborate with the Ohio Articulation and Transfer Network (OATN) staff and other Articulation and Transfer Perkins grant consultants to create statewide agreements for career-technical pathways. Also, coordinate work with consultants and Ohio Department of Higher Education staff regarding curricular alignment to career-technical pathways.

08/96 - 2007 Capital University, Dayton Center Adjunct Instructor

Adjunct Business Instructor for Capital University's Adult Degree Program (ADP), Dayton Campus. Courses taught included Organizational Behavior (BUS 342), Quality Management & Tools (BUS 375), Leadership and Ethics (BUS 410) and Leadership Seminar (BUS 440) as well as the Senior Project advisor for many graduating seniors (primarily business majors – ADP 499.)

2007 Ohio Dominican University, Bergamo Center Adjunct Instructor

Adjunct Business Instructor for Ohio Dominican's adult degree program (LEAD), Bergamo Center. Taught Organizational Behavior (BUS 355).

1/84 - 1/94 NCR Corporation - Dayton, Ohio 3/93 - 1/94 Director of Quality, Integration & Interoperability Enterprise Systems Division

Directed the quality-related aspects of a start-up organization charted with developing customer solutions comprised of numerous software & hardware components and ensuring the proper interaction (interoperability) of those components. Directed the activities of several process managers/engineers as they designed and oversaw the implementation of processes relating to certification labs, tools, systems, services and information products.

05/91 - 03/93 Quality Systems Manager Software/Systems Group, Manufacturing and Quality

Software and Systems process consultant for Corporate Manufacturing and Quality Department. Deployed standard software measurements and metrics throughout the corporation, provided leadership in identifying the "Best in Class" software practices and methods, and establishing "Best in Class" software industry benchmarks.

04/89 - 05/91 Consulting Analyst Systems Engineering Retail, Transaction Network Engineering

Project Manager and Systems Architect for development of a UNIX based communication processor for the retail industry. System employed the Object Oriented Design methodology utilizing the C++ language as well as a PC based Graphical User Interface (using MicroSoft Windows). Communications protocols included Bisync, X.25 and TCP/IP over Ethernet LAN. The Oracle relational database was used for data storage and retrieval. Responsible for the daily management and architectural decisions relating to seven full-time and five contract programmers. Project budget exceeded \$1.2 million annually. Additional responsibilities included the design and coding of a TCP/IP Ethernet connection between the Windows PC and the UNIX Processor. Primary language used was MicroSoft C.

05/87- 04/89 Senior Principal Programmer/Analyst Systems Engineering Retail, Transaction Network Engineering

Project Leader/Programmer for development of an IBM mainframe based communication system for the retail industry. System was developed for MVS and VSE operating systems written in 370 Assembler and COBOL. Protocols included Bisync (3780) and SNA (3790). User interface written

under VTAM. VSAM was used for file manipulation. Heavily involved in the design and coding of protocols as well as the user interface.

**01/84- 05/87 Principal Systems Analyst
Retail Central Service, United States Data Processing Group**

Lead analyst in customer support (central office) of IBM mainframe based communication systems. System included batch Bisync (3780 BTAM) communication protocol. Responsibilities included the planning, organizing and participation in on-site customer visits for purposes of pre-sale, installation and debug. Daily interaction with customers, field support, marketing and development personnel including all levels of corporate management. Consulted in areas of IBM connectivity, in particular file transfer protocols. Designed and taught courses to customers and NCR personnel dealing with file based communication and IBM connectivity.

10/81 - 01/84 Credit Life Insurance Company, Springfield, Ohio.

Analyst/Programmer II, External Services Department

Developed and implemented systems designed to interface external companies with in-house systems. Traveled to, or communicated with, these companies to gather system specifications. Primary language written was IBM COBOL running under MVS on 30XX mainframe. Developed, created and maintained remote RJE sites utilizing SNA/SDLC protocol on IBM 5280 systems. Primary language written was DE/RPG.

**09/77- 10/81 Dayco Corporation, Dayton, Ohio.
Data Processing Co-op, Data Processing Department**

An extensive four-year college Co-op training program designed to educate using the Systems approach to data processing education. Positions within the department included: I/O clerk, Computer Operator, Programmer and Systems Analyst. Primary languages written were PL/I and IBM 370 Assembler running under DOS/VS on an IBM 370/125 mainframe.

Publications:

Supplying' Workforce Needs: The Creation of The National Center for Supply Chain Technology Education (With Kevin Fleming, Ph.D.) The National Center for Supply Chain Technology Education; The National Science Foundation. 2011

Ascertaining the Impact of the Business-Oriented Malcolm Baldrige National Quality Award (MBNQA) Model on Educational Institutions: From the Voices of Educational Leaders. Ethnographic and Qualitative Research in Education Conference, Duquesne University, Pittsburgh, PA. 2003.

The Effects of the Malcolm Baldrige National Quality Award Criteria on the Learning Systems of Selected Educational Institutions: A Study of Six State Baldrige-based Quality Award Program Winners. Doctoral Dissertation, University of Dayton. 2002

Writing an Effective Business Report with Susan Callender. Facilitator and participant guides for the Advanced Integrated Manufacturing (AIM) center. The National Science Foundation. 2000.

Teamwork with David Bodary and Jim Houdeshell. Facilitator and participant guides for the Advanced Integrated Manufacturing (AIM) center. The National Science Foundation. 1999.

Portfolio and Marketing with Mark Echtner. Facilitator and participant guides for the Advanced Integrated Manufacturing (AIM) center. The National Science Foundation. 1998.

Test Bank to accompany *Management: Challenges in the 21st Century* by Lewis, Goodman and Fandt. West Publishing Company, 1995, ISBN 0-314-05252-6.

The Sol, Our Abundance, NAFTA, Chichen Itza, an Assassination. Published in *The Community College Times* Volume VI, No. 14, July 12, 1994.

Professional Paper Presentations/Workshops facilitated:

12/17 – *Automation Technology in the Supply Chain*, Supply Chain OKI, Perfetti Van Melle Headquarters, Erlanger, KY.

10/17 - *ATE Careers for Veterans: Discharge Planning and the Civilian ATE Workforce*, Annual AACC/ATE Conference, Washington, DC.

10/17 – *The National Center for Supply Chain Automation and Sinclair Community College's Role in Veterans' Articulation*, Columbus U.S. Army's Concurrent Admissions (ConAP) workshop; Cincinnati, OH.

02/17 - *Training & Education Opportunities Related to Logistics in the Dayton Region*, Southwest Ohio Logistics Conference, Dayton, OH.

10/16 – *Supply Chain Management and Logistics, Pre-Conference; National Career Pathways Network annual conference*, Indianapolis, IN.

01/16 - *Emerging Technology Trends in Warehousing*, Southwest Ohio Logistics Conference, Dayton, OH.

06/15 - *Competency-Based Education in a Flex-Paced IT Program*, with Dr. Sue Merrell, ACBSP annual conference, Philadelphia, PA

04/14- *Mechatronics: Delivering industry relevant mechatronics training and education for high tech business sectors*, American Association of Community Colleges annual conference, Washington, DC.

02/14 - *How can I be a leader if I don't have a leadership position?* Sinclair Community College First Year Staff Experience, Dayton, OH.

08/13 - *Mechatronics: The Foundation for Manufacturing, Supply Chain Technology and other critical industries*, National Science Foundation ATE National Principal Investigators' annual conference, Washington, DC. :

03/12 - *Supplying Workforce Needs: The Creation of the National Center for Supply Chain Technology Education* with Robert Sheehan, Innovations 2012, Philadelphia, PA.

08/10 - *Using the Baldrige Criteria, Systems Theory and the Triple Bottom Line in a Business Capstone Course*, ACBSP Region 4 Annual Conference, Dayton, OH.

06/09 – *What the Real World can Learn from Us – Living the Triple Bottom line*, Ohio Staff Council of Higher Education (OSCHE) Summer Conference, Dayton Ohio.

03/09 – *Partnering Along the Supply Chain.* With Robert Sheehan and Stacia Edwards. Ohio Economic and Education Summit, Columbus, OH.

11/05 – *OMASC – Operations Management Academic Supply Chains – A Model and A Case Study.* With Dr. Sanjay Ahire and Robert Sheehan. 36th Annual Meeting of the Decision Sciences Institute, San Francisco, CA.

5/05 – *A Supply Chain Perspective of the POM Academics – Strategies to Enhance the Total Value Proposition (Distinguished Panel Discussion)*. With Dr. Sanjay Ahire and Robert Sheehan. 16th Annual Production and Operations Management Society Conference, Chicago, IL.

06/03 – *Ascertaining the Impact of the Business-Oriented Malcolm Baldrige National Quality Award (MBNQA) Model on Educational Institutions: From the Voices of Educational Leaders*. Ethnographic and Qualitative Research in Education Conference, Duquesne University, Pittsburgh, PA.

03/03 – *Using an interactive SCANS simulation to improve student decision-making and teaming*. League for Innovation in the Community College's 2003 Innovations conference, Phoenix, AZ

06/02 – *Creating Substantive Change in Individual Learners*. National Institute for Staff and Organizational Development's Annual Conference on Teaching and Learning, Austin, Texas.

03/02 – *Creative Approaches to Enhance Student Learning, Teaming, and Collaboration*. With Dr. Sally A. Struthers and Professor Gary Mitchner, League for Innovation in the Community College's 2002 Innovations conference, Boston, MA.

10/01 – *Building Internal Relationships*. American Society for Industrial Security – Dayton Chapter. Dayton, OH.

3/00 - *Oh What a Tangled Web: Three Approaches for Web Course Design*. With Dr. Sally A. Struthers, League for Innovation in the Community College's Innovations 2000 conference, Orlando, FL.

10/99 - *Comparing Measures of Effectiveness between Ohio Accelerated Schools and Non-Accelerated Schools*. Mid-Western Educational Research Association 1999 Annual Meeting. Chicago, IL.

10/99 - *A Ten-Year Retrospective of Policy Design and Implementation Articles Taken from Educational Evaluation and Policy Analysis*. Mid-Western Educational Research Association 1999 Annual Meeting. Chicago, IL.

6/98 - *Developing a WWW based, interdisciplinary course: The Business of Art*. With Dr. Sally A. Struthers, League for Innovation in the Community College's Innovations 98 conference, Dallas, TX.

6/98 - *Dazzling Customers: Puttin' on the Ritz*. Sinclair Community College Staff Development and Innovation Committee. Sinclair Community College, Dayton, Ohio.

10/96 - *Total Quality Management = Continuous Quality Improvement in the Classroom*. Western Ohio Business Teachers' Association. Edison State Community College, Piqua, OH.

02/96 - *Using Malcolm Baldrige Criteria, Deming's Fourteen Points, and a DACUM to Assess a Management Curriculum*. League for Innovation in the Community College's *Workforce 2000*. Omni Rosen Hotel, Orlando, FL.

11/95 - *Fundamentals of Managing People*. LaserMike Inc. Huber Heights, Ohio.

10/95 - *Organizational Assessment: Prelude to Strategic Planning*. The Alliance for Community Media Central States Region Fall Conference. Dayton Marriott Hotel, Dayton, Ohio.

09/95 - *Why Are We Here? Who's the Customer?* The Greater Miami Valley Continuity of Care Fall kick-off meeting. Presidential Banquet Center, Kettering, Ohio.

01/95 - *Excellence in Customer Service*. Sinclair Community College Staff Development and Innovation Committee. Sinclair Community College, Dayton, Ohio.

12/94 & 01/95 - *Total Quality Management and Leadership and the Supervisor*. Six full day workshops presented to new supervisors of the General Motors Truck and Bus Group, Moraine, Ohio Division. Sinclair Community College, Dayton, Ohio.

Conferences/Workshops attended:

10/17 – National Center for Supply Chain Automation Summit and MHI Annual conference, Boca Raton, FL.

10/17 - Annual AACC/ATE Conference, Washington, DC.

10/17 - Columbus U.S. Army's Concurrent Admissions (ConAP) workshop; Cincinnati, OH.

07/17 - High Impact Technology Conference (Hi-Tec), Salt Lake City, UT.

06/17 – Columbus, OH Battalion, Army Educators' Tour, Ft. Lee, VA

04/17 – MHI ProMat annual conference, Chicago, IL.

02/17 – Southwest Ohio Logistics Conference, Dayton, OH

10/16 – Supply Chain Management and Logistics, Pre-Conference; National Career Pathways Network annual conference, Indianapolis, IN.

01/16 - Southwest Ohio Logistics Conference, Dayton, OH.

10/15 - National Science Foundation ATE National Principal Investigators' annual conference, Washington, DC.

06/15 - ACBSP annual conference, Philadelphia, PA

03/15 – MHI ProMat annual conference, Chicago, IL.

10/14 - National Science Foundation ATE National Principal Investigators' annual conference, Washington, DC.

07/14 - High Impact Technology Conference (Hi-Tec), Chicago, IL.

04/14- American Association of Community Colleges annual conference, Washington, DC.

08/13 - National Science Foundation ATE National Principal Investigators' annual conference, Washington, DC.

03/12 – League for Innovations, Innovations 2012, Philadelphia, PA.

08/10 – ACBSP Region 4 Annual Conference, Dayton, OH.

03/09 – Ohio Economic and Education Summit, Columbus, OH.

07/07 – ACBSP 2007 Annual Conference, Orlando, FL.

04/07 – North Central Association 2007 Annual Meeting, Chicago, IL

11/05 – 36th Annual Meeting of the Decision Sciences Institute, San Francisco, CA.

5/05 – 16th Annual Production and Operations Management Society Conference, Chicago, IL.

04/04 - Academic Quality Improvement Process (AQIP) Systems Portfolio Appraiser training (NCA), Lisle, IL.

02/04 – Academic Quality Improvement Process (AQIP) Strategy Forum, Lisle, IL.

06/03 – 15th Annual Ethnographic and Qualitative Research in Education Conference, Duquesne University, Pittsburgh, PA

03/03 - League for Innovation in the Community College's *Innovations 2003* conference, Phoenix, AZ.

06/02 - National Institute for Staff and Organizational Development's Annual Conference on Teaching and Learning, Austin, Texas.

03/02 - League for Innovation in the Community College's *Innovations 2002* conference, Boston, MA.

03/02 – Southwestern Ohio Council for Higher Education Eighth Annual Retreat, Dayton, Ohio.

10/00 – *Ohio 2000 Teaching, Learning, and Technology Conference*, Dublin Ohio

5/00 - *Understanding the Baldrige Self-Assessment for Education*. The Association for Quality and Participation (AQP) Cincinnati, OH.

3/00 - League for Innovation in the Community College's *Innovations 2000* conference, Orlando, FL. TX.

10/99 - Mid-Western Educational Research Association *1999 Annual Meeting*. Chicago, IL.

11/98 - *Integrating Technology into Project-Based Instruction*, SCANS NSF Project, Johns Hopkins University, Hagerstown, MD.

10/98 - *The Accelerated Schools Project*, Dr. Henry M. Levin, The Ellis Joseph Symposium, University of Dayton, Ohio.

9/98 - *Authority and Rebellion: The Writer and the Community*, Dr. Chiam Potok, University of Dayton, Ohio.

6/98 - League for Innovation in the Community College's *Innovations 98* conference, Dallas, TX.

7/96 - *Teaching Institute on Process Education*. Pacific Crest. Facilitated by Dr. Dan Apple on the Sinclair Community College Campus. Three-day institute.

6/96 - *Quality Business Education: Teaching and Learning Strategies*. Association of Collegiate Business Schools and Programs Eight Annual Conference. Nashville, TN.

12/95 - *Using Continuous Quality Improvement in the Sinclair Classroom*. Facilitated by Dr. Bob Cornesky of Cornesky and Associates. Sinclair Community College.

3/95 - *Continuous Quality Improvement in the Classroom*. Facilitated by Dr. Bob Cornesky of Cornesky and Associates. Daytona Beach, FL.

Grants Received

10/2016 – *The National Center for Supply Automation (NCSA)*, sponsored by the National Science Foundation's Advanced Technological Education Program under Award No. 1601452. This five-year national center grant is managed by Norco College, CA with primary partners of Oakton Community College; Sinclair Community College, and Central Piedmont Community College.

08/2011 – *The National Center for Supply Chain Technology Education* sponsored by the National Science Foundation's Advanced Technological Education Program under Award No. 1104176. This four-year national center grant is managed by Norco College, CA with primary partners of Oakton Community College; Sinclair Community College, and Tacoma Community College.

9/01 - Sinclair Community College *Innovative Projects Grant*. With Scott King and Dan Ricica to integrate a nationally recognized teaming simulation module into the Management Capstone course.

5/95 - Sinclair Community College *Learning Challenge Grant*. With Dr. Sally A. Struthers: grant to develop a World Wide Web (WWW) based interdisciplinary course entitled *The Business of Art*. The course first ran Fall 1997.

3/94 - AT&T's University Donation Program. \$100,000 donation of a multi-media computer laboratory to support innovative uses of technology in associate degree programs within the Business Technologies Division

Awards Received

Sinclair Community College: College-wide Faculty Merit Award 1994, 1995, 1996, 1997, 1998, 2000, 2001, 2002, 2003, 2004, 2005, 2006, 2007, 2008, 2009, 2010, 2011, 2012, 2013, 2014, 2015, 2016. Tenure, 1999.

2002 National Institute for Staff and Organizational Development (NISOD) Teaching Excellence Award.

2002 Southwestern Ohio Council for Higher Education Award for Teaching Excellence.

Dayton Visual Arts Center's Volunteer of the Year 2001.

Major Student Centered Activities:

- Designed, developed, and taught (with Dr. Sally Struthers) an interdisciplinary WWW course MAN/ART 263 - *The Business of Art*.
- Designed, developed, and continue to teach WWW version of the MAN 105 – Introduction to Business, MAN 205 - *Principles of Management* course.
- Developed the home pages for Dr. Sally Struthers' course: ART 235 - *The History of Photography*. <http://webct.sinclair.edu>
- Piloted the Manufacturing Information Systems NSF module within the MAN 255 course (Business Systems and Procedures)
- With the help of the entire Management department, developed and team taught a new Management Capstone course (MAN 278).
- Developed and taught a new survey course in Total Quality Management entitled MAN 207: *Total Quality Management* then developed a 10-part video series version of the course as well as a WWW version.
- Along with all members of the department developed a MAN/MAR technology enhanced classroom in room 5321. This room was prepared for students by Fall 97.

- Along with Professor Susan Callender, authored the *How to Write an Effective Business Report* National Science Foundation (NSF) module
- Along with Dr. David Bodary and Professor Jim Houdeshell, authored the *Teamwork* National Science Foundation (NSF) module
- Completed work on a Learning Challenge grant with Dr. Sally Struthers entitled ART/MAN 263, *The Business of Art*. This WWW based course was first run Fall 1997.
- Along with Professor Mark Echtner, authored the Portfolio and Marketing NSF, parallel college module.
- Attended the SCANS-NSF workshop in Hagerstown Maryland and piloted the information systems module during the Winter 1999 quarter (MAN 255).
- Mentored several part-time faculty members and chairpersons.

Major Institutional Oriented Activities

- Member of the Center for Teaching and Learning (CTL) steering committee.
- Chair of the faculty issues and compensation team (FITS)
- Member of the NCA AQIP Systems Portfolio Development team
- Member of the NCA AQIP Assessment project team
- Assessment Learning Liaison for the Business Technologies Division
- As a faculty senator lead the team that developed a new distance learning compensation package.
- Co-chair (with Peggy Falkenstein) the campus-wide call center proposal team.
- Co-chair (with Dr. Clarence Walls) the North Central Accreditation Criterion IV (Strategic Planning) committee. This included membership on the NCA steering committee.
- Initiated the communication with AT&T Global Information Solution personnel requesting that AT&T donate computer equipment to SCC which culminated in a \$100,000 donation of a multi-media computer laboratory
- Developed a program with Stevens Aviation to provide an on-site associate degree program in Business Management to 15 Stevens' employees.
- Served as a Sinclair Quality Initiative facilitator.
- Facilitated Mission Model sessions for Purchasing, Accounting and Payroll departments.
- Member of the NSF Grant proposal committee and of the NSF Content Committee
- Aided Professor Russ Marks (Quality Engineering) in the development of a "cluster" approach to a Quality Systems certificate program. Program was announced with appropriate documentation Fall 97.

Major Community Activities:

- Developed the original home pages for the Ohio Accelerated Schools Network.
- Developed the home pages for the Patterson Coop class of 1977 alumni organization:
- Developed the original home pages for the Dayton Visual Arts Center (DVAC).
<http://www.sinclair.edu/community/dvac/>
- Active member of the Dayton Art Institute Guild and regularly donate time at events such as the Octoberfest and gallery openings.
- Past board member for the IAMS University external board of directors.
- Donated in excess of 60 pints of blood to the community blood center.

Committee Membership

- Member of the Center for Teaching and Learning (CTL) steering committee
- Chair, Faculty Issues Team (compensation issues)
- Member of the NCA AQIP Systems Portfolio Development team
- Member of the NCA AQIP Assessment project team
- Assessment Learning Liaison for the Business Technologies Division
- Faculty Senator (1999-2000)

- Member of the Committee of Six to reengineer distance learning support systems
- Co-chair (with Peggy Falkenstein) the campus-wide call center proposal team
- Honors Committee member
- Chair of the Business Technologies Academic Computing Committee
- Member of the Colleague Computing Committee (A.K.A. Academic Computing Committee)
- Member of the AIM Center Chair search committee.
- Member of the Hospitality Management/Culinary Arts Chair search committee.
- Member of the Management/Marketing Chair search committee.
- Member of the Academic Technology Manager search committee.
- Member of the Advertising Manager search committee.
- Member of the Coordinator of Distance Delivery search committee.
- Member of the Chairperson's stipend subcommittee
- Member of the OIS Computer Lab Tech Manager search committee
- Member of the Distance Learning task force.
- Answered phones for the *Jobs for Life* program at WHIO-TV.
- Member of the Curriculum Review Committee and the College-Wide Curriculum Committee.
- Member of the CORE Indicators Task Force.
- Participated in three CIL architecture brainstorming sessions
- Member of the SCC Culture Works committee
- Panel member for the NSF National Advisory Council meeting, Dayton Airport Inn
- Acted as an external auditor for the MAN curriculum at Clark State Community College
- Member of the Academic Policies Committee
- Member of the Part-Time Faculty Committee
- Member of the Business Technologies Dean search committee
- Member of the ECO/RES/FIN chairperson search committee
- Chair of the CIS Chair search committee