

KATHRYN HASHIMOTO

EDUCATION:

- Ph.D. University of New Orleans
Major: Education, Curriculum & Instruction, 1999
Dissertation: Developing a national gaming management certification:
An examination of gaming class product life cycles, core subjects,
and industry needs assessment
- M.A. Fairleigh Dickinson University
Major: Psychology - Theoretical, 1997
- Ph.D. Century University
Major: Marketing, 1993
Dissertation: Different perceptions between Americans and Japanese when
viewing images of nature in print advertisements.
- MBA- Fairleigh Dickinson University,
Second Major: Marketing, 1987
- M.B.A. Rensselaer Polytechnic Institute
Major: Management, 1983
- B.M. Ithaca College
Major: Music, 1972

Certifications

- "Police Officers' Gaming Seminar" Certificate. Casino Career Institute, Atlantic City, NJ, 10/95.
- Spectravision Training Certificate. Spectravision, Dallas, TX, 8/94.
- "An Introduction to Using Microcomputer Applications in the Marketing Curriculum." AACSB Certificate, Provo, UT. 6/87.
- "Institutional Development for Non-Profits." The Hartford Graduate Center, Hartford, CT. Certificate. 9/82-12/82.
- Full Certified, Professional Ski Instructors of America, 1976.
- Associate Certified, Canadian Ski Instructors Association, 1973.
- Provisional Teaching Certificate, New York State Board of Regents, 1972.

Special Training

- "Commercial Art and Advertising Design." Connecticut Art & Design Institute, Wethersfield, CT. 8/82.

EXPERIENCES**Full-Time Faculty**

- 4/08 Tenured, Associate Professor & Graduate Faculty, School of Hospitality Management, East Carolina University, NC.

- 7/07- Tenured, Associate Professor, School of Hospitality Management, East Carolina University, NC.
- 9/04-5/07 Tenured, Associate Professor & Graduate Faculty , School of Hotel Restaurant & Tourism, University of New Orleans
- 9/00-5/04 Assistant Professor & Graduate Faculty Status, School of Hotel, Restaurant & Tourism University of New Orleans, New Orleans, LA
- 1/96-5/00 Lecturer, School of Hotel, Restaurant & Tourism University of New Orleans, New Orleans, LA
- 9/89-5/94 Assistant Professor, Marketing Monmouth University, West Long Branch, NJ
- 9/88-5/89 Visiting Lecturer, Marketing Rider University, Lawrenceville, NJ
- 9/85- 8/88 Assistant Professor, Marketing, Rowan State College, Glassboro, NJ
- 9/84-9/85 Visiting Lecturer, Business College of St. Elizabeth, Convent Station, NJ

Adjunct Faculty

- 9/95-12/95 Recreation/Tourism Studies Montclair State University, Montclair, NJ
- 1/85-5/85 Marketing Jersey City State College, Jersey City, NJ
- 1/84-5/85 Business Bergen Community College, Paramus, NJ

Professional Experiences

- 2/07-4/07 Temple University, Philadelphia, PA
Develop feasibility study to assess and offer suggestions on creating gaming programs at the certificate, undergraduate, master's, and doctoral level. In addition, explore options for executive training and gaming research institute.
- 1/07 Harrah's New Orleans
Harrah's trained trainer for corporate Asian "Cultural Awareness Training"
- 1/05 -1/09 Prentice Hall Publishers
Asked to organize and write a series of books on casino management for proprietary schools and casino training
- 1/04 – 12/04 Harrah's New Orleans
Organizer and (trainer for 2 management classes) for Harrahs Incumbent Worker Program collaboration with UNO – Restaurant Certificate Program
- 03- 05 Casino Enterprise Management Education Periodical, WI
Write regular column on service and hospitality management in casinos
- 02-03 Harrah's New Orleans
Analyze Asian market, create training module and train employees in Asian protocol
- 05-01-8-01 Marriot Hotel New Orleans

- created, analyzed, wrote report for determining employee satisfaction & service culture
- 99-00 Consultant-Citizens Democracy Corp, Washington, D.C.
 Assignments to former Eastern Bloc Countries
 Nishny Novgorod-3 weeks-12/99- Triumph Organization -F&B multi-unit, training & strategic marketing design
 Chelyabinsk-2 weeks-5/00
 1) Ural Business Institute - taught tourism class;
 2) F&B managers-6 4-hr workshops;
 3) casino owners & managers - 6 4-hr workshops;
 4) individual advise to Yellow Lake Resort
 Ekateringburg-1 week-6/00
 1)Small Business Consulting - 6-hr workshop for F&B mgrs;
 2) 6-hr workshop for casino operators;
 3) Individual advise to Old Grand Piano restaurant
 4) Individual consulting to Hotel
- 94- Co-founder & President A.C.E. (Association for Casino Education) non-profit for training and dissemination of information on casinos, curriculum and course consulting
- 94-96 Training Consultant - Spectravision, Plano, TX
 training hotel employees
- 83- Consultant-Sensei Associates
 marketing and training consultant to service industry
- 78-80 Assistant Manager, Powder Ridge Ski Area, Middlefield, CT.
 Planned sales and promotions. Sold group sales. Organized and trained 60 person ski school. Coordinated summer outings, food service and special events. Banquet chef.
- 77-78 Department Manager, Timber Hill Ski Area, Canadensis, Pa.
 Training and scheduling for 12 person ski school. Organized ski school bookkeeping.
- 76-77 Sales and Marketing, Shawnee Ski Area, Shawnee on Delaware, PA.
 Sold hotel and ski area packages and condominiums.
- 71-76 Greek Peak Ski Area, Cortland, NY.
 Training and sales and promotions, .
- 74 Food Service Manager, Dark Horse Tavern, Cortland, NY.
 Designed and organized the food service operation for new bar-restaurant. Increased food operation to 90% of daytime capacity and 50% of evening within 6 weeks.
- 71-74 Food & Beverage Server, Howard Johnson's Restaurant, Ithaca, NY.
 Responsible for sales, service, cash receipts, bar, dessert preparation.
- 70 Day Manager, Mr. Donut, Ithaca, NY.
 Responsible for supplies, sales, cash receipts and general operations.
- 68-70 Head Server, Azuma Restaurant. Ithaca, NY.

SCHOLARLY AND CREATIVE PRODUCTIVITY

Textbooks

Brymer, R. & Hashimoto, K. (2008) Hospitality: An Introduction 13th edition, Dubuque, IA: Kendall-Hunt Publishers.

Hashimoto, K. (2009) Casino Marketing: Theories and Applications, Columbus, OH:Prentice Hall.

Williams, D. & Hashimoto, K. (2009) Casino Gaming Methods: Games, Probabilities, and Controls. Columbus, OH: Prentice Hall.

Durham, S. & Hashimoto, K. (2009) The History of Gaming in America: Balancing Costs and Benefits of Legalized Gambling, Columbus, OH: Prentice Hall.

Durham, S. & Hashimoto, K. (2009) Casino Financial Controls: Tracking the Flow of Money, Columbus, OH: Prentice Hall.

Roberts, C. & Hashimoto, K. (2009) Casinos: Organization and Culture. Columbus, OH: Prentice Hall.

Hashimoto, K., writer & ed (2008) Casino Management:: A Strategic Approach, Columbus, OH: Prentice-Hall.

Brymer, R. & Hashimoto, K. (2007) Hospitality and Tourism, 12th edition, Dubuque, IA: Kendall-Hunt Publishers.

Hashimoto, K. & Fenich, G.G. (2007) Casino Dictionary: Gaming and Business Terms. Prentice Hall Publishing.

Hashimoto, K., Kline, S., & Fenich, G.G. ,eds. (1998) Casino Management: Past, Present & Future. Kendall/Hunt Publishing.

Hashimoto, K., Kline, S., & Fenich, G.G. , eds. (1995) Casino Management for the 90s. Kendall/Hunt Publishing.

Fenich, G.G. & Hashimoto, K. (1996) Casino Management Dictionary: Terms and Language for Managers. Kendall/Hunt Publishing,

Book Chapters

Hashimoto, K. (2009) "International Gaming Industry." In Chon, H. & Maier, T. *Welcome to Hospitality: An Introduction*. 3rd Edition. Clifton Park, NY: Delmar Publishers.

Hashimoto, K. (2009) "Casino Culture." In Roberts, C. & Hashimoto, K. *Casino Operations and Culture*, NJ: Prentice-Hall.

Hashimoto, K. & Maunder, M. (2009) "Baccarat." In Williams, D. & Hashimoto, K. Casino Gaming Methods: Games, Probabilities, and Controls. NJ: Prentice Hall.

Hashimoto, K. & Brymer, R. (2008) "Introduction". In Brymer, R. & Hashimoto, K. Hospitality: An Introduction 13th edition, Dubuque, IA: Kendall-Hunt Publishers.
Hashimoto, K. (2008) "Advances in casino marketing research" in Haemoun, O, ed. Handbook of Hospitality Marketing Management, Amsterdam: Elsevier Press. 524-536.

Hashimoto, K. (2008) "Casino Promotions." In Casino Management: A Strategic Approach. Hashimoto, K. ed.: NJ: Prentice Hall.

Hashimoto, K. (2008) "Casino Culture and Technology." In Casino Management: A Strategic Approach. Hashimoto, K. ed.: NJ: Prentice Hall.

Hashimoto, K. (2008) "Introduction." In Casino Management: A Strategic Approach. Hashimoto, K. ed.: NJ: Prentice Hall.

Hashimoto, K. (2007) Casinos. In Hospitality and Tourism, 12th edition. R. Brymer & K Hashimoto, eds. Kendall-Hunt Publishers.

Brymer, R. & Hashimoto, K. (2007) Introduction. In Hospitality and Tourism, 12th edition. R. Brymer & K Hashimoto, eds. Kendall-Hunt Publishers

Hashimoto, K. & Lehu, J.M. (2006) "Students International Collaboration Project (SICP): A Cross Cultural Project Using Virtual Teams To Learn Communication Styles" in Teaching and Learning with Virtual Teams, S.P. Ferris & S.H. Godar, eds., Idea Group Publishers. Pg. 221-245.

Fenich, G. & Hashimoto, K. (2004) "Conventions and Casinos" in Current Issues in Convention and Exhibition Facility Development by Robert Nelson, Editor. The Haworth Press: summer: 63-80.

"Focus on Casinos." (2004) In John Walker, Introduction to Hospitality, Prentice Hall Publications.

"Casinos." (2003) In R.A. Brymer, ed. Hospitality & Tourism,. Kendall/Hunt Publishing, 193-202.

“Casino Operations.” (2001) In R.A. Brymer, ed Hospitality & Tourism: An Introduction to the Industry, Kendall/Hunt Publishing.

“Casino Operations and Management.” (1999) In R.A. Brymer, ed. Hospitality & Tourism: 9th edition, Kendall/Hunt Publishing.

Hashimoto, K., Fried-Kline, S., & Fenich G.G. eds. (1998) Casino Management: Past Present and Future. Kendall/Hunt Publishing.

"Preface"

"Overview"

"Consumer Behavior"

"Riverboats"

"Casino Operations & Management" (1997) In R.A. Brymer, ed Hospitality & Tourism Management: An Introduction to the Industry Kendall/Hunt Publishing.

Hashimoto, K., Fried-Kline,S., & Fenich, G.G.eds. (1995) Casino Management for the 90s. Kendall/Hunt Publishing.

"Overview"

"Blackjack"

"Roulette"

"Baccarat"

"Slots"

Journal Articles – Refereed

Hashimoto, K. & O'Brien, J. (2006) The aftermath of Hurricane Katrina and its impact on crisis planning on casinos. Casino & Gaming International. V3, 77-88.

Hashimoto, K. (2006). “Report from New Orleans: The Impact of Hurricane Katrina on Casinos.” Gaming Law Review, v10n2, 102-106.

Fenich, G.G. & Hashimoto, K. (2006) “Dummy Up and Deal: Evolution of Management in the Casino Industry” Casino & Gaming International, v1. 7-11.

Hashimoto, K. (2005) “William F. Harrah.” Journal of Hospitality & Tourism Education. V17n2, 9-15.

Hashimoto, K. & Borders, L. (2005) “Proxemics and its effect on travelers during sales contact in hotels”. Journal of Travel and Tourism Marketing, v18n3, 49-61.

Fenich G. & Hashimoto, K. (2004) “Perceptions of cannibalization: What is the real effect of land-based casinos on local restaurants?” Gaming Law Review. V8n4, 247-259.

Fenich, G. & Hashimoto, K. (2004) “Casino & Conventions: Strange

Bedfellows." Journal of Convention and Event Tourism. V6n1/2, 63-79.

Hashimoto, K. (2003) "Certification of Managers: Upgrading the Casino Industry." Journal of Hospitality and Tourism Education, v15n2, 30-35.

Hashimoto, K. & Fenich, G. (2003) "Does Casino Development Destroy Local Food and Beverage Operations? Development of Casinos in Mississippi." Gaming Law Review.v7n2, 101-109.

Hashimoto, K. (June 2003) "Product Life Cycle Theory: A Quantitative Application for Casino Courses in Higher Education," International Journal of Hospitality Management. V22n2,177-195.

Hashimoto, K. (2002) "Casino Managers' Perception of the Need for a National Gaming Management Certification." Journal of Hospitality and Tourism Education, v14 n4, 33-40.

Hashimoto, K. & Koublitskaia, J. (2002) "The Political and Legal Issues in Russian Gambling." Gaming Law Review, v6n2, 83-88.

Hashimoto, K. (1997) "Louisiana Gaming: A case study for gambling or a unique situation?" Gaming Law Review, v1n2. 199-208.

Fenich, G.G. & Hashimoto, K. (1995) "Teaching Casino Gaming." Hospitality & Tourism Educator,.Fall V7(4),63-64.

Fenich, G.G. & Hashimoto, K. (1990) "A Critical Look at SAS and SPSS-X: An Application in Hospitality Using the Discriminant Procedure." Hospitality Research Journal, December v14n3. 63-74.

Refereed monographs

Hashimoto, K. author. (1999) Developing a national gaming management certification: An examination of gaming class product life cycles, core subjects, and industry needs assessment. UMI Company: Ann Arbor, MI.

Refereed Proceedings

Hashimoto, K. & Lehu, J. (2005) "SICP: Student International Collaboration Project." Keeping in Touch in Technology 2005: Launching Globally Engaged Learners: The Technology Imperative. The Forum, Baton Rouge. Selected by the conference organizers to be included in the electronic conference proceedings. This invitation was extended to a select number of presenters and was based upon the recommendation of the conference reviewer panel and participant evaluations

Fenich, G.G. & Hashimoto, K. (1997) "Do Casinos reduce the number of

restaurants." Proceedings from the International Conference on Gambling and Risk-Taking, Montreal.

Hashimoto, K. & Fenich, G.G. (1996) "People's Opinions of Atlantic City versus Las Vegas: A National Perspective." (1996) 2nd Annual Gaming Educators Conference Proceedings, University of Nevada Las Vegas. May.

Hashimoto, K. (1993) "Perceptions of Nature: Japanese and American" Proceedings of the Society for the Interdisciplinary Study of Social Imagery, March. Colorado Springs, CO. Selected to be included in the proceedings from all the papers presented.

Hashimoto, K. (1992) "The Impact of Culture on Japanese and American Communication: The State of the Art." 1992 Association of Japanese Business Studies Proceedings. 178-184.

Hashimoto, K. (1991) "Comparisons of Japanese and American Communication." Proceedings of the 13th International Symposium on Asian Studies. Asian Research Service, Hong Kong.

Refereed Proceedings and Presentations – Student

Hurley, C. (2009) Strategic Planning, Chapter 2 in Hashimoto, K. (2008 in production) Casino Marketing: Theories and Applications, Columbus, OH:Prentice Hall.

Richard, J. & Hashimoto, K. (2007) "Survival of the Fittest: The Perceived Impact of New World Luxury on old world charm – Casino development in New Orleans." Presentation & Proceedings of the Hospitality Graduate Student Conference, Houston, TX.

Barnhorst, T.C. & Hashimoto, K. (2005) "Does Advertising Lure Locals to Hotels." Proceedings of the Hospitality Graduate Student Conference, Myrtle Beach, SC.

Brophy, K. & Hashimoto, K. (2005) "The Cost of Loyalty: A Case Study Look on Profitability and Investment Return on Today's Guest Loyalty Programs. Paper Presentation & Proceedings of the Hospitality Graduate Student Conference, Myrtle Beach, SC.

Yoches, A. & Hashimoto, K. (2005) "Measuring Destination Attractiveness in the Incentive Market: Some Key Variables." Poster Presentation and Proceedings of the Hospitality Graduate Student Conference, Myrtle Beach, SC.

Dannelly, C.R. & Hashimoto, K. (2005) "Will Changing Current Training Methods Increase Job Performance and Guest Satisfaction? Proceedings of the Hospitality Graduate Student Conference, Myrtle Beach, SC.

Richard, S.T. & Hashimoto, K. (2005) "Wait Staff Personalities and the Myers-Briggs Type Indicators." Poster Presentation & Proceedings of the Hospitality Graduate Student Conference, Myrtle Beach, SC.

Dupont, S. & Hashimoto, K. (2004) "An Exploratory Study: What Criteria Do People Use When Choosing Between a Cruise and a Resort." Poster Presentation and Proceedings of the Hospitality Graduate Student Conference, Houston. 199-202.

Robin, K. & Hashimoto, K. (2004) "The Use of Proxemics in the Hotel Industry: Results of a Pilot Study." Poster Presentation & Proceedings of the Hospitality Graduate Student Conference, Houston. 355-357.

Fudickar, C. & Hashimoto, K. (2004) "Are Post Convention Reports in New Orleans the Same or Different? Results of a Pilot Study." Poster Presentation & Proceedings of the Hospitality Graduate Student Conference, Houston. 232-237.

Sims, M. & Hashimoto, K. (2004) "Color Psychology at the Ritz-Carlton, New Orleans: The Use of the Colors Blue and Green in Design and the Affect on Guests." Poster Presentation & Proceedings of the Hospitality Graduate Student Conference, Houston. 688-692.

Non-refereed academic journal articles

Hashimoto, K. (2004) "Japanese Tourists: Socio-Economic, Marketing, and Psychological Analysis." Journal of Hospitality and Tourism Research. V28n4, 507-511.

Hashimoto, K. (2002) "Managing the Guest Experience in Hospitality by Robert C. Ford and Cherrill P. Heaton." Journal of Hospitality and Tourism Research, v26n1, 72-74.

Hashimoto, K. (1987) "Why Culture Should Be The Key Factor in Studying Marketing in Japan". Proceedings of Sixth Annual Conference on Languages and Communication for World Business and The Professions. Educational Resources Information Center: Washington, D.C.

Hashimoto, K. (1987) "Can Fear in Advertising Change Consumer Attitudes?" Current Computer Produced Bibliography. Baruch College Library, NY.

Trade Journal Articles

Hashimoto, K. (2006) "Local restaurants thrive after casinos, study finds." Providence Business News. v21-23. September 18, 2006.
<http://www.pbn.com/contentmgr/showdetails.php/id/122530>

Hashimoto, K. (2005) "How to Develop Service Oriented Employees, Part

- I. Casino Enterprise Management. v3n10, 104-105.
- Fenich, G.G. & Hashimoto, K. (2005) "Evidence shows local restaurants thrive after casinos open nearby; Study debunks long-held myths." Casino Enterprise Management.
- Voyles, J. & Hashimoto, K. (2005) "The Casino Service Challenge: What it takes to survive the Growth of Gaming, Casino Enterprise Management. V3n2, 74-75
- Hashimoto, K. (2004) "Acknowledging Cultural Differences in Service Encounters: Asian Players: Part II. Casino Enterprise Management.
- Hashimoto, K. (2004) "Acknowledging Cultural Differences in Service Encounters." Casino Enterprise Management.v2n8,84-85.
- Hashimoto, K. (2004) "National Casino Management Certification: First Stage Discussion." Casino Enterprise Management.V2n6, 72-73.
- Hashimoto, K. (2004) "Improving service through strategic planning." Casino Enterprise Management. V2n4. 92-94.
- Hashimoto, K. (2004) "What makes service special? The moment of truth." Casino Enterprise Management, v2n2, 56-58.
- Hashimoto, K. (2003) "The Development of Two Corporate Cultures in Casinos." Casino Enterprise Management.v1n12. 48-50.
- Hashimoto, K. (2003) "A Modest Proposal: Exploring the idea of a national casino management certification." Global Gaming Business, 1, July. 39.

Participation at Professional Meetings

- Hashimoto, K. (2009) Development of Casinos in South Africa. 14th International Conference on Gambling and Risk Taking, Lake Tahoe, NV 5/09.
- Fenich, G.G. & Hashimoto, K. (2008) Product Life cycle theory: A quantitative application for the meeting industry. August CHRIE Atlanta.
- Fenich, G.G. & Hashimoto. (2007) "Non-verbal communication in an international Environment, July CHRIE Dallas.
- Hashimoto, K. & Fenich G.G. (2007) "Service-Profit Chain: A Conceptual Exploration" July CHRIE Dallas.
- Borders, A.L. & Hashimoto, K. (2006) "High Tech or High Touch?" August. Summer Educators' Conference - American Marketing Association.
- Hashimoto, K. (2006) "New Orleans Case Study: A Theoretical Framework for Tourism Marketing Recovery Efforts." July. CHRIE..
- Hashimoto, K. (2006) "The History of Gambling in New Orleans." 13th International Conference on Gambling & Risk Taking. May. Lake Tahoe, NV.
- Hashimoto, K. & Lehu, J. (2005) "SICP: Student International Collaboration Project." Keeping in Touch in Technology 2005: Launching Globally Engaged Learners: The Technology Imperative. The Forum, Baton Rouge.
- Hashimoto, K. (2003) "Gaming Education and Development: Culture Shock: Improving Service to your Asian Guests." G2E, Las Vegas. Invited moderator and panelist.
- Hashimoto, K. (2003) "Research & Public Policy – Education and Advancement: Making the Case." G2E, Las Vegas. Invited moderator and panelist.
- Fenich, G.G. & Hashimoto, K. (2003) "An Investigation of the Changing Paradigm

- in Casino Development." August, CHRIE, Palm Springs.
- Fenich, G.G. & Hashimoto, K. (2003) "Local Food and Beverage Operations vs Casinos: A Mississippi Case Study." May, 12th International Conference on Gambling & Risk Taking, Vancouver.
- Hashimoto, K., Koublitskaia, J., & Fenich G.G. (2003) "Russian Casino Development and Regulations after Perestroika." 12th International Conference on Gambling & Risk Taking, Vancouver.
- Hashimoto, K. (2002) "1121 Academic Acceptance: Effective Gaming Education." September. G2E , Las Vegas, panelist.
- Hashimoto, K. (2002) "Casino Managers' Perceptions about a National Certification." CHRIE Convention, Orlando.
- Hashimoto, K. (2002) "Core Subject Areas that Academics Use in Gaming Courses." CHRIE Convention, Orlando.
- Hashimoto, K. & Koublitskaia, J. (2002) "An Exploration of Gaming in Russia." 2002 CHRIE Convention.
- Hashimoto, K. (2001) "Feasibility for a National Gaming Certification." 2001 CHRIE Convention, Toronto.
- Hashimoto, K. & Gifford, C. (2000) "Casino Courses in Institutions of Higher Education: Current Status" 11th International Conference on Gambling and Risk-Taking, Las Vegas.
- Fenich, G.G. & Hashimoto, K. (2000) "Comparison of Food and Beverage Operations Before and After Development of Native American Casinos." 11th International Conference on Gambling & Risk-Taking, Las Vegas.
- Hashimoto, K. & Fenich, G.G.(1999) "Social and Economic Impact of Gaming." National Gaming Impact Study Commission, Charlotte.
- Fenich, G.G. & Hashimoto, K. (1999) "A Comparison of Local Food and Beverage Operations Before and After Development of Casinos in Mississippi." Annual CHRIE Conference, Albuquerque.
- Hashimoto, K. (1998) "Developing Gaming Curriculum." 1998 Annual CHRIE Conference, Miami.
- Hashimoto, K. & Fenich, G.G. (1997) "Riverboat Gambling Issues." 1997 Annual CHRIE Conference, Providence.
- Hashimoto, K. (1997) "Baccarat." 1997 Annual CHRIE Conference, Providence.
- Fenich, G.G. & Hashimoto, K. (1997) "Do Casinos Reduce the Number of Restaurants." International Conference on Gambling and Risk-Taking.
- Hashimoto, K. (1997) "Casino Gaming as a Catalyst for Economic Development: Myth or Reality?" North American Economics & Finance Association, New Orleans, panelist.
- Hashimoto, K. & Fenich, G.G. (1996) "People's Opinions of Atlantic City Versus Las Vegas: A National Perspective." 2nd Annual Gaming Educators Conference, Las Vegas.
- Hashimoto, K. (1995) "Do Casinos Cause Addiction Or Is There an Addictive Personality?" Annual CHRIE Conference, Nashville, TN.
- Hashimoto, K. & Fenich G.G. (1995) "The Locus of Power: A Comparison of Hotels, Convention Hotels and Casino Hotels." Annual CHRIE Conference, Nashville, TN.

- Hashimoto, K. & Fenich, G.G. (1995) "An Image Probe Contrasting Atlantic City and Las Vegas using Content Analysis of Newspapers." Annual CHRIE Conference, Nashville, TN.
- Fenich, G.G. & Hashimoto, K. (1994) "What Organizations Contribute to the Vitality Of Local Tourism." 1994 Annual CHRIE Conference, Palm Springs, CA.
- Hashimoto, K. & Fenich, G.G. (1993) "An Introduction to Linear Structural Equation Models." 1993 Annual CHRIE Conference, Chicago, Ill.
- Hashimoto, K. & Fenich, G.G. (1993) "A Population Ecology Perspective of Atlantic City Casinos." 1993 Annual CHRIE Conference, Chicago, Ill.
- Hashimoto, K. (1992) "Contrasting Perceptions of Nature in Print Advertising Between Americans and Japanese." Society for the Interdisciplinary Study of Social Imagery, Colorado Springs, CO.
- Hashimoto, K. (1991) "The Impact of Culture on Japanese and American Communication: The State of the Art." Association of Japanese Business Studies Fifth Annual Conference, Denver, CO.
- Fenich, G.G. & Hashimoto, K. (1991) "An Analysis of the Operational Characteristics of Convention Centers in the US." 1991 Annual CHRIE Conference, Houston, TX.
- Fenich, G.G. & Hashimoto, K. (1991) "Atlantic City Casinos: A Retrospective on Their Significance and Performance Over the Decade." 1991 Annual CHRIE Conference, Houston, TX.
- Hashimoto, K. (1987) "Why Culture Should Be The Key Factor In Studying Marketing In Japan." Sixth Annual EMU Conference on Languages and Communication for World Business and the Professions, Ann Arbor, MI.
- Hashimoto, K. (1985) "The Formula F Concept". NYSWA Annual Conference, Oswego, NY.
- Hashimoto, K. (1985) "The Formula F Concept" Thirteenth Annual Conference of SAEOPP, Mobile, AL.
- Hashimoto, K. & Horvath, J. (1984) "How to Make Women Marketable in the Labor Force." NASPA Region II Conference Mission of Women's Colleges in the Eighties, Convent Station, NJ.

Invited presentations

- "Introduction to American Revenue Management" (2009) Gambling and Gaming Academic Society Conference, Osaka, Japan, 4/29.
- "Destination marketing." (2008) Graduate event planning class. Fudan University, Shanghai, China, 12/ 2/08.
- "Destination marketing." (2008) Graduate event planning class. Shanghai Institute of Technology, Shanghai, China, 12/4/08.
- "Casino Overview" (2007) Introduction to Hospitality class, East Carolina University, NC, 10/07.
- "Japanese Culture and Its Effect on Communication and Advertising." (2007) Forms of Inquiry – Honors Class, University of New Orleans, New Orleans, LA.1/30.
- "International Business" (2005) Introduction to Business class, Tallahassee Community College, Tallahassee, FL.

- "Personal Marketing" (2005) Personal Marketing class, Tallahassee Community College, Tallahassee, FL.
- "Casino Management" (2004) teaching and advising on curriculum in School of Business and Public Administration First Nations University of Canada, Regina, Saskatchewan, Canada.
- International Business and Japanese marketing classes in Orleans, France. (2002), Invited speaker.
- "Attracting International Visitors: Sales and Service Strategies." (2002) NOH&MA, New Orleans, LA. Presenter With M. Davidson.
- "Status of Gaming Education." (2002) G2E, Las Vegas. 2002. invited panelist.
- "Service Management" (2002) April. UNO HRT, Invited speaker for 15 visiting Russian restaurateurs.
- "The University Factor: The State of Gaming Education." (2001) Global Gaming Expo, Las Vegas, NV. Invited guest speaker. Selected by a panel of 30 Gaming practitioners as an industry expert.
- "The Face of the Convention Industry and the Gaming Industry." (2001) ACOM National Conference, New Orleans, LA., Invited guest speaker.
- Tourism class and casino training in Chelyabinsk, Russia, 2000. Invited lecturer
- "Service Training for Russia." (2000) February. UNO Small Business Development Center, Invited guest speaker for 15 visiting Russian restaurateurs.
- "After Market Planning, Where Do We Go?" (1998) NOH&MA, New Orleans, LA, Presenter.
- NOHMA workshop "Factors in Effective Television/Radio Commercials." 10/98.
- "Direct Marketing for Casinos." (1997) Workshop, LSU Baton Rouge. Invited lecturer.
- "What is a Good Advertisement?" (1996) Workshop, HSMA, New Orleans, LA, Presenter.
- "Overview of Casino Industry." (1995) April. Strategic Planning class, Fairleigh Dickinson University, NJ. Guest speaker.
- "The Impact of Culture on Japanese and American Corporations." October 1991. School of Business Research Seminar, Monmouth University, NJ. Guest speaker.
- "The Role of Geography in Japanese Marketing." January 1990. Japanese Management class, Rider University, NJ. Guest speaker.
- "Cross-Cultural Business Environment -Japan." February 1988. Global Sociology class, Rowan State College, NJ. Guest speaker.

Service in role of discussant, critique, reviewer

Annual Conference on Graduate Education and Graduate Student Research in Hospitality and Tourism
Reviewer, 2006-

CHRIE

Associate Editor: Marketing I-CHRIE Refereed Research Paper
Review Editorial Board, 2004-2007., 2008-

Associate Editor: Gaming, I-CHRIE Refereed Research Paper
Review Editorial Board, 2001-2004
Moderator, 2002-2008 CHRIE conference.

American Academy of Advertising

Paper Reviewer, American Academy of Advertising Conference, 04-.07
Paper Reviewer, 2007 Asia Pacific Conference, Korea.
Paper Reviewer, International AAA Conference, Korea, 06.
Moderator, AAA Annual Conference, 06
Paper Reviewer, International AAA annual conference, Baton Rouge, LA, 04
Paper Reviewer, International AAA Conference, Japan, 03
Chair, International Advertising Committee, 95

Academy of Management

International Management Paper Reviewer, Annual Conference, 03

Editorial Board

(1998-) Praxis - The Journal of Applied Hospitality Management.
(1996-) Gaming Law Review & Economics

Outside Reviewer for Tenure

Robert Morris University, PA, 2008
Indiana University of Pennsylvania (IUPUI), 2008
University of New Hampshire, 2001

Thesis/Dissertation Committee Service

Outside committee member, University of Phoenix, 1999-.
Outside committee member, University of Phoenix, 2007-

Panelist, "DACUM Workshop." (1996) One day workshop to develop a gaming Curriculum for SUNY-Morrisville.

Discussant

(2001) October. Global Gaming Expo, Las Vegas, NV.
(1999) August. CHRIE, Albuquerque. NM.
(1992) March. Society for the Interdisciplinary Study of Social Imagery,
Colorado Springs, CO.

Reviewer

Journal of Travel and Tourism Marketing, 2008
International Journal of Hospitality & Tourism Administration, 2004
Journal of Hospitality and Tourism Research, 2004
International Journal of Hospitality and Tourism Administration, 2002
Delmar Publishers, 2002 – Managing the Guest Experience in Hospitality
Hospitality and Travel Marketing, 2000

Prentice-Hall, Introduction to Hospitality, 1996
Journal of Advertising, 1992
Prentice-Hall, Consumer Behavior textbook, 1992
Hospitality Research Journal, 1991.

Service in role of office of professional organization, program committee member, session organizer for professional meeting

HSMAI (Hotel Sales Marketing Association)
Member at large, Carolinas BOD, 2007- 2008

CHRIE

Chair, SIG Chairs Group, 1998-2000
Ex-Officio Member, Board of Directors, 1995-2000
Chair & Co-founder, Casino Gaming Special Interest Section, 1994-2000
(1999) CHRIE annual conference, 2 workshops
(1998) CHRIE annual conference: 3 workshops.
(1997) CHRIE annual conference: workshop and roundtable.
(1995) "Casino Gaming SIS Presents." (1995) Half day seminar on teaching casino management by SIS members of CHRIE

American Academy of Advertising

Member, Membership Committee, 06-07
Member, International Advertising Education Committee, 90-97, 02-07
Chair, International Advertising Education Committee, 95
Program Coordinator, 1995 International Pre-Conference Program, Norfolk, VA.
Coordinator, International Membership, 90-94
Coordinator, International Education Clearinghouse, 92
Member, Membership Committee, 93-94, 01-02

Advertising Club of New Orleans

Open Board Member, 2004

Association of Japanese Business Studies

Coordinator, Marketing Interest Group, 93-94

ACE Conference Coordinator

(1998) "3rd Casino Educators Conference" Three day conference Atlantic City, NJ
(1997) "2nd Casino Educators Conference" Four day conference New Orleans, LA.
(1996) "Casino Educators' Conference." Four day conference Atlantic City, NJ.

Professional Society Membership

Academy of International Business

CHRIE - Council of Hotel, Restaurant and Institutional Education
 Society for Cross-Cultural Research
 AAA – American Advertising Association.
 American Marketing Association
 HSMAI

Awards, Lectureships or Prizes

CIBER Registration Award for University of Southern California 2008 annual Asia/Pacific Business Outlook (APBO) conference. (\$925).
 Keeping the Touch in Technology 2005. Launching Globally Engaged Learners: the Technology Imperative. Teaching in Higher Ed Forum. Awarded one of five presenters selected by UNO to present research, Baton Rouge, LA. \$500
 G2E – Global Gaming Expo Scholarship from American Gaming Association, 2003, Las Vegas, NV, 3200
 G2E – Global Gaming Expo Scholarship from American Gaming Association, 2002, Las Vegas, NV, \$800
 Selected for 10th cohort of UNO's Faculty Initiative for Technology in Teaching (F.I.T.T.), 2002
 Selected as one of 7 UNO professors for a Research Collaboration Program with l'Universite d'Orleans, 2002
 G2E – Global Gaming Expo Scholarship from American Gaming Association, 2001, Las Vegas, NV, \$800
 CIBEAR Faculty Registration Award, USC 14th annual Asia/Pacific Business Outlook. 2001. Los Angeles, CA. \$1,075.
 World Gaming Summit Scholarship from International Gaming & Wagering Business 2000. Las Vegas, NV. \$10,125.
 World Gaming Summit Scholarship from International Gaming & Wagering Business 1999. Las Vegas, NV. \$7,425.
 Bally's Lakefront Casino, Scholarship 1999. New Orleans, LA. \$1,000.
 World Gaming Summit Scholarship from International Gaming & Wagering Business 1998. Las Vegas, NV. \$2,700.
 CIBEAR Faculty Scholarship Award from University of Southern California 1992. In residence program, "Doing Business with Japan." \$650.
 Seminar Fellow. International/Global Education Project for New Jersey Higher Education. "Internationalizing the Curriculum Project." Awarded October 1990.
 Fulbright-Hays Group Project Abroad - Japan. Theme: "Culture, Education and Economic Transformation in Japan." Awarded April 1990.

Grants and Contracts

2009 University of Florida and Tshwane University of Technology: "Partnership to Strengthen Teaching, Research, Service and Faculty Development in Tourism Management, \$250,000.
 2009 ECU Start Up Grant for Research, 4,000
 2008 ECU Start Up Grant for Research, 14,000

- 2008 Department of Education: International Business Education Initiatives Grant, in development.
2007. Department of Education: Asian Studies Curriculum Development Project: \$4,000.
- 2007 ECU Start up Grant for Research: 14,000.
- 2004 State Research Grant. Researcher.
- 2004 STPIGS Grant proposal from UNO. Project: Obtaining portable projectors for HRT: \$4,000.
- 2002 Summer Research Grant from UNO. Project: Welfare to Work: Current Status, \$6,000.
- 2001 Summer Research Grant from UNO. Project: The Prediction Value of Corporate Culture Consistency on Employee Job Satisfaction, Turnover, and Hotel Profitability, \$6,000.
- 2000 UNO Hospitality Research Unit,
Investigator: NOMCVB-NOTMC
Primary investigator: Marriott employee satisfaction surveys
- Grant-in-Aid-for-Creativity Award 1990 from Monmouth University. Project: The Bamboo Mirror II: Advertising as a Reflection of Japanese Culture." Awarded November 1990. \$2,000.
- Grant-in-Aid-for-Creativity Award 1989 from Monmouth University. Project: The Bamboo Mirror I: Advertising as a Reflection of Japanese Culture." Awarded November 1989. \$2,000.

Attempted Grants

Global Casino Development, Addiction Issues, and Responsible Gaming, Co-investigators: Sloane Burke and George G. Fenich. CGP - Japan Foundation Center for Global Partnership 2/09.

Other Professional Accomplishments

Invited to advise on curriculum - School of Business and Public Administration, First Nations University of Canada, Regina, Saskatchewan, Canada

Cited as an expert in gaming in the 2004 Gaming Industry Forecast (2004), Casino Enterprise Management. V2n1.38-63.

Created a listserv for educators and practitioners interested in gaming education and research, 2001-

Faculty Development Workshops

National Science Foundation Grant Workshop, Tulane. 1/26/07.

CELT workshop on case method teaching, UNO, 2/26/03.

Creating an electronic course portfolio, UNO, 2/17/03

Do's and Don't of E-Distribution, NO Marriott, 12/17/02.

InterVey Training Workshop, UNO 10/15/01, (surveying by email)

Intermediate Blackboard, UNO, 6/01.

Introduction to Blackboard, UNO, 10/3/00.

SBA Web Instruction Workshop, UNO, 11/2-3/99.

Multimedia Presentations for Large Classes, UNO, 3/18/98.
Developing Faculty Teaching Effectiveness, UNO, 3/26-27/98
Design Considerations for Multimedia, UNO, 3/31/98
College Teaching Class, UNO, Summer 97

Teaching Innovations

Fall 2005 – learned Blackboard system, created an online undergraduate and graduate course using Blackboard, created new communication modes and evaluation systems with students, and taught two courses exclusively online

Taught 3 semesters of interactive distance learning courses

Developed information for "Blackboard" software to be used in all classes

Graduate Introduction to Hospitality – developed international case studies on hospitality with a graduate class from the Sorbonne, France. The American students were paired up with French students to compare and contrast how similar hospitality services operated in France and the US. The objective was to teach the students first hand about communication difficulties not only internationally, but at home as well.

This project was presented at the LSU Launching Globally Engaged Learners: the Technology Imperative 2005 - Teaching in Higher Ed Forum. It was selected for one of five UNO awards to present projects at the Forum. In addition, we were selected by the conference organizers to be included in the conference proceedings. This invitation was extended to a select number of presenters and was based upon the recommendation of the conference reviewer panel and participant evaluations

Graduate Hospitality Marketing class - The students worked with the Hilton Riverside; The Monteleone and Ritz Carlton Hotels to develop marketing strategies and feasibility studies for their spas and health clubs. Their final exam was a formal presentation of their campaigns to the Director of Marketing and Spa Directors for each hotel. The Directors, in turn, discussed the positives and negatives of their efforts for use. Their best efforts will be used by the hotels in their marketing plans. In fact, Hilton Riverside has already forwarded the student presentations intact to the next corporate level for consideration and was so pleased with the students' ideas that they gave each of the students on the Hilton project 6-month memberships at the Health Club as a token of their appreciation.

Graduate Hospitality Marketing class – developed an international case study of hospitality with a graduate class from the Sorbonne, France. The American students were paired up with French students to compare and contrast how specific services operated. 2004.

Graduate Hospitality Marketing class - The students worked with the Hilton Riverside and Ritz Carlton Hotel to develop marketing strategy for attracting international tourists to New Orleans. 2004.

Graduate Hospitality Marketing class – The graduate students managed 3-7 undergraduate students in a personal selling class for two projects. At the end of the semester, the graduate students had to write a management report of their employees to submit to the professor and undergraduate students. In addition, the undergraduates filled out an employee satisfaction survey on their managers and these were given to the graduate students. This exercise allowed the graduate students to see how their management styles were perceived by people working under them in a non-threatening environment.

Graduate Hospitality Research class – First research class in the first semester of the new master's program. Involved 7 students in developing research papers for the 2004 Houston Hospitality Graduate Student Conference. Five out of seven students received acceptances to present. 2003.

Introduction to Hospitality - when I began teaching this course, people attending student associations was low around 6 - 8 people per meeting. I offered 5 points to the final grade if students would attend five association meetings and get a faculty signature. This allowed the students to learn more about the professional associations and to meet the faculty on a less formal basis. As a result, student association meetings run from 30 to room capacity. 2000.

Market Research class - developed real consulting research assignment with the Grill Room at the Windsor Court for client image assessment which the students presented to the entire Executive Committee. 2001.

Principles of Travel and Tourism class - developed a joint learning experience with the IELP classes by learning about a new country speaking with a student who was learning English. The objective: develop communication skills with a person who has problems speaking English; learn about a new culture; and discuss tourism in a foreign country. 1998-2000.

Casino Management class - obtained registration scholarships to the International Gaming and Wagering Congress in Las Vegas for the students in the class. In addition, convinced Bally's to donate \$1000 for travel expenses for the students. As a result, Bally's has offered an annual \$1000 scholarship. 1998-2000.

HRT 3150-Tourism Planning - The teams of students were required to develop a conference itinerary for a small group coming to New Orleans in January. At the end of this training, they presented their programs to the meeting planning director for comment and selection. 2001.

Special recognition for teaching

1/2000 - Recommended for a place in Who's Who Among America's Teachers, 2000 The selection was "from a successful former student who recommended you because 'you made a difference in her life.' Only high school and college students who have been cited for academic excellence themselves on The National Dean's List are invited to nominate one teacher from their entire academic experience."

Academic Service

On-campus

Department

Chair, Graduate Curriculum Committee, 2007-2009

Attend Developing New Academic Programs Roundtable, 9/21/07

Meeting with Dean Bland on developing new programs. 9/10/07

Meeting with Dean Bland on new program critique, 2/21/08

Meeting to discuss new program initiative:

All MGMT faculty

Pat Long

Sylvie Henning

Joseph Fridgen

Attend Request for Inclusion Workshop, 3/28/08

Attend 8th Annual Resort Conference, San Diego, 4/08

Member, Tenure Committee, 2008

Member, Ad Hoc Undergraduate Curriculum Committee, 2008

Member, Undergraduate Curriculum Committee, 2007

Attended HMGT Advisory Board meeting, Pinehurst, 11/8-9/07

Attended Southeast CHRIE conference, Hilton Head 10/11-13.07.

Mentoring Junior Faculty

Marcia Taylor

Set up writing hotel chapter in Hospitality: An Introduction

Mel Weber

Set up writing HR chapter in Hospitality: An Introduction

David Rivera

Set up writing Restaurant chapter in Hospitality: An Introduction

Organized sending 4 abstracts to service conference for first step in article submissions to journals

4 of 4 were accepted

University

Member, University Curriculum Committee, 2008-2009

Helped plan the 2008-2009 Curriculum Development Workshop

Attended Refworks 10/10/07

Attended New Faculty Advisor Workshop, 10/5/07
Attended Grant Writing Workshop, 9/27/07
Attended Peer Classroom Observation Training, 9/11/07
Attended New Faculty Orientation, 2007

State-Professional and Committee Involvement

New Jersey Department of Higher Education, November 87
Curriculum Enhancement/Faculty Development Project
NOAHMA
Human Resource Directors Meetings
Judge, Housekeeper Olympics, 2002
Hospitality Orientation, 3/19/03

National-Professional and Committee Involvement

Rhode Island House Finance Hearing
Testified on casino impacts on food and beverage operations, 2004.
Exxon Mobil Travel Guide New Orleans restaurant consultant, 2001.
"Inside Edition" Advised on casino impacts to program director of
national investigative report television show, 12/2000
Country Club Managers Association, 2000
Proctored Certified Club Manager exam, 2000
Public Gaming Sector Commission
Testified on the social and economic impacts of casino gambling, 7/99.

Community Service

Restaurant Startups in Greenville, ECU HGMT consulting for city planning and
small restaurants, 4/2/08.

International Travel

Asia

Japan

Hiroshima – 2 months -62

Tokyo/Hiroshima/Kyoto – Fullbright Hays Group Project – 6 weeks, 87

Tokyo/Kyoto/Osaka – Asian Studies Grant 3 weeks, guest speaker at
Conference, 09

Shanghai – 2 weeks – guest lecturing/ conference, 08

Singapore- 10 days - 95

Thailand – 21 days -96

Canada

Saskatchewan – 5 days – consulting to develop new curriculum and lecturing, 2004

Toronto -

Montreal/Quebec

Vancouver

Europe

Danube River Cruise – 8 days -97

Prague – 3 days

Budapest –Hungary – 2 days

Vienna

Brataslava, Slovakia

France

Paris – 10 days 84

Loire Valley – 1 week – Research collaboration with Universite d’Orleans,
2002

North Coast – 1 week, 2002

Germany

Munich – 8 days, 85

Great Britain

London – 8 days 86

Italy

Venice- 8 days,87

Ireland

Dublin – 5 days, 09

Holland-

Amsterdam – 8 days 88

Barge/Canal Trip – 8 days, 00

Scotland

Driving 10 days, 01

Spain

Valencia – 8 weeks – teaching hospitality courses for FSU, 02

Barcelona – 4 days

Madrid – 4 days

Driving South-Cordoba, Sevilla, - 2 weeks

South/Central America

Belize – 3 weeks, 94

Peru – 10 days, 03

Russia

Nichny Novgorod – 3 weeks – USAID consulting for hospitality and Triumph F&B Enterprise, 99

Ekaterinburg – 1 week – USAID consulting for various hospitality operations and casinos , 00

Chelyabinsk - 2 weeks – USAID consulting for various hospitality operations and F&B and casino, taught tourism classes, 00

Moscow – 10 days, 99, 00

Africa

South Africa, Pretoria – 2 15-day-USAID grant developing casino management Curriculum, 09

Zambia,

Other Universities

University of New Orleans

Appointed Committee on Mission Effectiveness, 9/2000-

Appointed to the Committee for Tourism Faculty Search, 2005

Appointed to the Committee Director of HRT search, 2004

Appointed to the COBA accreditation oversight committee, 2004

Approved for Graduate Faculty status, 2001

Independent Study, graduate student for Advanced International Tourism

G2E (Global Gaming Expo) largest casino operators conference and tradeshow in the world. Obtained registration scholarships for students –

2002 \$2800

2001 \$1700

2000 \$8,750 + Bally's donated \$1000

1999 \$6500 + Bally's donated \$1000

Appointed Library Liaison, 9/2001-

Appointed Technology Committee, 9/2001-9/2004

Faculty Advisor - Club Managers Association, 9/2000 - 9/2001

Search Committee for F&B faculty, 2000-2001

Search Committee for HRT Director, 2000-2001

Attended "American Gaming, Lodging, and Leisure Summit '99". Las

Vegas, NV. 1/99 to synopsise sessions and bring back information for the Tourism Research Unit.

UNO Speakers Bureau, 1998-

Committee member to help high school articulation agreement for tourism, 4/97.

Speaker, High School On-Site Visits, 97-99.

Asked to be on the Coordinating Committee for the HRT Alum reunion Reception by the Lindy C. Boggs Conference Center, 2005.

Monmouth University

Committee member, Honors Council, 92

Challenge Grant - Course Development 92

Committee member, Honors Thesis 92

Appointed Member, Library Committee, 92/94

Attended - Faculty Development Program - Workshop on Human Relations, 1991.

Member, School Curriculum Committee, 9/91

Member, School Computer Committee, 1/91

Attended - Parents' Day, 10/13/90.

Member, Challenge Grant - Technology, Environment & Leadership Committee 1990

Member, Department Faculty Recruitment Committee 1989

Member, Department Library Committee 1989 Member,

Marketing Liaison to Honor Society Council 1989

Attended - New Jersey State Chamber of Commerce program entitled "24th
Annual College-Business Symposium" with 9 students, 11/1/89.

Rider University

Involved 10 students in a major advertising competition about Teenage
Pregnancy by AAA, 88

Rowan University(Glassboro State College)

Challenge Grant - developed case study for Woolworth
Faculty Senate, Spring 88

Minority Retention Department Committee, Spring 88

Mission Statement Committee, Fall 87

Liberalizing Mass Media Course, Ad Hoc All College Committee 87-88
Freshmen Orientation 8/87

Association of Collegiate Entrepreneurs,86-87 faculty advisor
(student request)

Advisement Department Committee

developed new matrix for advisement

developed initial merge of Student and Faculty handbook

Recruitment Department Committee

Attended Chester County College Fair, 11/20/85

Departmental Career Development Committee,85-86

All College Career Development Committee,85-86

College of St. Elizabeth

Undergraduate Academic Advisement Team Committee

Honor Society Council Phi Chi Theta - advisor