April 2013

Michel Mitri, PhD

Professor of Computer Information Systems, James Madison University
http://cob.jmu.edu/mitrimx   mitrimx@jmu.edu
Office Phone: (540) 568-3019

PROFESSIONAL EXPERIENCE

September 2001 – Present
James Madison University
Titles: **Professor of Computer Information Systems** (2007-present)
          Interim Department Head, CIS&BSAN Department (2011-2013)
          Associate Professor of CIS. (2001-2006)

Duties: Teaching, research, service, and leadership in computer information systems.

Department head responsibilities: Departmental leadership, class scheduling, personnel evaluation and development, academic planning and reporting, participation in college/university leadership, external relations and fundraising. **Key accomplishments:** development and implementation of an Industry Partners fundraising plan, achievement of 9th-place national program ranking, CIS&BSAN curriculum enhancements, fastest growing major on campus.

Teaching Responsibilities (courses taught at undergraduate level) :
- Object Oriented Design and Programming
- Business Intelligence
- Database Design
- Introduction to Information Systems
- Web application development

Research Interests: Pedagogical issues and methods for information systems. Applications of intelligent systems to pedagogical domains; (computer aided instruction; assessment).

Key Service Duties and Leadership Roles:
- Student advising for CIS majors and minors
- Personnel Advisory Committee (PAC) chair
- Member of Faculty Senate
- Chair of CIS Assessment committee
- Coordinator of Student Competitions
- Assist with advising for student chapter of Association for Information Technology Professionals (AITP)
- ABET accreditation
- COB Assessment Committee

- CIS Curriculum and Instruction Committee
- JISE editorial board
- JCIS editorial board

September 1992 – August 2001
Eastern Michigan University
Title: Associate Professor of Computer Information Systems. Tenured.
Duties: Teaching, research, and service in computer information systems.

Teaching Responsibilities (courses taught at undergraduate and graduate levels) :
- Introduction to Business Information Systems
- Expert Systems and Decision Support Systems
- Object Oriented Design and Programming
- Information Resource Management and Project Management
- Operating Systems
- Database Design
- As part of U.S. Department of Education Grant, designed and presented a special topics course in use of decision support systems for international. MBA and MSIS students were the target audience. *(grad and undergrad)*

Corporate Training Classes Taught
- Java programming (1.1, 1.2, Swing, JavaBeans, JDBC)
- Windows programming (using MFC, ActiveX, ODBC, and Windows API), Pascal Programming
- Oracle Database Design and Development
- Project Management using Microsoft Project and Microsoft Team Manager
- Introduction to Business Information Systems
  - NOTE: this was a customized version of the MBA introductory course. I designed and presented this as part of a specialized MBA program for employees of Masco Corporation, taught at their corporate headquarters.

Service Duties:
- Chair of CIS curriculum committee
- Undergraduate and graduate advising
- Chair of College of Business Technology Committee
- Member of College of Business Assessment Committee
- Member of College of Business Strategic Planning Committee
- Course substitution coordinator
- Member of Departmental Finance committee
- Member of CIS Lab committee
- Member of University Library Liason committee.
- Member of Univeristy Learning Technolologies Advisory Committee
- Representing EMU and the College of Business to the wider community:

Independent Consulting and Industry Experience

2001 – present
Textbook Supplements Author
Major client is Prentice Hall – Pearson Education: Development of instructors' manuals, PowerPoint slides, test banks, practice projects, and online instructional materials to accompany computer-related textbooks. Topics covered include database, programming, use of MS Office tools such as Word, Access, and Excel, and computer concepts.

1994 – present
Independent Software Consultant
Major clients include: Legacy Forward, Inc., for development of an analysis tool for profiling legacy systems. Mountain Milk Trucking for development of a web-based driver scheduling and human pickup/delivery tracking system. Status One Designs for development of a web-based system for tracking business processes with regard to management of engineering drawings. Stategic Feasibilities, Inc. for development of data visualization tools. Blue Cross Blue Shield of Michigan (as a subcontractor for Sysolutions, Inc.) for development of Y2K solutions, HIPAA compliance applications, and software change management/documentation system; Project Management Associates of Ann Arbor for development of timesheet and expense report tracking system, development of a client-server project tracking system using SQL Server and Visual Basic, Development of GUI interfaces for project management software, and evaluation of RFP bids for enterprise-wide systems integration efforts; and Dr. Kamel Goknar (psychiatrist) for development of a psychiatric diagnostic expert system.

December 1990 - August 1992
International Business Centers (IBC), Michigan State University
Title: Senior Knowledge Engineer and Expert Systems Laboratory Director
Duties: Knowledge engineering and systems design of international business expert systems, including knowledge acquisition, design, and programming. Duties also include coordinating the activities of graduate students in expert systems projects, writing research articles for publications, writing research grant proposals, and monitoring computer resources at IBC.

June 1988 - November 1990
Dialog Systems
Title: Knowledge engineer
Duties: Knowledge engineering, expert systems design and programming for logistics applications. Specific projects included: an inventory management expert system linking artificial intelligence technology wit h management information systems databases and applications programs; an expert system that evaluates Navy ship parts for suitability as flexible manufacturing products in the Navy's Rapid Acquisition of Manufactured Parts (RAMP) system. Additional duties included assisting in writing contract proposals, developing and maintaining international marketing software, and giving seminars and workshops in AI techniques. IBM PC and mainframe platforms.

September 1984 - December 1988
Computer Science Department, Michigan State University
Title: Graduate Teaching/Research Assistant
Duties: Teaching computer science classes to undergrad and grad students. Classes taught included FORTRAN programming, operating systems, computer architectures, and formal language theory. Classes assisted in included BASIC, PASCAL, and C programming, graph theory, and artificial intelligence. Twice nominated for MSU's Excellence in Teaching citation (1985, 1988). Research duties included software design and coding of expert systems at MSU's AI/KBS laboratory.

January 1980 - June 1984
Michigan Bell Telephone Company
Title: Systems Analyst
Duties: Systems and applications programming, database design and database administration for large-scale customer service, billing, and telephone-equipment databases. Monitoring and refining systems performance for Burroughs large-scale mainframes. Interfacing with applications programmers and end-users in issues dealing with Michigan Bell's databases and mainframe systems. Give training sessions for database/system use.

EDUCATION

1988 - 1992
PhD in Computer Science, Michigan State University.
Main research focus was artificial intelligence, particularly related to international business applications.

Sept 1984 - June 1987
Michigan State University. Masters degree in Computer Science.
Classwork included systems software (operating systems, databases, system performance), computational theory (formal language theory, graph theory), artificial intelligence (knowledge-based systems, pattern recognition, computer vision), hardware architecture. Programming languages: Pascal, C, Lisp, Fortran, Assembler.

July 1976 - April 1978
University of Michigan. Bachelor of Arts in Psychology..

Sept 1974 - May 1976
Denison University. Psychology Major.

REFEREED JOURNAL PUBLICATIONS

1. Mitri, Michel. "Applying Analogical Reasoning Techniques for Teaching XML Document Querying Skills in Database Classes". Journal of Information Systems Education. (forthcoming; accepted Spring 2013).

2. Kruck, Susan E., Mathieu, Richard G., Mitri, Michel. "Research in Information Systems Education: Scope and Productivity". Journal of Computer Information Systems. (forthcoming; accepted Fall 2012).

3. Mitri, Michel. "Teaching Software Componentization: A Bar Chart Java Bean". Journal of Information Systems Education. (Vol 21, Nbr 4). Winter 2010.

4. Mitri, Michel. "A Software Development Capstone Course and Project for CIS Majors". Journal of Computer Information Systems. Vol 48 Nbr 3. Spring 2008.

5. Mitri, Michel and Cole, Carey. "A Systems Analysis Role Play Case: We Sell Stuff, Inc.". Journal of Information Systems Education. (Vol 18, Nbr 2). Summer 2007.

6. Pringle, Charles and Mitri, Michel. "Assessment Practices in AACSB-Accredited Business Schools". Journal of Education for Business: Special Issue on Program Assessment. 82:4, pp202-211. March/April 2007.

7. Reif, Harry and Mitri, Michel. "How university professors teach project management for information systems". Communications of the ACM. Volume 48 Issue 8. August 2005.

8. Reif, Harry and Mitri, Michel. "Integration of Project Management Components in Undergraduate Information Systems Curricula". Journal of Computer Information Systems. (Volume XLV Nbr 3). Spring 2005.

9. Mitri, Michel. "Student-Developed Decision Support Systems as a Learning Aid in Industry Sector Analysis Projects". Information Technology, Learning, and Performance Journal. Vol 21 Nbr 2. Fall 2003.

10. Mitri, Michel. "Applying Knowledge Management Techniques for Performance Assessment". Computers and Education. Volume 41. Fall 2003.

11. Mitri, Michel. "A Knowledge Management Framework for Curriculum Assessment". Journal of Computer Information Systems. Vol 43 Nbr 4 Summer 2003.

12. Mitri, Michel. "Using Decision Support Systems to Enhance Learning in Higher Education". Journal of Computer Information Systems. Vol 42 Nbr 4 Summer 2002.

13. Mitri, Michel. "Teaching About the Impact of Transaction Volume on System Performance and Capacity Planning". Journal of Information Systems Education. (Vol 12, Nbr 2). Summer 2001.

14. Mitri, Michel, Cannon, Hugh, Karimalis, Greg, and Yaprak, Attila. "Mapping Market Entry in the Classroom: the Market Access Planning System (MAPS)". Simulation and Gaming Journal. (Vol 31, Nbr 4). December 2000.

15. Mitri, Michel, Cannon, Hugh, Karimalis, Greg, and Yaprak, Attila."Targeting foreign markets: A structured approach for determining a market entry strategy" Journal of Targeting, Measurement and Analysis for Marketing (Vol 8. No.1) August 1999.

16. Mitri, Michel. "A DSS for Teaching Application Portfolio Management Decisions in an Information Systems Class" Journal of Computer Information Systems (Vol. 39, No. 4), Summer 1999, pp 48-56.

17. Mitri, Michel. "MAPS: A Planning System for Market Entry Planning." International Journal of Intelligent Systems for Accounting, Finance, and Management. Fall 1996.

18. Yeoh, Poh Lin, , Mitri, Michel, and Cavusgil, Tamer. "Selecting Foreign Distributors: An Expert System Approach." Industrial Marketing Management: The International Journal of Organizational Marketing. Vol 24 Nbr 3. June 1995.

19. Mitri, Michel. "Combining Semantic Networks with Multi-Attribute Utility Models: An Evaluative Database Indexing Method. " Expert Systems with Applications: An International Journal. Vol 9, No. 4. Fall 1995.

20. Bhargava, Vivek, Evirgen, Cuneyt, Mitri, Michel, and Cavusgil, Tamer. "Using an Intelligent Database in the Classroom: The Case of the Country Consultant". The Journal of Teaching in International Business: Special Issue on Utilizing new Information Technology in Teaching of International Business. Vol 4 Nbrs 3/4. 1993.

21. Oszomer, Ayse, Mitri, Michel, and Cavusgil, Tamer. "Selecting International Freight Forwarders: An Expert Systems Application". International Journal of Physical Distribution and Logistics Management. Vol 23, No. 3 .1993. (Winner of Best Paper Award).

22. Mitri, Michel. "A Role-Play Exercise for an Introductory Computer Information Systems Course". Interface: The Computer Education Quarterly. Summer 1993. Vol 15, No. 2.

23. Mitri, Michel. "A Task-Specific Problem Solving Architecture for Candidate Evaluation". AI Magazine, Fall 1991, pp95-109.

REFEREED CONFERENCE AND WORKSHOP PRESENTATIONS

1. Cole, Carey and Mitri, Michel. "Teaching Secure Programming to Information Systems Students via OWASP Techniques and Libraries". Proceedings of the Eighteenth Americas Conference on Information Systems, Seattle, Washington, August 9-12, 2012.

2. Mitri, Michel. "Mapping Queries to Visualizations: Advanced Database Topics and Practice for Business Intelligence Students". Proceedings of the Eighteenth Americas Conference on Information Systems, Seattle, Washington, August 9-12, 2012.

3. Mitri, Michel. "Teaching XPath as a Database Skill". Presented at 2012 IACIS conference Oct 2012, Myrtle Beach, SC.

4. Mitri, Michel. "Automated Dashboard Creation Using SQL and Google Visualizations". Presented at 2010 IACIS conference Oct 2010, Las Vegas, NV.

5. Mitri, Michel. "Toward a Semantic Web Framework for Assessment and Evaluation". Presented at 2007 IACIS conference Oct 2007, Vancouver, BC.

6. Mitri, Michel. "A Capstone Project in Software Development for CIS Majors". Presented at 2006 IACIS conference Oct 2006, Reno, NV.

7. Mitri, Michel and Reif, Harry. "Custom ERP System Development for a Micro-Business: A Case Study". Presented at 2006 IACIS conference Oct 2006, Reno, NV.

8. Mitri, Michel. "An Excel Workbook to Assist in Automating Performance Assessment Tasks". Proceedings of the Southeast Decision Sciences (DSI) Conference. Held in Wilmington, NC February 2006.

9. Dillon, Thomas and Mitri, Michel. "Identifying the Core-Content of Graduate Health and Medical Informatics Programs". Proceedings of the Southeast Decision Sciences (DSI) Conference. Held in Wilmington, NC February 2006.

10. Mitri, Michel. "Automated Rubric Generation and Analysis for Assurance of Learning Tasks". Presented at 2005 IACIS conference Oct 2005, Atlanta, GA.

11. Mitri, Michel. "Service Learning Opportunities in a Server-Side Web Development Course". Proceedings of the Southeast Decision Sciences (DSI) Conference. Held in Raleigh, NC February 2005.

12. Reif, Harry and Mitri, Michel. "A Student-Developed Web-Based Peer-Assessment System". Proceedings of the Southeast Decision Sciences (DSI) Conference. Held in Raleigh, NC February 2005.

13. Mitri, Michel and Tannir, Abdul. "An Automated Model-Based Test Transaction Generator for HIPAA compliance". Presented at 2004 IACIS conference Oct 2004, Cancun Mexico.

14. Choi, Young and Mitri, Michel. "Toward A Unified Edi Transaction For Electronic Health Insurance Claim Processing". Proceedings of the Southeast Decision Sciences (DSI) Conference, pp 114-116. – held in Charleston, SC February 2004.

15. Mitri, Michel. "Combining Semantic Networks & Multi-Attribute Utility Models for Knowledge-Based Assessment and Evaluation". Presentated at 2003 IACIS conference Oct 2003, Las Vegas NV.. (abstract only)

16. Choi, Young and Mitri, Michel. "A Comparison of Health Insurance EDI Standards: American and European Perspectives". Presented at 2003 IACIS conference Oct 2003, Las Vegas NV. (abstract only)

17. Reif, Harry and Mitri, Michel. "A Survey of Project Management Coverage Within Undergraduate Information Systems' Systems Analysis Textbooks". Presented at 2003 IACIS conference Oct 2003, Las Vegas NV.

18. Mitri, Michel. "A Tacit Assessment Management System". Proceedings of the 2003 Southeast Decision Sciences (DSI) Conference – held in Willamsburg, VA February 2003, pp170-172.

19. Reif, Harry and Mitri, Michel. "Integration of Project Management Components in Undergraduate Information Systems Curricula.". Southeast Decision Sciences (DSI) Conference – held in Willamsburg, VA February 2003.

20. Reif, Harry and Mitri, Michel. "The Inclusion Of Project Management Components In Undergraduate Information Systems Curricula". Issues in Information Systems. Volume III, 2002, pp291-295.

21. Mitri, Michel. "Teaching Server Side Web Development – A Two-Pronged Approach". International Association of Computer Information Systems (IACIS) – held in Fort Lauderdale, FL October 2002 (abstract only).

22. Mitri, Michel. "A Decision Support Model for Objective, Cognitive, and Constructive Learning". Proceedings of the 2002 Southeast Decision Science Institute Conference, Hilton Head SC, February 20-22 2002, pp 301-303. (winner of best paper in track award).

23. Mitri, Michel. "An Automated System for Supporting Curriculum Assessment in the College of Business." Issues in Information Systems. Volume II, 2001.

24. Mitri, Michel. "Tool-Use And Tool-Building: Combining Decision Science Topics and Computer Programming Skills in a DSS Course". Issues in Information Systems. Volume II, 2001.

25. Mitri, Michel, Cannon, Hugh, Karimalis, Greg, and Yaprak, Atilla. "The Use of Decision Support Systems in the Classroom: MAPS in Teaching International Marketing" Proceeding of the Academy of Marketing Science Annual Conference. May 25, 2000.

26. Mitri, Michel. "A Graphical Software Implementation of Decision-Theoretic Modeling for Expected Utility Problems and its use in an Information Systems Class Assignment" Presented and Published in Proceedings of the 1998 International Association of Computer Information Systems conference "Information systems Beyond 2000", Cancun, Mexico Oct 1-3 1998, pp 125-131.

27. Mitri, Michel, Cannon, Hugh, Karimalis, Greg, and Yaprak, Atilla. "The Market Access Planning System (MAPS): A Computer-Based Decision Support System for Facilitating Experiential Learning in International Business" Published in Proceedings of the 25th annual conference of the Association for Business Simulation and Experiential Learning. Maui, January 4-6, 1998.

28. Mitri, Michel. "MAPS: An International Market Entry Planning system. " Presented at Poster Session of IEEE Conference on Artificial Intelligence for Applications. Los Angeles, CA. Feb. 20-22, 1995.

29. Mitri, Michel.. "Integrating Decision-Analytic and AI Approaches for Evaluation and Selection Problems." Presented at the AI in Business Workshop of the 12th Annual Conference of Artificial Intelligence, Seattle WA. July 31-Aug 4 1994.

30. Mitri, Michel. "Combining Semantic Networks with Multi-Attribute Utility Models: An Evaluative Database Indexing Method. " Presented at Poster Session of IEEE Conference on Artificial Intelligence for Applications. Orlando, FL. March 1-5 1993.

31. Mitri, Michel and Page, Carl. "A Candidate Evaluation Reasoning System Combining Qualitative and Quantitative Approaches." Presented at the 3rd International Workshop on AI in Economics and Management. Portland, OR. Aug 25-27 1993.

32. Mitri, Michel, Yeoh, Poh Lin, and Cavusgil, Tamer. "Expert Systems in International Marketing". Proceedings of the American Marketing Association Microcomputers in Education Conference, August 1991. (lead author)

33. Mitri, Michel, Evergin, Cuneyt, and Cavusgil, Tamer. "The Country Consultant: an Expert System for the International Business Executive". Proceedings of the AMA Microcomputers in Education Conference, August 1991.

34. Mitri, Michel. "A Task-Specific Expert System Shell for Candidate Evaluation". Proceedings of the American Association of Artificial Intelligence Workshop on Knowledge Acquisition: Practical Tools and Techniques, July 1990.

OTHER PUBLICATIONS AND PRESENTATIONS

"Artificial Intelligence and Expert Systems". In Encyclopedia of Management 4th Edition, Marilyn Helms Ed. © 2000 Gale Group, Inc.   pp 16-21

"Computer Aided Design and Manufacturing". In Encyclopedia of Management 4th Edition, Marilyn Helms Ed. © 2000 Gale Group, Inc.   pp 123-126

"Computer Based Training". In Encyclopedia of Management 4th Edition, Marilyn Helms Ed. © 2000 Gale Group, Inc.   pp 126-128

"Internet, World-Wide-Web, and Intranets". In Encyclopedia of Management 4th Edition, Marilyn Helms Ed. © 2000 Gale Group, Inc.   pp 438-443

"Knowledge Base". In Encyclopedia of Management 4th Edition, Marilyn Helms Ed. © 2000 Gale Group, Inc.   pp 474-475

"Management of Information". In Encyclopedia of Management 4th Edition, Marilyn Helms Ed. © 2000 Gale Group, Inc.   pp 559-564

"Socio-Technical Systems". In Encyclopedia of Management 4th Edition, Marilyn Helms Ed. © 2000 Gale Group, Inc.   pp. 863-865

"Use of Decision Support Systems for teaching International Business Courses " presented at National Association of Small Business International Trade Educators (NASBITE) 12th Annual Conference, CIBER Workshop: Internationalizing Business Education, Detroit, MI. May 2, 1999.

Presented demonstration/description of MAPS decision support system to the National Association of Business and International Trade Educators (NASBITE) conference in Fort Worth, Texas April 5, 1998.

"Validating Expert systems in International Marketing." Marketing Intelligence and Planning. Vol. 10 No. 9, 1992.

"A Decision Support System for Doing Business with Eastern Bloc Countries: The Country Consultant." European Business Review. Vol. 92, Number 4 1992.

SOFTWARE SYSTEMS DEVELOPED

For Academic Research/Teaching/Service Duties
- Rubric Creator – Excel workbook and macro for automatic construction and use of course-embedded rubrics, including automated summary of assessment results. Also includes links to ASSESS database.
- ASSESS – AI/DSS for curriculum assessment utilizing multi-attribute utility models and semantic networks.
- CEVED/CEVAL - Candidate Evaluation decision support system based on combining multi-attribute utility models and rule-based technologies. (currently being enhanced for internet use).
  - This tool was used to create several domain-specific decision support systems, primarily in international marketing and information resource planning. Also used for computer-aided instruction and for classroom assignments. It is available for download from my web page.
- DECTREE - simple, graphical tool for creating expected-utility decision tree models. It is available for download from my web page.
- SEMNET-MAU - decision support tool for creating databases based on combination of semantic network and multi-attribute utility models
- EMU's College of Business Assessment System - automated student/curriculum assessment system based on CEVED/CEVAL model, has been used at COB since 1997 for assessing student performance and improving curriculum at the undergraduate level.

For industry consulting:

- Legacy Sentinel – An ASP .NET analysis tool for profiling and analyzing legacy IBM mainframe systems. Developed for Blue Cross Blue Shield of Michigan.
- A PHP-based system for scheduling and tracking drivers for pickup and delivery routes in a milk trucking company
- A PHP-based system for tracking business processes for engineering drawing management and distribution
- WinBar: Graphical project management software interface. Developed for PMA.

- HIPAA compliance-testing software -- model-based test transaction generator for ensuring EDI compliance of health insurance transactions. Developed for Blue Cross Blue Shield of Michigan.
- Y2K Automation Engine - Analyzes COBOL source code and automatically changes date fields, database calls, and procedure calls to achieve Y2K compliance at Blue Cross of Michigan.
- SysBook - system for automated documentation and management of information regarding databases, flat files, batch programs, online programs, and system jobs for a mainframe-based enterprise-wide information system at Blue Cross of Michigan.
- Timesheet/Expense Report Automation System - system for allowing employees to transmit timesheet and expense reporting information online from remote sites to the home office, allow automated verification of this information, and automated entry into the company's ERP system. For Project Management Associates.
- TaskCard - customized project management software, developed for Project Management Associates and their clients in client-server environment.
- Behavioral Maps - Psychiatric diagnosis and therapeutic decision software
- LOGIX - Expert system/database application for inventory control. Developed for Federal Mogul Corporation, in IBM mainframe environment.

AWARDS AND GRANTS

2012 – Recipient of Ben Bauman Award for Excellence, granted by the International Association for Computer Information Systems (October 2012 IACIS Conference)

2009 – Recipient of Shenandoah Valley Technology Council's (SVTC) Innovative Technology Application award

2006 – Awarded J.W. and Alice S. Marriott Faculty Fellowship

2005 – Awarded JMU Assessment Fellowship

2003 – Awarded JMU College of Business best instructional paper award for "Using Decision Support Systems to Enhance Learning in Higher Education".

2003 – Awarded the JMU CIS Department's Donald M. Kroeber Development Fellowship award.

2002 – Recipient of JMU College of Business summer grant for development of curriculum assessment decision support systems.

2002 - Winner of Best Paper in Teaching/Experiential Learning Track at the 32nd annual meeting of the Southeast Decision Sciences Institute. Hilton Head, SC.

2000 – Awarded an Eastern Michigan University Sabbatical leave for Design and Prototype Development of a Computerized Curriculum Assessment and Student Portfolio System

1999 -- Eastern Michigan University's College of Business Faculty Achievement Award for Outstanding Service

1998 -- Eastern Michigan University's College of Business Faculty Achievement Award for Outstanding Service

1997 – 1999 U.S. Department of Education Title VIB grant for the project: Development of a Computer Aided Course in Foreign Market Entry Planning

1996 – Eastern Michigan University's College of Business Faculty Achievement Award for Most Valuable Professor

1993 – 1995   U.S. Department of Education Title VIB grant for the project: Development of a Decision Support system for Market Entry Planning

1993 – Eastern Michigan University Spring-Summer Research Grant for development of an expert system for student assessment

1993 – Literati Club Award for Excellence for Outstanding Paper from the International Journal of Physical Distribution and Logistics Management.