



**2015 American Meridian University International Interdisciplinary  
Academic and Business Conference Proceedings  
(2015 AMUIIABC)**

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**2015 American Meridian University International  
Interdisciplinary  
Academic and Business Conference  
(2015 AMUIABC)**

**Virtual Sessions (June 26, 2015, Friday - June 28, 2017, Sunday)**

**Hasnain Abbas Dharamshi, Saad Ullah, Faizan Sheraz, Erum Ashraf, and Ahmad Faraz**

**Paper:** Variation of peak expiratory flow rate with body mass index in medical students of Karachi, Pakistan

**Abstract:** The primary aim of our cross sectional study was to assess the variation of PEFR with BMI in normal medical students of Karachi, Pakistan. We included 138 non-smoker healthy medical students composed of 111 females and 27 males. The variable parameters include mean age, body height and body weight and PEFR. They were marked separately for each gender. The mean BMI in females was found out to be  $18.54 \pm 2.10$  corresponding with that of mean PEFR value  $431.62 \pm 56.62$  whereas in males the mean BMI was  $25.07 \pm 2.96$  corresponding with that of mean PEFR value  $533.70 \pm 23.22$ . Also there is a statistically significant variation in PEFR with an increase in BMI. The study concludes that PEFR is affected positively by variation in BMI. Also young males have more BMI and PEFR values than their young female counterparts. A large sample size with accurate peak flow meter is required along with ethnic consideration of the study population for better and accurate results

**Keywords:** PEFR, B.M.I, Medical Students

**Dr. Suniti Ahuja and Devika Ahuja**

**Paper:** Teacher education

**Abstract:** Providing learning experiences to lead their students from the darkness of ignorance to the light of knowledge can be considered as the most significant functions which is being performed by educational institutions. No need to mention that whom we can treat responsible for this service. As stated by NCTE (1998) in Quality Concerns in Secondary Teacher Education, —The teacher is the most important element in any educational program. It is the teacher who is mainly responsible for implementation of the educational process at any stage. This statement clearly depicts that we all should be imperative for investing in the preparation of teachers, so that the future of a nation can be secured in a better way. No need to mention that it is the teacher who imparts the education with society. Therefore teacher education should improve the skills of future teachers. This study throws light on aspects that impart quality teacher education for future.

**Keywords:** Teacher, Teacher Education, Society

**Dr. Suniti Ahuja and Devika Ahuja**

**Paper:** Exploring various issues embedded with distance education

**Abstract:** Since the old days, the traditional education learning system is considered good for learners as it has a number of advantages like daily lecturers, face-to-face interaction with the teacher, and social interaction. All these things help the students to be disciplined and punctual. But with advancing times, the distance learning system has come into existence, which usually means students engaging with learning materials at home or work. It has no similar advantages like the traditional learning system but advantages at its own pace. Although traditional educational curriculum is at its peak, distance education is no less in demand. There are a number of issues related to it. Some are positives while some display the negative



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aspects. Although the issues of negative aspects can be limited by considering the proper design of this system as well as overcoming the shortcomings of distance education as much as possible. This study deals with the basics of distance education, current status and issues arise.

**Keywords:** Distance Education, Distance Learners, Issues, Challenges, Technological

### **Latoya Trowers-Bell**

**Paper:** Evaluating student engagement of a health services club on academic performance at a for-profit college: An action research study

**Abstract:** Student engagement is an area of concern for any institution of higher education. Measuring the level of engagement can lead college administrators to identify the key indicators of a student's success in their respective degree program. Based on the results of this study college administrators can ascertain important information on factors that contribute to student persistence in degree attainment and areas of student engagement that require attention. Pertinent information such as this will provide colleges with the information needed to focus on improving the undergraduate college experience. Providing students with an environment that enables personalization of learning is important to inspiring students to become more engaged. Areas of engagement include activities on an off campus as well as non-curricular activities such participation in an academic or sports clubs. The college or university must be able to provide students with distinctive experiences such as opportunities to immerse themselves in their prospective careers. Experiences such as these will provide students with tools and resources needed well beyond graduation. The purpose of this research is to evaluate student engagement of a Health Services club on academic performance at a for-profit college.

**Keywords:** Student engagement, Non-curricular activities, Academic clubs

### **Md. Aftab Uddin Chowdhury and Mohammad Akteruzzaman**

**Paper:** Teaching the structures of academic writing through peer review: A study on the beginners of English language courses at BRAC University

**Abstract:** Substantial peer feedback of the students through peer review in the context of EFL or ESL can help students become skilled at different structures and strategies of academic writing in English rather than receiving feedback from teachers in the classroom. However, most of the students at English language classes in Bangladesh do not appreciate the significance of following the structures of academic writing from the lectures of the respective teachers immediately. On the other hand, most of the English language instructors in their classes are not used to encouraging their students to provide peer feedback through peer review. Therefore, this paper will be focusing on the issues regarding how peer review can be utilized for the beginners of English language courses in terms of making them aware of the structures of academic writing. Moreover, this paper will make an attempt to find out whether peer review makes them a better writer, a more rational thinker or a more critical appreciator of peers' writings. At last, this paper will present some recommendations on how peer review can develop the students' creativity while producing thought provoking and critical comments on their peers' writing.

**Keywords:** Peer review, Structures of academic writing, Critical appreciation of writing



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**Surendar Vaddepalli**

**Paper:** Business intelligence applications & technology: A case study of small business

**Abstract:** The concept of Business Intelligence has been increasing in the recent times. Entering error-free operational data into the database that generates the analytical reports. Managers have got an opportunity to convert business facts and data into a meaningful information upon which they were make decisions for their organizations ever since computer devices started analyzing huge amounts of data. Computer based techniques used to extract, process, store, analyze and interpret the business data is referred to as Business Intelligence. People also refer to this as DSS whose objective is to provide support to make better decision making. Business Intelligence allowed organizations to extract information from multiple platforms and applications to take better decisions which drive tangible returns on their investments. The objective of Business Intelligence enables the management of organizations to make prudent decisions from the data extracted. The objective of this paper is to demonstrate and present an appropriate BI solution for a business performance management problem context and focusing on how social, cultural, legal, political, ethical, and security issues associated with the implementation of BI solutions. A Major part of this paper is focused more to performance metrics used for strategic decision making and devising an appropriate technological architecture for a commercial solution.

**Keywords:** Production, Reflection, Correction, Direction, Instruction, Improvement, Compliance, Performance, Phillips Supervisory Management Wheel

**Ahmad Muneer Tamkin**

**Paper:** Afghan and USA relations

**Abstract:** Indeed the Afghan-US relation became important during the cold war, and M.Naeem the king Zahir Shah's cousin became in charge in Washington D.C at the time president Truman commented on friendship of two countries, the official Afghanistan ambassador introduced to the US was Habibullah Khan Tarzai who served until 1953, and the US legation was elevated in 6 May 1948 and Louis Goethe Dreyfus was the first US ambassador in Kabul.

**Keywords:** Long term two nations relationship, Afghanistan reconstruction, USA & Afghanistan security agreement, Withdrawal of extremist Taliban regime

**Aslanbek Naziev**

**Paper:** On teaching distributive laws for quantifiers and logical connectives

**Abstract:** In teaching of mathematical logic, one of the difficult themes is that of distributive laws for quantifiers and logical connectives. This is partly because these laws are numerous and hardly foreseeable in the whole. In order to improve the visibility and bring these laws into the system, we propose to combine them into several rows corresponding different connectives. First row may be for quantifiers and disjunction. The rows for conjunction and implication can be easily derived from the above by means of expressions of conjunction and implication in terms of disjunction and negation. The row for equivalence is somewhat different.

Practices of teaching mathematical logic show that using of this representation essentially improve quality of mastering this material.

**Keywords:** Mathematical Logic, Quantifiers, Logical Connectives, Distributive Laws





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**Aslanbek Naziev**

**Paper:** The conception of humanitarily oriented mathematics teaching

**Abstract:** By the conception of teaching something, we mean the system of clauses that give answers to the "three main questions of pedagogics": what? what for? how? In the case of mathematics: what is mathematics? what is mathematics for in education? how to teach mathematics? Or, in slightly different formulation: what is mathematics? what does it mean to teach mathematics? why do we need to teach mathematics? Our answers to these questions form our conception of humanitarily oriented mathematics teaching: Mathematics is proof; To teach mathematics means to impel systematically the pupils to discovery of their own proofs; Mathematics teaching is an indispensable tool for building of homo cultural thinking, morality, and being free.

In the full paper we examine and prove these suggestions. In particular, we explain why we call our conception the conception of humanitarily oriented mathematics teaching and notice connections of this conception with Polya's definition of mathematics (given in his remarkable book 'Mathematical discovery') and Spenser's conception of teaching.

**Keywords:** Mathematics, Education, Teaching of mathematics, Conception

**Hamza Imtiaz**

**Paper:** How do perception of leadership behavior changes across the organizational cultures?

**Abstract:** The purpose of this research is to identify the behavioral changes of leadership across organizational cultures. Leadership behavior depends heavily upon the culture of the organization. Organizational culture depends on the beliefs and values that have been existed in the organization. It is the attitude of employees and managers, and their loyalty towards their work in an organization. Leaders or managers do adjust their leadership behavior according to the culture of organization to achieve their goals.

Methods:

Data for the study was collected by using structured interviews and questionnaires. We distributed 200 copies of questionnaires and then rearranged the collected data to form results.

Results

Leadership behavior was meaningful depends upon employee's behavior, their job satisfaction and the attitude of leader or manager towards his subordinates or employees. Organizational cultures were significantly dependent upon the leadership behavior, job satisfaction and produces innovation, greater and better outcomes for the organization.

**Keywords:** Leadership, Behavior, Organizational Culture

**Carl Ball**

**Paper:** Developing a win-win model in the home services industry

**Abstract:** The home service industry grew inversely to the decline of the homeowners segment who can fulfill their homeowner needs because of extensive work demands, services required more time or skills than homeowners possessed, or homeowners grew more affluent or more willing to pay for "service". While public perception of home services may turn first to lawn care or home renovation, it is the pest control segment that grew to be a leading profit maker. National chains gained name recognition for providing standard pest control services; however, the bulk of pest control firms remain proprietary or



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family owned. Multiple service providers may publicize a commitment to “service”; the family-owned Men In Black Pest Control (MIB) of Harris County, Texas evolved over five years, a three-part customer “win-win customer model, the engine of company prosperity. The Model’s three performance metrics are: 1) friendly and informed staff; 2) self -explanatory pricing plans; 3) fast average cycle time of response to customer inquiry or need. These metrics create a “win-win”. All employees attend extensive technician training. Additionally, service programs reveal clear website pricing language so that pricing may be understood immediately. Average cycle time of service was accelerated by reducing whole service process inefficiencies.

**Keywords:** Home service, Customer service, Pest control, Men In Black Pest Control, Informed staff

### Patrick Montjoie

**Paper:** Human error induced data loss mitigation through data change activity tracking

**Abstract:** Human error is one of the leading causes of data loss. It is often the result of information being destroyed or partially altered without the user’s awareness of the loss. Conventional data backup systems are deficient in preventing such unforeseen errors, since it is difficult to establish if a backup contains viruses, missing, and corrupted data. Permanent data loss can occur unless these serious errors are detected immediately in order to prevent previously good backup copies from being overwritten during the backup media rotation process. Data is a valuable business asset for small and large enterprises. Losing data can be financially disastrous resulting in loss of productivity, revenue, business disruption, and issues with regulatory compliance. My research indicates creating an early error detection and warning mechanism can be invaluable at reversing human errors before they become tangible financial liabilities. In work implemented for the City of Waltham (MA), de-duplication backup software snapshots are employed to track and report data change activities in order to reduce the impact of data loss caused by human error. Mitigating human error induced data loss though tracking and reporting of data change activities is the focus of my research, a work in progress.

**Keywords:** Data loss, Human error, Backup and restore, Deduplication, Disaster recovery, Business continuity, Disaster recovery business continuity, DRBC, Disaster recovery plan, DRP, data loss prevention, DLP

### Forrest Carlson

**Paper:** Cycle time reduction in the provision of biologics to patients with complex diseases

**Abstract:** In the contemporary world of pharmaceutical manufacturing and “therapy” which results from the provision of specific biologics, clinicians now have more of an ability to manage or even treat complex diseases such as rheumatoid arthritis and multiple sclerosis. The current industry average process cycle time between the onset of signs and symptoms of such diseases and a definitive diagnosis is eight to ten years; the average cycle time between the diagnosis and the “aggressive” provision of the therapy is four to seven months. The percentage of those who are eligible to receive the therapy and do so in time to have meaningful effect is termed the “conversion rate.” Reduction of process cycle time at all parts of the process requires the end-to-end introduction of the following health and quality management elements: 1) clear outcomes and associated performance metrics; 2) seamless, efficient cooperation between all parts of the process; 3) elimination of “muda” or non-value-added time. The improved cycle time will benefit the



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pharmaceutical companies who manufacture the biologics and wish to see them effectively employed.

**Keywords:** Muda, Quality Management, Business Process Improvement, Complex Diseases

**Jorja Wright**

**Paper:** Sense making and strategic foresight in healthcare

**Abstract:** Healthcare has undergone a metamorphosis in the last 50 years. It has become increasingly important for healthcare leaders to recognize trends at their inception. The competency of sensemaking is defined as a process of analyzing past experiences, present circumstances, and future expectations, through collaborative exchanges and giving meaning to all of these experiences. Specifically, strategic foresight (SF) is a learned skill that healthcare leaders can use to acknowledge societal trends (i.e. political, cultural, technological), envision the healthcare industry of the future, and apply this insight to present experiences and/or circumstances. Next, SF can be used by healthcare industry leaders to reduce the probability of the unknown and plan for possible scenarios of the future. SF has five stages (pre-phase, recruitment, generation, action, and renewal) and three major methodology categories (qualitative, quantitative, semi-quantitative) that leaders can use to systematically identify trends and issues that may affect the industry in the future. In the 21st century, healthcare has experienced major advances in medicine and technology which have improved patient care quality. Ultimately, this paper attempts to introduce SF in the healthcare industry and acknowledge SF as a sense making technique that can improve the healthcare industry through healthcare access, equity, and quality.

**Keywords:** Healthcare, Leadership, Context, Sensemaking, Strategic foresight



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**In-person Sessions Friday, June 26, 2015**

<b>Virtual Sessions (Friday-Sunday)</b>	24x7
<b>2015 AMUIIABC Registration</b>	7:30-4:00 PM
<b>Breakfast, Conference Networking</b>	7:30-8:45 AM
<b>Opening Session-Dr. Sharon L. Burton,</b>	8:45-8:55 AM
Introduction of the Speaker-Dr. Bob Gee	8:55-9:15 AM
Plenary Speaker-Dr. Darrell N. Burrell	9:15-10:00 AM
<b>Moderator-Dr. Francis Grimm</b>	
<p><b>Dr. Jay Gabrelcik</b>  <b>Paper:</b> Rotor balance improvement achieved through a new vectorial analysis approach  <b>Abstract:</b> This research explores various causes of jet engine rotor unbalance, also known as vibration. The work depicts fundamentals, research and knowledge of the rotor balance process from world experts in this field. From experience, the researcher developed an analysis tool, which monitors the outcome of the balance process by measuring two input steps. Quality is therefore built-in upstream. The data show – with over 300 consecutive rotors successfully tested – that this measurement method is highly successful. As a holistic result of this project, the researcher has ascertained that to effectively remove unbalance and ensure balance is achieved, one must know the amount of unbalance removed through the use of a robust measurement system. The amount should be limited and controlled. This measurement system can be applied to numerous balance applications to ensure their accuracy. If it spins, rolls, rotates or revolves, the approach may be used for a high level of balance quality.  <b>Keywords:</b> advanced, advances, arbors, autobalancers, automatically, balancing, better, eliminates, eliminating, elimination, engines, imbalances, improved, improvements, methods, methodology, methodologies, noises, perfecting, perfection, reduce, reduction, remove, removal, rotors, rotordynamics, rotor, dynamics, shafts, solutions, turbines, turbofans, turbomachinery, unbalances, vibrations</p>	10:00-10:15 AM
<p><b>Kelly Austin and Lorinda Lewis</b>  <b>Paper:</b> The lean world of finance: A look at what the future could be  <b>Abstract:</b> Since the financial crisis of 2008, extensive regulatory changes have attempted to protect the consumer and build confidence. These new regulations are costly, forcing the industry to focus internally to create processes and systems that comply. In many cases, the financial sector put compliance at the center of the business instead of their customer. Lean methodologies provide the platform to shift to customer-centric processes that will win back consumer confidence, as well as reduce cost and waste in the processes institutionalized for compliance. Lean is a structured method to teach employees to view business processes and propose improvements through the eyes of the customer. This easy-to-use method provides a five-step outline to improve financial processes to 1) clarify the problem, 2) build cross functional</p>	10:20-10:35 AM





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<p>cooperation, 3) eliminate waste, 4) establish meaningful metrics, and 5) delight internal and external customers - all within 5 days. The effectiveness of the method is demonstrated through telling the story of a real real-world application in a finance department, which involved three different ERP systems, and four functional areas with team members located in five countries. By following this method, one standard process was implemented across the enterprise, saving multiple resources, both human and capital.</p> <p><b>Keywords:</b> lean finance, lean accounting, process improvement, lean tools, customer-centric processes, waste elimination, consumer confidence</p>	
<p><b>Coffee Break</b></p>	<p>10:40-10:55 AM</p>
<p><b>Moderator-Dr. Francis Grimm</b></p>	
<p><b>Kim L. Brown Jackson, Dr. Clisha Taylor, Dr. Darrell N. Burrell, and Dr. Sharon L. Burton</b></p> <p><b>Paper:</b> Improving Health in the Community: A Telehealth Model of Care  <b>Abstract:</b> The business of treating patients via telehealth in the U.S. will dramatically increase to nearly \$2 billion in revenue within five years from \$240 million today, an annual growth rate of 56 percent. This increase is due to a confluence of events in the health care industry— a lack of access, doctor shortages, and provider payment changes. Growth in national health spending is projected to accelerate to 6.1 percent in 2014, reflecting the expanded insurance coverage to become available through the Affordable Care Act (ACA). Eleven million Americans were projected to gain health insurance coverage in 2014. New care models, technology, and uses for current technology are employed to deliver services via interactive health care solutions. Rural and remote areas are the hardest hit. In addition, community-based telehealth programs are showing promise of meeting these needs. Health care organizations are moving to strategically increase their bottom line with quality and/or business process improvements. Health improvement strategies that include telehealth are promising and should be explored.</p> <p><b>Keywords:</b> Community-based Telehealth, Model of Care, Remote Monitoring, Change Management, Business Process Improvements</p>	<p>11:00-11:15 AM</p>
<p><b>James Phillips, Jr.</b></p> <p><b>Paper:</b> Direction, correction, and instruction: The crucial actions of the supervisory manager  <b>Abstract:</b> In becoming a supervisory manager, it is not enough to know the Federal Acquisition Regulation (FAR). Yet, when selecting leadership in contracting, there is a tendency to select acquisition professionals who are well versed in the FAR, the supplements and directives, at the risk of discounting the other important and necessary qualities of supervisory management. The Phillips Supervisory Management Wheel presents the relationship of all components. It starts with the three crucial actions a supervisory manager must be able to master are</p>	<p>11:20-11:35 AM</p>



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<p>Direction, Correction, and Instruction of employees. The three crucial actions are modified by three important outcomes, which are, Performance, Compliance, and Improvement. Finally, there is a timing and flow component, which are the two arrows, titled "Production" and "Reflection".</p> <p>The Wheel not only helps explain the relationship of the three crucial actions to the important outcomes, it also suggests that there is an ebb and flow to the process, similar to that of the Kata as described in the Toyota Kata, by Mike Rother.</p> <p>The response to this Wheel is to recognize that Direction, Correction and Instruction is an integrated in whole with flow and movement resulting in better outcomes for the supervisory manager.</p> <p><b>Keywords:</b> Production, Reflection, Correction, Direction, Instruction, Improvement, Compliance, Performance, Phillips Supervisory Management Wheel</p>	
<p><b>William Journigan</b>  <b>Paper:</b> What is Scenario Based Training  <b>Abstract:</b> Education can take on diverse strategies to enhance student learning, to include: E-Learning, Traditional Classroom Setting, Hybrid Education, and Distance Learning to name a few. This text details a work in progress, Scenario Based Training, referred to as education that employs a highly organized script of real world practices to meet educational objectives in an operational environment. Scenario-based training constitutes diverse aspects, such as: exercises, case studies, scenarios, and “hands-on” applications. In this study, I explore action research in the field of Scenario Based Training. In contrast to the existing literature, this work delves into scenario based training and comprehension in the Lean Six Sigma environment. Specifically, I examined exercises, case studies, and scenarios to offer strategists, curriculum developers, and training practitioner’s insights towards a comprehensive approach for gaining knowledge to what scenario based training is in regards to adult learning and comprehension. This study has implications for future research and is the first part to a two part series. Part two will include the aspects of developing a rigorous scenario required to implement a Scenario Based Training Curriculum. (Journigan, 2015)  <b>Keywords:</b> Scenario Based Training, Scenario Based Education, Case Study</p>	<p>11:40-11:55 AM</p>
<p><b>Victoria Saenz Grimm</b>  <b>Paper:</b> Is the upper school education at the O'Neal school viewed as a sufficient return on investment?  <b>Abstract:</b> Recruiting, retention and attrition are key factors in strategic planning and return on investment for private independent college preparatory high schools. Private independent college preparatory high schools are under increasing economic pressure to continually develop new ways and means of retaining the largest student population possible from the ninth grade through to graduation. The purpose of this action research mixed study is to identify best practice approaches that will maintain O’Neal School’s present X% of more students than other independent college preparatory high</p>	<p>12:00-12:15 AM</p>



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<p>schools in the Sandhills area of North Carolina. The researcher conducted interviews to learn the voice of the customer, and to determine a root cause analysis. The emergent findings were X, Y, and Z. Analysis revealed X, X. and X. The data, also, showed XXX. The researcher will integrate these findings into an ongoing study that will provide data necessary to learn the work necessary to maintain X percent in recruitment and retention from ninth grade through graduation. This data will be able to be used by practitioners, as well as academics.</p> <p><b>Keywords:</b> return on investment, independent schools, public schools, private college preparatory high school, retention, recruitment, attrition, financial aid</p>	
<p><b>Lunch</b></p>	12:20-1:20 PM
<p><b>Moderator-Kim L. Brown Jackson</b></p>	
<p><b>Scott Bonney</b>  <b>Paper:</b> Zero to Hero: The 30 day launch of the Veterans Choice Program  <b>Abstract:</b>  <b>Keywords:</b></p>	1:25-1:40 PM
<p><b>Lorinda Lewis</b>  <b>Paper:</b> Triage for office process improvement  <b>Abstract:</b> Across all industries, process improvements in the office tend to be less visible and more secluded. Employees often think lean concepts only apply to factory type processes that are repetitive in nature. The reality is administrative areas are notoriously wrought with waste; full of opportunities for cost savings. But where does one begin to apply lean in the fog of the office where processes and problems are hidden? In computers, file folders, and note books? The office processes seem to be intertwined, dependent upon one another, or otherwise tangled. This guide offers a 5 step approach to find clarity in the convoluted office processes to allow the practitioner to begin to understand where to find the greatest opportunities for improvement. This five step model provides easy to follow concepts, checklists, and tools to 1) determine where to start your improvement initiative, 2) gain clarity around the problem to be improved, 3) define the appropriate team members to lead and champion the effort, 4) prioritize which improvement activities to execute, and 5) manage the actions to completion. Through this process, one can begin to triage the problem areas, focusing on those with the greatest impact to the business.  <b>Keywords:</b> lean office, office process improvement, administrative process improvement, business process improvement, lean tools, continuous improvement</p>	1:45-2:00 PM
<p><b>Dustin Bessette</b>  <b>Paper:</b> A holistic approach for synchronous mobile technology adaptations in blended learning environments  <b>Abstract:</b> The technological era of education will continue to empower and inversely affect millions of learners worldwide. Mobile use in blended learning environments is currently at an all time high due to the increase of student adaptations and technology</p>	2:05-2:20 PM



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<p>skills needed in major workplaces. Careers are becoming more centered around learning environments that are structured to cater towards directed skills, abilities, and methods only acquired in new blended learning arenas. Technical programs are becoming more technology centered and structured to increase learning potential, build cognitive skills, and encourage dynamic changes within communities and large industries. Mobile use is directly related to the increase use of blended learning environments based on the wide array of technical items applicable to users worldwide. All highly advanced mobile items today are synchronous to current program restrictions as they are also tools used to increase skill-sets for learners.</p> <p><b>Keywords:</b> Mobile Technology, Technical Programs, Blended Learning Environments, Higher Education, Cognitive Skills, Mobile Items</p>	
<p><b>Dr. Ozlem Efiloglu Kurt</b>  <b>Paper:</b> The effect of national culture on technology acceptance and use of information technologies in education : A cross cultural study  <b>Abstract:</b> Culture has a very wide scope and has attracted many disciplines along the decades. Although it has been examined in very wide scope, in this study, national culture accepted as analyses levels and the effects of national culture on educational technology acceptance and usage are focused. Like national culture, acceptance of new technologies by people living in different cultures has been popular with lots of radical improvements in technological instruments. Particularly, the main question in the study is how national culture affects technology acceptance and usage in educational institutions. Accordingly, information technologies and usage of information technologies in education is explained, while culture and national culture literature is examined. The effect of national culture on information technologies acceptance and usage in educational institutions is examined through an empirical study completed in two countries; Turkey and England. According to the findings of research, the significant differences between two cultures have been exposed.  <b>Keywords:</b> culture, national culture, technology acceptance, TAM, UTAUT</p>	<p><b>2:25-2:40 PM</b></p>
<p><b>Sophie Valerio</b>  <b>Paper:</b> An innovative lean six sigma tool: The Valerio Project Success Enabler (PSE)  <b>Abstract:</b> Lean Six Sigma (LSS) approach is used across industries internationally to solve a problem by focusing on, eliminating, or reducing the occurrence of the issue. It is referred to in literature as a deficit based LSS approach. Research shows a different approach, called Strength-Based LSS, was implemented abroad in the last decade and published in a book in 2014. In 2011, in the USA, the researcher developed an approach referred to as “synergistic” LSS, which combines complementary elements of both Strength-Based and Deficit-Based LSS. This presentation introduces one tool of this synergistic approach, the Valerio “P” Success Enabler (PSE). “P” stands for “People” &amp; “Process”. This presentation provides inputs and outputs of research that is in progress. This presentation does not focus on the results of the Valerio PSE</p>	<p><b>2:45-3:00 PM</b></p>



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<p>application, nor the details of the tool itself. It will be documented in further literature. This presentation focuses on the reasoning behind the concept of combining seemingly opposite deficit and strength-based Lean Six Sigma approach into this innovative Valerio “P”SE as a “Project” management tool.</p> <p><b>Keywords:</b> Lean Six Sigma, Strength-Based, Deficit-Based, Organizational Development, Failure Mode and Effect Analysis, Project Management, Transformation, Innovation, Synergistic, Success Mode, Success and Happiness, Enabler, PSE</p>	
<p><b>Dr. Bob Gee</b>  <b>Paper:</b> Designed-In quality: Improve retention through up-front system-wide improvement  <b>Abstract:</b> Recent cost of higher education alarms, the rise in average student debt, extensive times to complete degrees, and non-completion of degrees share a common panacea; inflate decreasing retention rates by increasing student motivation. The underlying and unspoken premise is: students are not motivated to complete degrees, although extended degree durations increase debt, and non-completions of degrees result in debt without results. Blaming the root cause of failed student retention on the student is to shift accountability for student retainment away from the “System” of higher education. System-wide approach to the student experience, driven by data, constant assessment, and adaptive continuous improvement is the real answer. Improving a quality system must be first designed with characteristics: 1) clear performance metrics (competencies and skills) at the programs’ beginning; 2) pre-Program Orientation introducing theory and practice of essential knowledge,( e.g. research and essential skills, facility with degree-related technology) 3) embedded academic milestones wherein progress on the agreed skills and competencies are assessed, (i.e., student learning outcomes); 4 ) faculty practitioners understanding the system; 5) a “transformative” system of departments cooperating seamlessly and quickly to send Degree superiors data; 6) empowered student supervisors to adapt and improve an inefficient or ineffective system.  <b>Keywords:</b> accountability for student retainment, business process improvement, retention, student learning outcomes, transformative systems, student motivation</p>	<p><b>3:05-3:20 PM</b></p>
<b>Coffee Break</b>	
<b>Moderator-William Journigan</b>	
<p><b>Dr. Francis Grimm</b>  <b>Paper:</b> A reengineered kidnap response model: Risk mitigation while increasing ROI in non-permissive environments  <b>Abstract:</b> There are approximately 18,000 cases of kidnap worldwide per annum. Approximately 65% of these are in Latin America with the highest concentration in Venezuela and Mexico. Sustained deployment of a Kidnap Response Consultant is cost prohibitive and can raise risk to the victim, family, corporation, underwriter,</p>	<p><b>3:25-3:40 PM</b></p>





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<p>broker, contracting security agency and or government. The aforementioned key stakeholders are under constant threat of retribution, further extortion, surveillance, political incarceration and murder. Resolving these cases in ungoverned space and non-permissive environments comes with certain risks and costs. Although much of this risk must be accepted, certain elements can be carefully and methodically mitigated. Given the proper application of pre-crisis training, virtual technology, tradecraft and procedures, a degree of risk can be avoided or transferred. A case study was conducted involving a Latin America focused Kidnap Response Firm that demonstrated not only can risk be mitigated for all stakeholders, but also that operational expenses can be reduced. The broader implication of this particular response model is that it is a fungible tool for use in disaster and crisis management in non-permissive environments.</p> <p><b>Keywords:</b> kidnap, crisis management, remote management, international crime, process improvement, process redesign</p>	
<b>Dinner Break</b>	<b>4:00-5:30 PM</b>
<b>Dissertation Defense (Open Session)</b>	
Dissertation Defense of Doctoral Candidate James Phillips Jr.	<b>6:00-8:00 PM</b>
Welcome by Dr. Bob Gee	<b>6:00-6:15 PM</b>
Explanation of the Event by Dr. Sharon L. Burton	<b>6:15-6:20 PM</b>
The Defense of James Phillips Jr's Dissertation	<b>6:20-7:00 PM</b>
Questioning of Doctoral Candidate James Phillips Jr.	<b>7:00-7:30 PM</b>
Excusing of the Presenter and Review of the Presentation	<b>7:30-7:45 PM</b>
The Decision Presented	<b>7:45-8:00 PM</b>
<b>In-person Sessions Saturday, June 27, 2015</b>	
<b>Virtual Sessions (Friday-Sunday)</b>	<b>24x7</b>
<b>2015 AMUIIABC Registration</b>	<b>7:30AM-8PM</b>
<b>Breakfast, Conference Networking</b>	<b>7:30-8:45 AM</b>
<b>Opening Session-Dr. Sharon L. Burton</b>	<b>8:45-8:55 AM</b>
Introduction of the Speaker - Dr. Bob Gee	<b>8:55-9:15 AM</b>
Plenary Speaker - Dr. Darrell N. Burrell	<b>9:15-10:00 AM</b>
<b>Moderator-William Journigan</b>	
<p><b>Willie Journigan</b>  <b>Paper:</b> What is scenario based Training? Developing a scenario  <b>Abstract:</b> Education can take on many different strategies to enhance student learning, to include: E-Learning, Traditional Classroom, Hybrid Education, and Distance Learning to name a few. This abstract is about a work in progress, for my Doctoral Dissertation, titled "Scenario Based Training". The scenario is crucial in the first steps of implementing a Scenario Based Training approach to student learning. Exercises,</p>	<b>10:00-10:15 AM</b>



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<p>Case Studies, Lessons Learned, and “hands-on” applications for students must be well coordinated in advanced to have a successful Scenario Based Training approach. This text will explore action research techniques in the field of Scenario Based Training with respect to developing a meaningful scenario. This type of training is currently being used in Health Care and the Military. Research in this topic will offer educators, curriculum developers, and practitioners insights towards a comprehensive approach for gaining knowledge in developing a scenario to be used with Scenario Based Training in order to ensure student learning and comprehension. This is the second part to a two part series. Part one defined “What is Scenario Based Training?” (Journigan, 2015)</p> <p><b>Keywords:</b> Scenario Based Training, Scenario Based Education, Case Study</p>	
<p><b>Dr. Jay Gabrelcik</b>  <b>Paper:</b> A process breakthrough in honeycomb removal using Purepulse Waterjet technology  <b>Abstract:</b> This work introduces state-of-the-art technology that utilizes pressurized water to remove honeycomb from jet engine components. The technology is named PurePulse™ waterjet. Although the applications of coating removal are rather broad – including chrome and numerous other hard coatings – the focus here is upon the stripping of honeycomb. United Technologies Corporation’s Pratt and Whitney owns this technology which was developed by experts in the waterjet field. Conventional methods for honeycomb removal involve a machining operation along with manual grinding for finishing. Quality is negatively impacted when parts are incidentally thin-walled from machining and when parts are distorted from heat during grinding. The data show that parts are scrapped from these methods at an alarming cost of \$1 million annually. PurePulse™ introduces quality upstream by eliminating the detriments of single-point machining and grinding. It provides users with significant organic growth opportunity. The process is highly controlled, safe and ergonomic through the use of robotics. Pratt and Whitney is developing a Standard Practice Operating Procedure for the technology of honeycomb removal.  <b>Keywords:</b> advanced, advances, air, airseal, better, drum, eliminates, eliminating, elimination, engines, gear, honeycombs, improved, improvements, landing, methods, methodology, methodologies, perfecting, perfection, reduce, reduction, remove, removal, ring, rotor, savings, seal, solutions, strip, turbines, turbofans, turbomachinery</p>	<p>10:20-10:35 AM</p>
<p><b>Coffee Break</b></p>	<p>10:35-10:50 AM</p>
<p><b>Moderator-Kim L. Brown Jackson</b></p>	
<p><b>Dr. Darrell N. Burrell</b>  <b>Paper:</b> Exploring approaches to developing strategies for academic research and academic publishing in social change, community development, business, and health</p>	<p>10:50-11:05 AM</p>



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<p><b>Abstract:</b> With so many universities both traditional and on-line offering doctoral degrees, academic publishing has become a critical aspect of the selection process for faculty and academic jobs. This presentation demystifies the process for thinking about academic scholarship, career planning, and peer review academic publishing and presenting. This presentation seeks to bolster academic writers' confidence with the assurance that their papers can be published. Peer reviewed publications is one of few methods at instructor's disposal beyond degrees and transcripts to demonstrate academic expertise and academic discipline relevance. You don't have to be engaged in hardcore research to get published. Many journals will take the same papers that you have submitted for your graduate and doctoral classes and publish them as long as they have references and are in APA format as conceptual papers.</p> <p><b>Keywords:</b> Research, Publishing, Scholarship</p>	
<p><b>Dustin Bessette</b>  <b>Paper:</b> Non-traditional operations of faculty in cyber-learning environments  <b>Abstract:</b> Technology has shifted the base of the world for many educational opportunities to come alive and prosper. The education transitions and advantages are prominent in today's online and blended educational era and only with the assistance of non-traditional faculty. Professional instruction in online and blended learning comes from different angles based on skills, education, as well as industry experience. These skills are only provided to students with the help of a secure cyber environment for communications and documents to pass. A problem in this evolution is that not all non-traditional faculty members are "cyber ready" for the online learning environment.          Traditional faculty still operates by using specific methods of communication via face-to-face learning as well as newly blended ideas of digital communication. Still, these operations are not fully secure and can be manipulated from outside forces based on technological corruption. Universities that utilize non-traditional learning environments need to operate smoothly. These institutions can only do this when cyber failures begin to seize.          Educational technology and the cyber world are always at risk based on the growing need of simplistic processes of operations. Universities need to slow down and decrease the amount of technical hacks.  <b>Keywords:</b> Technological Education, Blended Learning, Non-traditional faculty, Online instruction, Face-to-face</p>	<p>11:10-11:25 AM</p>
<p><b>James Phillips, Jr.</b>  <b>Paper:</b> Building on success: Purchase card program phase II  <b>Abstract:</b> The Department of Veterans Affairs (VA) purchase card program is the principle method to carry out micro-purchases, purchases at or under \$3000. A doctoral dissertation by James N. Phillips Jr. titled, Department of Veterans Affairs Purchase Card Program: The Untold Story: Recognizing Contributions by Veterans</p>	<p>11:30-11:45 AM</p>



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<p>Health Administration Facilities to Small Businesses and Socioeconomic Performance; A Model for Employing VISN Purchase Card Data to Demonstrate Consistent Alignment with Veterans Health Administration Goals had produced three major outcomes. The first outcome determined the data collected could be measurable so as to render usable information. The second outcome determined the measurable data could be repeatable so as to support scalability of the project to a larger group. The last outcome determined if there was a return on investment (ROI), i.e., a beneficial outcome that could be used to recognize VA employees and facilities. (Phillips) The answer for all three outcomes was a resounding yes!</p> <p>Phillips' work created a baseline for following work to be conducted. The outcomes identified in Phillips' work will be further developed and enhanced identify opportunities for improvement and initiate actions to support continuous improvement.</p> <p><b>Keywords:</b> micro-purchase, Veterans Affairs, purchase card, Phillips Model, Blueprint for Excellence, program</p>	
<p><b>Breakout Session</b></p>	<p>11:50-12:25 PM</p>
<p><b>Moderators-Dr. Sharon L. Burton, William Journigan, and Scott Bonney</b></p>	
<p><b>DMAIC: A Conference in Review</b></p>	<p>12:25-1:00 PM</p>
<p><b>Lunch</b></p>	<p>1:00-2:15 PM</p>
<p><b>Scott Bonney</b>  <b>Paper:</b> Zero to Hero: The 30 day launch of the Veterans Choice Program  <b>Abstract:</b> Traditional Continuous Performance Improvement (CPI) includes tools and methods that have proven effective for decades. Approaches like Total Quality Management, Business Process Re-engineering, Lean, Six Sigma, Theory of Constraints, and others have all proven effective, and each brings with it a toolbox of useful skill sets. Now, as the .com world enters its third decade, software developers have begun to realize the benefits of these approaches. Using terms like Agile instead of Lean; Scrum Master instead of Sensei; and CMMI instead of ISO; the software industry has attempted to re-make performance improvement in its own image. But as the software industry attempts to find its place in an ever-accelerating and competitive business environment, business system developers have become distracted by their technology and forgotten their process-centric roots. In this presentation, experienced Lean Six Sigma Master Black Belt Scott Bonney recounts his two year journey as Director of Innovation for a BPM software company as it re-invented itself from selling isolated Business Process Management workflow solutions, and in the process discovered a process for Next Generation CPI that brings the best of the 20th century into the new millennium to create end-to-end enterprise solutions through process transformation and automation.  <b>Keywords:</b> continuous Process Improvement (CPI), enterprise improvements, integrate software solutions, process-centric CPI model, next generation CPI</p>	



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**Sharon Nicholas and Myles Esmele**

**Paper:** A calibration model at the United States Naval Sea Warfare Command

**Abstract:** The Navy’s metrology program is integral to the mission of the Naval Surface Warfare Center (NSWC) Corona because it researches and establishes the calibration standard procedures and reliability for the Navy and Marine Corps “by gauging the Navy’s warfighting capability of weapons and integrated combat systems...through assessment of those systems’ performance, readiness, quality, supportability, and the adequacy of training.” The Project and underlying Doctor of Business Administration Dissertation Project summarized by this abstract aims to help the Navy dramatically improve customer service, quality of products and services to the naval war fighter through value steam management, elimination of waste resources, reduce labor time, cut operational costs, improve safety, and assist NSWC Corona and the Navy to continue as world-class competitors in measurement science and calibration standards. This study will employ Action Research to form an Improvement Model, and identify the process value stream which will include quality management tools such as: Force Field Analysis, Customer Requirements Matrix, pre and post analysis Performance Metrics and modified eight-stage process “Change” adapted from by John P. Kotter (Leading Change). Every model is comprised of milestones for assessment of this study regarding *sharing* the knowledge and proven expertise.

**Keywords:** warfighting capability, navy, change management, customer Requirements matrix, force field analysis

**Moderator-Dr. Francis Grimm**

**Dissertation Defense (Open Session)**

Dissertation Defense of Doctoral Candidate Lorinda Lewis	4:45-6:45 PM
Welcome by Dr. Bob Gee	4:45-5:00 PM
Explanation of the Event by Dr. Sharon L. Burton	5:00-5:15 PM
The Defense of Lorinda Lewis’s Dissertation	5:15-5:30 PM
Questioning of Doctoral Candidate Lorinda Lewis	5:30-6:00 PM
Excusing of the Presenter and Review of the Presentation	6:00-6:15 PM
The Decision Presented	6:15-6:30 PM
<b>Coffee Break</b>	<b>6:45-7:00 PM</b>
<b>Closing Session</b>	<b>7:15-8:00 PM</b>

**Thank You For Your Participation an Contribution.**

**Enjoy the remainder of your week-end!**