

Shawn D. Ambrose, Ph.D.

Office Address

University of Saint Francis
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Education

Doctor of Philosophy in Organization and Management; Capella University, Minneapolis, MN, March 2010

Dissertation Title: *An exploratory study of why soldiers in a National Guard Battalion did not reenlist after deployment to Iraq*

Dissertation Committee: Karen Minchella, Ph.D. (Chair), Marc Muchnick, Ph.D., Paul Camacho, Ph.D.

Master of Business Administration - Management Concentration; University of Akron, Akron, OH, May 2002

Bachelor of Arts in Communications/Journalism; Shippensburg University, Shippensburg, PA, August 1992

Academic Experience

University of Saint Francis, Keith Busse School of Business and Entrepreneurial Leadership, Fort Wayne, IN, 2011 – Present

- Associate Professor of Organization and Management, 2016 - Present
- Assistant Professor of Organization and Management, 2011 – 2016
- Director of Masters of Business Administration Program, 2017 - Present
- Chair, Department of Business Administration, 2014 – 2016
- Program Director of Undergraduate Business Studies, 2013 - 2014

Utilized a mix of traditional and distance learning/Internet-based learning methods. Courses taught include:

Undergraduate

- Business Strategy
- Organizational Dynamics
- Advanced Topics in Business
- Business and Professional Communication
- Production/Operations Management
- Introduction to E-Commerce
- Fundamentals of International Business
- Principles of Management
- Supply Chain Management
- Introduction to Business
- Introduction to Microsoft Word
- Introduction to Microsoft PowerPoint
- Introduction to Microsoft Excel

Graduate

- Leading Change
- Production/Operations Management
- Human Resource Management

Awarded Lilly Grant Faculty Development Funds to present *Examining the attitudes of Millennials of the value of national mandatory service* at the Biennial International Conference of the Inter-University Seminar on Armed Forces and Society, Reston, VA

Assessed performance for full-time and adjunct faculty, providing opportunities for continuous improvement

Oversaw development of curriculum, to include transitioning from concentrations to majors to improve student performance and drive enrollment growth

Ensured undergraduate and graduate business programs complied with Accreditation Council for Business Schools and Programs (ACBSP) guidelines

Oversaw development of summer bridge program for underprepared freshmen; coordinating with TRiO, Admissions, Athletics, and Retention staff to develop a cross-functional program

University Service

Serving on the Faculty Senate Executive Council as Faculty Senate Past-Chair; advising the Chair of matters pertaining to the Faculty Senate (August 2017 – Present)

Elected as Faculty Affairs Committee tenured representative; facilitating and supporting the formulation and application of policy related to faculty interests (August 2017 – Present)

Selected as Faculty Senator Alternate for Busse School of Business (August 2017 – Present; January 2013 – August 2014)

Serving on the Council for Shared Governance; assisting in the smooth operation of campus committees, facilitating communication between campus constituencies, and facilitating the evaluation of Shared Governance (August 2013 – Present)

Served on Learning Management System Task Force; evaluating and recommending the choice of a learning management system to the Academic Affairs Council (May 2017 – July 2017)

Elected as Faculty Senator for Busse School of Business (August 2014 – August 2017)

- Elected as Faculty Senate Chair (August 2016 – Present)
- Elected as Faculty Senate Vice-Chair (August 2015 – August 2016)
- Elected as Faculty Senate Parliamentarian (August 2014 – August 2015)

Served on the First Year Seminar Task Force; focusing on increasing student success and retention for first-year students (November 2016 – June 2017)

Serving on the Academic Affairs Council; administering programs and policies, advising and makes recommendations to President's Cabinet, and fosters collaboration among the areas represented on the council (August 2016 – August 2017)

Serving on the Planning and Budget Committee; advising the President's Cabinet on annual/strategic planning and budgeting and facilitates internal and external assessment to determine overall effectiveness of the university (August 2015 – August 2017)

Serving on the Council for Shared Governance; assisting in the smooth operation of campus committees, facilitating communication between campus constituencies, and facilitating the evaluation of Shared Governance (August 2013 – Present)

Served on the University Criterion Two Committee; providing documentation and assistance to the Institutional Effectiveness Committee in preparation for the Higher Learning Commission's site visit in Spring 2018 (May 2016 – August 2017)

Served on search committee for TRiO Director (December 2015 – March 2016)

Served on Institutional Effectiveness Committee, tasked with assisting with the preparation of the self-study for the renewal of institutional accreditation with the Higher Learning Commission (August 2013 – August 2015)

Served on Committee on Assessment of Student Achievement, providing feedback on student learning assessment plans and reports for departments, programs, and the General Education curriculum (August 2013 – August 2015)

Co-chair of Martin Luther King, Jr. Service Day committee; coordinating activities for University-wide day of service (May 2012 – August 2014)

Assigned as Faculty Advisor Liaison for Busse School of Business, tasked with mentoring and training faculty on effective student advising practices; additionally serving as advisor for all Freshman business students admitted under the Monitoring Academic Progress program (August 2013 – May 2014)

Served on Enrollment Retention Committee, tasked with the development and coordination of a campus-wide student retention plan (August 2013 – May 2014)

Served on University Diversity Committee, performed data analysis to forecast minority student trends and their relationship to overall enrollment (September 2012 – September 2013)

Lac Courte Oreilles Ojibwa Community College, Hayward, WI, 2005 – 2011

- Interim Academic Dean, May – July 2010
- Business and Technology Division Chair, 2006 – 2011
- Business Faculty, 2005 – 2011

Recruited adjunct faculty for vacant teaching positions

Assisted with strategic planning as a member of the college executive council

Provided transition assistance for newly hired academic dean concerning academic practices and policies

Created partnerships with tribal agencies and businesses, granting access for students to write marketing and business plans for tribal and reservation based private businesses

Served as Steering Committee Co-Chair, in preparation for comprehensive visit from the Higher Learning Commission

Assisted in the creation of program outcomes for Business Degrees, to include measures of assessment for students

Developed Associate of Arts – General Studies Degree as a degree completion program for military veterans and stopped-out students

Served as academic advisor for Business Administration majors, General Studies majors, and Undeclared majors; assisting in degree planning, transfer options, and employment opportunities

Instructed and assisted in the supervision of students participating in a tribal asset awareness research project in collaboration with Washington University of St. Louis

Initiated major changes to existing business curriculum, placing more emphasis on quantitative skills by adding an additional statistics course and Managerial Accounting

Supervised adjunct faculty in matters of course content, syllabus development, and teaching strategies

Trained faculty concerning integrating online learning platforms with interactive television for increasing teaching effectiveness

Service on several committees; including co-chair for the Curriculum/Assessment Committee and secretary for the Faculty Senate

Developed syllabi, prepared and presented lectures, and assessed learning using traditional classroom, interactive television, and web-based learning for the following courses:

- Applied Statistics
- Business Communications
- Business Law
- Human Resource Management
- Introduction to Hospitality Management
- Introduction to Microeconomics
- Introduction to Personal Finance
- Principles of Management
- Principles of Marketing
- Professional Development
- Small Business Management

Aspen University, Adjunct Faculty, Denver, CO, 2010 – 2011

Assessed learning utilizing the Moodle platform for a Speech Communications course

New Charter University, Adjunct Faculty, San Francisco, CA, 2006 – 2008

Developed the following online courses:

- Strategic Management (Graduate)
- Survey in Communication (Undergraduate)

Assessed learning utilizing the Moodle platform for the following courses:

- Strategic Management (Graduate)
- Business Communication (Undergraduate)
- Organizational Behavior (Undergraduate)

Capella University, Adjunct Faculty, Minneapolis, MN, Winter Quarter 2006

Assessed learning using the WebCT platform for a Principles of Organizational Communication course

Eastern Gateway Community College, Adjunct Faculty, Steubenville, OH, Fall Semester 2002

Developed syllabus, prepared and presented lectures, and assessed learning for a Business Communications course

Brown Mackie College, Adjunct Faculty, Akron, OH, Summer and Fall Quarters, 2002

Revised syllabi, presented and prepared lectures, and assessed learning for the following courses:

- Business Communications
- Business Law
- English Composition I
- English Composition II

Scholarship

Scholarship of Teaching

Accreditation Service

Higher Learning Commission Peer Review Corps (October 2012 - Present)

- Serving as a member of a Comprehensive Pathways Evaluation Team Visit (August 2017 – November 2017)
- Served as a member of an Academic Quality Improvement Program (AQIP) Comprehensive Quality Review Visit (December 2016 – February 2017)
- Lead as Team Chair on an Academic Quality Improvement Program AQIP Systems Portfolio Electronic Review (November 2016 – February 2017)
- Lead as Team Chair an AQIP Systems Portfolio Electronic Review (May – September 2016)
- Served on a program change request visit in March 2016
- Lead as Team Chair on a comprehensive site visit in October 2015
- Served on a program change request visit in October 2014
- Served on a comprehensive site visit in April 2014
- Functioned as a team member which reviewed AQIP Systems Portfolios:
 - June 2015 – September 2015
 - November 2014 – February 2015
 - June 2013 – September 2013
 - November 2012 – February 2013
- Completed eleven AQIP Action Project reviews (March 2013 - Present)

American Council on Education Peer Review Corps (January 2013 – Present)

- Facilitated webinar describing the assessment and validation process of courses, occupations, and certificates for college credit recommendations (June 2016)
- Virtually reviewed and composed credit-granting recommendations for corporate training and non-traditional learning organizations
 - Intermediate Systems Acquisition (May 2016)
 - Business, Science, and Social Science 1: Communication Skills, Business II: Business Studies, and Business III: International Business Studies (December 2015)
 - Introduction to Entrepreneurship and Leadership Theory and Practice (December 2015)
 - Effective Communications and Human Relations, Skills for Success, High Impact Presentations, and Generation next (July 2015)
 - Introduction to Business, Business Law, and Macroeconomics (May 2015)
 - Strategic Planning and Human Resource Essentials, (January 2015)

- Best Practices in Managing Small to Medium Projects, Certified Business Analysis Professional, Program Management Professional, Project Sponsoring and Governance, and Stakeholder Management (December 2014)
- Participated in a site visit and reviewed curriculum to compose credit-granting recommendations for Lean Certificate Bronze, Lean Certificate Silver, Lean Certificate Gold, and Practicing Respect for People to Lead an Organization Transformation for a corporation (November 2016)
- Participated in a site visit and reviewed examinations for Introduction to Business and Principles of Supervision for a major test-provider (January 2016)
- Participated in a site visit and reviewed examinations for Business Law and Principles of Management for a major test-provider (March 2015)

Assisted with Accreditation Council for Business Schools and Programs (ACBSP) Self-Study review and revisions in preparation for accreditation visit (August – October 2011)

Assisted with compiling data and writing initial drafts of the Lac Courte Oreilles Ojibwa Community College Institutional Self-Study Report for the Higher Learning Commission (January 2010 – August 2011)

Presentations

Ambrose, S.D. & Robinson, S. (2017, May). *Getting ready for college: Homeschool style!* Presentation given to homeschool students and parents, Fort Wayne, IN

Ambrose, S.D. & Kruzic, M. (2015, September). *Teaching in higher ed.* Presentation given to Capella University Doctoral Colloquium students, Chicago

Ambrose, S.D. & Gerber, M. (2015, July). *Getting ready for college: Homeschool style!* Presentation given to Fort Wayne Christian Homeschool Teens, Fort Wayne, IN

Ambrose, S.D. & Reesman, R. (2015, April). *Lunch and learn: Busse Business Academy and student success.* University of Saint Francis, Fort Wayne, IN

Ambrose, S.D. (2015, March). *Credit by examination and non-traditional credit for student success.* Roundtable Discussion. 2015 Annual Conference of the Higher Learning Commission, Chicago

Schmidt, P., Torlone, D., Martin, J., DeVille, A., Ambrose, S.D. (2014, October). *Faculty governance: Where are we now?* University of Saint Francis Employee Development Day, Fort Wayne, IN

Ambrose, S.D. (2014, August). *Sage on the stage, or guide on the side? Why you should consider “flipping your classroom?”* Lac Courte Oreilles Ojibwa Community College, Hayward, WI

Ambrose, S.D., Gregg, K.M., Prather-Leming, B., Richard, J., Wade, C. (2014, March). *Faculty motivated change*. 2014 NACADA Region 5 Conference, Madison, WI

Ambrose, S.D., Gregg, K.M., Prather-Leming, B., Richard, J., Wade, C. (2013, October). *Phone-A-FAL: Faculty advisors liaison's presentation*. University of Saint Francis Faculty Development Day, Fort Wayne, IN

Ambrose, S.D. (2013, June). *How to earn college credit (or a degree) while homeschooling*. Presentation given to Fort Wayne Christian Homeschool Teens, Fort Wayne, IN

Ambrose, S.D. (2012, January). *Your hidden military educational benefits: The AARTS transcript and credit by examination*. Military briefing conducted for B Company, 293rd Infantry Battalion, Indiana Army National Guard

Ambrose, S.D. (2011, May). *How to earn college credit (or a degree) while homeschooling*. Presentation at the Latter-day Saint Eastern Home Educators Conference, Virginia Beach, VA.

Scholarship of Application

Presentations

Ambrose, S.D. (2010, October). *Retention in military forces*. Panel Chairperson. Inter-University Seminar on Armed Forces and Society Canada Conference, Toronto, Ontario, Canada.

Ambrose, S.D. (2009, October). *The individual consequences of service*. Panel Chairperson/Discussant. Biennial International Conference, Inter-University Seminar on Armed Forces and Society, Chicago.

Ambrose, S.D., Perry, K., Jennings, L., & Taylor, F. (2009, February). *LCO Community College and an LCO success story: A presentation of a student written marketing plan for a tribal business*. Presentation at the Wisconsin Indian Business Conference, Green Bay, WI.

Ambrose, S.D. (2007, October). *The crescent of crisis redux*. Panel Chairperson. Biennial International Conference, Inter-University Seminar on Armed Forces and Society, Chicago.

Ambrose, S.D. (2006, September). *Can realistic job previews address United States Army Reserve component recruiting issues?* Inter-University Seminar on Armed Forces and Society Canada Conference, Ottawa, Ontario, Canada.

Ambrose, S.D. (2006, February). *Military downsizing in the 1990's: Examining the ethical concerns*. Eastern Sociological Society Annual Meeting, Boston.

Ambrose, S.D. (2005, October). *Lessons from Operation Iraqi Freedom*. Panel Discussant. Biennial International Conference, Inter-University Seminar on Armed Forces and Society, Chicago.

Peer Reviewer

Armed Forces and Society (2014, October). Ad Hoc Editorial Consultant

Armed Forces and Society (2013, April). Ad Hoc Editorial Consultant

Armed Forces and Society (2012, June). Ad Hoc Editorial Consultant

Armed Forces and Society (2011, October). Ad Hoc Editorial Consultant

Subject Matter Expert

McGee, B. (2016, April 13). Is this the travel industry's most egregious fee? *USA Today*. Retrieved from <http://www.usatoday.com/story/travel/columnist/mcgee/2016/04/13/greyhound-gift-ticket-fee/32580573/>

Capella University (2016, March 3). Teaching in higher ed: Advice from graduate Shawn Ambrose. *Capella University Blog*. Retrieved from <http://www.capella.edu/blogs/cublog/graduate-shares-tips-on-teaching-in-higher-education/>

Green, L. (2015, September 25). For some, happiness at work more important than raise. *Fort Wayne Journal Gazette*. Retrieved from <http://www.journalgazette.net/blog/lead-on/For-some--happiness-at-work-more-important-than-raise-8975364>

Svitek, P. (2011, 24 December). Protest targets bus-ticket fee: Greyhound charges \$18 for online ticket buys. *Fort Wayne Journal Gazette*. Retrieved from <http://www.journalgazette.net/article/20111224/LOCAL/312249981/0/FrontPage>

Sarvay, S. (2011, 23 December). Petition signed for change in Greyhound ticket fees. *Indiana News Center*. Retrieved from <http://www.indiananewscenter.com/news/local/Petition-Signed-For-Change-in-Greyhound-Ticket-Fees-136154933.html>

Delia, S. (2011, 6 December). St. Francis professor fights Greyhound. *Northeast Indiana All Things Considered*. WBOI-FM.

Wiehe, J. (2011, 9 November). Fighting the gift fee. *Fort Wayne Journal Gazette*. Retrieved from <http://www.journalgazette.net/article/20111109/LOCAL/311099956/1002/LOCAL>

Swain, G. (2011, 7 November). Greyhound passengers bark at \$18 gift ticket surcharge. *BusRide Magazine*. Retrieved from <http://busride.com/2011/11/greyhound-customers-bark-over-18-gift-ticket-surcharge/>

Speith, R. (2011, 7 November). Fort Wayne named best city to find a job. *Eleven o'clock news broadcast*. WANE-TV. Video podcast available at <http://www.wane.com/dpp/news/local/fort-wayne-named-best-city-to-find-a-job>

Delia, S. (2011, 2 November). Economic impacts of the Momper Insulation fire. *Northeast Indiana All Things Considered*. WBOI-FM

Community Service

Employment Specialist, Church of Jesus Christ of Latter-day Saints, Fort Wayne 2nd Ward, Fort Wayne Stake. Assist congregation members in job searching techniques including resume preparation, mock interviews, and career counseling (November 2016 – Present)

Pocahontas Swim Club Board of Directors (January 2014 – January 2016).

- Co-President October 2014 – January 2016

Scholarship of Discovery

Dissertation Committee Member

Salvaggio, T. (2014). *Towards a more complete understanding of the effects of the virtual environment on the relationship between leadership style and outcomes of LMX relationships* (Doctoral Dissertation, Trident University International). Served as dissertation committee member

Presentations

Wright-Isak, C., & Ambrose, S. (2017, November). *Examining the attitudes of Millennials of the value of national mandatory service*. Biennial International Conference, Inter-University Seminar on Armed Forces and Society, Reston, VA

Ambrose, S.D. (2013, October). *Hidden educational benefits: Examining CLEP/DSST utilization among United States Department of Defense personnel*. Biennial International Conference, Inter-University Seminar on Armed Forces and Society, Chicago

Ambrose, S.D. (2012, March). *Exploring the possibility of a CLEP/DSST research study among military personnel*. University of Saint Francis Scholarship Sandbox, Fort Wayne, IN

Ambrose, S.D. (2011, October). *Inadequate leadership: An examination of why soldiers left an Army National Guard Unit*. Biennial International Conference, Inter-University Seminar on Armed Forces and Society, Chicago

Scholarship of Integration

Presentations

Ambrose, S.D. (2015, October). *Influences on Military Service*. Panel Chair and Presenter. Biennial International Conference, Inter-University Seminar on Armed Forces and Society, Chicago

Ambrose, S.D. (2013, October). *Armed Forces and the U.S. Domestic Political Arena*. Panel Chair and Presenter. Biennial International Conference, Inter-University Seminar on Armed Forces and Society, Chicago

Ambrose, S.D. (2013, October). *Veterans and perceptions: Theirs and others'*. Panel Chair and Presenter. Biennial International Conference, Inter-University Seminar on Armed Forces and Society, Chicago

Ambrose, S.D. (2011 October). *In depth interviewing of veterans: Practices and outcomes*. Panel Discussant. Biennial International Conference, Inter-University Seminar on Armed Forces and Society, Chicago

Ambrose, S.D. (2005, October). *The Army Reserve components and Operation Iraqi Freedom: Incorporating PDCA analysis to stem the exodus*. Biennial International Conference, Inter-University Seminar on Armed Forces and Society, Chicago

Professional Organizations

Inter-University Seminar on Armed Forces and Society, 2004 – Present

- IUS Board of Directors Council, 2017 – 2022. Providing leadership guidance for an academic group, to include the Biennial International Conference and the Armed Forces and Society journal
- Graduate Paper Reviewer, 2015. Served as a reviewer to judge best graduate student paper submitted to the Biennial International Conference of Inter-University Seminar on Armed Forces and Society

- Social Media Committee, 2012 – 2017. Performing research and strategic analysis to develop a social media presence in order to increase visibility and membership

Association of Business Communication, 2016 - Present

Academy of Management, 2012 – 2015

Conferences Attended

Higher Learning Commission Annual Conference, April 2017, Chicago, IL

Association of Business Communication Annual International Conference, October 2016, Albuquerque, NM

Higher Learning Commission Annual Conference, April 2016, Chicago, IL

Accreditation Council for Business Schools and Programs, June 2015, Philadelphia, PA

Higher Learning Commission Annual Conference, March 2015, Chicago, IL

Harvard Business School Case Method Seminar, October 2014, Newark, NJ

Higher Learning Commission Annual Conference, April 2013, Chicago, IL

Academy of Management, August 2012, Boston, MA

Higher Learning Commission Annual Conference, April 2012, Chicago, IL

Fort Wayne Teaching Conference, February 2012, Fort Wayne, IN

Project Hand over Hand Conference: Community Networking to Support Veteran Reintegration, April 2011, Rhinelander, WI

Higher Learning Commission Annual Conference, April 2011, Chicago, IL

Higher Learning Commission Annual Conference, April 2010, Chicago, IL

Community Service and Activities

Volunteer Instructor, Junior Achievement, Fort Wayne IN

- Homeschool, June 2013 - Present
- North Side High School, 2014 – 2015

Assistant Scoutmaster, Troop 34, Anthony Wayne Council, Boy Scouts of America, 2016 – Present

Crew Advisor, Venture Crew 2639, Anthony Wayne Council, Boy Scouts of America, 2014 - 2016

Committee Chair Troop/Pack 39, Anthony Wayne Council, Boy Scouts of America, 2011 – 2014

Order of the Arrow, Boy Scouts of America, 2009 – Present

Participant in University of Saint Francis 2015 Martin Luther King, Jr. Service Day Celebration, Volunteering at Associated Churches Food Bank, Fort Wayne, IN

Participant in University of Saint Francis 2013 Martin Luther King, Jr. Service Day Celebration, Volunteering at Associated Churches Food Bank, Fort Wayne, IN

Participant in University of Saint Francis 2012 Martin Luther King, Jr. Service Day Celebration, Volunteering at Love Community Center, Fort Wayne, IN

Troop Committee Troop 70, Chippewa Valley Council, Boy Scouts of America, 2007 – 2011

Military Experience

U.S. Army National Guard, various locations, 1983 – 2009

Executed liaison affairs with the U.S. Navy Special Warfare Task Group and 1st Cavalry Division; ensuring seamless operations in a continuous joint-service mission of providing personal and residential security to senior officials of the interim Iraqi Government

Awarded the Combat Action Badge for active engagement with enemy forces while deployed to Iraq

Managed logistics personnel and equipment in a combat theater of operations

Performed financial audits for cash purchases during Operation Iraqi Freedom

Served as non-commissioned officer in charge of the security force at a National Guard Armory immediately after September 11, 2001

Managed personnel strength as additional duty retention non-commissioned officer. In this position, soldiers were interviewed who were within six months of leaving the service, to determine their reenlistment intentions, and to assist the soldier and the unit with soldier retention issues

Managed the food service facility, staff, and equipment for several military organizations

Awarded the United States Army Meritorious Service Medal for exceptionally meritorious service and leadership during a 26 year military career

Awarded the United States Army Commendation Medal for exceptionally meritorious service in liaison affairs and logistics management during Operation Iraqi Freedom

Awarded the United States Army Commendation Medal for outstanding food-service support of the 32nd Brigade Combat Team during mobilization training

Awarded the United States Army Achievement Medal for dedication to duty, outstanding motivation, and willingness to give assistance in any situation during Annual Training

Awarded the United States Army Achievement Medal for a high degree of professionalism and enthusiasm in performance of duties, including the implementation of new techniques and increased productivity in food service operations

Awarded the Indiana State Commendation Medal for demonstrating dynamic leadership and astute judgment, firm guidance, and positive direction in fulfilling mission requirements

Recognized as an honor graduate of the U.S. Army Primary Leadership Development Course. The extensive course included military leadership, E.E.O., combat skills, training, and safety standards

Achieved superior ratings in written and oral communication, research ability, and contribution to group work as a graduate of the U.S. Army Basic Non-Commissioned Officers Course

Graduate of the U.S. Army Advanced Non-Commissioned Officers Course. Instruction included food service management techniques, leadership, and communications skills