



Editor: Dr. Jason Snyder

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Message from Management Information Systems Chairperson

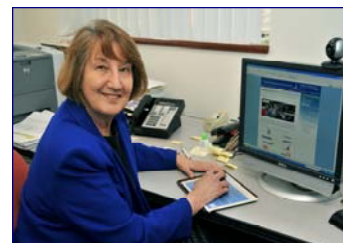
Dear Students, Alums, and Friends!

Welcome to our 2<sup>nd</sup> annual Management Information Systems newsletter! The department has been bustling with activity. I have highlighted below a few of our accomplishments and encourage you to read the newsletter for more information.

**Students:** Our students are engaged in a variety of activities. Our two student clubs, the Management Information Systems Club

and the International Association of Business Communicators Club, have made their presence known through a variety of ventures, including community outreach activities. Membership in both clubs is on the rise, providing students with opportunities to network within and outside the department and university.

The department was fortunate to have Steven Edwards, a December 2008 graduate, receive one of the



Dr. Marianne J. D'Onofrio  
Courtesy: Bob Wessman

prestigious Henry Barnard Scholarship Awards for his many achievements, including academic efforts, and university, department, and community involvement and service.

(see Chair's Message, pg. 6)

Greetings from School of Business Dean, Siamack Shojai

Dear Alumni and Friends,  
It is my pleasure to share with you some exciting news about your alma mater. The School of Business is persistently pursuing its strategic goals as set by faculty, students, staff, and other stakeholders like you. We have enhanced the

quality of our instruction by recruiting several highly qualified faculty members with impeccable academic and industry experience. Admission and graduation requirements for the School have been significantly tightened to assure that our graduates easily

compete and meet the challenges of the global labor markets. A comprehensive plan has been instituted and is being implemented to assure that our students acquire the skills and knowledge expected of them by future employers (see Dean Shojai, pg. 6)



Dean Shojai at the MIS Club's Travelers IT Jobs Event  
Courtesy: Bob Wessman



## MIS Club Has Active 2008-2009

The Management Information Systems (MIS) Club, under the guidance of Dr. Snyder, is having a successful and fun 2008-2009 academic year.

The club hosted two events during the fall semester. Frank Kubiec, of Travelers, spoke to the club about technologies used in the insurance industry, such as

virtualization. Michael Weaver, from Aetna, also addressed the club about the transition from school to work. The meeting with Mr. Weaver ended with an informative discussion of a variety of issues that recent graduates often have to face, such as housing, health/financial benefits, taxes, and transportation.

The fall semester ended with the election of new officers. The club's new President is Joshua Fischer, Vice President of Technology is David Weitz, and the Treasurer is Nathan Cutteridge.

(see MIS Club, pg. 5)



MIS Club Vice President, Nathan Cutteridge (left), welcomes the crowd to the MIS Club's Travelers event while President, Josh Fischer, looks on. Courtesy: Bob Wessman

## Dr. Petkova Takes Sabbatical to Durban, South Africa

During the spring 2009 semester, I had the fortune to spend my sabbatical leave in South Africa at the Durban University of Technology (DUT). DUT has 21,000 students studying in six schools and is considered one of Africa's leading universities of technology. The century-long history of DUT dates back to the beginning of the 20th century with the establishment of the Technical College of Natal. I was hosted by the Department of Information Technology in the School of Accounting and Informatics. The department is the largest in the university, admitting 400 students annually. These students may choose one of two streams offered at DUT: the Software Development stream and the Business Analysis stream. The department employs 40 full-



time faculty who teach at both the undergraduate and graduate levels

The main purpose of my sabbatical leave was to investigate different approaches towards electronic collaboration in virtual teams of students in South Africa and USA. I also helped my colleagues in the Information Technology department to identify suitable research topics and write research proposals. In addition, I conducted a weekly seminar on top-

ics like Systems Thinking, Programmatic Assessment, and Electronic Learning and Teaching.

Durban is the third largest city in South Africa and is famous as the busiest port in Africa. It is also a major centre of tourism due to the city's warm subtropical climate and beautiful beaches. During my sabbatical, I tried to combine work with pleasure, using every weekend to travel with my husband in the beautiful province of KwaZulu-Natal. We visited several game reserves, climbed some of the peaks of the Drakensberg mountain, swam in the Indian ocean, and even glided over the subtropical forest canopy.



## MIS Faculty Make a Number of Scholarly Contributions in 2008-2009

Cistulli, M. D., & Snyder, J. L. (2009). Nonverbal qualities of leadership and a political candidate as brand: Toward understanding their relationship and impact on voting intention. Paper accepted for presentation at the 2009 meeting of the Eastern Communication Association, Philadelphia.

DeSanctis, G., Poole, S., Ziguers, I., D'Onofrio, M., Lee-Partridge, J., & Associates. (2008). The Minnesota GDSS research project: Group support systems, group processes, and outcomes. *Journal of the Association of Information Systems*, 9 (10/11), 551-608.

LeePartridge, J., & Snyder, J. L. (2009). Knowledge sharing and communication technologies: What do employees use? Abstract accepted for presentation at the 2009 International Conference on Knowledge, Culture and Change in Organisations, Boston.

Leong L. (2008). Value Chain Management in Online Reverse Auction: Towards Strategic and Operational Excellence. *Academy of Information and Management Sciences Journal*.



Misra, R., Petkov, D. and Petkova, O. (2008). Research Directions on Incorporating Work System Method Ideas in Systems Analysis and Design, in Dwivedi, Y. K., Lal, B., Williams, M.D., Schneberger, S.L. & Wade M. (eds). *Handbook of Research on Contemporary Theoretical Models in Information Systems*, IGI Global, Hershey PA. in print. (book chapter).

Petkova, O., Petkov, D. & D'Onofrio M. (2008). Interweaving Rubrics in Information Systems Program Assessments- Experiences from Action Research at Two Universities, *Journal of Issues in Informing Science and Information Technology (IISIT)*, Vol. 5, 423-432.

Petkov D., & Petkova O. (2008). The Work System Model As A Tool For Understanding The Problem In An Introductory IS Project, *Information Systems Education Journal*, 6 (21).

Petkov, D., Petkova O., Andrew T., & Nepal T. (2008). On the process of combining soft systems methodologies and other approaches in systemic interventions, *Journal of Organizational Transformation and Social Change* (IntellectBooks, UK).

Petkov, D., Petkova O, D'Onofrio M., & Jarmoszko A. (2008). Using scoring rubrics to assess student learning from projects in interrelated information systems courses, *Journal of Information Systems Education*, 19 (2), 241-252. Special issue on IS education assessment.



Snyder, J. L. (in press). E-mail privacy in the workplace: A boundary regulation perspective. *Journal of Business Communication*.

Snyder, J.L. (in press). The role of coworker and supervisor social support in alleviating the experience of burnout for caregivers in the human-services industry. *Southern Communication Journal*.

Snyder, J. L. (2008). Helping human service workers make a difference: The role of workplace social support in reducing caregiver burnout. Paper presented at the annual meeting of the Eastern Communication Association, Pittsburgh.

Snyder, J. L. (2008). Helping caregivers make a maximum impact: A search for ways to improve communicative responsiveness in the human services industry. Paper presented at the annual meeting of the International Communication Association, Montreal.

Snyder, J. L., & Cistulli, M. D. (2009). Can providing comfort to clients prevent caregiver burnout? A field study of human-service workers' compassionate communication. *Florida Communication Journal*, 37 (1), 73-91.

Snyder, J. L. & Cistulli, M. D. (2009). E-mail privacy at work: Testing a structural-perceptual model of the panoptic effects of electronic monitoring. Paper presented at the 2009 meeting of the International Communication Association, Chicago.

## MIS Students Honored for Academic Success

### Department Honor Award

Pei Zuan Tam

### Excellence in MIS Awards

TJ Carmichael

Steven Conforti

Jamie Doiron

Katherine Mahoney

Karen Straut

Pei Zuan Tam

### Business Education Alumnae Award

Katherine Tomasek

### Fall 2008 Dean's List

Steven Conforti

Jamie Doiron

Rory Morrissey

Kurt Pelow

Pei Zuan Tam

Matthew Whalen

### 2009 Travelers Scholarship Award

Daniel Cocuzzo (see page 8)

### Henry Barnard Distinguished Student Award

Steven Edwards (see page 8)



Steven Edwards (center) with other recipients of the 2009 Henry Barnard Distinguished Student Award and President Miller (right) (see page 8)



CCSU-IABC Officers from left: Justin DiMarco, Jana Baseel, Amanda Schultz, Allison Grella, and Robert Mims



## International Association of Business Communicators Forms Club at CCSU

Dr. Snyder is proud to be an advisor to the CCSU chapter of the International Association of Business Communicators (IABC). This club, which has been a cross-disciplinary initiative of the Management Information Systems and Communication Departments, gained formal recognition from both the university and IABC during the fall 2008 semester. The CCSU-IABC Club, which is the first and only IABC student chapter in New England, is headed by a group of enthusiastic students. The President is Amanda Schultz (Public Relations), Vice President of Events is Allison Grella (Public Relations), Vice President of Communication is Robert Mims (English), Vice President of Technology is Justin DiMarco (MIS), and Treasurer is Jana Baseel (Organizational Communication).

Club members attended the IABC national student conference during the fall semester, which provided opportunities to take part in networking, case competitions, and business communication workshops. The club's officers successfully planned a career building workshop on standing out in a tight job market. In addition, the club will be traveling to this year's student conference in Cleveland. To learn more about the club, visit its page on Facebook.

Founded in 1970, IABC provides a network of almost 16,000 communication professionals in over 70 countries.

Source: IABC.com

## MIS Students Take 3rd Place in Travelers Case Competition

In November 2008, a CCSU team comprised of Management Information Systems students competed in the Travelers Information Technology Case Competition and placed third! Team members were Jamie Doiron, Corey Gibb, William Keene, and Brian Lang.

The students received a business case approximately 2½ weeks in advance of the competition and were charged with making recommendations to management. The competition centered on the role of information technology professionals in a hypothetical company, called “X6.” The case highlighted the current state of X6 and posed questions on how market trends would affect the future of X6. The student team assumed the role of IT strategy consultants and presented three

IT solutions for the CEO to consider in facilitating X6s continued growth trend.

The team presentations were delivered at Travelers on November 21, 2008. The CCSU team won third prize, which included a check for \$250 for the team members. The CCSU team was complimented by the panel of judges on the delivery of their presentation as well as on the presentation content, citing the team’s understanding of both legacy and new systems and their ability to pull in critical factors in making their case. First prize was awarded to the University of Connecticut team, with Worcester Polytechnic Institute placing second.

The team’s sponsors, Dr. Petkova and Dr. D’Onofrio, were delighted with the



Travelers Case Competition Team with Dr. D’Onofrio and Dean Shojai  
From left to right: Dr. D’Onofrio, Brian Lang, Jamie Doiron, William Keene, Corey Gibb, and Dean Shojai  
Courtesy: Bob Wessman

CCSU team’s placement in the competition and attribute the team’s success to the combined efforts of all Management Information Systems faculty members.

## MIS Club (continued from page 2)

The spring semester has been extremely busy for the MIS Club. First, the website, which can be found at [clubs.ccsu.edu/mis](http://clubs.ccsu.edu/mis), received a facelift. In February, the MIS Club hosted an Information Technology jobs event featuring Travelers. The officers are also in the process of scheduling off-campus tours of a few local businesses. In addition, the club took part in a computer skills training initiative to help local residents transition out of homelessness. The MIS Club is seeking alumni who would be willing to address the club about their areas of expertise. If you would be willing to address the club at one of its events, please contact Dr. Snyder at [snyderjal@ccsu.edu](mailto:snyderjal@ccsu.edu) or 860-832-3251.

Update us on your accomplishments at [web.ccsu.edu/misfriends](http://web.ccsu.edu/misfriends)



## Chair's Message (continued from page 1)

Daniel Cocuzzo received the 2009 Travelers Scholarship Award.

**Faculty:** Management Information Systems faculty members continue to be recognized for their many scholarly contributions to their fields. Take time to browse the list enclosed. Once again we have had a Management Information Systems faculty member make the Excellence in Teaching Honor Roll. Congrats go to Dr. JooEng Lee-Partridge! And, Dr. Olga Petkova was the recipient of a well-deserved sabbatical for spring semester, 2009!

**Community outreach:** For the third year, the faculty met with IT executives and other prominent business leaders. This yearly meeting of executives, known as our Executive Advisory Forum, has become a productive partnership between the department and business community. Executives share their insights into IT in-

dustry needs and the changing landscape of business.

Through these continuing dialogues, the department is better able to serve the needs of its many stakeholders and provide students with dynamic content and instruction.

In the next academic year, one of our goals is to enhance our partnerships with area businesses by increasing the number of internship opportunities for students and faculty and by increasing the number of speakers we invite in from area businesses. If you or one of your colleagues is interested in sharing your insights about the dynamic IT environment in which you work, please contact me. Also, please take a few minutes to stay in touch with us by e-mail, by phone, or by completing the form on the last page of this newsletter and returning it to me via the Internet or via regular mail.

I look forward to welcoming you to campus soon!

Marianne D'Onofrio

## Dean Shojai (continued from page 1)

as well as institutions of higher learning. My colleagues in the Management Information Systems (MIS) Department continue to bring recognition to the Department by producing quality scholarly publications and winning teaching excellence awards. They are systematically recognized by students and their peers for their excellent teaching and receive teaching excellence recognition.

The School and the MIS Department are actively engaged with the larger community. In April 2009, students in the MIS Club offered basic computer training sessions for a group of homeless people in New Britain. We have established a strategic partnership with Travelers and our MIS case competition team continues to place well in the Travelers' case competition year after year.

Many local high school students will attend customized workshops on financial literacy, earning admission to college, and paying for higher education.

We have reorganized and enhanced the status of the School's Business Advisory and Advancement Council (BAAC). Many prominent alumni and leaders from business and not-for-profit entities are now members of the BAAC and assist us to better pursue the School's strategic goals and serve the needs of the larger community. We have recruited a full-time Alumni Relations Officer dedicated to the School for its fundraising and friend-raising activities.

The current global economic and financial crises have created considerable uncertainty about availability of resources and the viability of the job

market for our May 2009 graduates. Please be assured that we will continue to offer a quality education and assist our graduates to secure relevant employment upon graduation. Friends, in these difficult times, the School of Business and the MIS Department more than ever need your moral and financial support. We have cut or eliminated funding for some of the invaluable software and databases due to the budget deficit in Connecticut. I strongly encourage your support. Your magnanimous acts of generosity will assist us in maintaining the quality of education we offer at your alma mater.

Cordially,  
Siamack Shojai, Ph.D.  
Dean

## MIS Student Reflects on Time at CCSU

I am Jamie Doiron, a 21-year-old senior in the MIS program at CCSU who will be graduating in May. When I started college four years ago, I was in the Music Education program. After less than one semester, I changed majors to International Business. Because of this change, I took MIS 201. I enjoyed the class so much that I decided to become a Management Information Systems major.

The MIS Department has prepared me well for life after college. The courses have been informative, interesting, and challenging. In addition to information about MIS, my classes have given me many opportunities to make formal presentations. These

presentations have given me soft skills that will be useful in my career. On top of that, the program has exposed me to technology that is currently being used in the professional world. And, what I think I love most about the MIS program is that it integrates all of this with business practices and strategies. The faculty and classes in the MIS Department have positioned me for a career in technology leadership.

As a result of my experiences in the MIS department, I have accepted a position at CIGNA in their Technology Early Career Development Program. I am very

excited to begin working for them post-graduation. CIGNA recruits directly from the MIS program at CCSU, and there are many alumni who work there. The position promises to be challenging, but I am confident that my undergraduate education has adequately prepared me. Most of all, I am grateful that even in an economy like this one, people with a knowledge of MIS are still in demand. If I had to do college all over again, the only thing I would do differently is make my major MIS right from the beginning.

## MIS Club Hosts Travelers IT Jobs Event

The MIS Club kicked off the spring semester by hosting an IT Jobs event for Travelers. Club officers worked tirelessly to promote the event.

The efforts paid off in the form of a large turnout, as approximately 70 students filled Founders Hall. The MIS Club handed out a number of door prizes, including iTunes gift cards, basketball tickets, and an iPod Nano.

Representatives from Travelers addressed the packed house. They talked about the Travelers experience as well as the importance of information technology to the success of their com-



Dean Shojai (left) and Dr. Snyder (center) congratulate MIS Club President, Josh Fischer (right), on the successful event.

pany. The formal presentations were followed by food and a lively discussion.

The club's advisor, Dr. Snyder, was happy that the students efforts paid off so handsomely. The Club was also thankful to the MIS faculty who encouraged their students to attend.



Frank Kupiec, Director of Travelers ITLDP, addresses CCSU students

Visit the MIS Club  
online at  
[clubs.ccsu.edu/mis](http://clubs.ccsu.edu/mis)



## MIS Students Win 2009 Travelers Scholarship and Henry Barnard Distinguished Student Awards

Daniel Cocuzzo was named the recipient of the 2009 Travelers Scholarship Award. Daniel received the award based on his outstanding academic performance. The award is accompanied by a check for \$2,500. Daniel is in his last year of his studies at CCSU and is eagerly looking forward to joining the ranks of IT professionals in Connecticut!

Steven Edwards received a Henry Barnard Distinguished Student Award! Steven was one of only 12 recipients from the CSU system (Central, Southern, Eastern, and Western)!

Steven was honored for this award due to his academic achievements and university, department and community activities and service. While at CCSU, Steven was Management Information Systems Club President where he strengthened the financial position of the club and the program of club activities. Steven also took a lead role in promoting the department's major and minor to other students on campus — activities which earned him the title of Department Ambassador!

In his local community, Steven is a volunteer working with members of the Coginchaug Valley Education Foundation (CVEF) to build a web site for the organization. CVEF is a private, non-profit organization whose board members represent the local community and the educational community. Steven credits the knowledge and skills he gained from his Management Information Systems courses to making it possible



Dean Shojai (right) congratulates MIS Student, Daniel Cocuzzo (left), for winning the Travelers Scholarship Award  
Courtesy: Bob Wessman

for him to assist in this endeavor. Steven graduated Summa Cum Laude in December 2008, is employed at ING Financial and continues to make us proud!

### THE MANAGEMENT INFORMATION SYSTEMS DEPARTMENT WANTS TO HEAR FROM YOU!

Please keep us informed with both your latest contact information as well as your professional accomplishments. You can do so by going to the following site: <http://www.ccsu.edu/misfriends>

Or, tear off the bottom section of the newsletter and mail your updates to: Dr. Marianne J. D'Onofrio, Management Information Systems Department, Central Connecticut State University, Room 449, Robert C. Vance Academic Center New Britain, CT 06050.

### WHY NOT TAKE A MOMENT TO DO SO NOW!

<p><b>Name (Last, First):</b> _____</p> <p><b>Mailing Address:</b> _____</p> <p><b>Phone Number(s):</b> _____</p> <p><b>Information you would like to share:</b></p> <p>_____</p> <p>_____</p>
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