

18th Annual Doctoral Student Consortium

Tentative Program for Saturday, November 18, 2000

The 2000 Annual Meeting of the Decision Sciences Institute will include the 18th annual Doctoral Student Consortium on Saturday, November 18, 2000. The focus of the Consortium will be preparation and professional development for students planning to pursue an academic career. The application deadline was October 1, 2000.

The DSI Doctoral Student Consortium is a unique program devoted to critical career development, teaching, and research issues for students who are near the end of their doctoral studies and entering the job market. The Consortium will consist of interactive large-group session along with small-group workshops involving prominent academicians from a variety of institutions and disciplines. The sessions will cover such topics as:

- Interviewing for jobs
- Institutional expectations of new faculty
- Successful career planning
- Enhancing teaching effectiveness
- Developing research and publication strategies

The tentative schedule for the 2000 DSI Doctoral Student Consortium is given below.

Saturday, November 18

Saturday 7:30 - 8:00

Registration and Continental Breakfast

Saturday 8:00 - 8:15

Welcome to the Consortium

Speaker:

*Soumen Ghosh, Consortium Coordinator,
Georgia Institute of Technology*

Saturday 8:15 - 9:45

The Different Stages of an Academic Career

Panelists:

*Jack Marchewka, Northern Illinois University
Sue Siferd, Arizona State University
Marion Sobol, Southern Methodist University
Gilvan Souza, University of Maryland
Linda Sprague, University of New Hampshire
Rohit Verma, DePaul University*

Saturday 9:45 - 10:00

Refreshment Break

Saturday 10:00 - 10:40

Strategic Research Planning Workshop - Introduction

Coordinators:

Dorothy Dologite, The City University of New York

Julie Kendall, Rutgers University - Camden

Ken Kendall, Rutgers University - Camden

Robert Mockler, St. John's University

Saturday 10:40 - 12:00

Editor's Panel - The Publication Process

Editors:

Gordon Davis, MIS Quarterly, University of Minnesota

Jack Meredith, Journal of Operations

Management, Wake Forest University

Ram Narasimhan, Decision Sciences, Michigan State University

Saturday 12:00 - 1:00

Lunch with New Faculty Development Consortium Participants

Speakers:

Michael Showalter, President of DSI, Florida State University

Gary Ragatz, 2000 Program Chair, Michigan State University

Christopher Zappe, President of Alpha Iota Delta, Bucknell University

Saturday 1:00 - 3:00

Strategic Research Planning Workshop - Breakout Sessions

Coordinators (other breakout faculty participants to be added later):

Dorothy Dologite, The City University of New York

Julie Kendall, Rutgers University - Camden

Ken Kendall, Rutgers University - Camden

Robert Mockler, St. John's University

Saturday 3:00 - 3:15

Refreshment Break

Saturday 3:15 - 5:00

Teaching Effectiveness Workshop

Speaker:

Harvey Brightman, Georgia State University

Saturday 5:00 - 5:15

Closing Remarks ■

Please direct all inquiries to the Doctoral Student Consortium Coordinator:

Soumen Ghosh

Georgia Institute of Technology

DuPree College of Management

755 Ferst Drive

Atlanta, GA 30332-0520

(404) 894-4927

fax: (404) 894-6030

soumen.ghosh@mgt.gatech.edu

Proceedings Format

The 2000 Annual Meeting *Proceedings* will be produced in three volumes, with tracks and themes divided as follows:

Volume 1: Special Sessions

Accounting

Case Studies

Finance/Financial Mgmt.

Innovative Education

Marketing

Organizational Behavior/

Theory

Strategy and Policy

Volume 2: DSS/AI/ES

International Business

MIS

MS/OR

Statistics & Decision

Analysis

Volume 3: POM - Manufacturing

POM - Services

Quality and Productivity

Attendees will be given the following choices. Those pre-registering by October 2, 2000, may choose one, two, or all three of the hard copy *Proceedings'* volumes, or order a CD-ROM copy of the entire *Proceedings*, at no extra charge. Those registering after October 1 will receive only a CD-ROM copy of the *Proceedings*, and not the hard copy version. Student and Emeritus registrants will automatically receive only the CD-ROM *Proceedings*. For all registrants, additional hard copy or CD-ROM *Proceedings* can be ordered at the additional cost of \$25.00.

New Faculty Development Consortium

Professional development for pre-tenure faculty members

The 2000 Annual Meeting of the Decision Sciences Institute will include the annual mentoring program for new faculty, the New Faculty Development Consortium. The focus of the consortium will be on career management and balancing the demands of career and personal lives. The consortium will actively involve faculty whose goal is to give advice on the best ways to navigate the perils and pitfalls of the assistant professor.

The seminar will last a full day on Saturday, November 18, 2000. It will include the following discussion sessions with successful faculty and opportunities for interaction and networking.

Application deadline for the consortium was September 8, 2000. Participation is limited to the first 50 qualified applicants.

New Faculty Development Consortium Program

Saturday 8:00 AM - 9:15 AM

The Warrior/Amazon Code: A Formula for Success for the New Breed of Professor

Chair: Scott Young, University of Utah

Saturday 9:15 AM - 10:30 AM

Approaches to the First Faculty Years: Untenured Faculty Discuss Their Strategies

Panelists:

*John Goodale, Ball State University
Alyse Morton, University of Utah
Madeleine Pullman, Southern Methodist University
Peter Taresowich, University of Maine
Rohit Verma, DePaul University*

Saturday 10:30 AM - 10:40 AM

Coffee Break

Saturday 10:40 AM - Noon

Joint Session with Doctoral Consortium: Editors Panel

Saturday Noon - 1:15 PM

Joint Lunch with Doctoral Consortium

Saturday 1:30 PM - 3:00 PM

Finding a Balance: Professors Discuss the Trials and Tribulations of Juggling Personal and Professional Lives

Panelists:

*Lilian Fok, University of New Orleans
Wing Fok, Loyola University, New Orleans
Leslie Morgan, University of Utah
Russ Morgan, University of Utah
Kristie Seawright, Brigham Young University*

Saturday 3:00 PM - 3:15 PM

Break

Saturday 3:15 PM - 5:00 PM

Life After Tenure: A Discussion on How Lives Changed Upon Receiving Tenure, and Looking Forward to Where Business Research Is Headed

Panelists:

*Timothy Paul Cronan, University of Arkansas
Vidyananya Gargeya, University of North Carolina-Greensboro
Ira Horowitz, University of Florida
Caron St. John, Clemson University
Gary Thompson, Cornell University*

Direct all inquiries and applications to:
Scott Young
University of Utah
David Eccles School of Business
1645 E. Campus Drive
Salt Lake City, UT 84112
(801) 581-6790
fax: (801) 585-5600
mgtsty@business.utah.edu

The "paperboy problem" of the annual meeting breakfast and luncheon

The registration process for meal functions during the annual meeting is really the classic "paperboy" problem of inventory theory. When people pre-register in late spring or the summer, they indicate whether they will attend the luncheon and/or the breakfast. As the meeting approaches, many change their minds because of airline reservations, or even because of the weather on the day of the meal function.

History shows that anywhere from 40 to 91 percent of the people who say they will attend the meal function actually do so. For example, at a recent Institute Annual Meeting, 877 people said they would attend the luncheon. The Institute committed to the hotel for 625 meals, but only 385 people actually ate a meal. The result was that the Institute was charged \$25 for each of the 240 meals not eaten, for a total loss of \$4,000. If we had committed for all 877 meals, the loss would have been even larger \$12,300. The Board does not believe that we are good stewards for the membership if we allow such waste, and so we seek that illusive middle ground where everyone gets served without too many wasted meals. It is the Institute's policy that if a person is unable to be seated at a meal function, he or she will be reimbursed if they present the meal ticket to the Institute's staff at the time of the meal function. ■

Services Management Miniconference

The DSI Annual Meeting in Orlando will include the 4th annual Services Management Mini-Conference on Saturday, November 18th, 2000, at the meeting hotel (the Marriott World Center). The mini-conference is sponsored by the Services Management Interest Group, also known as SOMA. You can learn more about SOMA and its interest group at <http://soma.byu.edu>.

This year's mini-conference has two themes: (1) Services Management Power Teaching Tools and (2) Internet/e-Commerce Issues in Services. The morning sessions will focus on methods for presenting Service Management course topics in engaging ways.

Saturday, 8:00-9:30 AM

Documenting Service Processes

Student-Produced Service Documentaries

Presenter:

Scott E. Sampson, Brigham Young University

This session will describe successful experiences assigning student teams to create videotaped documentaries about specific service business processes. The video production process will be outlined, including the instructions given the students and the technologies needed for editing and showing the videos. This classroom exercise can be started with video production equipment for under \$300, plus a simple camcorder and a computer for editing.

Service Transaction Analysis

Presenter:

Robert Johnston, University of Warwick

In this presentation, Professor Johnston will describe Service Transaction Analysis (STA) which is an extension of the walk through audit tool. STA is a simple but very powerful, and fun, instrument for helping students and managers analyze and improve service processes. Its main advantage is that it provides a structured approach to service process analysis evaluating both subtle and not-so-subtle aspects to provide a quality profile of the service. It has been implemented by many organizations in the UK to great effect. The goal of this mini-conference presentation is to enable participants to use this effective tool in their own classes.

Saturday, 10:00-11:30 AM

Classroom Services Games

Presenters:

Janelle Heineke, Boston University

Larry C. Meile, Boston College

In-class games and exercises are effective vehicles for engaging students in the learning experience: they motivate students to learn, they enhance interaction, they illustrate managerial challenges - and they make the learning more fun. Participants in this session will engage in a number of games and exercises that can be used in teaching the fundamentals of service operations management. Discussion will focus on how to develop in-class exercises and how to avoid the pitfalls of exercises gone awry. Materials that support the demonstrated exercises will be provided.

Afternoon sessions will focus on impacts of e-commerce on services practice and research.

Saturday, 1:00-2:30 PM

E-Service Practice on the Cutting Edge

Coordinator:

Madeleine (Mellie) Pullman, London Business School

The advancement of the Internet economy is happening so rapidly that it can be difficult for academics to keep up. Start-ups and other practitioners are continually pushing the frontier of service management practice forward. Business processes and decision criteria are being redefined. This session will highlight some e-businesses who have made significant advances in the way service processes are managed. We will then discuss ways to facilitate the transfer of new ideas and service management approaches from industry to academia, and ways academia can contribute to an on-line service economy.

Saturday, 3:00-4:30 PM

E-Services Research

Presenters:

Chris Voss, London Business School

Nikos Tsikriktsis, London Business School

This session will address two sets of issues facing researchers in eService. The first is the degree to which existing service classification frameworks are applicable to e-services. A new conceptual framework will be presented and its implications will be discussed. The second is how competitiveness is actually gained. As

the web effectively offers a new set of capabilities, we can postulate that these in turn will drive the competitiveness of service organizations. It is becoming clear, that as many web-based services falter or fail, there are many organizations who are failing to exploit these capabilities to the full. The classic "sand cone" model of Ferdows and De Meyer addresses the issue of exploiting capabilities. An empirically based model that is based on the proposition that developing service in a virtual environment is sequence dependent will be presented.

About the DSI Services Management Interest Group

SOMA (the Service Organization Management Area) is a network organization that is affiliated with DSI. SOMA works in conjunction with DSI and other organizations to increase the exchange of information pertaining to Services Management. There are no membership dues and no printed journals.

The primary benefits of being a "member" of SOMA is that you will receive the monthly emailing and that your name and interests will appear on the membership list. The emailing will keep you apprized of significant activities pertaining to Services Management. Another benefit of SOMA is not limited to members: access to the SOMA website at <http://soma.byu.edu>. Most of the information posted on the SOMA website is contributed by SOMA members. The membership list is moderated (to prevent duplicate entries, etc.), so your submitted information will appear on the SOMA website list the next time submissions are reviewed (which is usually once per month). ■

For more information on the Services-Management Mini-Conference, contact:

Janelle Heineke
Boston University
School of Management
595 Commonwealth Avenue
Boston, MA 02215
617-353-2919
fax 617-353-7368
jheineke@bu.edu



Air Discounts for Annual Meeting

Airfare discounts from any U.S. city are available through Teplis Travel. The discounts have been negotiated into Orlando as well as Tampa. Tampa has been included because of the overall better value in airfares, and for those who choose to rent a car and spend some time at the beach. The discounts are applicable for a period of a few days before and after the conference. Extra discounts are added for tickets purchased 60 days prior to travel.

The DSI dedicated agent is Gina McBride, with Randy Newman as a back up. However, any agent answering the phone can help you. Please identify yourself as a Decision Sciences participant. Service charge is \$15 per ticket.

Win Free Roundtrip Airfare

With each ticket purchased you will have a chance to win a free roundtrip airfare to anywhere in the Continental U.S. where Delta and American Airlines fly. The offer is based on a minimum of 40 DSI partici-

pants purchasing tickets on Delta and a minimum of 30 purchasing tickets on American Airlines through Teplis Travel.

If you purchase your tickets by August 30th, you will qualify for a double entry in the drawing. ■

For rates and reservations, call:

1-800-950-2950

(In Atlanta area: 404-252-6696)

Please identify yourself as a Decision Sciences participant.

NEW CASE, from page 40

identify colleagues with similar interests, with the possibility of exchanging cases and thus expanding their pool of teaching materials. However, the emphasis will be on selecting sites for case research, organizing and focusing case materials, and developing an instructor's note.

- The presenters will begin by describing the process of identifying potential case subjects. This will include the use of many common sources of case studies, such as students, consulting projects, alumni, as well as various media. These sources frequently can be related to perceived gaps in the availability of case material for specific courses.
- The discussion will then focus on the development of teaching objectives to be achieved through the case writing process. The teaching objectives of the case are the key factors in determining how the case and instructor's note will be written.

- How to gain access to information, how to organize the material needed to complete the case, and the formats for case writing will also be discussed at this point.
- Finally, the presenter will discuss the preparation of an effective instructor's note to accompany the case. This will include the presentation of the case objectives, summary, teaching plan, conceptual underpinnings, proposed questions and answers as well as case analysis as part of the instructor's note. ■

Dave Christy
Chairman, Department of MS&IS
303 Beam Building
Pennsylvania State University
University Park, PA 16802
(814) 863-4175
fax: (814) 863 2381
dave.christy@psu.edu

See the Revised Preliminary Program*

The DSI Preliminary
Program for the 2000
Annual Meeting is on
the Web at

<http://mgt.bus.msu.edu/dsi2000/>

For general information
relating to the conference
and special activities, see:

<http://www.decisionsciences.org>

We look forward to your participation
at the 31st annual meeting of the
Decision Sciences Institute.

**The Web-based preliminary program
replaces the hard-copy newsprint version
mailed out in previous years.*

Check out the DSI Placement Database

See position and applicant listings on the DSI Web site

The DSI placement database is running at full speed in preparation for the Institute's fall annual meeting. Listings for applicants and positions can be accessed on the DSI Web site. In mid-October, a hardcopy directory was sent to all applicants and recruiters, as well as all business schools in the AACSB dean's directory. At the conference, those who list with us will be entitled to use the placement services, which includes interview tables, a message center, and placement database access.

Listing fees are still a great value at \$200 for each position listed, \$25 for applicant listings, and no charge for student members. Confidential listings are \$100 and must be arranged directly with the placement coordinator. Membership must be current for all applicants. New members and renewals may not be processed until membership fees are processed. (See membership information on the DSI homepage.) Instructions for use of the system follow and are available on the DSI homepage at <http://www.decisionsciences.org>. Questions and suggestions should be directed to me at the address below.

Submitting Placement Data

There are two methods for submitting placement data.

Hardcopy Method. Placement forms and directions will be mailed to all members. In addition, placement forms and directions can be found on the Job Placement Services area of the DSI home page. Please use the area of interest codes provided on the directions as this classification is used to organize the web pages. Hardcopy submissions may be mailed or faxed. No vitae or position descriptions will be accepted in hardcopy form. Please mail or fax the completed form to the Placement Service Coordinator Gary Klein at the address or fax number below. Attach a check for payment or indicate appropriate payment information on the form as indicated below.

Electronic Method. From the DSI website, download an ASCII copy of the placement form. This can be done with most web browsers by saving the file as an ASCII file or mailing the form to yourself. Complete the form using any word processor and save the result as a "text" or "rich text format" file. If you do not have access to your own server, you may attach your vita or position announcement to the submission. These will be posted on the DSI Placement server. Send your attachment via e-mail in rich text format, html, or MS Word Office 97 document format to Gary Klein at gklein@computer.org. You may alternately send the file on a 3 1/2" disk (PC-compatible) to Placement Coordinator Gary Klein at the address below. Vitae will be posted as received. Include appropriate payment information as indicated below.

Viewing the Database

All members and institutions have access to the database via the DSI website. Select the viewing of "applicants" or "positions" from the Placement Center Home Page. Positions and applicants are listed by primary interest area. Searches may be conducted by using the find function on your browser. You may also acquire a copy of the information within an interest area by mailing yourself any html document or saving it as a file. In addition, tabular versions readable by most word processing systems can be downloaded to your system. Visit the website to conduct any of these activities.

Payments

Payments are by check, Visa, Mastercard or purchase order. Payment by check should accompany the mailed submission. Payment by credit card requires complete information on the submission form. Institutions posting a position should provide a copy of the purchase order with mailed submissions. Submissions sent elec-

tronically by institutions should include the purchase order number on the position form. Regardless of method, include the required payment or payment information with the submission of the form to the placement coordinator at the address below. ■

SEND LISTINGS AND PAYMENT TO:

Gary Klein

College of Business and Administration
The University of Colorado at Colorado Springs
1420 Austin Bluffs Parkway
P.O. Box 7150
Colorado Springs, CO 80933-7150
phone: (719) 262-3157
fax: (719) 262-3494
gklein@computer.org

DSI WEB SITE:

<http://www.decisionsciences.org>

CPE Credit Available at the 2000 Annual Meeting of the Decision Sciences Institute

Continuing Professional Education (CPE) credit will be available to all CPAs attending the 2000 Annual Meeting. CPE forms will be available at the conference registration desk in Orlando. Copies can also be obtained by sending an e-mail to the Accounting track chair (Akhilesh Chandra, North Carolina A&T State University) at:

chandraa@ncat.edu

The forms will be similar to those used at AAA national and regional meetings.