

CURRICULUM VITAE

EILEEN M. WILSON

Business:
The School of Hospitality Business
Broad College of Business
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EDUCATION

Doctor of Philosophy in Higher Education Administration with a cognate in Labor and Industrial Relations, Michigan State University. Dissertation: Rejection of Collective Bargaining by Major Research Faculties: A Theoretical Inquiry. Clinical Experience: grievance administration team member, Office of the State Employer, The State of Michigan, Summer 1991. Graduation Date: June 1992.

Master of Labor and Industrial Relations, Michigan State University, June 1992.

Master of Arts in Philosophy, University of Dayton (Ohio), August 1981.

Bachelor of Arts in Philosophy and Sociology, Thiel College (Pennsylvania), May 1978.

Executive Education: Attended the Wharton School of Business/Institute for Research in Higher Education- Executive Education Program at the University of Pennsylvania (April 1997). One of a five-member leadership team from MSU.

PROFESSIONAL EXPERIENCES

Instructor, The School of Hospitality Business, The Eli Broad College of Business, Michigan State University, January 2023 to present.

- HB 307: Hospitality Human Resources - Redesigned and updated course content using academic training and professional Human Resources/Labor Relations experience to improve training of future HB managers. Teach one section of 43 students, Spring 2023.
- HB 201: Hospitality Business Professional Development- Enhanced and expanded course content using academic expertise, professional experience and executive education teaching experience to develop professional skills of future HB professionals. Teach two sections totaling 50 students, Spring 2023.
- Executive Education Initiative- for the Director of The School, including but not limited to exploring possible executive education structure with certification programs as the cornerstone, providing example course content and offerings, and soft launch and full execution models to elevate The School's stature.

Assistant Professor, Business in Scotland Education Abroad Program, Department of Management, The Eli Broad College of Business, Michigan State University, 2007-19.

- Development and leadership of faculty led study abroad program, Business in Scotland with focus on managing people and operations in a global market, for MSU at the University of St Andrews, Scotland, August 2007- 2019.
- Responsible for program, faculty and student budgets; promotion; admission and enrollment management; direct negotiation with University of St Andrews staff on lodging and classroom space; predeparture and on-site classroom sessions; guardianship of 25-30 university students including predeparture safety and on-site safety sessions and procedures as well as 24-7 responsibility of students' welfare abroad.
- Teach MGT 476 and MKT 310 in Scotland program: MGT 476 includes predeparture and on-site lectures, case studies and a 5 student team project researching and reporting on a real multinational corporation doing business across the globe; MKT 310 includes on-site lectures and an individual student research assignment and report on a country's historical, political, legal, socio-cultural, and economic frameworks as it relates to conducting business in the host country as well as challenges and successes of three multinational corporations located in the host country.
- Program faculty have received above average to exceptional evaluations from students for program experience and educational quality.
- Program achieved breakeven or ran at a surplus, 2008-2019. This financial strength and predictability provided the college money to use on education abroad initiatives, such as new start up programs and student scholarships

Faculty, Executive Education, The School of Human Resources and Labor Relations, Michigan State University, January 2017 to present.

- Teach regularly scheduled and custom executive education programs in negotiations, managing in a unionized organization, contract administration, managing across generations, and managing professional writing and presentations in the workplace.
- Developed new executive education programs in managing across generations and managing professional writing and presentations in the workplace.

Assistant Dean, Undergraduate Education and Academic Services, Dean's Office, The Eli Broad College of Business, Michigan State University, August 2006 to July 2015.

- Promoted and insured execution of academic services for 6,700 undergraduate students including but not limited to academic and extended orientation programs, admissions, undergraduate academic administrative actions, study abroad and international services, college level scholarships, undergraduate research, athletic and graduation certification.
- Managed scheduling and offering of all service courses offered by the college.

- Responsible for scheduling of core courses to enhance course availability and student flexibility in concert with teaching units in the college.
- Administered all transfer undergraduate issues, including but not limited to transfer admissions, evaluation of transfer courses, based on the college policy on transfer courses and credits.
- Provided strategic vision and planning as well as financial projection and execution of undergraduate academic services.
- Unit administrator of Undergraduate Academic Services Center with responsibilities including management of budget, human resources, and operational and service functions.
- Responsible for all BUS offerings (101, 102, 170, 201, 250, 291, 383, 491).

Fellowship, Offices of the President and Board of Trustees, Michigan State University. January 2006 to March 2007, quarter-time. March 2007- December 2007, ten percent.

- Provided stewardship to the Office of the President for human resource management of the office, project management and major select communications.
- Served the Board of Trustees through research and analysis, project management, and assisted the Secretary of the Board.

Adjunct Assistant Professor, Department of Management- The Eli Broad College of Business, Michigan State University, October 1999 to May 2016.

- Taught MGT 418: Labor Management Relations. Department data not provided in 2015-16. In 2014, the course was ranked 9th and the instructor was ranked 8th by students among 70 instructional deliveries in the Department of Management including all undergraduate, MBA and doctoral courses. In 2013, the course was ranked 5th and the instructor was ranked 1st with five other MGT offerings by the students among all Department of Management including all undergraduate, MBA and doctoral courses. In Spring 2010 (and 2005, 2006, 2009), the course was ranked 1st and the instructor was ranked 1st by students among 25 instructional deliveries in the Department of Management including all undergraduate, MBA and doctoral courses. In Spring 2012 (and 2004), the course was ranked 2nd and the instructor was ranked 1st by students among 25 instructional deliveries in the Department of Management including all undergraduate, MBA and doctoral courses. In Spring 2003, the course and the instructor were ranked 2nd by students among 22 instructional deliveries in the Department of Management. In Spring 2002, course ranked 2nd and instruction ranked 6th by students among 22 instructional deliveries in the Department of Management. In Spring 2011, the course ranked 6th and the instruction ranked 5th by students among 25 instructional deliveries in the Department of Management including all undergraduate, MBA and doctoral courses. In Spring 2001, the course ranked 5th and instruction ranked 9th by students among 22 instructional deliveries in the Department of Management.

Director, Undergraduate Academic Services, Dean's Office- The Eli Broad College of Business, Michigan State University, October 1999 to August 2006.

- Unit administrator of Undergraduate Academic Services Center with responsibilities including management of budget, human resource, operational and service functions.
- Served as Assistant Dean designate to 5,100 undergraduate students in the College with responsibilities including upper school admission, dean's drops, withdrawal, Academic Standing of Undergraduate Students (ASUS- including recess and dismissal), readmissions, administrative actions, transfer evaluations, athletic certifications and graduation certification.
- Administered all undergraduate academic services programs including Broad College scholarships, Academic Orientation, Alumni Distinguished Scholarship, Fall Welcome, Junior Welcome, Marathon of Majors, Green Carpet, and Study Abroad.
- College consultant on undergraduate academic programs as well as academic policies and procedures for academic units and the University to assure academic integrity.
- Served as faculty advisor to the Broad College Student Senate.
- Advised 100 Human Resource Management students.
- Directed the unit to achieve overall student satisfaction ratings of academic services from 4.10 to 5.0 (out of 6.0) through external benchmarking process (EBI) in five years of leadership, Fall 2005.
- Enhanced study abroad initiatives and growth in the college by developing a coordinator of international academic services position.
- Initiated the Academic Excellence Resource Center and secured corporate funding from Union Pacific and Target, Spring 2004.
- Developed the Student Leadership Grant Program to support career and leadership development opportunities through student organization membership, Fall 2003.
- Developed the Director's Student Advisory Board to promote qualitative data in outcomes assessment process of the unit, Fall 2003.
- Promoted the development of IT innovations to improve high human touch in the admissions process and the college scholarship selection process, Fall 2002 and Spring 2003.
- Developed and edit the Broad Undergraduate Career Portfolio.
- Promoted the development of the online business precore GPA calculator.
- Reduced student wait time for advising appointments from 15 business days to 3 business days.
- Increased the availability and variety of services to include walk in service, virtual advising, wireless advising in the college hallways, extended hours and enrollment express.

Director, Undergraduate Academic Student Affairs, Dean's Office- The College of Natural Science, Michigan State University, February 1993 to October 1, 1999.

- Administered all undergraduate academic student affairs recruitment and retention programs including Academic Orientation Program, Open House, Alumni Distinguished Scholarship, Meet Your College, Marathon of Majors, Green Carpet, Science Day, Preprofessional Career Night and Commencement.
- Served as Assistant Dean to 4,800 undergraduate students in the College with responsibilities including dean's drops, withdrawals, Academic Standing of Undergraduate Students (ASUS- including recess, dismissal and compliance of federal financial aid regulations), readmission, administrative actions, transfer evaluations, athletic certification and graduation certification.
- Human resource manager of undergraduate and preprofessional advising as well as student affairs support staff in the Dean's Office including training of new employees and ongoing professional development for all supervisees.
- College consultant on undergraduate academic programs as well as academic policies and procedures for academic units and the University to assure academic integrity.
- Served as faculty advisor to the Dean's Student Advisory Council.
- Advised half of the honors preprofessional and natural science- no preference Honors College students.
- Designed and edited advisor manual for the College's faculty advisors and student affairs personnel, Spring 1996.
- Designed and developed first edition of the Curriculum Guides which includes all 33 undergraduate programs in the College, Fall 1995.
- Designed and edited the initial undergraduate handbook for the College, Fall 1994.
- Designed and developed the Residential Option for Science and Engineering Students (ROSES) for the College of Natural Science, Fall 1993.

Advisor of the Undergraduate Program, The Department of Computer Science, College of Engineering, Michigan State University, September 1986 to February 1993.

- College of Engineering Representative to the University Semester Transition Team '92 Implementation Phase. Michigan State University, May 1991 to June 1992.
- Advised, monitored and directed 400 undergraduate Computer Science students and 30 teaching minor students on academic programs and career development. Fully utilized the Student Information System to support advisement, administration and service activity of the Department.
- Certified all undergraduate Computer Science majors and teaching minors for graduation.
- Reviewed all undergraduate transfer evaluations and non-conforming teaching minor programs.

- Assisted the Department Chairperson and Associate Chairperson with the administration of the undergraduate program.
- Assisted with the student affairs activities for the Assistant Dean of the College.
- Produced Department undergraduate and alumni publications including initial creation, writing, primary design and layout, editing and collaborating with print shops.

Residence Director II of Case Hall, Department of Residence Life, Michigan State University, September 1983 to September 1986.

- Administered the residence life program for 1,000 undergraduate students.
- Supervised four graduate assistants and 23 resident assistants/minority aides including a comprehensive training and development program.
- Administered the judicial process consistent with the academic freedom regulations as stipulated in the Spartan Life.
- Collaborated with Director of Academic Student Affairs in James Madison College to provide a conducive living learning environment.
- Partnered with housing manager about human services issues such as safety and security.
- Assisted Department of Residence Life to select professional, graduate and undergraduate staff each year to achieve a full staff of 500.

Residence Director, Department of Residence Life, State University of New York at Fredonia, September 1981 to September 1983.

- Administered the residence life program for 250 undergraduate students.
- Supervised eight undergraduate resident assistants.
- Managed the housing budget for one residence hall and responsible for all physical facilities maintenance and renovations.

SERVICE ON UNIVERSITY COMMITTEES

- University Bargaining Team to negotiate contract with the UNTF, November 2009 to July 2010.
- University Advancement Advisory Board, August 2008 to 2012.
- Working Group to Improve Undergraduate Education, consultant, appointed by the Assistant Provost of Undergraduate Education, March 2005 to November 2005.
- University Academic Advising Committee, appointed by the Provost, January 1997 to 2002.

- Academic Specialist Advisory Committee to the Provost, two terms, August 1995 to August 2001. Elected Chairperson, 1996-97 and 1997-1998. Re-elected August 1998-August 2001.
- Ad Hoc Academic Advising Team, appointed by the Assistant to the Provost, September 1997 to 2000.
- University Academic Advising Committee, appointed by the Provost, January 1997 to 1999.
- University Commencement Committee, appointed by the President, June 1996 to 1999.
- University Continuous Quality Improvement Team on Academic Advising, Chairperson appointed by the Provost, April 1996 to September 1997.
- University Planning Committee on Continuous Quality Improvement, appointed by the Provost, Summer 1996.
- University Continuous Quality Improvement Team on Academic Orientation Program, October 1995 to May 1996.
- Continuous Quality Improvement Team on Academics and Athletics, Fall 1995.
- University Undergraduate Assistant/Associate Deans Group, February 1993 to May 2015.

SERVICE ON COLLEGE COMMITTEES

- Broad College Employer Advisory Council, Lear Center, Fall 2003 to Summer 2015.
- Broad College Undergraduate Programs Committee, October 1999 to Summer 2015.
- Broad College Global Initiatives Task Force, September 2010- April 2011.
- Broad College Outcomes Assessment Committee Fall 2003 to August 2009.
- Broad College Portfolio Committee, November 2004 to August 2005.
- Broad College Strategic Planning Committee, Fall 2003 to Fall 2004.
- Broad College Search and Selection Committee for Director of Study Abroad, Spring 2004.
- Broad College Selection Committee for Internship Coordinator, Summer 2003.
- Broad College Tenure and Rating Committee for Hospitality Business Faculty, June 2001.
- College of Natural Science Undergraduate Curriculum Committee, February 1993 to May 1999.
- College of Natural Science Search and Selection Committee for Preprofessional Advisor, June 1997.
- Drew Enrichment Laboratory Advisory Committee, September 1996 to May 1997.

- College of Natural Science Search and Selection Committee for Zoology and Interdepartmental Advisor, June 1994.
- College of Natural Science Search and Selection Committee for ROSES Coordinator and Preprofessional, Advisor, June 1994.

CONFERENCES AND PRESENTATIONS

- Wilson, E.M. (October 1997). From Theory to Practice: Academic Advising as a Retention Tool. Presentation at the National Academic Advising Association National Conference, Kansas City, Missouri.
- Wilson, E.M. and Flaga, C.T. (October 1997). Developing Professional Leadership through Mentoring Relationships. Presentation at the National Academic Advising Association national conference, Kansas City, Missouri.
- Wilson, E.M. and Flaga, C.T. (March 1997). Developing Professional Leadership through Mentoring Relationships. Presentation at the bicentennial conference of American College Personnel Association and National Association of Student Personnel Administrators, Chicago, Illinois.
- Wilson, E.M. (October 1988). A Different Voice in Higher Education. Presentation at the National Academic Advising Association national conference, Miami, Florida.
- Wilson, E.M. (October 1988). Beyond Boyer: Ethical Issues in Academic Affairs. Presentation at the National Academic Advising Association national conference, Miami, Florida.

RESEARCH AND PROPOSALS

- Wilson, E.M. (Principle Investigator) and Lord, Michael (June 1997). "College of Natural Science Academic and Career Resource Center", MSU Career Development Model Grant. Funded.
- Wilson, E.M (Principle Investigator) and Flaga, C.T. (June 1996). "College of Natural Science Internship Database", MSU Career Development Model Grant. Funded.
- Lovell, P. (Principle Investigator), Wilson, E.M. (Research Investigator), Lux, P.A and Batista, N. (1996). Outreach proposal "Community Consortium in Science and Medicine", HCOP Program, U.S. Department of Health and Human Services. Approved/Not Funded.
- Wilson, E.M. (1987) "A Different Voice in Engineering: How It Affects Students and Staff"(a comparison of the psychological development difference between women and men, and its influence on higher education) *Proceedings of the Frontiers in Education National Convention* - Terre Haute, Indiana. IEEE Education Society and ASEE Educational Research and Methods Division (Press), Volume 2.

PREVIOUS TEACHING

- Instructor for Broad Freshman Seminar, PRO 101, Fall 2002 to 2005.

- Guest lecturer for Law, Public Policy and Business, GBL 395, Fall 2001 and Spring 2002.
- Guest lecturer for Merchandising Strategy Analysis, HEC 481 (capstone course), Spring 2002.
- Guest lecturer for ROSES freshman seminar, NSC 101 (1994 to 2002).
- Lead instructor of ROSES freshman seminar NSC 203 (1993-94) for the College of Natural Science.
- Graduate Assistant for Introduction to Philosophy (1980-81), Department of Philosophy at University of Dayton (Ohio). Responsible for full instruction of two sections.
- Graduate Assistant for Introduction to Philosophy (1979-80), Department of Philosophy at University of Dayton (Ohio). Assisted with the instruction of two sections.

RELATED EXPERIENCE AND AFFILIATIONS

- National consultant on retention, academic advising and continuous quality improvement in undergraduate education for major research universities including University of Missouri- Columbia and the University of Utah.
- Received the Outstanding Faculty Award, Resource Center for Persons with Disabilities, April 2010.
- Received the Distinguished Academic Specialist Award, Michigan State University, February 2005.
- Received the first annual Outstanding Supervisor Award, Michigan State University, October 2001.
- University Leadership Fellow, Michigan State University, April 1996 to April 1997.
- Raised \$100,000 contribution from single donor in collaboration with college development officer, Fall 1996.
- Received the College of Natural Science Outstanding Academic Advisor Award, May 1994.
- Volunteer as the Eli Broad College of Business Chair of the MSU Community Capital Campaign/United Way, August 2000 to 2004.
- Volunteer as College of Natural Science Co-Chair for MSU Community Capital Campaign/United Way, August 1995 to July 1999.
- Honorary member of Eta Sigma Delta, *The School of Hospitality Business* honor society.
- Honorary member of Alpha Epsilon Delta, the national premedical honor society.
- Board of Directors, Mildred B. Erickson Fellowship 2003-09, Chair of Finance Committee, 2004-09, Treasurer, 2005-2009.