

## VITA

### James W. Mirabella, DBA

Associate Professor of Decision Sciences  
Interim Director of Adult Degree Program  
Faculty Liaison to Institutional Research  
President, Phi Kappa Phi  
Jacksonville University



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### EDUCATION

**DBA**, Nova Southeastern University, 1999 / Major: Management / Dissertation Title: Employee preferences for pay systems as a function of personal job inputs & job characteristics  
**MBA**, Auburn University, 1988 / Major: Business Administration  
**MS**, University of North Florida, 1996 (12 semester-hours completed) / Major: Statistics  
**BS**, U.S. Air Force Academy, 1985 / Major: Operations Research

### ACADEMIC EXPERIENCE

**Jacksonville University**, Jacksonville, FL 1998 - present  
*Associate Professor of Decision Sciences (Adjunct instructor 1998-2007)*

- President of Jacksonville University chapter of Phi Kappa Phi
- Served as Interim Director of Adult Degree Program 2018
- Served as Interim Director of Institutional Research 2016 – 2017.
- Teaches BS, MBA and EMBA courses in: *Statistics, Quantitative Analysis & Operations Management*
- Develops and teaches online MBA and Business Analytics courses in: *Statistics, Operations Management, Project Management*
- Taught Masters in Public Policy course in: *Research & Statistics for Public Policy*
- Chaired the MBA Redesign. Faculty Qualifications & Interdisciplinary Studies Committees
- Served on the AAC&U, AACSB, Instructor Resources, MBA Appeals, Technology, Distance Learning MBA, Academic Program Review, Masters in Public Policy, Curriculum ADP and Blackboard Committees
- Consulted over 100 orthodontic students on research & analysis for their theses
- Regularly advises over 20 students in their business major
- Five-time nominee for Teaching Excellence Award, 2010, 2012, 2015, 2017 & 2018
- Three-time nominee for the University Service Excellence Award, 2014, 2017 & 2018
- Two-time nominee for the Research Excellence Award, 2013 & 2014
- Conducted Operations Management training for Medtronics Corporation
- Reviewer for statistics and operations management textbooks (Pearson, McGraw-Hill and Cengage)
- Faculty chair of the College Republicans 2012 - 2017

**Bethel University:** Adjunct professor of Statistics (online MBA) 2009 - 2016  
**Concordia University:** Adjunct professor of Statistics (online MBA) 2015 - 2016  
**King University:** Adjunct professor of Statistics (online BS) 2011 - 2014  
**Capella University:** Adjunct professor of Research & Statistics (online PhD & MBA) 2002 - 2009

- Chaired or served on 57 dissertation committees; colloquia speaker on research methods

**Northcentral University:** Adj. prof. of Research & Statistics (online PhD); chair for doctoral research 2004 - 2009  
**Webster University:** Adjunct professor of Ops Mgt & Statistics (MBA); chair for MBA Jacksonville 1995 - 2009  
**Florida Community College Jacksonville:** Adjunct professor of Statistics (AA) 1996 - 2007  
**Tiffin University:** Adjunct professor of Operations Management (online MBA) 2003 - 2007  
**Grand Canyon University:** Adjunct professor of Statistics (online BS) 2004 - 2006  
**Nova Southeastern University:** Adj. prof. of Ops. Mgt, Rsch & Statistics (PhD, EdD, MBA, BS) 1998 – 2005  
**Baker College:** Adjunct professor of Statistics (online MBA) 2003 – 2005  
**Central Michigan University:** Adjunct professor of Quantitative Analysis (online MBA) 2002 - 2003  
**University of North Florida:** Adjunct professor of Management Science (MBA) 1999 - 2000  
**Mercer University:** Adjunct professor of Math & Statistics (BS) 1994  
**Auburn University:** Adjunct professor of Statistics (BS) 1988 - 1990

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## COURSES TAUGHT (as of July 2018)

<u>COURSE</u>	<u>LEVEL</u>	<u># TIMES TAUGHT</u>
Statistics	Doctorate	122 online
Research Methods	Doctorate	66 online / 7 traditional
Operations Management	Doctorate	3 online / 3 traditional
Statistics	Masters	128 online / 26 traditional
Operations Management	Masters	17 online / 84 traditional
Research & Assessment	Masters	24 traditional
Quantitative Analysis	Masters	1 online / 8 traditional
Marketing Research	Masters	5 traditional
Human Resources	Masters	3 traditional
Project Management	Masters	1 online / 7 traditional
Total Quality Management	Masters	18 independent studies
Statistics	Undergraduate	9 online / 128 traditional
Quantitative Analysis	Undergraduate	35 traditional
Operations Management	Undergraduate	17 traditional
College Algebra	Undergraduate	5 traditional
Organizational Behavior	Undergraduate	2 traditional
Calculus	Undergraduate	2 traditional

## PROFESSIONAL EXPERIENCE

- President, JKS Research Services, Inc. / Mirabella Research Services, Inc., Jacksonville, FL** 2002 - Pres.
- Consulting in survey design, research and analysis as well as training in those fields.
- Director of Institutional Research, Florida Community College Jacksonville, Jacksonville, FL** 1999 – 2002
- Conducted ad hoc research, survey design & analysis, and report writing. Also validated the integrity of student / faculty data, submitted the data and reports to the Department of Education, and corresponded with members of the DOE as well as the college leaders.
- Director of Quality & Recognition, Convergys Corporation, Jacksonville, FL** 1996 – 1999
- Led the Quality and Recognition team; this included designing, implementing and analyzing employee & client surveys, as well as designing and evaluating corporate measurements. Also worked with various process teams to improve quality via statistical quality control tools.
- Marketing Research Statistical Analyst, AT&T American Transtech, Jacksonville, FL** 1994 – 1996
- Responsible for conducting demographic analysis on customers who contacted the various call center accounts so as to provide clients with valuable marketing data. Also responsible for conducting target marketing analysis and database marketing, to include the use of CHAID.
- Statistical Quality Control Consultant, AT&T, Oakton, VA and Conyers, GA** 1990 – 1994
- Responsible for consulting with goals, metrics, data collection / reports, and follow-up root cause analysis. Served as an internal quality auditor to prepare for ISO 9001 registration and the Malcolm Baldrige Award.
- Operations Research Analyst, Captain, U.S. Air Force, Montgomery, AL** 1985 – 1990
- Responsible for database programming, simulation modeling, and trend analysis modeling for the U.S. Air Force. The position involved writing / testing programs for almost every Air Force Command.

**PUBLICATIONS**

- Witte, H., Arbogast, G. & Mirabella, J. (2017) Predicting Innovation Ability by Hofstede's Cultural Dimensions. *Journal of American Academy of Business Cambridge*.
- Harris, N., Kleinsmith, W. & Mirabella, J. (2014) "The influence of emotional intelligence in medical sales." *International Journal of Accounting Information Science & Leadership*, 7(21).
- Button, S., Arbogast, G. & Mirabella, J. (2014). "The impact of corporate average fuel economy (CAFÉ) on U.S. automakers." *Journal of Management and Engineering Integration*.
- Mirabella, J. (2013) *Professor's Secret to Surviving Statistics*. Self-published book.
- Barrow, L., Kolberg, S., Mirabella, J. & Roter, A. (2013). "Are Rational Self-Interested Leadership Behaviors Contributing to the Workplace Bullying Phenomenon in Canada and the United States?" *American Journal of Industrial and Business Management*.
- Perez, J. & Mirabella, J. (2013). "The relationship between leadership practices and restaurant employee turnover." *International Journal of Accounting Information Science & Leadership*, 6(18).
- Iannucci, B., & Mirabella, J. (2013). "Emotional intelligence: can it be predicted from academic success?" *Review of Management Innovation & Creativity*, 6(20).
- Remedies, S. & Mirabella, J. (2013). "Generational differences and participant experiences in leadership development: a phenomenological study." *Journal of International Business Management & Research*, 4(13).
- Chase, E. & Mirabella, J. (2013). The relationship between self-efficacy, project leadership outcome and future intentions to engage in organizational business project improvement opportunities. *International Journal of Accounting Information Science & Leadership*, 5(15).
- Salman, R. & Mirabella, J. (2013). The relationship between the type of endorser and patients' attitudes and behaviors in direct to consumer advertisement. *Journal of Int'l Business Management & Research*, 3(10).
- Smith, J. & Mirabella, J. (2013). The relationship between customer incentives and customer service scoring. *Journal of International Business Management & Research*, 3(10).
- Murphy, R., Crosby, W. & Mirabella, J. (2013). Integrity and Ethics in Leadership. *International Journal of Accounting Information Science & Leadership*, 5(15).
- McClary, R., Mirabella, J. & Murphy, R. (2012) An evaluation of consumer buying criteria and its impact on the purchase of commoditized laptops. *Journal of International Business Management & Research*, 3(9).
- Covell, R., Mirabella, J. & Babb, D. (2012) Life science industry firms' response rates to various marketing techniques. *International Journal of Accounting Information Science & Leadership*, 5(14).
- Harris, N., Mirabella, J. & Murphy, R. (2012) Is emotional intelligence the key to medical sales success?: The relationship between EI and sales performance. *Review of Management Innovation & Creativity*, 5(16).
- Mirabella, J. & Latham, J. (2012) Exploring indicators of one's ability to identify opportunities for corporate improvement. *Journal of Global Business Management*, 8(1).
- Mirabella, J. (2012) Queuing in supermarkets: Satisfying customers at the point-of-sale. *Business Review Cambridge*.
- Mirabella, J. & Sepehri, M. (2012) Scanner wars: Why use a self-checkout line when cashiers are more efficient. *Journal of Information Systems Technology & Planning*, 5(11).
- Mirabella, J. (2010) Management must lead charge for quality. *Jacksonville Business Journal*, Sep 27.
- Barrow, L. & Mirabella, J. (2009) An empirical study of other-oriented & rational self-interest leadership approaches. *Journal of Leadership Studies*.
- Hart, L. & Mirabella, J. (2009) A patient survey on emergency department use of nurse practitioners. *Advanced Emergency Nursing Journal*.
- Takeda-Tinker, B. & Mirabella, J. (2009) Investigation of employee tenure as related to relationships of personality and personal values of entrepreneurs and their perceptions of their employers. *Journal of American Academy of Business, Cambridge*: 14.
- Babb, D. & Mirabella, J. (2007) Make money teaching online. John Wiley & Sons.
- Loescher, K., Hughes, R., Cavico, F., Mirabella, J., & Pellet, P. (2005) The impact of an "ethics across the curriculum" initiative on the cognitive moral development of business school undergrads. *Teaching Ethics*: 5(2).
- Green, K. Broome, H. & Mirabella, J. (2006) Postnatal depression in arabic mothers: socio-cultural and physical factors. *Journal of Psychology, Health and Medicine*: 11(4).
- Mirabella, J., Babb, D., & Lazo, A. (2006) Factors driving employee pay criterion in corporations. *International Management Review Journal*: 2(1).

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**PRESENTATIONS AND WORKSHOPS**

- Mirabella, J. (2018, January). "The Goal, the Games & the Great Escape." Paper presented at Academic & Business Research Institute in St. Augustine, FL.
- Mirabella, J. (2018, January). "Bringing the Classroom Experience into the Online World." Paper presented at Academic & Business Research Institute in St. Augustine, FL
- Mirabella, J. (2017, November). "The Goal, the Games & the Great Escape." Paper presented at Decision Science Institute in Washington D.C.
- Mirabella, J. (2017, November). "Bringing the Classroom Experience into the Online World." Paper presented at Decision Science Institute in Washington D.C.
- GMAT / GRE Trainer for MBA candidates (2012 - present): Conduct quarterly workshops for MBA candidates at Jacksonville University to prepare them for the GMAT and GRE Math tests.
- Mirabella, J. & Perez, J. (2013, May). "The relationship between leadership practices and restaurant employee turnover." Paper presented at Intellectbase International Consortium in Nashville, TN.
- Iannucci, B., & Mirabella, J. (2013). "Emotional intelligence: can it be predicted from academic success?" Paper presented at Intellectbase International Consortium in Nashville, TN.
- Mirabella, J. & Remedies, S. (2013, May). "Generational differences and participant experiences in leadership development: a phenomenological study." Paper presented at Intellectbase International Consortium in Nashville, TN.
- Arbogast, G. & Mirabella, J. (2013, May). Predicting Firm Performance As A Function of CEO and Economic Factors. Paper presented at the Global Management, Finance & Information Technology Research Conference in New York, NY
- Mirabella, J. & Chase, E. (2012, Oct) The relationship between self-efficacy, project leadership outcome and future intentions to engage in organizational business project improvement opportunities. Paper presented at Intellectbase International Consortium in Atlanta, GA.
- Salman, R. & Mirabella, J. (2012, Oct). The relationship between the type of endorser and patients' attitudes and behaviors in direct to consumer advertisement. Paper presented at Intellectbase International Consortium in Atlanta, GA.
- Mirabella, J. & Smith, J.. (2012, Oct) The relationship between customer incentives and customer service scoring. Paper presented at Intellectbase International Consortium in Atlanta, GA.
- Murphy, R., Crosby, W. & Mirabella, J. (2012, Oct). Integrity and Ethics in Leadership. Paper presented at Intellectbase International Consortium in Atlanta, GA.
- Mirabella, J., McClary, R. & Murphy, R. (2012, May) An evaluation of consumer buying criteria and its impact on the purchase of commoditized laptops. Paper presented at Intellectbase Int'l Consortium in Nashville, TN.
- Mirabella, J. & Covell, R. (2012, May) Life science industry firms' response rates to various marketing techniques. Paper presented at Intellectbase International Consortium in Nashville, TN.
- Harris, N., Mirabella, J. & Murphy, R. (2012, May) Is Emotional Intelligence the Key to Medical Sales Success?: The Relationship Between EI and Sales Performance. Presented at Intellectbase Consortium in Nashville, TN.
- Funt, J. Mirabella, J., et. al. (2012, March) Smallest detectable changes in alar base width. Paper presented by Dr. Funt at the American Association of Dental Research.
- Mirabella, J. (2012, Jan) Comparative assessment of online activities for learning statistics outside the classroom. Paper presented at Academic & Business Research Institute in Orlando, FL,
- Mirabella, J. & Murphy, R. (2012). Consumer Buying Criteria in the Purchase of Laptops, Jacksonville University DCOB Faculty Seminar, Jacksonville, FL.
- Guest statistical analyst on local Jacksonville news show to discuss sports statistics (2012)
- Mirabella, J. (2011, Dec) Queuing in supermarkets: satisfying customers at the point-of-sale. Paper presented at Economics, Finance & Int'l Business Research Conference in Miami, FL. Received "Best Presenter" Award.
- Mirabella, J. & Sepehri, M. (2011, Oct) Scanner wars: why use a self-checkout line when cashiers are more efficient. Paper presented at Intellectbase International Consortium in Atlanta, GA.
- Mirabella, J. (2011). If the odds are high, it must be a trick. Jacksonville University Faculty Symposium.
- Mirabella, J. (2010, Oct) Exploring relationships between individual & organizational factors to identify opportunities for improvement. Paper presented at Academic & Business Research Institute in Orlando, FL.
- Mirabella, J. (2010). A mathemagician's bag of tricks. Jacksonville University Faculty Symposium.
- Conducted Beer Game workshop at Medtronics (2010)
- Mirabella, J. (2009). Active learning in quantitative courses. Jacksonville University Faculty Symposium.
- Mirabella, J. (2009). Enhancing learning with online technologies. Jacksonville Univ. Ctr. for Teaching & Learning.
- Conducted Job Shop Game workshop at APICS meeting (2008)
- Mirabella, J. (2001, Aug) Plugging the leaking bucket of first year dropouts. Paper presented at Southeastern Association of Community College Research Conference in Tupelo, MS.

**SCHOLARSHIP ACTIVITIES & AWARDS**

- Session Moderator, Academic & Business Research Institute, St. Augustine, FL, January 2018
- Intellectbase Consortium Conference, Nashville, TN, May 2013
- American Society for Quality Certified Quality Engineer (since June 2000)
- Member, Executive Review Board & Reviewer Task Panel, Intellectbase Consortium (since October 2011)
- Session Moderator, Intellectbase Consortium Conference, Nashville, TN, May 2013
- Session Moderator, Intellectbase Consortium Conference, Atlanta, GA, Oct 2011
- Reviewer for Statistics textbook by Donnelley, published by Pearson.
- Comparative review for two Business Statistics textbooks, published by Pearson.
- Reviewer for Operations Management textbook, published by Cengage.
- Chaired 25 doctoral dissertation committees to completion
- Served as the research methodologist on 32 doctoral dissertation committees
- Best Presenter Award for paper presented at EFIBR Conference in Miami, FL (2011).

**PROFESSIONAL & COMMUNITY ORGANIZATIONS & ACTIVITIES**

- President, Phi Kappa Phi, Jacksonville University chapter (since 2018)
- Service Academy Board Member for Congressman John Rutherford
- Treasurer, Trail Life Troop 3112 (since 2015)
- Volunteer Substitute Teacher for PEP High School (since 2017)
- Classical Conversations graduation commencement speaker (2016)
- Education First Host Family for Chinese exchange student (2015 & 2017)
- Volunteer Presenter and Entertainer at HERI Homeschool Conference (2015)
- Volunteer Teacher, Algebra 2, Pre-Calculus & Calculus, Classical Conversations (2014 - 2017)
- Decision Science Institute (since 2009)
- International Brotherhood of Magicians (since 2010)
- Fellowship of Christian Magicians (since 2011)
- Vice President, Board of Directors, Whitelock Farms Homeowners Association (2012 - 2016)
- Panelist for Heritage Alliance Value Voter Guide, 2012 Elections
- Florida-Georgia Blood Alliance Pheresis 30-Gallon Donor (since 1980)

**FACULTY DEVELOPMENT EXPERIENCES**

- Canvas
- SPSS (Statistical Software)
- SAS (Statistical Software)
- Excel
- Blackboard
- Moodle
- Angel
- BISK
- Zoom