

NING-KUANG CHUANG

Hospitality Management Program, School of
Foundations, Leadership, & Administration
Kent State University, Kent, OH, 44224
Tel: (330) 672-2303 E-mail: nchuang@kent.edu

EDUCATIONAL BACKGROUND

Ph.D. in Hospitality Administration (May, 2005)
Department of Nutrition, Hospitality, and Retailing
College of Human Sciences, Texas Tech University. Lubbock, TX

M.A. in Food Studies and Food Service Management (January, 1997)
Department of Nutrition, Food Studies, and Public Health
The Steinhardt School of Education, New York University. New York, NY

B.S. in Hospitality and Tourism Management (May, 1995)
Department of Hospitality and Tourism Management
College of Consumer and Family Sciences. Purdue University. West Lafayette, IN

PROFESSIONAL EXPERIENCE- ACADEMIC

- Associate Professor, Hospitality Management Program, School of Foundations, Leadership, & Administration, Kent State University, Kent, Ohio (August, 2011 – present)
- Assistant Professor, Hospitality Management Program, School of Foundations, Leadership, & Administration, Kent State University, Kent, Ohio (August, 2005 – July, 2011)
- Graduate Part-Time Instructor, Department of Nutrition, Hospitality, and Retailing (DNHR), Texas Tech University, Lubbock, Texas (February, 2004 – May, 2005)
- Research/Teaching Assistant, DNHR, Texas Tech University (August, 2001 – February, 2004)
- Instructor, Department of Leisure, Recreation, and Tourism Management, Southern Taiwan University of Technology, Taiwan (August, 1999 – July, 2001)

PROFESSIONAL EXPERIENCE- INDUSTRY

- Executive Assistant and Hotel Opening Team Member, Hotel Royal Hsinchu, Taiwan (March, 1998- July, 1999)
- Laboratory Coordinator, Chemistry Laboratory of Societe Generale De Surveillance, Taipei County, Taiwan (September, 1997- February, 1998)
- Assistant to Food and Beverage Cost Controller, Windows on the World, World Trade Center, New York, NY (January, 1996 – August, 1997)
- Baker, University Student Center-Bake Shop & Pastry Kitchen, Purdue University-Memorial Union, West Lafayette, IN (1994)
- Assistant Manager, Great Wall and Kyoto Japanese Steak House, Fort Wayne, IN (1993)
- Supervisor, Memories of China, Fort Wayne, IN (1992)
- Assistant to Marketing and Quality Controller, König Food Company, Kaohsiung, Taiwan (1990)
- Catering and Banquet Captain, Kingship Hotel, Kaohsiung, Taiwan (1988-1989)

PUBLICATIONS

- **Chuang, N.K.**, Goh, B.K., Stout, B.L., & Dellmann-Jenkins, M. (2007). Hospitality undergraduate students' career choices and factors influencing commitment to the profession. *Journal of Hospitality & Tourism Education*, 19(4), 28-37.
- **Chuang, N.K.**, Yin, D., & Dellmann-Jenkins, M. (2009). Intrinsic and Extrinsic Factors Impacting Casino Hotel Chefs' Job Satisfaction. *International Journal of Contemporary Hospitality Management*, 21(3), 323-340.
- Lei, S. A., & **Chuang, N.K.** (2009). Undergraduate research assistantship: A comparison of benefits and costs from faculty and students' perspectives. *Education*, 130(2), 232-240.
- **Chuang, N.K.**, Walker, K., & Caine-Bish, N. (2009). Students' perceptions of career choice: The impact of academic major. *Journal of Family and Consumer Sciences Education*, 27(2), 18-29.
- Lei, S. A., & **Chuang, N.K.** (2009). Research collaboration and publication during graduate studies: Evaluating benefits and costs from students' perspectives. *College Students Journal*, 43(4), 1163-1168.
- **Chuang, N.K.**, & Dellmann-Jenkins, M. (2010). Career decision-making and intention: A study of hospitality undergraduate students. *Journal of Hospitality and Tourism Research*, 34(4), 512-530.
- Lei, S. A., & **Chuang, N.K.** (2010). Demographic factors influencing selection of an ideal graduate institution: A literature review with recommendations for implementation. *College Students Journal*, 44(1), 84-96.
- **Chuang, N.K.** (2010). The impact of gender on hospitality undergraduates' perceived career barriers. *Journal of Hospitality and Tourism Education*, 22(3), 12-19.
- **Chuang, N.K.** (2011). Job-related barriers and coping behaviors in the career development of hospitality undergraduates. *Journal of Human Resources in Hospitality & Tourism*, 10(1), 14-31.
- **Chuang, N.K.** & Lei, S. A. (2011). Job stress among casino hotel chefs in a top-tier tourism city. *Journal of Hospitality Marketing & Management*, 551-574.
- Tu, Y.T., Yeh, R., **Chuang, N. K.**, Chen, T. & Hu. S.M. (2011). Effects of employee's uniform on company image and employees' self-perceptions and customers' perceptions. *Asia Pacific Journal of Tourism Research*, 16(6), 655-668.
- Yeh, R., Tu, Y.T., **Chuang, N. K.**, Lin, M.J. & Lin. H.J. (2013). Hotel employees' uniform and their self-perceptions in Southern California. *Tourism Management Perspectives*, 6, 79-81.

- James, A, Ravichandran, S., **Chuang, N. K.**, & Bolden, E. (2017). Using Lifestyle Analysis to Develop Lodging Packages for Staycation Travelers: An Exploratory Study. *Journal of Quality Assurance in Hospitality & Tourism*, 18(4), 387-415.
- Yuan, Y., **Chuang, N. K.**, & Gregory, A. M. (2017). An evaluation of essential revenue management competencies: Similarities and differences between practitioners and educators. *Journal of Revenue & Pricing Management*, 16(5), 513-526.

Book Chapter

- **Chuang, N. K.** (2014). Career planning and development of hospitality undergraduate students. In Z. Zhou (Eds.), *Series on Western Research in the Humanities and Social Sciences*. Monumental Book Project by ACPSS: China Renmin University Press.

Projects in Progress

- Lee, P., Kwok, L., & **Chuang, N.K.** (2018). Career decision-making profile of hospitality management students.
- Yin, D. & **Chuang, N.K.*** (2018). Competency profiles of casino hotel chefs: A research study examining casino chefs' functional kitchens and managerial experience. *Corresponding Author
- Pan, S., Lee, S.J., **Chuang, N.K.**, & Scheule, B. (2017). Exploring social media marketing communications in the Chinese hotel industry. *Journal of China Tourism Research*.

REFEREED CONFERENCE PROCEEDINGS & PRESENTATIONS

International Professional Meetings

- Dockus, S. & **Chuang, N. K.** (November, 2018). Creating a marketing initiative for an economically distressed county. The 2018 Europe Council on Hotel, Restaurant, and Institutional Education Annual Conference (EuroCHRIE), Dublin, Ireland. (Under Review)
- Al-Tokhais, A. & **Chuang, N. K.** (July, 2018). A study of effective communication among hotel employees in Saudi hospitality organizations. The 2018 International Europe Council on Hotel, Restaurant, and Institutional Education Annual Conference (ICHRIE), Palm Springs, California.
- **Chuang, N. K.** & Xiao, X. (October, 2017). Career behaviors of hospitality students. The 2017 Europe Council on Hotel, Restaurant, and Institutional Education Annual Conference (EuroCHRIE), Nairobi, Kenya.

- Al-Tokhais, A. & **Chuang, N. K.** (May, 2017). Examining the impacts of demographic factors on communication and job outcomes. The first Graduate Student Research Conference in Business and Economics (GSRC-BE), Sarasota, Florida.
- Ozarslan, L. & **Chuang, N. K.** (October, 2016). Employee well-being in the hotel industry. The 2016 Europe Council on Hotel, Restaurant, and Institutional Education Annual Conference (EuroCHRIE), Budapest, Hungary.
- Al-Tokhais, A. & **Chuang, N. K.** (October, 2016). Impact of tourism development on perception of community life. The 2016 Europe Council on Hotel, Restaurant, and Institutional Education Annual Conference (EuroCHRIE), Budapest, Hungary.
- Iacianci, C. & **Chuang, N. K.** (July, 2016). The Impact of motivations on hotel managers' attitudes toward social media Use. The 2016 International Council on Hotel, Restaurant, and Institutional Education Annual Conference (ICHRIE), Dallas, TX.
- Yuan, L. & **Chuang, N. K.** (June, 2016). The effect of brand preference and career indecisiveness on career decision-making among young generations in China. The 22nd Asia Pacific Tourism Association Annual Conference (APTA), Beijing, China.
- Ozarslan, L. & **Chuang, N. K.** (April, 2016). Managing employee well-being in the hotel industry. International Conference on Tourism Dynamics and Trends (ICTDT), Antalya, Turkey.
- Yuan, Y. **Chuang, N. K.**, & Gregory, A. M. (July, 2015). A study of financial competencies of hotel managers. Paper presented at the 2015 International Council on Hotel, Restaurant, and Institutional Education Annual Conference (ICHRIE), Orlando, FL.
- Al-Tokhais, A. & **Chuang, N. K.** (January, 2015). The effect of feedback attributions on employees' job outcome. Paper presented at the Twentieth Annual Graduate Education and Graduate Students Research Conference in Hospitality & Tourism (GEGSRC-HT), Orlando, FL.
- Ozarslan, L. & **Chuang, N. K.** (October, 2014). Branding future boutique Hotel. The 2014 Europe Council on Hotel, Restaurant, and Institutional Education Annual Conference (EuroCHRIE), Dubai.
- Ling, Y.Y. & **Chuang, N. K.** (July, 2014). The effects of leader-member relationships and negative emotions on turnover intention. The 2014 International Council on Hotel, Restaurant, and Institutional Education Annual Conference (ICHRIE), San Diego, California.
- Yin, D. & **Chuang, N. K.** (July, 2013). Casino hotel chefs: A research study examining their competency profiles. The 2013 International Council on Hotel, Restaurant, and Institutional Education Annual Conference (ICHRIE), St. Louis, Missouri (Stand-up presentation).

- Ozarslan, L., Ravichandran, S., & **Chuang, N. K.** (July, 2013). Understanding boutique hotel consumers through lifestyle segmentation. The 2013 International Council on Hotel, Restaurant, and Institutional Education Annual Conference (ICHRIE), St. Louis, Missouri.
- Lao, S. Y., **Chuang, N. K.**, & Hu, S. M. August, 2012). Exploring Characteristics of Female Managers on Employee Turnover and Satisfaction. The 2012 International Council on Hotel, Restaurant, and Institutional Education Annual Conference (ICHRIE), Providence, Rhode Island, USA.
- Hu, S. M., **Chuang, N. K.**, Oberkircher, O., & Jurasinski, D. (August, 2012). A Preliminary Study of Developing Low Fat Cheesecake by Using Yogurt as a Fat Replacer. The 2012 International Council on Hotel, Restaurant, and Institutional Education Annual Conference (ICHRIE), Providence, Rhode Island, USA.
- Yeh, R., Gustin L., & **Chuang, N. K.** (July, 2011). The Importance of Cross-Cultural Training for Hotel Expatriates Working in Taiwan. The 2011 International Council on Hotel, Restaurant, and Institutional Education Annual Conference (ICHRIE), Denver, Colorado, USA.
- Hu, S. M., **Chuang, N. K.**, Oberkircher, O., & Jurasinski, D. (July, 2011). Making Tofu a Great Cheese Replacer. The 2011 International Council on Hotel, Restaurant, and Institutional Education Annual Conference (ICHRIE), Denver, Colorado, USA.
- **Chuang, N. K.**, Hu, S. M., Ho, J. Y., & Yeh, R. (July, 2010). A study of online complaints in the lodging industry. The 2010 International Council on Hotel, Restaurant, and Institutional Education Annual Conference (ICHRIE), San Juan, Puerto Rico, USA.
- **Chuang, N. K.**, Hu, S. M., Yeh, R., & Goh, B. (July, 2010). Guest complaints and guest relations. The 2010 International Council on Hotel, Restaurant, and Institutional Education Annual Conference (ICHRIE), San Juan, Puerto Rico, USA.
- Hu, S. M., **Chuang, N. K.**, Oberkircher, O., & Jurasinski, D. (July, 2010). Techniques of healthy cooking: Acceptability of ice cream prepared using okra gum as fat and cholesterol ingredient substitutes. The 2010 International Council on Hotel, Restaurant, and Institutional Education Annual Conference (ICHRIE), San Juan, Puerto Rico, USA.
- **Chuang, N. K.**, Hu, S. M., Ho, J. Y., & Yeh, R. (July, 2010). A study of online complaints in the lodging industry. The 2010 International Council on Hotel, Restaurant, and Institutional Education Annual Conference (ICHRIE), San Juan, Puerto Rico, USA.
- Yin, D., **Chuang, N. K.**, Goh, B. K., Boyce, J., & Yuan, J. J. (July, 2009). Competency profiles among hotel chefs at three managerial levels. Paper presented at the 2009 International Council on Hotel, Restaurant, and Institutional Education Annual Conference (ICHRIE), San Francisco, CA.

- Ho, J. Y., Goh, B. K., & **Chuang, N. K.** (July, 2009). Hotel expatriates' motivations to work overseas and their competences for success. Paper presented at the 2009 International Council on Hotel, Restaurant, and Institutional Education Annual Conference (ICHRIE), San Francisco, CA.
- Hua, P. P., Yeh, R., **Chuang, N. K.**, & Hu, S. M. (July, 2009). Decisions related to booking airline tickets online. Paper presented at the 2009 International Council on Hotel, Restaurant, and Institutional Education Annual Conference (ICHRIE), San Francisco, CA.
- Yeh, R. Miao, L. S., **Chuang, N. K.**, & Hu, S. M. (July, 2009). Hospitality research: Academic journal editors' and reviewers' perceptions of articles' quality and acceptability. Paper presented at the 2009 International Council on Hotel, Restaurant, and Institutional Education Annual Conference (ICHRIE), San Francisco, CA.
- Hu, S. M., **Chuang, N. K.**, & Yeh, R. (July, 2009). Techniques of Healthy cooking: Using okra gum as fat and cholesterol ingredient substitutes in drop quick bread. Paper presented at the 2009 International Council on Hotel, Restaurant, and Institutional Education Annual Conference (ICHRIE), San Francisco, CA.
- **Chuang, N.K.**, Yin, D., Lei, S., & Jenkins-Dellmann, M. (July, 2008). Job satisfaction of casino hotel chefs. Paper presented at the 2008 International Council on Hotel, Restaurant, and Institutional Education Annual Conference (ICHRIE), Atlanta, GA.
- Yin, D., **Chuang, N.K.**, & Cho, M. (July, 2008). Young hotel chefs: A research study examining their career paths. Paper presented at the 2008 International Council on Hotel, Restaurant, and Institutional Education Annual Conference (ICHRIE), Atlanta, GA.
- Yin, D., Lei, S., & **Chuang, N.K.** (July, 2007). Leadership traits among hotel executive chef. Paper presented at the 2007 International Council on Hotel, Restaurant, and Institutional Education Annual Conference (ICHRIE), Dallas, TX.
- Lei, S. A., Yin, D., & **Chuang, N. K.** (January, 2007). Impacts of campus activities on academic achievement and satisfaction of hospitality students. Paper presented at the Twelfth Annual Graduate Education and Graduate Students Research Conference in Hospitality & Tourism, Houston, TX.
- Yin, D., Lei, S. A., & **Chuang, N. K.** (January, 2007). Leadership characteristics and professional competencies among hotel executive chefs in the United States. Paper presented at the Twelfth Annual Graduate Education and Graduate Students Research Conference in Hospitality & Tourism, Houston, TX.
- **Chuang, N.K.**, Dellmann-Jenkins, M., & Goh, B. K. (July, 2006) Career barrier among hospitality undergraduate. Paper presented at the 2006 International Council on Hotel, Restaurant, and Institutional Education Annual Conference (ICHRIE), Crystal City, VA.

- Yin, D., **Chuang, N.K.**, & Lei, S. (July, 2006) Job satisfaction and stress levels among hotel banquet chef in the U.S. Paper presented the 2006 International Council on Hotel, Restaurant, and Institutional Education Annual Conference (ICHRIE), Crystal City, VA.
- Ho, J. Y., Goh, B. K., & **Chuang, N. K.** (June, 2006). Three years of hotel performance reviews in China, Hong Kong, and Taiwan. Paper presented at the Fourth Asia Pacific Tourism Association & APacCHRIE Joint Conferences, HuaLien, Taiwan.
- Kim, Y. H., Goh, B. K., & **Chuang, N. K.** (January, 2006). Community engagement course for hospitality management programs. Paper presented at the Eleventh Annual Graduate Education and Graduate Students Research Conference in Hospitality & Tourism, Seattle, WA.
- **Chuang, N. K.**, & Goh, B. K. (2005). Hospitality undergraduate students' commitment toward their career choices in the hospitality industry after graduation. Paper presented at the Tenth Annual Graduate Education and Graduate Students Research Conference in Hospitality & Tourism, Myrtle Beach, SC.
- **Chuang, N. K.**, & Goh, B. K. (January, 2005). Factors that affect hospitality undergraduate students' career intention in the hospitality industry after graduation. Paper presented at the Tenth Annual Graduate Education and Graduate Students Research Conference in Hospitality & Tourism, Myrtle Beach, SC.
- **Chuang, N. K.**, Goh, B. K., Blum, S., & Watts, E. (January, 2004). The effectiveness of government tourism websites as marketing tools: A content analysis. Paper presented at the Ninth Annual Graduate Education and Graduate Students Research Conference in Hospitality & Tourism, Houston, TX.
- **Chuang, N. K.**, Lai, H. S., Goh, B.K., Huffman, L.M., & Stout, B.L. (August, 2003). The effectiveness of computer-assisted instruction and its comparison with traditional based lecture in hospitality management education. Paper presented at the 2003 International Council on Hotel, Restaurant, and Institutional Education Annual Conference (ICHRIE), Palm Spring, CA.
- Lai, H. S., **Chuang, N. K.**, Chen, H. H., Stout, B.L., & Huffman, L. (August, 2003). Defining the role of computer-assisted instruction (CAI) in distance education for hospitality education in challenging times: A framework for deliberation and research initiatives. Paper presented at the 2003 International Council on Hotel, Restaurant, and Institutional Education Annual Conference (ICHRIE), Palm Spring, CA.
- **Chuang, N. K.**, Wu, C. K., Stout, B.L., and Goh, B.K. (January, 2003). Factors Influencing Taiwan Outbound package tour travelers' selection of travel agencies and satisfaction with tour services. Paper presented at the Eighth Annual Graduate Education and Graduate Students Research Conference in Hospitality & Tourism, Las Vegas, NV.

- **Chuang, N. K.**, Lai, H. S., Goh, B., & Wu, C.K. (January, 2003). The effectiveness of computer-assisted instruction in hospitality management and foodservice education. Paper presented at the Eighth Annual Graduate Education and Graduate Students Research Conference in Hospitality & Tourism, Las Vegas, NV.
- Lai, H.S., **Chuang, N. K.**, Chen, H. H., & Stout, B.L. (January, 2003). Computer-assisted instruction in distance education for hospitality education: A Framework for deliberation and research initiatives. Paper presented at the Eighth Annual Graduate Education and Graduate Students Research Conference in Hospitality & Tourism, Las Vegas, NV.
- **Chuang, N. K.**, Wu, C.K., & Stout, B.L. (August, 2002). Taiwan outbound travelers' satisfaction with the service quality of package tours. Paper presented at the 2002 International Council on Hotel, Restaurant, and Institutional Education Annual Conference (ICHRIE), Orlando, FL.

Keynote Speaker, Opening General Session (June, 2012). Current Issues and Trends in the US Hospitality Industry. 2012 Annual Conference in Hospitality, Museums, Cultural Heritage, and Tourism. Fu-Jen Catholic University, Taipei, Taiwan.

Panelist (November, 2015). 1st Hospitality Teaching & Learning Conference (HTLC), 2015, Dallas, Texas.

State and Regional Professional Meetings

- **Chuang, N. K.**, Lee, P. C., & Kwok, L. (January 2019). Assisting students with career decision-making difficulties: Are career decision-making profiles and self-efficacy helpful? Paper presented at the 2018 WF Council on Hotel, Restaurant, and Institutional Education Annual Conference (West Federation- CHRIE), CA. [accepted]
- Al-Tokhais, A. & **Chuang, N. K.** (March, 2017). Examining the impacts of demographic factors on communication and job outcomes. 2017 DK Stanley Lecture Poster Symposium (DK-SLPS), Gainesville, Florida.
- Yin, D., Lei, S., & **Chuang, N. K.** (June, 2006). Impacts of campus academic involvement on hospitality student achievement and satisfaction. Paper presented at the 2006 Texas Council on Hotel, Restaurant, and Institutional Education Annual Conference (Texas-CHRIE), Lubbock, TX.
- Lei, S.A., Yin, D., & **Chuang, N. K.** (June, 2006). Criteria for selecting an ideal graduate institution. Paper presented at the 2006 Texas Council on Hotel, Restaurant, an Institutional Education Annual Conference (Texas-CHRIE), Lubbock, TX.

- Kim, Y. H., Goh, B. K., & **Chuang, N. K.** (June, 2006). The application of community engagement in hospitality programs. Paper presented at the 2006 Texas Council on Hotel, Restaurant, and Institutional Education Annual Conference (Texas-CHRIE), Lubbock, TX.

Local Professional Meetings

- Sintala, S., Lee, S., & Chuang, N.K. (February, 2018). Information and communication technology in the hotel industry. *The 5th Annual EHHS Research Gallery*, Kent OH.
- Chen, Y., Lee, S., **Chuang, N.K.**, & Scheule, B. (February 2018). Investigating the importance of hotel mobile services: An application of importance performance analysis. *The 5th Annual EHHS Research Gallery*, Kent OH.
- Al-Tokhais, A. & **Chuang, N. K.** (April, 2016). Impact of Tourism Development on Perception of Community Life. *The 31st Annual Graduate Research Symposium (GSS)*, Kent State University, Kent, OH.
- Goh, B. K., & **Chuang, N.K.** (March, 2002). Parents of east Lubbock schools survey: Attitude towards Texas Tech University, Texas Tech University Human Science Week- Research Presentation, Lubbock, TX.

TEACHING

Courses Taught:

- HM63095 HM Organizational Behavior and Leadership: Spring 2014, Spring 2011
- HM63022 Current Issues in Hospitality and Tourism Management: Spring 2018, Spring 2017, Spring 2016, Spring 2015, Fall 2013, Fall 2010, Spring 2012
- HM61098 Research in Hospitality Management: Spring 2018, Spring 2017, Fall, 2016, Spring 2016
- HM51092 Hospitality Management Professional Practicum: Spring 2018
- HM43092 Hospitality Management Practicum: Spring 2018, Summer 2017, Summer 2016
- HM43032 Food Production & Services Management (Lecture & Lab): Spring 2017 (online), Spring 2016, Spring 2015, Spring 2014, Spring 2013, Spring 2012, Spring 2011, Spring 2010, Spring 2009, Spring 2008, Spring 2007 (Lecture), Spring 2006 (Lecture)
- HM41096 Independent Investigation: Spring 2018, Spring 2009
- HM41095 HM Organizational Behavior and Leadership: Spring, 2014, Spring 2011, Spring 2009, Spring 2008
- HONR40095 Individual Honors Work: Spring 2015, Spring 2010, Fall 2009
- HM33050 Professional Practice in Hospitality Management: Spring 2018
- HM33040 Hotel Convention Sales and Services: Fall 2018, Fall 2017, Fall 2016, Fall 2015, Fall 2014, Spring 2013, Fall 2011, Fall 2009, Fall 2008, Fall 2007, Fall 2006

- HM33026 Hospitality Cost Control: Fall 2005
- HM23030 Lodging Operations and Management: Spring, 2019, Fall 2018, Spring 2018, Fall 2017, Summer 2017, Spring 2017, Fall 2016, Summer 2016, Spring 2016, Fall 2015, Summer 2015, Spring, 2015, Summer 2014, Fall 2014, Spring, 2014, Spring 2013, Spring 2012, Fall, 2011, Spring 2011, Fall 2010, Spring 2010, Fall 2009, Spring 2009, Fall 2008, Spring 2008, Fall 2007, Spring 2007, Fall 2006, Spring 2006
- HM13022 Sanitation & Safety: Fall 2005
- US10097 Destination Kent State — First Year Experience, Fall 2011

Chair, Committee, and Mentor for Graduate Student Thesis/Projects, and Honor Projects:

Thesis/Masters Projects Committee Chaired

- Shang, X. (2017-2018). Employees' regulation behavior to adjust and adopt organization culture .
- Deighton, J. (2016- 2018). Hotel business data analysis.
- Zhang, M. (2016-2018). An evaluation of elders' and caregivers' perceptions of senior living hotel facilities in China (Defended her thesis in Fall 2018) .
- Klohr, M. (2012-2017). An evaluation of guest complaints across cultures in the hotel industry.
- Sun, Q. (2016-2017). Marketing analysis for Airbnb.
- Acevedo, J. (2011-2017). Volunteering attitudes and behaviors of millennium group.
- Al-Tokhais, A. A. (2016). The effect of communication effectiveness on multicultural employees' job outcomes (Defended his thesis on November 2016).
- Liang, Y. (2016). Impact of brand preference on Chinese students' career decision-making (Defended her thesis on October 2016).
- Yang, S. Y. (2016). Career advancement of female middle managers in the lodging industry (Defended her thesis on October 2016).
- Murphy, C. (2012-2015). Where does social media management best fit in the organizational structure of a hotel? (Defended her thesis on October 2015).
- Yuan, Y. (2012-2014). Evaluation and comparison of financial and accounting competencies between hotel managers and hospitality educators (Defended her thesis on August 6, 2014).
- Ozarslan, L. (2014). Branding boutique hotels: Management and employees' perspectives (Defended her thesis on March 21, 2014).
- Lin, Y. Y. (2012-2014). The effect of perceived unfairness and negative emotions on workplace behaviors (Defended her thesis on October 30, 2013).

- Lao, S.Y. (2011-2014). Impacts of leadership and undermining on employees' engagement and job satisfaction.
- Qian, M. Y. (2011-2014). Customer-oriented service and its critical features affecting employee quality of work life: A case study of Haidilao, a High-end Restaurant.
- Xiao, X. (2010-2012). Career behaviors of tourism management students in China (Defended her thesis on August 28, 2012).
- Lin, Q. (2010-2011). E-business and travel website for college students (Defended his thesis on May 2, 2011).

Dissertation and Thesis/Masters Projects Committee Member

- Bodapati, Radha (2018-2019). Socio-cultural adaptation and acculturation of forcibly displaced Nepalese-Bhutanese refugee youth in Northeast Ohio Public schools: A narrative inquiry.
- Sintala, S. (2017-2018). Information and communication technology in the hotel industry.
- Zheng, S.W. (2017-2018). Evaluating the impact of travel motivations, sensation seeking, destination perceived risk on consumer choice (Defended in March 2018).
- Chen, Y.W. (2017). Investigating the importance of hotel mobile services: An application of importance performance analysis (Defended in December 2017).
- Ford, M. (2017). Development of training topics for part-time employees in university dining services (Defended in October 2017).
- Akram, H. A. (2016-02017). The psychometric properties of the Arabic version of the self-directed search (SDS) – form R, 5th edition for first-year university students in the kingdom of Saudi Arabia (KSA). (Dissertation; Statistics and Measurement) (Pre-defense on June 12 and successfully defended on June 27 2017).
- Pan, S. (2016-2017). Exploring social medial marketing communications in the Chinese hotel industry (Defended in May 2017).
- Lin. H. (2016-2017). Identifying the current issues in the China online travel agency and create the sample of the online travel agency (Defended in May 2017).
- Rinne, J. (2015-2017). The four guest lifecycles manual for front desk hotel employees (Passed proposal meeting in August 2017)
- Ramandyal, K. (2016). Evaluating push and pull factors for gastronomy tourism destination decisions – The case of Amish country (Defended in October 2016).
- Collier, D. (2016). The positive and Negative Impacts Tourism has on a community: A Qualitative approach on the cultural, economic, and social aspects of Put-In-Bay.
- Gastelum, L. (2016). Designed culinary competencies at higher education (Passed proposal meeting on April 29 2016).

- Retzer, B. (2015). Effect of new sodium regulations on national school lunch program meal consumption of middle school students in a northeastern Ohio school district (Defended in May 2015).
- James, A. (2014). Using lifestyle segmentation to develop hotel packages for staycation travelers (Defended in December 2014).
- Dou, X. K. (2012-2014). Tourism Destination Branding through Social Media: Identify and Promote Brand Personalities of Inner Mongolia on Sina Microblog (Defended on July 25, 2014).
- Liu, Chen. (2014). A high-end tour itinerary design (Defended on May 2, 2014).
- Harris, R. L. (2013). Casino loyalty program: Differences between members and nonmembers based on attitudes and behaviors (Defended her thesis on July 11, 2013).
- Hampton, C. (2013). Work ethics in the hospitality industry (Defended his thesis on June 5, 2013).
- Williams, A. (2013). Let's get social: Using Facebook and Twitter in the travel industry to connect with customers (Defended her thesis on May 28, 2013).
- Cometa, L. (2012). Consumer beliefs about green hotels (Defended her thesis in May 2013).
- O'Donnell, R. (2012). Membership recruitment in the private club industry (Defended his thesis in May 2012).
- Phillabaum, L. (2011). Managerial development in air force dining facilities: Perceptions of 3M enlisted personnel on preparing 3M airmen for leadership positions (Defended her thesis in December 2011).
- Clem, T. (2011). Understanding country club members' loyalty: Factors affecting membership renewal decisions (Defended her thesis in August 2011).
- Tu, Y. T. (2009). Employees' uniform on company image and employees' self-perceptions (Defended her thesis in Fall 2009).
- Turner, J. (2008). Eating disorder between dietitians and dietetic students in Ohio (Defended her thesis in Fall 2008).

Undergraduate Honors Thesis/Project Chaired

- Carly Hendershot (Spring 2017). Learning to Lead Through Life: Model the way and inspire a shared vision.
- Kelsey Oblisk (Spring 2017). Learning to Lead Through Life. Model the way and inspire a shared vision.
- Sarah Walko (Spring 2017). Learning to Lead Through Life. Model the way and inspire a shared vision.
- Jasmine McDonough (Spring 2015). Learning to be A Leadership, Dale Carnegie.

- Hildebrandt, A. C. (Spring 2014). Learning to Lead Through Life. Model the way and inspire a shared vision (Completed on May 12, 2014).
- Katie Alderman (Spring 2012). Learning to Lead Through Life. Model the way and inspire a shared vision (Completed on May 12, 2012).
- Zhan, L. (Spring 2010) Complaints Behavior in Hospitality Industry (Completed on May 17, 2010).
- Li, M. (Spring 2010). Leisure as a coping strategy for Taiwanese international students (Completed on May 17, 2010).
- Lewis, A. (Fall 2009). Meeting management and trade show (Completed on December 16, 2009).

GRANT ACTIVITY

- Heiman, R., **Chuang, N. K.**, & Dellmann-Jenkins M. (Spring 2009). Center of Excellence in Hospitality Management. KSU Foundation Annual Grant, Kent State University, Kent, OH. (\$39,000, not funded).
- **Chuang, N. K.** & Lin, M. C. (Summer 2009). Hotel Training for Service Quality Excellence. Summer/Academic Year Research/Creative Activity, Kent State University, Kent, OH. (\$6,500, not funded).
- Wang, P., **Chuang, N. K.**, Lepp, A., Cushner, K., & Seeberg, V. (Summer 2006). The Center for Hospitality and Tourism Development (CHTD). 2005/2006 Research Challenge Proposal, Kent State University, Kent, OH. (\$9,700) (Proposal submitted at Nov., 2005-Granted \$7,500 in Jan., 2006)
- Wang, P., **Chuang, N. K.**, & Uhlik, K. (Summer 2006). From Here and There: Sustainable Development of Ohio's Wine Tourism. 2005/2006 Research Challenge Proposal, Kent State University, Kent, OH. (\$30,500, not funded)
- **Chuang, N. K.** (Summer 2006). The Perceived Career Barriers, Foreclose Tendency, and Career Decision Making Self-efficacy in Hospitality Undergraduate Students' Career Development. Summer/Academic Year Research/Creative Activity, Kent State University, Kent, OH. (\$6,500, not funded).
- Yuan, J. J., Wu, C. K., & **Chuang, N. K.** (2005). Service Learning: Education through Engagement and Partnership. Teaching, Learning, and Technology Center (TLTC) Grant Proposal, Texas Tech University, Lubbock, TX. (\$4,000, not funded)
- Goh, B. K., Huffman, L. M., **Chuang, N. K.**, & Tsai, C. J. (April – August, 2004). Service Skills Preparation Project: Workforce of the South Plains, Lubbock, Texas (\$50,000; Awarded \$44,100).

- **Chuang, N. K.** (Summer, 2004). A Study of Hospitality Student's Career Development Process in the Hospitality Industry. Summer Dissertation/Thesis Research Award, Lubbock, Texas (\$2,000)

OTHER SCHOLARLY ACTIVITY

- External Reviewer (Fall 2016). Credential review for tenure and promotion to associate professor. School of Hotel and Restaurant Administration. Oklahoma State University, Stillwater, OH
- External Reviewer (Spring 2017). Review for grant proposal: Evaluating Sustainable Tourism Destinations in Saudi Arabia - A Benchmarking Study Applying GSTC Criteria. Tourism, Recreation, and Sport Management. College of Health & Human Performance, University of Florida. Gainesville, FL.

SERVICE AND CITIZENSHIP

Committee Work

State Higher Education

- Panel Expert for Statewide Agreements for Hospitality and Tourism: Lodging/Travel Services. Secondary Career-Technical Alignment Initiative (SCTAI), Ohio Board of Regents and the Ohio Department of Education, 2011, 2014-2015

University

- Commencement Committee, Kent State University, 2007-2016, 2017-2018
- Faculty Advisory Committee, Student Center Advisory Board, Kent State University, 2007-2008
- Scholarship Reviewer, Founders Scholarship and Oscar Ritchie Memorial Scholarship held by the Fourteenth Annual Founders Scholars Program, Kent State University, 2006
- Faculty Advisor, Taiwanese Students Christian Fellowship, Kent State University, 2005-2008
- Coordinator/ Faculty Representative, International Travel Fair, Taichung, Taiwan, 2000
- Faculty Representative, Taiwan University Tourism Cup, Taichung, Taiwan, 2000
- Faculty Representative (for Southern Taiwan University of Technology), International Exhibition for University Affair, Taipei & Taichung, Taiwan, 1999 & 2000

College

- Committee Member, Faculty Advisory Council – Center for International/Intercultural Education, College and Graduate School of Education, Health, and Human Services (E.H.H.S.), Kent State University, 2016-2018
- Committee Member, Technology Advisory Council, College and Graduate School of Education, Health, and Human Services (E.H.H.S.), Kent State University, 2015-2018
- Committee Member, EHHS Diversity Committee, College and Graduate School of Education, Health, and Human Services, Kent State University, 2016 – 2017
- Scholarship Review Committee, College and Graduate School of Education, Health, and Human Services (E.H.H.S.), Kent State University, 2010 – present
- Committee Member, Student Academic Complaint Committee, College and Graduate School of Education, Health, and Human Services (E.H.H.S.), Kent State University, 2014-2015
- Advisor, Associate of International Students in the Education, Health, Human Services (AIS-EHHS), Kent State University, 2013-2016
- Committee Member, College Advisory Council (CAC), College and Graduate School of Education, Health, and Human Services (E.H.H.S.), Kent State University, Spring 2013
- Program Reviewer, College and Graduate School of Education, Health, and Human Services (E.H.H.S.), Kent State University, 2011
- Graduate Faculty, College and Graduate School of Education, Health, and Human Services (E.H.H.S.), Kent State University, 2011
- Scholarship Review Committee, College and Graduate School of Education, Health, and Human Services (E.H.H.S.), Kent State University, 2010 – 2015
- Student Leadership/Service Award Committee, College and Graduate School of Education, Health, and Human Services, Kent State University, 2007-present
- Member, Internationalization of the Curriculum, College and Graduate School of Education, Health, and Human Services, Kent State University, 2008
- Co-investigator, Center for Hospitality and Tourism Development (CHTD), School of Family & Consumer Studies (FCS) / School of Exercise, Leisure, and Sport (SELS), Kent State University, 2005

School/Department/Program

- Faculty Planner & Coordinator, HM Career Fair, Hospitality Management Program, Kent State University, 2018

- Chair, Community Engagement and Outreach. HM Advisory Board Subcommittee. Hospitality Management, Foundation, Leadership, Administration. Kent State University, 2016-2018
- Faculty Lead & Reviewer, Tri-C Community College Course Transfer Pathway, Hospitality Management Program, Kent State University, 2017-2018
- Faculty Lead & Reviewer, Lorain Community College Course Transfer Table & Articulation Agreement, Hospitality Management Program, Kent State University, 2015-2018
- Faculty Representative, Ohio Lodging and Hotel Annual Conference, Columbus OH, 2017
- Faculty Lead & Reviewer, Sinclair Community College Course Transfer Table & Articulation Agreement, Hospitality Management Program, Kent State University, 2017
- Faculty Lead, Drury Hotel Visitation and Interviews, Hospitality Management Program, 2017
- Faculty Representative, Post-Secondary College Fair, Annual Ohio ProStart Invitational, Columbus OH, 2016
- Committee, Graduate Level Internship Program, Hospitality and Tourism Management, Kent State University, 2016
- Scholarship Reviewer, IHG Scholarship, Hospitality Management Program, Kent State University, 2016
- Committee Member, Faculty Advisory Committee (FAC), College and Graduate School of Foundations, Leadership, & Administration (FLA), Kent State University, 2013-2015
- Curriculum Committee, School of Foundations, Leadership, and Administration, Kent State University, 2011-2012, 2014-2016
- Faculty Representative, Fabulous Food Show, IX Center, Cleveland, 2012 - 2016
- Committee, Hospitality Management Alumni and Marketing Subcommittee, HM Advisory Board Subcommittee, Hospitality Management Program, Kent State University, 2013-2015
- Library Faculty Liaison, School of Foundations, Leadership, and Administration, Kent State University, 2010-2012, 2013-2015, 2018
- Chair, Student Professional Development and Mentoring Program, Hospitality Management Program, Kent State University, 2010-2015
- Chair, Hospitality Management Program Non-tenure Track Faculty Search Committee, Kent State University (Ashtabula Campus), 2011-2012
- Chair, Hospitality Management Program Tenure-track Faculty Search Committee, Kent State University (Kent Campus), 2010-2011, 2011-2012
- Faculty Representative, Major Fairs, Kent State University, 2010-2012

- Scholarship Review Committee, School of Family & Consumer Studies, Kent State University, 2010
- Academic Faculty Advisory Committee, Hospitality Management, School of Foundations, Leadership, and Administration, Kent State University, 2010-present
- Faculty Representative, Academic Exploration Days, Hospitality Program, Kent State University, 2009-2012
- Poster Judge, Marion Korllos Tour Design Contest, Gerald H. Read Center for International and Intercultural Education/Global Tourism Class, Kent State University, 2007 & 2010.
- Review Committee, School Director 5-Year Review, School of Family & Consumer Studies, Kent State University, 2008
- Co-Chair and Advisory Board, HM Student Professional Development Division, Hospitality Management Mentoring Program, Kent State University, 2007-present
- Lead Faculty, Hospitality Management Student Ambassadors, School of Family & Consumer Studies, Kent State University, 2008-2009
- Library Faculty Liaison, Hospitality Program, School of Family & Consumer Studies, Kent State University, 2005-2009
- Graduate Faculty Committee, School of Family & Consumer Studies, Kent State University, 2005-2009
- Faculty Committee, Hospitality Graduate Program Development, School of Family & Consumer Studies, Kent State University, 2005-present
- Academic Advisor, Hospitality Program, School of Family & Consumer Studies, Kent State University, 2006-present

Involvement in Professional Organizations

- Founding Board Member, Raiders on the Ohio. Coordinate with town hall events and travel to Appalachia Ohio counties, including Adam, Athens, Brown, Carroll, Clermont, Meigs, Guernsey, Hamilton, Morgan. Engaged Convention Sales Class for our second community outreach projects. Co-Coordinated hospitality and event planning interns. 2016– 2017
- Liaison, Chennault Aviation and Military Museum, Munroe, LA. Phase II Critical Support. Help identify signature events that help promote our national history with Asia during WWII. 2016
- Faculty Presenter, Annual Conference, Ohio Lodging and Hotel Association. Introduce and promote hospitality management program to its industry members. 2013 – 2017

- Organizing/Planning Committee and Panelist, 1st Hospitality Teaching and Learning Conference, November 2015
- Referred Conference Paper Reviewer for Europe Council on Hotels Restaurants & Institutional Education (EuroCHRIE) Conference, 2014
- Referred Conference Paper Reviewer for Asia Pacific Tourism Association (APTA) International Conference, 2014-2015
- Member, Ohio Lodging and Hotel Association, 2013-present
- Member, Hospitality Sales and Marketing International Association, 2012-2014
- Panel Expert for Statewide Agreements, Hospitality and Tourism: Lodging/Travel Services. Secondary Career-Technical Alignment Initiative (SCTAI), Ohio Board of Regents and the Ohio Department of Education, 2011
- Editorial Board, Journal of Tourism & Hospitality, 2011-2017
- Referred Paper Reviewer for Journal of Hospitality Management and Tourism, 2012
- Referred Paper Reviewer for Journal of Hospitality, Leisure, Sport, & Tourism Education, 2012
- Referred Paper Reviewer for Journal of Hospitality and Tourism Research, 2011-2015, 2017-2018
- Referred Paper Reviewer for International Journal of Hospitality Management, 2011-2015
- Referred Paper Reviewer for Journal of Quality Assurance in Hospitality and Tourism, 2011-2014
- Referred Paper Reviewer for International Journal of Travel & Tourism Marketing, 2010-present
- Textbook Chapters Reviewer for Foundations of Lodging Management, 2010
- Referred Paper Reviewer for International Journal of Revenue Management, 2010
- Referred Paper Reviewer for International Journal of Contemporary Hospitality Management, 2008-2014, 2017-2018
- Referred Conference Paper Reviewer for Tourism Sciences Society of Korea International Tourism (TOSOK) Conference, 2010 – present
- Referred Conference Paper Reviewer for International Asia-Pacific Council on Hotels Restaurants & Institutional Education (APacCHRIE) Conference, 2009
- Referred Conference Paper Reviewer for International Society of Travel & Tourism Educators, 2008
- Referred Conference Paper Reviewer for International Council on Hotel, Restaurant, and Institutional Education (ICHRIE) Conference, 2007 – present
- Referred Conference Paper Reviewer for The Graduate Education and Graduate Student Research Conference, 2005 – present

- Attendee, Faculty Advising Workshop, Undergraduate Studies, Kent State University, 2006-2007
- Exam Reviewer (Foreign Language), ServSafe Food Protection Manager Certification, National Restaurant Association Educational Foundation, 2007
- Member, Hospitality Sale & Marketing Association International (HSMIAI), 2007
- Member, Phi Beta Delta – Honor Society for International Scholars, Beta Zeta Chapter. 2004 – 2012
- Member, International Council on Hotel, Restaurant, and Institutional Education. 2001 – present
- Member, Graduate Restaurant, Hotel, & Institutional Management Society at Texas Tech University. 2001-2005
- Vice Chairperson, Kaohsiung Presbyterian Evangelical Student Fellowship, Kaohsiung, Taiwan, 1985-1990
- Committee, German Department Student Association and Student Government, Wen-Tzao Junior College, Kaohsiung, Taiwan, 1985-1989

Qualifications and Certifications

- ServSafe Food Protection Manager Certification accredited by the American National Standards Institute (ANSI)- Conference for Food Protection (CFP) and National Restaurant Association Educational Foundation. Certification No. 14828630. Certificate exam passed in March 2017. Valid: March, 2017 to March, 2022
- Certification in Hotel Industry Analytics (CHIA). Certification Commission accredited by the American Hotel & Lodging Educational Institute (AHLEI) and Smith Travel Research (STR). Certificate exam passed in December 2016. Valid: December 2016 to December 2021
- Cvent Certificate by the Cvent Supplier Network (in e-RFP, meeting venue evaluation, and site selection). Certificate exam passed in November 2016. Valid: November 2016 to November 2018
- ServSafe Certification by National Restaurant Association Educational Foundation. Certification No. 7756045. Valid: April 20, 2011- April 20, 2016
- Certificate of Completion in Research Consortium by International CHRIE's Career Advancement Academy, 2006-2010, 2012-2014
- Certificate of Completion in Teaching Consortium by International CHRIE's Career Advancement Academy, 2011
- Certified Hospitality Educator (CHE.) by American Hotel & Lodging Educational Institute, 2008-2013

- Certified ServSafe Course Instructor and Registered Proctor, National Restaurant Association Educational Foundation, 2008-2014
- Certificate of Completion in Event and Meeting Management by California State University, 2007 & 2010 (4.8 CEU's or 48 hours of instruction)
- Smart Starter Certificate for the Completion in 7 technology related workshops held by Faculty Professional Development Center, Kent State University, 2006
- ServSafe Certification by National Restaurant Association Educational Foundation. Certification No. 4658006. Valid: December 13, 2005-December 13, 2010
- Certificate of Participation for Graduate & Professional Student Association, 3rd Annual Poster/Research Session, Texas Tech University, 2004
- Certificate of Completion in Microsoft Access Short Course by Texas Tech University, Lubbock, TX, 2004
- Certificate of Participation in Hazard Analysis Critical Control Point (HACCP) Implementation and Management at Texas Tech University, 2001
- Certificate of Completion in Regression of the Research Methodology Training Program by Jeng-Chi University, Taipei, Taiwan, 1999
- Certificate of Completion in Category Analysis of the Research Methodology Training Program by Jeng-Chi University, Taipei, Taiwan, 1999
- Certification of Excellence in Certified Computer Systems Engineer Professional Program by Telecommunication and Technology Inc., New York, NY, 1997
- Certificate of Completion in the Study of Wines and Wine Service by Windows on the World, World Trade Center, New York, NY, 1996

AWARDS AND COMMENDATIONS

- Faculty Recognition Award, Making a Difference in the life of a student at Kent State University. University Teaching Council Conference, 2015, 2016
- Recipient, Faculty Coaching Program, Career Coaching Initiative by Center for Teaching and Learning (*Note. This program is offered to Associate professors at KSU who have been nominated by their School Directors and Deans*), Kent State University, 2015
- Greek Life 2011 Outstanding Faculty Award, Panhellenic Council, Interfraternity Council, and the Center for Student Involvement, Kent State University, 2011
- C.J. Davidson Scholarship, Texas Tech University, 2003
- Mary Goodyear Scholarship, Texas Tech University, 2002
- Distinguished Faculty, Southern Taiwan University of Technology, 2000-2001
- Dean's List (3.8 GPA), Purdue University, 1994
- Wen-Tzao Outstanding Youth Award, Wen-Tzao Junior College, Taiwan, 1988