

# Gene F. Milbourn Jr., Ph.D.

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## Education

### **Ph.D., College of Business, University of North Texas, 1974.**

Major: Management, Organizational Psychology

### **M.B.A., Lamar University, 1971.**

Major: General Management

### **B.B.A., University of Houston, 1969.**

Major: Management

## Professional Positions

### **Academic - Faculty**

Professor of Management, Merrick School of Business, University of Baltimore. (1975 - Present).

Visiting Assistant Professor of Management, Colorado State University. (1974 - 1975).

Teaching Assistant, University of North Texas. (1971 - 1974).

### **Academic - Administrative/Other**

Director, Strategic Planning, Merrick School of Business, University of Baltimore. (1987 - 1989).

Director, Productivity and Job Satisfaction Research Center, Department of Management, North Texas University. (1971 - 1974).

Acting Chairman, Department of Management, Merrick School of Business, University of Baltimore. (1991).

### **Professional**

Financial Analyst, Dun and Bradstreet, Houston, Texas. (1969 - 1971).

## Professional Memberships

Academy of Management (Present).

American Psychological Association (APA) (Present).

Division 14, Society for Organizational and Industrial Psychology (APA) (Present).

## Awards and Honors

Dean James Distinguished Teaching Award. Merrick School of Business. (2006).

Dean James Distinguished Teaching Chair. Merrick School of Business, University of Baltimore. (1988).

## RESEARCH

### Intellectual Contributions

#### Books

Milbourn, E. F. (2003). A Primer on Quality Service. *McGraw-Hill/Dushkin*. (25), 43-47.

#### Refereed Journal Articles

Milbourn, E. F. (2012). Job Stress and Job Dissatisfaction: Meaning, Measurement and Reduction, Sept. 2012. *The Journal of American Academy of Business*. (September 2012), 10.

Milbourn, E. F. (2012). Using Rubrics Across Multiple Business School Student Tasks: A Special Focus on Service. *The Journal of American Academy of Business*, 17(number 2, March, 2012), pages 37-42.

Milbourn, E. F. (2011). Service Models and Structuring the Student Service Quality Project. *The Journal of American Academy of Business*. 16(2, March, 2011), 8.

Milbourn, E. F. (2007). Teaching Customer Value Analysis to Business School Students, Sept. 2007. *The Journal of American Academy of Business*. 11(2), 6.

Milbourn, E. F. (2006). Teaching the Job Stress Audit to Business School Students: Causes, Measurement, Reduction. *The Journal of American Academy of Business*. 8(1).

Milbourn, E. F., & Haight, T. (2005). Providing Students with an Overview of Financial Statements Using the Dupont Analysis Approach. *The Journal of the American Academy of Business*. 6(1).

Milbourn, E. F., & Haight, T. (2004). Teaching the Job Satisfaction Audit Project to Business School Students. *The Journal of the American Academy of Business*. 5(1).

Milbourn, E. F., & Kemery, E. (2004). The Dollar Value of Improved Customer-Oriented Retail Sales Personnel. *The Journal of the American Academy of Business*. 4(1).

Milbourn, E. F. (2003). Teaching the Quality Service Consulting Project to Business School Students. *The Journal of the American Academy of Business*. 2(2).

Milbourn, E. F., & Haight, T. (2001). A Primer on Quality Service. *Business Forum*. 23(3).

### **Research in Progress**

"How to Teaching Service Culture Consulting To Business School Students" (On-Going)

Like several others I have published, this article will focus prescribing a method of teaching an important topic in quality service area.

## **SERVICE**

### **Department Service**

Emergent Leader, OB Group New Book Task Force. (April 2009 - December 2009).

Committee Member, Assessment Group; Case Analysis; Problem Solving. (February 2009 - May 2009).

Course Creator, Online Learning. (September 2006 - May 2007).

Online Learning. (September 2006 - May 2007).

Online Learning. (September 2005 - May 2006).

### **College Service**

Committee Member, AACSB Task Force.

Committee Member, Academic Policy Committee.

Committee Member, Assessment of Learning Mgmt 475 Spring 2013.

Faculty Advisor, Assessment of Student Outcomes 2013.

secretary, MSB Faculty Senate Secretary 2013.

Secretary, MSB Senate 2010-present.

Committee Chair, Teaching and Service Committee.

Secretary, MSB Faculty Senate. (September 2013 - June 2014).

Secretary, MSB Faculty Senate. (September 2011 - June 2012).

Committee Member, Undergraduate Program Committee. (September 2010 - December 2010).

Committee Member, Strategic Planning Committee. (September 2009 - December 2010).

Committee Chair, Teaching and Service Committee. (September 2009 - May 2010).

Committee Member, Strategic Planning Committee. (January 2005 - December 2009).

Committee Chair, Teaching and Service Committee. (September 2008 - May 2009).

Committee Chair, Teaching and Service Committee. (September 2007 - May 2008).

Committee Chair, Teaching and Service Committee. (September 2006 - May 2007).

Committee Chair, Teaching and Service Committee. (September 2005 - May 2006).

Committee Chair, Teaching and Service Committee. (September 2004 - May 2005).

### **University Service**

Committee Member, University Council. (September 2006 - May 2007).

Committee Member, University Council. (September 2005 - May 2006).

### **Development Activities**

Workshop, "QualityMatters," MSB. (December 2009 - Present).

Workshop, "Teaching Millenials," MSB. (March 2009 - Present).

"QualityMatters," MSB. (December 2009 - December 2009).