

DONALD A. FORRER, D.B.A.,

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EDUCATION

Doctorate of Business Administration: Nova-Southeastern University, 1992

Master of Science in Administration: Central Michigan University, 1989

Bachelor of Arts in Business Administration: Capital University, 1984

EDUCATION BEYOND LAST EARNED DEGREE

Post-Doctorate (Masters) courses in Public Administration: 24 SH/2009 - 2010

Blackboard Collaborate Training - 2012

Blackboard Certification Course – 2007/2010

Distance Education Program Development Certificate Course (Indiana University) – 2003

Post Doctorate (Masters) courses in Public Administration: 9SH/1999 – 2001

Post-Doctorate (Ph.d.) courses in Information Systems Management: 10 SH/1997 - 1998

EDUCATIONAL ADMINISTRATION

MBA/MPA Program Director, Hodges University (formerly International College) – January 1st, 2004 to May 1st, 2010: Responsible for the MBA and MPA programs at Hodges University. Duties include personnel, scheduling, advisement, assessment, accreditation, and all pertinent student and faculty activities.

Director of Distance Education, International College (now Hodges University) – May 1st, 2001 to January 1, 2004: Responsible for administration of the delivery for all International College distance education courses. Duties include administration of the online program and preparing to expand the program beyond the current student base. Directly responsible for conversion of International College's online delivery system to Blackboard. Administered the online program and Blackboard delivery system while continuing to teach in the MBA program. Directly responsible for all aspects of distance education.

Associate Regional Director for Operations/Student Services, Troy State University – Florida Region, August 1997 to May 2000: Responsible for admissions, student advisement, financial aid, records, and overall operations for 17 sites in 5 states with an annual enrollment of over 17,000 and a non-duplicated headcount of approximately 3,000. Managed approximately 125 employees with an annual budget of approximately \$8 million. Directly responsible for the administration, operations, and delivery of the delivery of graduate and undergraduate programs to several sub-campuses and teaching locations. Additional accomplishments included the

development and implementation of the model to expand into a new site in Miami and leasing of a new building in Orlando for TSUFR.

Campus Director, International College - July 1992 to January 1994: Responsible for academic and administrative affairs at the Fort Myers campus of International College. Responsibilities included student academic progress in the Business program at the Fort Myers and Naples campus, ensuring satisfactory progress for all students at the Fort Myers campus (Medical, Legal, Computer, and Business), and ensuring the Fort Myers campus was administratively maintained. Additional responsibilities included hiring adjunct faculty, community relations, retention, counseling, scheduling, teaching, and other duties as assigned. Directed and assisted the designing of the Bachelor of Arts in Management program. Responsible for curriculum development, scheduling, teaching, administration, retention, hiring Adjunct Faculty, demographics, student statistics, student support, content review, course design, future projections, and numerous day-to-day activities.

Department Chair, Business Administration Department, International College, 1992 – 1994: Served as the Department Chair for the Bachelors of Arts in Business Administration. Assisted in development of the program from start to a \$500,000 program for the college. Directed, taught, recruited, and administered the 2 plus 2 Business program that became the most productive program for the College.

TEACHING EXPERIENCE

Professor of Management, MBA program, Hodges University (formerly International College), May 1st, 2001 to present: Responsible for teaching in the MBA/MPA/BSM programs at Hodges University. Certified in numerous courses! Extensive online experience and as of May 1st, 2010 classified as full-time online faculty. Proficient in Blackboard, Wimba, and Tegrity.

Assistant Professor of Management, Troy State University Florida Region (now Troy University), May 1st, 2000 to May 1st 2001: Responsible for teaching and research in the field of Management. Certified courses include: (1) MAN6673 - Operations Management, (2) MAN6677 - Systems Management, (3) MAN6685 - Management Strategy, (4) MAN6624 Labor Relations, (5) MAN6674 - Business Ethics, (6) MAN6675 - Organizational Theory, (7) MAN6676 - Organizational Behavior, (8) PA6687 – Systems Management in Public Administration, (9) MAN6679 – Information Systems Management. (All Master Level).

Distance Learning Activities: Proficient through use and training with WIMBA and COLLABORATE. Developed and currently teaches numerous Master level distance learning courses at both Troy University (formerly Troy State University, Central Michigan University, and Hodges University (formerly International College). Proficient in Blackboard, Wimba, and Tegrity.

Professor of Management, 1992 – 1994: Taught graduate and undergraduate classes as a full time faculty member at International College.

Adjunct Teaching, 1988 to present - Troy University, Embry-Riddle University, International

College, Central Michigan University and Strayer University: Master courses: Information Systems for Decisions, Information Systems Management, Advanced Aerospace Planning Systems, Human Resource Management, Computers and Executive Applications, Management Strategy. Undergraduate courses: Systems Design & Analysis, Database Management, Marketing, Introduction to Business, Business Ethics, Organizational Behavior & White Collar Crime, Marketing Information, Introduction to Statistics, Principles of Finance, Organizational Behavior, Perspectives of Management, Human Resource Management, Leadership and Communication, Research Methodologies, Management Planning and Control, International Business, Public Administration, and Business Policy & Strategy

BUSINESS, PROFESSIONAL, & MILITARY EXPERIENCE

Director, Business Management and Information, Cape Coral Florida, January 1994 to February 1997: Responsible for the Information System, Network, Databases, and Revenues for the City of Cape Coral. Responsibilities included maintaining a Novell Network with a series of Network Servers, a RISC6000 Computer, and an IBM AS/400 Computer for a City staff of approximately 1,200 employees serving a City of over 90,000 citizens. Additional responsibilities included collecting revenues for 67,000 Assessment accounts, 135,000 Stormwater accounts, 85,000 Lot Mowing accounts, 35,000 Utility accounts and various miscellaneous receivables totaling more than \$300 million. Supervised thirty-six employees to accomplish customer service, information systems management, analysis, and strategic planning for the City of Cape Coral.

Information Systems Implementation (1994 to 1997): Converted the City information system from a flat file COBOL based computer system to a fully integrated IBM system. Developed a User-based management system to integrate the business processes for successful conversion to the relational database.

Information Systems Management (1988 to 1992): Managed the Personnel Management Authorizations Database for the U.S. Army. Responsible for the official authorizations database maintained on an IBM Mainframe for 750,000 soldiers. Conducted what-if analysis in dBase IV. Developed data reports, queries and applications. Constructed and utilized computer models in project planning and evaluation. Coordinated merging of on-line system capabilities with Personal Computer capabilities. Ensured maximum usage of end-user computing.

Information Systems Training (1988 – 1992): Consulted personnel proponents' worldwide on the use of the U.S. Army Personnel Authorizations Database. Included methodology for force integration, structure changes and system integration. Conducted training sessions and annual seminars at various military training centers to high-ranking military Officers, NCOs, and civilian employees.

U.S. ARMY, (1972 to 1992): Over twenty (20) years of demonstrated expertise in leadership, management, and organizational administration in the areas of personnel, training, operations management, research analysis, information systems management, and strategic planning. Directed and assisted in the development, management, and maintenance, of large scale military operations. Coordinated and determined cost funding, time, personnel and equipment resource

requirements. Established priorities and contingency project activities. Consulted and guided subordinate units in plan formulation. Directly supervised units of up to 550 personnel.

Computer Proficiency: Blackboard certified. Proficient in Collaborate, Wimba, and Tegrity. Organizational computer consultant for past organizations. I am efficient through training and daily use in Educational online delivery software, Blackboard, eCollege, WebCT, Tegrity, Blackboard and Datatel. Additionally, I am familiar through daily use with traditional software such as Microsoft Word, Excel PowerPoint, Access, and Microsoft Project. Familiar through past usage with dBase III+, IV, V, Alpha Four, Coral Professional Suite, Netscape, Lotus Notes, and Harvard Graphics. Instructed organizational classes on Lotus, dBase V, Word Perfect, Micro-Soft Office Suite, Coral Professional Suite, Netscape, ProComm-plus and Harvard Graphics.

HONORS AND PROFESSIONAL MEMBERSHIPS

Member, American Water Works Association (AWWA) Rates and Charges Committee - January 2009 to present: This committee is responsible for publication of AWWA's prestigious M-1 Manual responsible for governance of utility rates and charges.

Member, Board of Trustees, August 2010 to August 2011: Southwest Florida Symphony, Ft. Myers Florida.

Chair, MBA Graduate Academic Committee, January 2004 to May 2010: Hodges University.

Member, Distance Education Committee, January 2004 to Present: Hodges University.

Vice Chairperson, Alliance for Delivery of National Academic Courses (ADNAC), September 2003 to May 2004: Consortium of Colleges and Universities consisting of HBCU/MI organizations.

Member, Board of Trustees, August 2003 to January 2005 : Southwest Florida Symphony, Ft. Myers Florida.

Member, Academic Committee, May 2002 to May 2010: Hodges University (formerly International College).

Chair, Distance Education Committee, May 2001 to January 2004: International College.

Member, Faculty Development Committee, May 2000 – January 2001: Troy State University, Troy Alabama.

Executive Member, Board of Trustees, 1999 – 2000: Emerald Coast Marine Institute (ECMI), Ft. Walton Beach Florida.

Financial Management Committee, 1997 – 2000: Florida State Board of Independent Colleges and Universities (SBICU). Served on the committee to rewrite financial rules and standards.

Evaluation Committee SBICU, June 2000 to present: Member of a committee for the Florida State Board for Independent Colleges and Universities (SBICU) designated to evaluate new colleges/universities requesting licensure in the State of Florida.

Member, 1997 – 2000: American Council of Military Education (ACME).

United States Army award - The Legion of Merit, 1992: For meritorious conduct in the performance of duty, United States Army.

Membership in Professional Societies – Current: American Water Works Association (AWWA), Production and Operations Management Society (POMS), Academy of Management (AOM), International Society for Systems Science (ISSS), American Society for Public Administrators (ASPA), The Clute Institute, and the Association of the United States Army (AUSA).

PUBLICATIONS

A. Books, Journal Articles, and other Academic Publications

Paper presented at the International Academic Conference, Orlando Florida – January 2nd to 4th, 2012. “Evolution Of Direct Shipping Of Wine In The United States – Economic, Legal And Political Considerations”. Co-Authored with Charles Ehart. Published in the April 2012 issue of the *Journal of Business & Economics Research* (Volume 10, Number 4).

Paper presented at the International Academic Conference, Orlando Florida – January 2nd to 4th, 2012. “Renegotiation of Waste Disposal Services in Key West, Florida”. Co-Authored with Annalise Mannix and Valerena Candy. Published in the April 2012 issue of the *Journal of Business & Economics Research* (Volume 10, Number 4).

Paper presented at Applied Research Business Conference, March 14 – 16, 2011, “Water And Wastewater Utility Affordability: The Cape Coral Florida Experience”. Published in the *Journal of Business Case Studies*. Journal published in June 2011.

Presented a research paper entitled “*The Long Term Affects of Data Management on the Economic Welfare of a City Government,*” written by Dr. Donald Forrer, Chair of the MBA Program at Hodges University. The paper was also presented and listed in the proceedings of the 2008 Applied Research Business Conference in Orlando. The paper was published in the *Journal of Business Case Studies* in May 2008.

Presented a research paper entitled “*The Effects of Human Resource Hiring Practices on Employee Retention – Concept and Issues*” at the 2008 American Society for Public Administration (ASPA) conference, April 7 - 11, 2008, Dallas Texas. The presentation was co-authored with a graduate student, Maureen Mino, and was published in the conference proceedings.

Published a case entitled “*Utility Rate Forecasting – A Case Study*” by Donald A. Forrer, D.B.A., Hodges University, MBA/MPA Director, Kenneth Oscar Johnson School of Business, Ft. Meyers, FL in the textbook *Principles of Supply Chain Management: A Balanced Approach* (ISBN: 0324375085) by Joel D. Wisner, Keong Leong, & Keah Choon Tan (2008).

Use of case and teaching notes for, “*The Negative Effects of Weak Data Management – The Cape Coral Florida Experience*” by Donald A. Forrer, D.B.A., International College, MBA/MPA Director, Kenneth Oscar Johnson School of Business, Ft. Myers, FL – Case used in textbook: *Process Management: Creating Value along the Supply Chain*, ISBN: 0324291574, April 2007

Published book: *Organizing for Work* by Henry Laurence Gantt, edited and introduction by Donald A. Forrer, Whitehall Printing, 2006, ISBN13: 978-0-9779157-0-5.

“Utility Betterment Fee Analysis, Processes, and Management Issues in Cape Coral, Florida - A CASE STUDY” Proceedings for the 2006 International Conference on Public Administration, Government Innovation and Reform, October, 2006, Warwick University, Coventry, UK.

Published book: “The Manatee versus the Local Economy – The Cape Coral Florida Experience (An Integrated Case Study)”, January 2005. ISBN: 0-595-33784.

Case Study 9: “A Comparative Analysis of Utility Rate Forecasting: The Cape Coral Experience,” – printed in Wisner, J., Leong, G., & Tan, K., (2004), *Principles of Supply Chain Management*, Thompson Southwestern Publishing Company (ISBN: 0-324-19187-1).

“A Comparative Analysis of Utility Rate Forecasting: The Cape Coral Experience”, Co-authored with Dr. Terry Anderson, Troy State University, Case # 5 in “*Principles of Supply Chain Management: A Balanced Approach*”, 1st edition, (2004) Wisner, Joel, Leong, Keong, & Choon Tan, Southwestern Publishing.

“Managers’ Use of End-User Computing as Measured by Managers’ Level of Innovativeness”. Doctoral Dissertation, 1992.

B. Papers and Presentations at Learned Societies

Paper accepted for presentation at the International Academic Conference, Las Vegas, Nevada – October 15 – 17, 2012. “Water Issues that Affect Affordability and Safety in a Community – The Camden Ohio Experience”. Co-Authored with Annalise Mannix & Michael Zimmerman.

Paper accepted for presentation at the International Academic Conference, Las Vegas, Nevada – October 15 – 17, 2012. “The Dynamics of Groupthink – The Cape Coral Experience”. Co-Authored with Jessica Paultz.

Presentation titled “An Examination of the Relationship between Faculty Innovativeness and the use of Online Delivery Software” at the Great Lakes Teaching Conference, Mount Pleasant Michigan, May 2012. Paper co-authored with Nancey Wyant & Peter Van Leeuwen.

“Evolution of direct shipping of wine in the United States: Economic, Legal, and Political Considerations”. Presentation at the International Academic Conference, Orlando Florida – January 2nd to 4th, 2012. Co-Authored with Charles Ehart. Paper will be published in the conference proceedings.

“Renegotiation of Waste Disposal Services in Key West, Florida”. Presentation at the International Academic Conference, Orlando Florida – January 2nd to 4th, 2012. Co-Authored with Annalise Mannix and Valerena Candy. Paper will be published in the conference proceedings.

“Change Management as it Relates to Online Instruction and Delivery Software such as WIMBA, Tegrity, Virtual Campus, and others.” Presented at the Great Lakes Teaching Conference, May 11th -13th, 2011, Mount Pleasant Michigan. Paper Co-Authored with Acie Forrer. Paper published in the conference proceedings.

“Water and Wastewater Utility Affordability – The Cape Coral Florida Experience”. Presentation at the Clute Institute, New Orleans Louisiana – March 14th to 16th, 2011. Co-Authored with Charles Ehart and Acie Forrer. Paper published in the conference proceedings.

“Strategically Structuring Online Courses for Customer Service”, , presented at the Great Lakes Teaching Conference, May 23 -25th, 2010, Mount Pleasant Michigan. Co-authored with Dr. Nancey Wyant & Peter Van Leeuwen, Hodges University. Paper published in the conference proceedings.

“Customer Service Issues and Challenges: A Case Study – The Cape Coral Florida Experience”, Co-authored with Dr. Patricia Kessler, Hodges University, presented at the Southeastern Conference of Public Administrators (SECOPA), September 27th to October 1st, 2009, Louisville Kentucky.

“A Utility Rate Model for Water and Wastewater: Concepts and Issues” presented at the International Conference for Public Administrators (ICPA), September 24 – 26, 2008, Minneapolis Minnesota.

“The Effects of Human Resource Hiring Practices on Employee Retention – Concept and Issues” presented at the 2008 American Society for Public Administration (ASPA) conference, April 7 - 11, 2008, Dallas Texas.

“The long term affects of Data Management on the Economic Welfare of a City Government,” presented at The Clute Institute, January 2 – 5, 2008. Orlando Florida.

“Utility Betterment Fee Analysis, Processes, and Management Issues in Cape Coral, Florida - A CASE STUDY,” presented at the 2006 International Conference on Public Administration, Government Innovation and Reform, October 5 – 6, 2006, Warwick University, Coventry, UK.

“Strategically Structuring Online Courses for Customer Service,” presented at the International Association for Collegiate Business Education (IACBE), April 2006, Orlando Florida.

“The Manatee vs. The Local Economy – A Case Study” presented at the Southeastern Conference of Public Administrators (SECOPA), Little Rock Arkansas - October 4 to October 6, 2005.

“Managers’ Use of Return on Investment during Implementation in Florida Hospitals” presented to the Production and Operations Management Society International conference, Chicago Ill, April 30 – May 2, 2005.

“Return on Investment for Technology – Overview of Survey Results,” Southwest Florida Healthcare Management Association, Punta Gorda Florida – November 2004.

“Assessment in Distance Education: The International College Experience”, presented at the International Council for Education in Adult Leadership (CAEL), San Diego California, November 2003.

“Online Faculty Assessment”, presented at Blackboard Southeastern User’s Group (BbSEUG), Orlando Florida, October 2003.

“Study of Florida Hospitals use of Return on Investment for Information Technology” coauthored with Michael Chapin, presented at the International Conference of Healthcare Management (ICHM) at Warwick University in Coventry England – September 2003.

“Measuring Return on Investment for Information Technology in the Healthcare Industry – A Case Study” coauthored with Michael Chapin, presented at the Production and Operations Management Society (POMS) international conference in Savannah Georgia – April 2003.

“Employee Retention in the Quick Service Industry” coauthored with Gordon Guerrieri, presented at the Production and Operations Management Society (POMS) international conference in San Francisco California – April 2002.

“Utility Rate Forecasting – A Case Study” presented at the Production and Operations Management Society (POMS) international conference in San Francisco California – April 2002.

“Return on Investment for Information Technology” coauthored with Terry Anderson, presented at the Production and Operations Management Society (POMS) international conference in Orlando Florida – April 2001.

“A Comparative Analysis of Utility Rate Forecasting: The Cape Coral Experience” coauthored with Terry Anderson, presented at the Production and Operations Management Society (POMS) international conference in Orlando Florida – April 2001.

“Managers’ use of End-User Computing as Measured by Managers’ Level of Innovativeness” Coauthor with Terry Anderson, presented at Troy State University System-wide Business Symposium, February 2001.

“A Systems Approach to Project Management.” Coauthor with Terry Anderson, presented at

Troy State University System-wide Business Symposium, February 2000.

“Pitfalls in Forecasting – The Cape Coral Experience.” Coauthor with Terry Anderson, presented at the Southeastern Conference of Public Administrators (SECOPA), September 1999.

“Fourteen Square Miles of Gravity Sewer - The Cape Coral Experience”, paper presented at the American Public Works Association, Fort Myers Florida, May 1995

“The Benefits of Total Quality Management”, paper presented to the Health Managers Association of Southwest Florida, Naples Florida, September 1993.

C. Articles in other professional Journals/Publications

Cape Coral Daily Breeze, 2004 to October 2006: Wrote a weekly business article for the Cape Coral Daily Breeze for SCORE.

Naples Daily News, June 2002 to August 2006: Wrote a weekly Business article for SCORE in the Naples Daily News Business Monday.

MIS Five year Strategic Plan: A document presented to and approved by City Council, City of Cape Coral Florida, 1997

Stormwater Ordinance Revision: A research document presented to and approved by City Council, City of Cape Coral Florida, 1997.

Utility Rate Model: A study to develop and implement a Utility Rate Model for the City of Cape Coral Florida. Presented to and approved by City Council, City of Cape Coral Florida, 1995.

“*Conversion of a Fully Integrated Database through Flowcharting and Process Control*”. Presented to and approved by City Council, City of Cape Coral Florida, 1995>

PROFESSIONAL PRESENTATIONS/CREATIVE ACTIVITIES

Graduation Speaker, February 2000: Emerald Coast Marine Institute (ECMI).

Public Speaking, 1997 to present: Conducted presentations at civic associations for positions with Troy State University (1997 to 2001) and International College (2001 to present).

Public Speaking, 1994-1997: Conducted presentations on a routine basis to civic associations, City Council, and various citizen groups concerning stormwater, irrigation, water, sewer, computer, and revenue issues for the City of Cape Coral Florida.

Keynote Speaker, January 1997: Cape Coral Civic Association: Subject: Revisions to the Stormwater Utility Ordinance

Keynote Speaker, October 1995: Citizens League of Unified Taxpayers: Subject: Calculation Methodology for Utility Rates. (May 1996) Subject: Cape Coral Water/Wastewater/Irrigation

Special Assessments.

Keynote Speaker, May 1991: U.S. Army Personnel Proponent Worldwide Conference, Subject: Force Integration (Re-structuring the U.S. Army for the 1990's).

RESEARCH PROJECTS

Cohort Development, 2007 – 2009: Developed the “Cohort Model” for a proposal to expand Hodges University’s MPA program. The model was approved and implemented. The first successful class was developed from senior executives in the Collier County Sheriff’s Office and other government agencies.

Leadership Institute – Executive Management Program 2006 to 2009: Developed, coordinated, and executed Leadership Institute – Executive Management Program 2007 in conjunction with the greater Naples Chamber of Commerce. I worked closely through weekly meeting to create a viable executive program as a community partnership. The second class graduated 19 executives and established a long term relationship with community leaders and the Chamber.

Distance Education Program Development, 2001 – 2004: Developed and implemented the Distance Learning program at International College. Instrumental in development of policies, procedures, administration and assessment for the College Distance Education program. Lead the team to select the Blackboard online delivery system and administered the software program.

Cohort Development, 1998 – 2000: Developed the “Cohort Model” for a proposal to expand TSU into the Miami area. The model was approved and implemented leading to a successful start to the TSU site in Miami.

Distance Education Program Development, 1997 – 2000: Worked with a team to develop and implement the Distance Learning program at Troy State University – Florida Region. Instrumental in development of policies, procedures, administration and assessment for the University Distance Education program.

PROFESSIONAL ACTIVITIES

Leadership Institute, 2006 to 2009: Worked with members of the greater Naples Chamber of Commerce and International College to develop and implement the first joint venture between the Chamber and IC to present “The Leadership Institute – Executive Management Program” to executives in Southwest Florida. The program is successfully entering its third year in 2008.

ADNAC – Alliance for Delivery of National Education Courses, 2003: Charter member to develop an alliance with Historically Black Colleges and Universities (HBCU) and Minority Institutions (MI) for the purpose of delivering courses and training to government agencies. Member institutions include 12 Colleges and Universities plus industry representatives Lockheed Martin, IBM, and many others.

Users Group Development, 1996: Developed, trained, and administrated the H.T.E. Computer User's group for the City of Cape Coral.

UNIVERSITY AND COMMUNITY SERVICES

MBA/MPA Program Director, Hodges University, January 2004 to May 1st, 2010: Managed two graduate programs at Hodges University.

Associate Regional Director for Operations/Student Services, Florida Region, 1997 to 2000.

Seminar and CEU Development, 1999: Created the model for development, implementation, and administration of seminars and continuing education courses for Troy State University Florida Region.

Seminar Development, 1993: Designed, implemented, and conducted International College's International Trade Seminar. Worked with the World Trade Center of Tampa Bay, and the World Trade Council of Lee County, to conduct seminars on International Trade to business and government officials of Lee and Collier County.

PERSONAL

Married to Janet Forrer. Two sons, Acie and Toby. Janet is a community volunteer and past President of the Southwest Symphony Society. Acie is a graduate of the University of South Florida and Troy State University and works in Commercial Banking. Acie has two children, wonderful granddaughters, Chelsea and Morgan. Toby is a Mechanical Engineer at DRS in Melbourne Florida and married to Zila. Toby and Zila have two children, a beautiful granddaughter and handsome grandson, Ayla and Owen.

Hobbies: Family, Harness Horses, boating and fishing.