

YU-HSIEN CHIU

Teaching Professor
Department of Business and Information Technology
Missouri University of Science and Technology
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EDUCATION

Master of Science, Management Information Systems University of Wisconsin – Milwaukee	May 1991
Bachelor of Arts, Accounting Tamkang University, Taipei, Taiwan	June 1987

ACADEMIC APPOINTMENTS

July 2020-Present	Teaching Professor Department of Business & Information Technology Missouri University of Science and Technology
July 2014-June 2020	Associate Teaching Professor Department of Business & Information Technology Missouri University of Science and Technology
July 2010-June 2014	Assistant Teaching Professor Department of Business & Information Technology Missouri University of Science and Technology
January 2007–June 2010	Lecturer Department of Business & Information Technology Missouri University of Science and Technology
2002–2003	Lecturer Department of Accounting Chung Yuan Christian University (Taiwan)

SCHOLARLY PRESENTATIONS

Lea, Bih-Ru and Chiu, Yu-Hsien, “[Explore Relations between Personality and Academic Performance in an Introductory Enterprise Resource Planning Course](#),” *Decision Sciences Annual Conference*, Fall 2018

Chiu, Y. and Nah, F., “[Effects of the Use of Leaderboards in Education](#),” *Midwest Association for Information Systems Conference*, Summer/May 2017.

CONFERENCE PROCEEDINGS

Chiu, Y. and Nah, F., “[Effects of the Use of Leaderboards in Education](#),” *Proceedings of the Midwest Association for Information Systems Conference*, Summer/May 2017.

INVITED PRESENTATIONS

Chiu, Y.-H., “Integrated Financial Management System,” *CIO Day, IT Magazine*, Taipei, Taiwan, 2005

Chiu, Y.-H., “SAP Business One and Emerging Enterprises,” *SAP Business One Field Kick-Off Meeting, SAP User Forum*, Taipei, Taiwan, 2004

Chiu, Y.-H., “Driving Strategy with Performance Measures,” *Fortune 100 CFO Day, Accounting Research Monthly*, Taipei, Taiwan, 2003

Chiu, Y.-H., “Shared Services – Organization’s Next Wave,” *SAP Customer Day, SAP Taiwan*, Taipei, Taiwan, 2002

Chiu, Y.-H., “The Evolution of ERP Systems in Taiwan,” *ERP Center, Management School, National Central University*, Taipei, Taiwan, 1999

TEACHING

Missouri University of Science and Technology

- ERP 5210 Performance Dashboard, Scordcard and Data Visualization (SP 2021)
- BUS 5230 Financial Statement Analysis and Accounting Analytics (FS 2022-2015)
- ERP 5130 ERP for Small, Medium Size Enterprise (SS 2022-2020, SS 2016-SS 2014, FS2013)
- ERP 5110 ERP System Design and Implementation (FS 2022-2021, SP2011-FS2008)
- IST 4641/6641 Digital Commerce and Internet of Things (FS 2021 - FS 2019)
- ERP 2110 Intro. to Enterprise Resource Planning (SP2022-FS2007)
- BUS 6426 Integration of Business Areas (SP2010, SP2009)
- BUS 1210 Financial Accounting (SP2022-FS2011, SP2009, SP2008-SP2007)
- IST 1750 Introduction to MIS (SP2022-SP2013, FS2022-FS2009)

Chung Yuan Christian University

- Enterprise Resources Planning (SP2002)

Student Credit Hours (SCH)

<u>Academic Year</u>	<u>SCH</u>
2022	759
2021	855
2020	654
2019	645
2018	810
2017	852
2016	750
2015	723
2014	675

SERVICE

Associate Chair, Undergraduate Programs, Department

7/2018-6/2021

Associate Chair for Undergraduate Programs for the Department of Business and Information Technology (BIT) which offers two undergraduate programs: Business and Information Science & Technology. The programs consist of over 360 students, 2 bachelor degrees, and 16 minors. My key responsibilities include:

- Partner with the Office of Enrollment Management and the Office of International and Cultural Affairs to outreach to high schools, community colleges, international partner schools, supporting the strategic priority of recruiting and retaining diverse students.
- Work with S&T Office of Admissions, Office of International and Cultural Affairs, New Student Program, and Intensive English Program to continuously improve BIT's enrollment.
- Work with the Registrar's Office to schedule approximately 150 classes for the department each academic year. Appoint adjunct or temporary resources if teaching resources become an issue.
- Present department highlights and strategic goals to diverse audiences including prospective students and their families, advisory board, and employers.
- Support the preparation of US News and World Report questionnaire, which raised program visibility and achieved notable program rankings.
- Meet with corporate recruiters, including Phelps Health, RSM, Charles Machine Works, and Boeing, to plan internship and permanent employment opportunities for BIT students.
- Engage faculty in developing curriculum that supports the department's strategic plan. A minor in FinTech and FinTech Graduate Certificate were created in year 2018 under my participation.
- Serve as a liaison to support faculty on advising related issues and student retention related issues in a timely manner. Supported the Chair in making decisions, including course equivalency, student probation-deficiency scholastic, change major, etc.
- Collaborate with faculty to address scheduling issues, curriculum issues, and classroom management issues.
- Work with the Registrar's Office to facilitate the Major Field Test and Senior Assessment every semester.
- Serve as Chair of the Search Committee for the student academic advisor position.

Committee Chair, AACSB Accreditation Committee, Department

9/2018-6/2021

The department was re-accredited at the end of 2017. In the new re-accreditation cycle, I was appointed to be the Committee Chair to lead the taskforce to continue enhancing the accreditation activities and process before the next Continuous Improvement Review in year 2022. My key involvements are:

- Oversee the activities and reporting of department's committees, including Strategic Planning, Student Affairs, Faculty Qualification, Curriculum, and Assessment.
- Meet with department's committees periodically to review key indicators and to address issues in a timely manner.
- Responsible for the preparation of annual AACSB Business School Questionnaires.
- Attend AACSB conferences or seminars to network with AACSB member schools and to retain the latest accreditation standards and requirements.

Graduate Program Coordinator

8/2015 – 7/2018

BIT awards two graduate degrees, i.e. Master of Business Administration and Master of Information Science and Technology, and thirteen graduate certificates to on-campus and distance students. My key responsibilities were:

- Collaborated with Global Learning and Office of Graduate Studies to continuously improve BIT's enrollment.
- Reviewed applications materials, including full-time graduate program applications, graduate certificate applications, and dual enrollment applications.
- Planned out routes or suggested options for individual applicants who either do not meet prerequisites to enter to the program or have limitations on time/duration. Options were tailored based on each individual's background.
- Developed and reviewed recruiting strategies.
- Liaised with the Office of Graduate Studies for graduate student related policies, paperwork, and issues.
- Promoted the programs and certificates.

Assistant Chair, Department

2014 - 2018

Assistant Chair for the Department of Business and Information Technology (BIT) which offered two undergraduate programs: Business and Information Science & Technology. The programs consisted of over 360 students, 2 bachelor degrees, and 16 minors. My key responsibilities were:

- Scheduled classes for the department for approximately 150 classes each academic year.
- Reviewed faculty teaching load and class occurrence. Proposed options or solutions to resolve scheduling issues.
- Reviewed class tallies and work with the Office of the Registrar to determine class capacity and class offering.
- Coordinated and reviewed faculty teaching activity reports to ensure graders and teaching assistants have been added to the classes on time.
- Liaised with the Office of the Registrar for any teaching related tasks, policies, and paperwork.
- Participated in the development and refinery of recruiting strategy.
- Developed and reviewed transfer plans and Memorandum of Understanding (MOU) with partner schools.
- Being an advocate of the department to promote the programs to prospect students, parents, administrators, and company recruiters.
- Presented department highlights and strategic goals to diverse audiences including prospective students and their families, advisory board, and employers.
- Escalated transfer evaluation requests to faculty.
- Searched and hired adjunct instructors.
- Participated in curriculum related discussions.
- Worked with the Registrar's Office to facilitate the Major Field Test and Senior Assessment every semester.

Academic Advisor

7/2007-Present

Regularly, I advise 80 major students and 20 minor students from external departments every semester. My key responsibilities are:

- Being the designated advisor for exchange students, students on the 2+2 program from Chinese partner schools, Corporative Academic Program (CAP) (a.k.a. 3+2) students from partner schools, and students with special advising needs, such as returning students and students in academic deficiency.
- Advise new students on PRO and Transfer Advising days.
- Provide ad hoc suggestions to students who plan to change major to BIT in the near future.

Other academic services include:

Provost Search Committee, Campus	6/2020 – 11/2020
Retention and Graduation Performance Ad-Hoc Committee, Campus	9/2019 – 2/2020
Committee for Effective Teaching, Campus	2012 – Present
First Year Experience Ad-Hoc Committee, Campus	1/2018 – 5/2018
Faculty Qualification Committee, Department	2017 – 2019
Assessment Committee, Department	2018 – Present
Promotion and Tenure Committee (for NTT), Department	2014 - Present
Strategic Planning Committee, Department	2015 – 2020
Curriculum Committee, Department	2021 - Present
Student Affairs Committee, Department	2008 – 2019
Undergraduate Business Curricula Committee, Department	2008 – 2012
Assurance of Learning Outcome Committee, Department	2013 – 2015
Assurance of Learning Outcome Committee, Department, Chair	2009 – 2012

HONORS AND AWARDS

Student Impact Award Recipient, College of Arts, Sciences, and Business, Missouri S&T, 2021

This award recognizes faculty who had significant positive impact on undergraduate or graduate students in CASB. This award recognizes faculty members who have helped students achieve important professional goals, who have added great value to a student’s academic or professional trajectory, or who have otherwise positively influenced a student’s life.

Faculty Achievement Award Recipient, Missouri University of Science and Technology, 2018

Faculty Achievement Award recognizes non-tenure track faculty who have demonstrated sustained excellence in the teaching and service.

Outstanding Contributions to Graduate Studies Nominee, [Graduate Faculty Council](#), Missouri University of Science and Technology, 2017

Outstanding Contributions to Graduate Studies Award recognizes faculty who have made significant and sustained contributions to graduate studies at Missouri S&T that go above and beyond their expected duties.

PROFESSIONAL ENGAGEMENT

Consultant, Phelps County Family Crisis Services, Inc.

4/2019 - Present

- Deployed new release of software in August 2020. Provided software user test and training to ensure the employees transitioned to new release smoothly.
- Oversighted a team to assist the setting up of a virtual office infrastructure when the order of work from home was given by the state government in March 2020.
- Oversighted a team to upgrade office network infrastructure, including iIT security solution, virtual host server, file storage, and wireless network. The team provides maintenance to the office regularly.
- Provided onsite training to new residents in related to mobile setting to create the awareness of the standard of IT security and privacy.

Board of Director, Phelps County Family Crisis Services, Inc.

7/2018 – 6/2020

- Meet with the board members and Executive Director on monthly basis to discuss major operation issues, review financial statements, and update funding and development status.
- Review Executive Director's performance.
- Meet with employees to facilitate the revision of strategic plan and to identify strategic goals, key performance indicators, and milestones.
- Develop action items to meet goals in the area of house committee.
- Being an advocate for the organization. Participated in development events to raise fund for the organization.

Discussant, Accenture Alumni Forum

7/2018

- Discussed professional development, career planning, challenges in the occupation and the industry.

Deployment Team Lead, Merck

5/2016 – 6/2016

- Developed cutover strategy/communication & work plan/methodology, identified project milestones, critical path and stage gates, and validated/finalized cutover work plan for Merck Quattro project where the company launched a global harmonized ERP platform started in Germany and rolled-out to eight countries in Asia.

Discussant, AdvancedTEK International Corp.

7/2014

- Served as a subject matter expert to review and critique on dashboard/balance scorecard project for a financial institution.

Trainer and Consultant, AdvancedTEK International Corp.

7/2013

- Organized a month long workshop to discuss techniques, frameworks, and methodology in Business Intelligence. The goals were (1) to develop strategic alliance with solution vendors, and (2) to foster the Business Intelligence capabilities for AdvancedTEK.
- MicroStrategy, Cognos, and Hyperion software vendors were invited to present their solutions. Each scheduled a week-long workshop to walk thru solutions, features and case studies.
- At the end of workshop, analysis on the software solutions, supporting framework, and market proposition were discussed.

PROFESSIONAL DEVELOPMENT

Artificial Intelligence with SAP Business Technology Platform	6/2022
Professional Certificate, Fintech: Foundations & Applications of Financial Technology by Wharton Online, University of Pennsylvania	5/2022
Certificate, Introduction to Data Analysis in SAP Analytics Cloud, SAP	7/2021
Online Teaching Certificate, University of Missouri System	11/2020
Certificate, Focus on Teaching and Technology, UMSL	2021-2020
Google Analytics Professional Certificate, Google	8/2020
Data Science Fundamentals Professional Certificate, Microsoft	
• Analyzing and Visualizing Data with Power BI,	SP 2020
• Analytics Storytelling for Impact,	SP 2020
Teaching & Learning Technology, Missouri S&T	2021-2014
Analytics: Essential Tools and Methods, MicroMasters, Georgia Institution of Technology	
• Introduction to Analytics Modeling,	SP 2018
SAS Global Academic Program, Analytics track	
• Applied Analytics Using SAS Enterprise Miner,	7/2018
• Text Analytics Using SAS Text Miner,	7/2018
• SAS Visual Data Mining and Machine Learning on SAS Viya	12/2018

INDUSTRY EXPERIENCES

Director, Yulon Group/Yulon IT Solutions Inc.	12/2004 – 6/2006
<ul style="list-style-type: none">• Established the Consulting Services Division as part of a transformation plan that re-organized the internal IT team into a sustainable service provider serving external customers.• Built a business unit with two sales managers, five project managers and eight consultants that generated annual sales amount at USD 1.7M. Among existing resellers, the Yulon IT Solutions Inc. was the number one reseller in its segment in year 2005.• Provided package solutions services, including Hyperion and SAP Business One, in the area of Enterprise Resources Planning, Business Intelligence, and Business Performance Management to clients.• Defined business plans and set up business strategies for the division.• Developed and managed divisional budget.• Reviewed and revised budget and business plan on a quarterly basis.• Managed customers and business partner relationships.• Conducted project quality review and project financial review on a monthly basis.	

Senior Manager, Accenture	4/1994 – 3/2004
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Managed a variety of full lifecycle Information Technology implementation projects and gained significant consulting experience. Project areas included Information Technology Strategy and Blueprint, Enterprise Resources Planning System Implementation, Shared Service Organization Design, and Business Process Optimization. Major projects and roles were:

Program Manager	China Everbright Bank SAP/ERP and Core Banking Project	10/2003–6/2004
Subject Matter Expert	First Commercial Bank	7/2002–2/2003
Project Manager	Tait Marketing and Distribution Company JDE Implementation	7/2000–12/2000
Project Manager	TESCO Oracle ERP Deployment	4/2000–11/2000
Team Lead	Siemens Finance and Reporting Shared Service Center Design	2/1999–10/1999
Team Lead	Walsin Lihwa Group SAP ERP Implementation	8/1998–1/1999
Team Lead	China America Petroleum Corporation SAP ERP Implementation	3/1997-6/1998
Team Lead	Janssen Pharmaceutica SAP ERP Implementation	4/1996-2/1997
FI Consultant	Kowloon-Canton Railway SAP ERP Implementation	5/1994 – 8/1995

MIS Specialist, Hamilton Behavioral Healthcare 1/1992 – 3/1993

- Led a system implementation team of six members to implement a medical information system in six months.
- Utilized the EDI technology to shorten the collection period of patients' receivables with insurance companies. This module cut down the accounts receivable turnover from 45 days to 2 weeks and established a paperless working environment for the organization.
- Liaised with functional personnel to define business requirements, generate technical solutions, perform detail evaluations, and select system alternatives for the office automation project.

Senior Auditor, Arthur Andersen 7/1987 – 8/1989

- Responsible for financial and tax auditing for publicly listed companies as well as international companies. Major clients included Shanghai Commercial Bank, The International Commercial Bank of China, Topy, etc.
- Conducted internal control review for clients.
- Provided accounting procedures and internal control policies design.
- Involved in computer-assisted auditing innovation research.