Jeremy J. Shafer
Curriculum Vitae

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HIGHLIGHTS

- I am an IT professional with over 20 years of experience. I have been both a manager and a hands-on technical resource. I possess strong communication, interpersonal, and public-speaking skills. Prior to becoming full-time faculty, I led multiple projects that applied technology to improving teaching and learning at Temple University.
- Initiated many of the conversations which ultimately lead to a thematic revision of the entire MIS curriculum in AY 2019-2020
- Program Chair for the 2019 AIS Student Chapter Leadership Conference, held at Temple University. The conference had 181 registrants (not counting Temple students) and representation from 33 schools across the country and in Europe. Three Temple student teams placed in the competition portion of the conference.
- Implemented and maintain the Grade Rigor Ratio. This convenient KPI acts as a surrogate for course rigor and has been shown to be useful multiple contexts.
- Initiated the creation of the MIS Helpdesk for Coding in the MIS Department at Temple University.

EDUCATION

Master of Science, Management Information Systems (2009)
  Temple University, Philadelphia, Pennsylvania
  Degree awarded: December 1, 2009

Bachelor of Science, Computer Science (1991)
  SUNY College at Brockport, Brockport, New York
  Degree awarded: May 19, 1991
  Graduated Magna Cum Laude

ACADEMIC EXPERIENCE

Temple University (September 2013 – present)
Department of Management Information Systems

Assistant Professor (July 2014-present)
Adjunct Professor (January 2013-May 2014)

NON-ACADEMIC (INDUSTRY) EXPERIENCE

Temple University (June 1998 – June 2014)
Director of Solutions Development
- Manage a team of 3 developers and one student intern.
- Provide leadership and manage the formation of the Academic Competency Center committee -- a collaborative forum for the Computer Services teams that facilitate instruction and learning.
- Initiate and implement the STEM Server pilot program. The aim of this program was to provide centralized server resources to STEM students engaged in application development projects.
- Responsible for the development of a suite of web applications which provided IT Service Management functions (Service Requests, Service Catalog, Project Tracking, Change Management, Production Outage Reporting, and Time and Attendance Tracking)
- Implemented webex.temple.edu – making web conferencing available to all university employees.
- Introduced Gmail / Google Apps to roughly 100,000 students, faculty, staff, alumni, and courtesy accounts. Coordinated all aspects of the migration and implementation. Developed and maintained a Google Apps implementation integrated with Temple systems.
- Oversaw and engaged in the development of both departmental web sites on www.temple.edu, including sites for the General Education Program, Student Affairs, Research Administration, Admissions, and others.
- Oversaw and engaged in the development of web-based applications, including the Online Application for Graduation, Commencement RSVP Automation, Annual Report for Faculty Activity, and others.
- Managed technical resources used in the implementation of BMC Remedy Incident Management

Assistant Director of Integrated Systems and Emerging Technologies
- Managed a team of 2 developers, 2 support specialists, and multiple student workers with a focus on application development, project management, and communications technologies.
- Introduced Microsoft Exchange to our executive administrators at the university and coordinated all aspects of the implementation.
- Provided support and quality assurance for the Mirapoint SynQ product (an Outlook plug-in designed to synchronize calendar and address book data)
- Oversaw and engaged in the development of multiple web-based applications.

- Engaged in connectivity initiatives, streamlining the process which allows campus residents to connect to the Internet.
- Implemented Electronic Voting initiatives for both student and faculty elections.
- Coordinated and implemented multiple electronic Survey Projects.

Applications Manager for Decision Support Systems

- Developed web-based Adverse Events reporting system used by faculty conducting research.
- Incorporated electronic payment process into online application for admission.
- Developed application and related procedures to block the spread of the Blaster worm on the student network
- System migrations. Upgraded database server to SQL 2000. Migrated IIS 5.0 server hosting 30 plus web applications to new hardware.

Senior Programmer Analyst for Decision Support Systems

- Created and supported the online application for undergraduate admissions.
- Designed and implemented web-based request for dorm Ethernet service.
- Designed and implemented sign-in/sign-out time and attendance system.
- Developed / Implemented multiple Remedy applications and projects
- Created TempStaff database (Temporary Employees of Temple University)

R&B Inc. (April 1997 – May 1998)
Business Systems Analyst

- Using Microsoft Access / Access Basic developed a database used to track the development of new products. Conducted related training.
- Using SQL Server, Microsoft Access, and Visual Basic developed a "Synchronization Manager" Program used to replicate data between a central server and a remote sales force.

Roberts Wesleyan College (October 1992 – April 1997)
Assistant Director of Computer Services

- Installed and supported Novell Netware 2.15 through 3.12
- Implemented and supported a comprehensive campus-wide database application. (ABT Campus)
- Supported a cluster of 7 servers in an NT / Netware hybrid environment.
- Developed applications using Basic, Dbase IV, Access and Visual Basic
- Installed / Supported Microsoft's SQL Server version 6.0.

PROFESSIONAL CERTIFICATIONS

- ITIL 2007   ISEB/EXIN Foundation Certificate in IT Service Management
- MCSD   2001   Microsoft Certified Solutions Developer (Visual Basic / SQL Server)
- CNA 1997   Certified Netware Administrator for Netware 4.1

ORGANIZATION MEMBERSHIPS

- IEEE (member), November 2020 – present
- Association for Information Systems (member), August 2017 – present
- AIS Student Chapters Advisory Board, August 2017- July 2019

AWARDS AND RECOGNITIONS

- MIS Faculty Leadership Award, April 5, 2019
    - Awarded to faculty who makes a significant contribution to the students and extended community of the MIS department
- Fox Online Teaching Certificate, March 7, 2019
- Best Paper Finalist, December 4, 2018
    - Awarded by Jan Seruga (Research Chair) and Asli Yagmur Akbulut (President), Association for Information Systems, IS Education SIG
- AIS Chapter Advisor of the Year, April 13, 2018
    - Awarded by Rhonda Syler, AIS Vice President for Student Chapters
- MIS Faculty Teaching Award, April 10, 2018 (Spring and Fall 2017 semesters)
- MIS Faculty Leadership Award, April 5, 2016

RESEARCH CONTRIBUTIONS

CONFERENCE PROCEEDINGS, PAPERS AND PRESENTATIONS:

Shafer, J., "A Framework for the Qualitative Comparison of Sentiment API Service Providers", Completed research paper, in the Proceedings of the National Association of Business, Economics and Technology, State College, Pennsylvania, October 22-23, 2020 *(Presenter)* http://www.nabet.us/proceedings-archive/NABET-Proceedings-2020.pdf

Doyle, M., Shafer, J., "The Impact of Cold-Calling on Student Learning and Student Satisfaction", TREO Talk Paper, in the Proceedings of the American Conference on Information Systems, Cancun, Mexico, August 14-18, 2019. *(Presenter)* https://aisel.aisnet.org/cgi/viewcontent.cgi?article=1518&context=amcis2019

Shafer, J., "A Quantitative Consideration of Rigor and Retaliation: Investigating Student Evaluations of Teaching, Rigor, and Grade Distributions", Completed Research Paper, in the Proceedings of the 2018 AIS SIGED International Conference on Information Systems Education and Research, San Francisco, California, December 12-14, 2018. *(Presenter)* https://aisel.aisnet.org/siged2018/23

INVITED PRESENTATIONS:

Mandviwalla, M., Shafer, J., "Serverless and APIs: Rethinking Curriculum in Higher Education", Presentation, Presented at the IT Teaching Workshop, Boston University, Questrom School of Business, Boston, Massachusetts , June 1, 2018. *(Presenter)*

Shafer, J., "An introduction to Hadoop and HIVE", Presentation, Presented at the AIS Student Chapter at Temple University, 2017. (Presenter)

Shafer, J., "A brief history of Linux ", Presentation, Presented at the AIS Student Chapter at Temple University, 2015. (Presenter)

Shafer, J., "A gentle introduction to Bootstrap", Presentation, Presented at the AIS Student Chapter at Temple University, 2015. (Presenter)

TEACHING EXPERIENCE

MIS2402, Data-Centric Application Development *(Developed course, Course Coordinator)*
This hands-on programming course uses open source software to provide students with an understanding of programming fundamentals. This class is designed to develop individual proficiency and reward individual achievement as students develop the skills necessary to create solutions that interact with web APIs.

MIS3502, Application Integration and Evaluation *(Developed course, Course Coordinator)*
Use concepts of application integration to develop data driven software applications. Design the system architecture for an n-tier application. Learn how to integrate existing applications to produce new capabilities. Identify the technical and process issues of integrating a new application into the existing application structure. Relate software components such as middleware (specifically, a REST API) to the overall information architecture and apply software components to create client and server-based applications.

MIS2502, Data Analytics *(Instructor)*
Core course for the undergraduate MIS major and minor. Analyze data and learn how to present insights from business data. Analyze, model, and design database centric solutions for organizations. Create data models and data warehouses based on business rules. Learn how to operate and manage a database system and structured query language (SQL). Source traditional and new data types and apply data mining and visualization to generate business intelligence.

STUDENT TEACHING EVALUATIONS
(on the evaluation's "overall rating" question)

Course Number	Course Title	Term	Rating
MIS3502	Web Service Programming	Fall 2020	4.7 out of 5

Course Number	Course Title	Term	Rating
MIS3502	Web Service Programming	Fall 2020	5.0 out of 5
MIS3502	Web Service Programming	Fall 2020	4.4 out of 5
MIS3502	Application Integration and Evaluation	Spring 2020	4.5 out of 5
MIS3502	Application Integration and Evaluation	Spring 2020	4.7 out of 5
MIS2402	Data Analytics	Spring 2020	4.4 out of 5
MIS2402	Data Analytics	Spring 2020	4.0 out of 5
MIS3502	Application Integration and Evaluation	Fall 2019	4.7 out of 5
MIS3502	Application Integration and Evaluation	Fall 2019	4.6 out of 5
MIS3502	Application Integration and Evaluation	Fall 2019	4.5 out of 5
MIS2402	Data-Centric Application Development	Fall 2019	4.1 out of 5
MIS3502	Application Integration and Evaluation	Spring 2019	4.5 out of 5
MIS3502	Application Integration and Evaluation	Spring 2019	4.8 out of 5
MIS2402	Data-Centric Application Development	Spring 2019	4.5 out of 5
MIS3502	Application Integration and Evaluation	Fall 2018	3.8 out of 5
MIS3502	Application Integration and Evaluation	Fall 2018	4.2 out of 5
MIS3502	Application Integration and Evaluation	Fall 2018	4.3 out of 5
MIS2402	Data-Centric Application Development	Fall 2018	4.1 out of 5
MIS2502	Data Analytics	Summer I 2018	4.6 out of 5
MIS3502	Application Integration and Evaluation	Spring 2018	4 out of 5
MIS3502	Application Integration and Evaluation	Spring 2018	4.3 out of 5
MIS3502	Application Integration and Evaluation	Spring 2018	4.3 out of 5
MIS3501	Data-Centric Application Development	Spring 2018	4.8 out of 5
MIS3502	Application Integration and Evaluation	Fall 2017	4.2 out of 5
MIS3501	Data-Centric Application Development	Fall 2017	3.7 out of 5
MIS3501	Data-Centric Application Development	Fall 2017	3.5 out of 5
MIS3501	Data-Centric Application Development	Fall 2017	4.7 out of 5
MIS3502	Application Integration and Evaluation	Spring 2017	4.3 out of 5
MIS3501	Data-Centric Application Development	Spring 2017	4.7 out of 5
MIS3501	Data-Centric Application Development	Spring 2017	4.8 out of 5
MIS3501	Data-Centric Application Development	Spring 2017	4.4 out of 5
MIS3502	Application Integration and Evaluation	Fall 2016	4.1 out of 5
MIS3501	Data-Centric Application Development	Fall 2016	3.5 out of 5
MIS3501	Data-Centric Application Development	Fall 2016	4.2 out of 5
MIS2502	Data Analytics	Fall 2016	4.1 out of 5
MIS2502	Data Analytics	Summer I 2016	4.4 out of 5
MIS3502	Application Integration and Evaluation	Spring 2016	4.8 out of 5
MIS3501	Data-Centric Application Development	Spring 2016	4.6 out of 5
MIS3501	Data-Centric Application Development	Spring 2016	4.2 out of 5

Course Number	Course Title	Term	Rating
MIS3501	Data-Centric Application Development	Spring 2016	4.2 out of 5
MIS3502	Application Integration and Evaluation	Fall 2015	5 out of 5
MIS3501	Data-Centric Application Development	Fall 2015	4.3 out of 5
MIS3501	Data-Centric Application Development	Fall 2015	3.7 out of 5
MIS2502	Data Analytics	Fall 2015	4.1 out of 5
MIS2502	Data Analytics	Spring 2015	3.7 out of 5
MIS3501	Data-Centric Application Development	Spring 2015	3.5 out of 5
MIS3501	Data-Centric Application Development	Spring 2015	3.0 out of 5
MIS3580	Special Topics: Application Integration	Spring 2015	4.2 out of 5
MIS0855	Data Science	Summer I 2015	4.4 out of 5
MIS2502	Data Analytics	Summer I 2015	4.5 out of 5
MIS3501	Data-Centric Application Development	Fall 2014	3.9 out of 5
MIS3501	Data-Centric Application Development	Fall 2014	4.4 out of 5
MIS2502	Data Analytics	Fall 2014	4.1 out of 5
MIS2502	Data Analytics	Fall 2014	4.4 out of 5
MIS3501	Data-Centric Application Development	Spring 2014	3.5 out of 5
MIS3501	Data-Centric Application Development	Fall 2013	4.3 out of 5
MIS3501	Data-Centric Application Development	Spring 2013	4.4 out of 5

SERVICE CONTRIBUTIONS

Departmental Service Contributions

Created the MIS Helpdesk for Coding (September 2019 – Present)
- This service is designed to support MIS students who are new to coding
- MIS students working at the Helpdesk strengthen their own skills as they instruct their peers

Association for Information Systems SCLC National Conference (April 2019), Program Chair
- Organized and facilitated Conference Competitions with National AIS representatives
- Worked closely with AIS volunteers and committee members to manage events

Association for Information Systems SPO, MIS (July 2016 – June 2019), Advisor
- Served as co-advisor prior to 2016
- Work closely with student leadership to foster dramatic growth, innovation, and professional development
- Mentored and advised AIS leaders
- I continue to work closely with the AIS student leaders, especially the AIS Director for Information Technology

BBA/MIS Curriculum Redesign "Vision Team" (October 2018 – April 2019)
- Every course in the MIS curriculum was re-evaluated in order to prepare students for the emerging API economy and increase their technical currency in the workplace
- Also served on two supporting, course-specific redesign committees

Chair of the MIS department's merit committee (September 2015 – Present)

MIS Awards and Scholarships Coordinator (September 2014 – April 2016)

School Service Contributions

Representative of the Fox School of Business in the Faculty Senate (July 2017 – Present)

Panelist - Perspectives from the 2008 Financial Crises, A CSPD Panel (4/27/2020)

Professional Service Contributions

IBIT Digital Innovation Foundry projects
- Faculty advisor for a team developing Risk Analysis software for AmerisourceBergen Corp. (Spring 2020)
- Faculty advisor for a team providing market analysis and recommendations to Synacor Inc. (Fall 2019)

Software development for the Siminoff Research Group (2016-2019)
- Rewrote legacy Java application as web application. See: http://simcode.org
- Management / consulting for development of a mobile application used to support families and caregivers of children with Autism Spectrum Disorders.

Consulting for Temple Information Technology Department (2014)
- Documentation of systems and processes related to my prior role as Director of Solutions Development., Computer Services, Temple University, Philadelphia, United States

Other Service Contributions

Non-credit teaching
- Introduction to Programming in PHP, Temple University Center City (2012)
- Introduction to Adobe Flash CS3 classes at Temple University Center City (2010)

Presentations
- "Automated Gmail Provisioning for Students - Just in time for who?" Ellucian Live 2013
- Presented on IT Project Management at EDUCAUSE Annual Conference, 2008

- Poster-board session at the Annual Convention of the Middle States Association, 2008
- Presented poster-board session at the EDUCAUSE Mid-Atlantic Regional Conference, 2005