

Monique Lee French, Ph. D.

Associate Professor

College of Business and Administration and Graduate School of Business and Administration
University of Colorado Colorado Springs
1420 Austin Bluffs Parkway Colorado
Springs, CO 80918
(719) 255-3734
mfrench3@uccs.edu

Education

Ph.D. Industrial Management – August 2002
Clemson University -- Clemson, South Carolina, 1998-2002

Dissertation: Closed-Loop Supply Chains in Process Industries: An Exploratory Study of Reuse Practices

M.B.A. General -- May 1997
University of North Florida – Jacksonville, Florida, 1995-1997
Beta Gamma Sigma Honor Society

B.S. Chemistry – May 1988
University of North Florida – Jacksonville, Florida, 1984-1988
Summa Cum Laude
Phi Kappa Phi Honor Society
Golden Key National Honor Society

Professional Experience

Associate Professor -- 2009 to present
University of Colorado Colorado Springs – Colorado Springs, Colorado

Assistant Professor -- 2002 to 2009
University of Colorado Colorado Springs – Colorado Springs, Colorado

Teaching Assistant -- 1999-2002
Clemson University -- Clemson, South Carolina

Plant Manager, Manufacturing Management Laboratory -- 2000-2002
Clemson University -- Clemson, South Carolina

Guest Lecturer -- 1998
George Brown College – Toronto, Ontario

Refereed Publications

Peer-reviewed Journal Articles

Fan, Y., French, M. L., Duray, R., & Stading, G. L. (2017). Service strategy to improve operational capabilities in the public sector. *Service Industries Journal*, 37 (11-12), 703-725.

Beck, C. E. & French, M. (2016). Impact of the business curriculum on student internship experiences: A study of student subjective reactions over ten years. *Global Business & Economics Anthology (ISSN: 1553-1392)*, 1, 1-11.

French, M. L. Fan, Y. & Stading, G. L. (2015). An exploratory study of factors influencing emergency response performance. *Management Research Review*, 38(5), 559-576.

Fan, Y., French, M. L., Stading, G. L. & Bethke, S. (2015). Disaster response: An examination of resource management in the early hours, *Journal of Applied Business and Economics*, 17(2), 22-41.

Beck, C. E. & French, M. L. (2014). Educational Background of Fortune 500 Executives and CFOS: An Analysis of Academic Degrees and Types of Institutions, *Global Business & Economics Anthology (ISSN: 1553-1392)*, 2, 49-61.

Beck, C. E. & Dooley, M. F. (2013). Educational Background of Fortune 500 Executives: An Analysis of Academic Degrees and Types of Institutions," *Global Business & Economics Anthology, (ISSN: 1553-1392)*, 2, 13-23.

Beck, C. E. & Dooley, M. F. (2012). Internships for Academic Credit as a University- Business Joint Venture: Analysis of the First Ten Years. *Global Business & Economics Anthology, (ISSN: 1553-1392)*, 2, 221-236.

Beranek, M. M., & French, M. (2011). Team trust in online education: Assessing and comparing team-member trust in online teams versus face-to-face teams. *International Journal of E-Learning & Distance Education*, 25(3).

French, M. L., & Martz, B. (2008). Business Process as Tacit Knowledge Equilibrium. *Comparative Technology Transfer and Society*, 6(2), 88-102.

French, M., & Milliman, J. (2008). Effective reuse of product returns: Enhancing sustainability and the bottom line. *Environmental Quality Management*, 17(4), 1-10.

French, M. L. (2008). Improving sustainability through effective reuse of product returns: minimizing waste in a batch blending process environment. *Journal of Cleaner Production*, 16(15), 1679-1687.

French, M. L., & Discenza, R. (2006). Returns in process industries: A managerial perspective. *Management Research News*, 29(12), 769-781.

French, M. L., & LaForge, R. L. (2006). Closed-loop supply chains in process industries: An empirical study of producer re-use issues. *Journal of Operations Management*, 24(3), 271-286.

Peer-reviewed Book Chapters

Dooley, M. F., Fan, Y., Stading, G. L. (2014). Disaster Response: Exploring the Impact on Area Emergency Service. In Warkentin, M. ed., *Introduction to Trends and Research in the Decision Sciences: Best Papers from the 2014 Annual Conference*. Pearson/FT Press, 1-10.

French, M. L. & Beranek, P. M. (2008). Training to Improve Virtual Trust, Team Performance, and Effectiveness, In Putnik, G.D. & Cunha, M., eds., *Encyclopedia of Networked and Virtual Organizations*, Vol III, IGI Global, 1667-1674.

Beranek, P. M., Martz, B., & French, M. (2008). A Comparison of Training Techniques for Developing Trust in Virtual Teams. In Putnik, G.D. & Cunha, M., eds., *Encyclopedia of Networked and Virtual Organizations*, Vol III, IGI Global, 1659-1666.

Peer-Reviewed (other)

Beck, C. E. & French, M. (2016). The College of Business Internship Program: A Comprehensive Study of the First 10 Years. The College of Business Administration, University of Colorado Colorado Springs, April 21, 2016. (ERIC #ED565639). (Compilation of three Peer-reviewed publications accepted for indexing in ERIC)

Peer-Reviewed Conference Proceedings

French, M. F. Fan, Y., Duray, R. and Stading, G. (2015). Improving emergency response performance: contingency effects of environmental uncertainty. *Proceedings of the 46th Annual Meeting of the Decision Sciences Institute (DSI)*, Seattle, WA, November 2015.

French, M. L., Martin, P. R., & Monroe, R. W. (2014). Toward an Understanding of Risk in Process Industries, *Proceedings of the Southeast Decision Sciences Institute*, Wilmington, NC, February 2014.

French, M., Fan, Y. and Stading, G. L. (2014). *Disasters, Impact on Area Emergency Services*”, *Proceedings of the 45th Annual Meeting of Decision Science Institute (DSI)*, Tampa, FL, November 2014.

Fan, Y. French, M. and Stading, G. L. (2013). Influencing Factors for Effective Emergency Response: Empirical Evidence from Tri-Lakes Monument Fire Protection District. *Proceedings of the 44th Annual Meeting of the Decision Sciences Institute (DSI)*, Baltimore, MD, November 2013.

Beranek, P. M. & French, M. L. (2005). A Comparison of Relational and Trust Levels in Distance Learning Teams: Virtual Teams versus Face- to- Face Teams”, *The Learning Conference*, Granada, Spain, July 2005.

French, M. L. (2001). A Research Proposal: Reuse Issues in Reverse Logistics. *Proceedings of the Southeast Decision Sciences Institute*, Charlotte, NC, February 2001. (First Place – Student Paper Competition)

Non-Refereed Publications

Carr, S. & French, M. (2008). End of the Trail: Linda Pryor: 1959-2008, *Trail & Timberline*, No.1000, 28.

Anderson-Nichols, L. M. & French, M. L. (1993). The Fountain of Truth – A Glycol Ether-Free Solution. *High Volume Printing*, 26.

Presentations at Meetings

Duray, R., Fan, Y, & French, M. L. (2019). Integration and emergency response performance in the public sector: The Moderating effect of task complexity, presented at the *30th Annual Meeting of Production and Operations Management Society (POMS)*, Washington, DC, May 2019.

French, M. L.& Shepherd, M. M. (2018). Knowledge-base use for decision-making in disaster response: A study of search and rescue teams, presented at the *49th Annual Meeting of the Decision Sciences Institute (DSI)*, Chicago, IL, November 2018.

French, M. L., Duray, R., & Fan, Y. (2018)., Volunteer versus professionally staffed fire agencies: A study of collaboration on emergency response performance using a national database presented at the *49th Annual Meeting of the Decision Sciences Institute (DSI)*, Chicago, IL, November 2018.

French, M. L., Fan, Y, & Stading, G. L. (2017). Emergency services operations: Impact of disasters on resource capabilities, presented at *Productions and Operations Management Society International Conference 2017*, Sydney, Australia, December 2017.

Duray, R., Fan, Y & French, M. L. (2017). Answering Big Data Questions: a Categorization of Big Data Research, presented at the *48th Annual Meeting of the Decision Sciences Institute (DSI)*, Washington, DC, November 2017.

Duray, R., French, M. L., & Fan, Y., (2017). Improving operational capability of the public sector, an operations strategy perspective, presented at the *28th Annual Meeting of Production and Operations Management Society (POMS)*, Seattle, WA, May 2017.

Fan, Y., French, M. L., & Duray, R. (2016). The impact of strategic operational design choices on emergency services performance, presented at the *47th Annual Meeting of the Decision Sciences Institute (DSI)*, Austin, TX, November 2016.

French, M., Fan, Y. and Duray, R. (2016). The impact of external integration on emergency services performance: an empirical investigation, presented at the *27th Annual Meeting of Production and Operations Management Society (POMS)*, Orlando, FL, May 2016.

French, M., Fan, Y. & Stading G. (2015). Improving resource management in the early hours of a disaster, presented at the *26th Annual Meeting of the Production and Operations Management Society (POMS)*, Washington D.C., May 2015.

Beck, C. E. & Dooley, M. F. (2015). Internships for Academic Credit-Student Subjective Learning: Analysis of the First Ten Years. *Business & Economics Society International (B&ESI) Conference* in Las Vegas, NV, January 2015.

Beck, C. E. & Dooley, M. F. (2014). The University and the Professions: Educational Background of Fortune 500 Executives and CFO's. *Business & Economics Society International (B&ESI) Conference*, Florence, Italy, July 2014.

Fan, Y., Dooley, M. F. & Stading, G. L. (2014). Disaster Response: An Examination of Resource Management in the Early Hours, presented at the *25th Annual Meeting of the Production and Operations Management Society (POMS)*, Atlanta, May 2014.

French, M., Fan, Y. & Stading, G. L. (2014). Area Disasters: Impact on Local Emergency Services Resources, presented at the *25th Annual Meeting of the Production and Operations Management Society (POMS)*, Atlanta, May 2014.

Beck, C. E. & Dooley, M. F. (2013). The University and the Professions: The Educational Background of Fortune 500 Executives. *Business & Economics Society International (B&ESI) Conference*, Monaco, Monaco, July 2013.

Fan, Y., Dooley, M. F., & Stading, G. L. (2013). Influencing factors for effective emergency response: Empirical evidence from Tri-Lakes Monument fire district, presented at the *24th Annual Meeting of the Production and Operations Management Society (POMS)*, Denver, USA, May 2013.

Beck, C. E. & Dooley, M. F. (2013). The University and the Professions: Educational Background of Fortune 300 Executives – Preliminary Findings. *Sixth Annual World Universities Forum*, University of British Columbia at Robson Square, Vancouver, BC, Canada. January 2013.

Dooley, M. F. (2012). Resource Staging for Effective Emergency Response, *presented at the 43rd Annual Meeting of the Decision Sciences Institute (DSI)*, San Francisco, CA, November 2012.

French, M. L. (2011). "Toward an Understanding of Risk in Process Industries", presented at the *22nd Annual Meeting of the Production and Operations Management Society (POMS)*, Reno, NV, May 2011.

French, M. L. & Rebecca Duray, R. (2007). Returns Decisions in Process Industries: A Taxonomy of Process Industry Returns, presented at the *18th Annual Meeting of the Production and Operations Management Society (POMS)*, Dallas, TX, May 2007.

French, M. L. & van Donk, D. P. (2007). Sustainability and Rework in the Process Industries: a Framework and Comparison of Food Processing and Chemical Industries, presented at the *18th Annual Meeting of the Production and Operations Management Society (POMS)*, Dallas, TX, May 2007.

French, M. L. (2006). CLSC Issues in Process Industries, *Business Aspects of Closed-Loop Supply Chains 6*, Erasmus University, Rotterdam, the Netherlands, October 2006.

French, M. L. (2006). Customer Impact: B2B versus B2C Issues in Closed-Loop Supply Chains for Process Industries, presented at the *17th Annual Meeting of the Production and Operations Management Society (POMS)*, Boston, MA, May 2006.

French, M. L. & Rebecca Duray, R. (2005), Source Configurations in Process Industry Reuse, presented at the *16th Annual Meeting of the Production and Operations Management Society (POMS)*, Chicago, IL, April 2005.

French, M. L., (2004). Closed-Loop Supply Chains in Process Industries: What Do You Do if it Comes Back (or Won't Go Away!)?, presented at the *15th Annual Meeting of the Production and Operations Management Society (POMS)*, Cancun, Mexico, April 2004.

French, M. L., (2003). Re-use in the Process Industries: Site Visits for Survey Development, presented at the

presented at the *34th Annual Meeting of the Decision Sciences Institute (DSI)*, Washington, D.C., November 2003.

French, M. L., (2003). Closed-Loop Supply Chains in Process Industries: Case Studies of Re-use Practices, presented at the *14th Annual Meeting of the Production and Operations Management Society (POMS)*, Savannah, GA, April 2003.

French, M. L., (2001). Reuse Issues in Reverse Logistics: A Disposable Camera Operation, presented at the *12th Annual Meeting of the Production and Operations Management Society (POMS)*, Orlando, FL, March 2001.

Grants and Scholarship

Ying Fan, Monique French, & Rebecca Duray, Using Big Data to explore emergency service operations at a national level, \$18,000, 2016, College of Business Summer Research Grant, *The impact of task environment and strategic operational design choices on emergency services performance*.

Monique L. French, \$4091, 2008, Committee on Research and Creative Works (CRCW), *Risk and Returns: Improving Manufacturing Sustainability through Better Understanding of Product Returns*.

Peggy Beranek & Monique L. French, \$5000, 2004, College of Business Distance Education Research, *Training to Improve Virtual Team Performance and Effectiveness*.

Courses Taught

Graduate Courses:

QUAN 5500 Fundamentals of Business Statistics

QUAN 5590 Fundamentals of Business Statistics (Online)

OPTM 6000 Operations: Competing with Capabilities

OPTM 6090 Operations: Competing with Capabilities (Online)

OPTM 6200 Global Supply Chain Management

OPTM 6200 Global Supply Chain Management (Online)

Undergraduate Courses:

QUAN 2010 Business Statistics

QUAN 2020 Process and Statistics-Based Decisions

OPTM 3000 Fundamentals of Operations Management

Recognitions

University of Colorado at Colorado Springs

- Faculty Assembly Service Award – *UCCS Faculty Assembly*, 2019
- Outstanding Service Award – *College of Business*, 2011
- Invited to F.A.M.E. Reception (First-Years Achieving Marks of Excellence) for Fall 2010. Faculty invitation is for those faculty members recognized by a particular student as important in their success.
- Outstanding Distance MBA Teaching Award – *College of Business*, 2007
- Outstanding Service Award – *College of Business*, 2007
- AABY (Altruism, Attitude, and Behavior Yardstick) Award -- *College of Business*, 2006
- Finalist for Outstanding Faculty Award -- *College of Business*, 2006
- Outstanding Service Award – *College of Business*, 2006
- Outstanding Distance MBA Teaching Award – *College of Business*, 2004

Clemson University

- Outstanding Graduate Student Teaching Award – *College of Business and Behavioral Sciences*, 2002
- Outstanding Graduate Student Teaching Award – *University-level*, 2002
- Graduate Student Government Travel Award Winner, *Spring 2001*.

Discipline-specific

- Best Paper Nomination -- Monique French Dooley, Ying Fan, and Gary L. Stading, “Disasters: Impact on Area Emergency Services Resources”, *Decision Sciences Institute*, refereed proceedings, Tampa, FL, November 2014
- Invited Participant – “Business Perspectives on Closed-Loop Supply Chains 9”, *Technical University of Braunschweig*, Braunschweig, Germany, September 2009.
- Invited Participant – “Business Perspectives on Closed-Loop Supply Chains 8”, *Georgia Tech*, Atlanta, GA, October 2008.
- Invited Participant/Presenter – “Business Perspectives on Closed-Loop Supply Chains 6”, *Erasmus University*, Rotterdam, The Netherlands, October 2006.
- Invited Participant – “Business Perspectives on Closed-Loop Supply Chains 5”, *Vanderbilt University*, Nashville, TN, October 2005.
- Invited Participant – “Business Perspectives on Closed-Loop Supply Chains 4”, *INSEAD*, Fontainebleau, France, October 2004.
- Invited Participant – “Emerging Scholars of POM”, Production and Operations Management Society Conference, April 2004.
- Invited Participant – “Business Perspectives on Closed-Loop Supply Chains 3”, *Pennsylvania State University*, State College, Pennsylvania, October 2003.
- Invited Participant – “Business Perspectives on Closed-Loop Supply Chains 2”, *INSEAD*, Fontainebleau, France, October 2002.
- Invited Participant -- "Business Perspectives on Closed-Loop Supply Chains 1", *Carnegie- Mellon University*, Pittsburgh, PA, May 2001.
- Invited Participant -- Doctoral Consortium, *Decision Sciences Institute*, San Francisco, CA, November 2001.
- Invited Participant – Doctoral Consortium, *Production and Operations Management Society*, Orlando, FL, March 2001.
- First Place – Student Paper Competition, *Southeast Decision Sciences Institute*, Charlotte, NC, February, 2001.

Professional Organizations

Decision Sciences Institute, Production and Operations Management Society

Service

University of Colorado System

- Secretary, University of Colorado (CU) Faculty Council – July 2016 to June 2018
- Member, CU System Educational Policies and University Standards Committee -- July 2016 to present
- Member, CU System Budget Committee -- July 2018 to present
- Member, FCQ Redesign Project Executive Committee (CU Boulder) -- May 2016 to Fall 2017
- Member, FCQ Pilot Design Working Group (CU Boulder) -- May 2016 to October 2017

University of Colorado at Colorado Springs

University

- Faculty Assembly Secretary –2019-2020
- CU-UCCS EPUS Liaison – 2017-present
- Member, Campus FCQ Redesign Committee -- October 2017 – May 2018
- Associate Vice Chancellor for Campus Planning and Facilities Management Search Committee – May 2017-October 2017
- Classroom Locks Taskforce – Summer 2017 to October 2017
- Faculty Assembly President – 2015-2016
- Faculty Assembly Vice President/President Elect – 2014-2015
- Commencement Faculty Marshal – 2015-2016, Fall 2016
- Faculty Assembly Secretary –2013-2014
- Sexual Assault Reporting Task Force -- Summer 2014
- Teaching Online Students in Case Assignments in TLC Teaching Online Series: Leveraging Groups for Engaged Learning April 6th, 2012

- Graduate School Fellowship Committee – Spring 2010; Spring 2011
- Faculty Assembly Representative – Fall 2007 – Spring 2009; Fall 2011-Spring 2013
- Academic Program Review Panel -- Fall 2005 – Spring 2006

College of Business

Current Committees and Department service

- MBA Admissions Committee – Summer 2006, Fall 2007 – Spring 2009; Spring 2010-present
- Promotion and Tenure Committee 2009-present
- Graduate Team – Fall 2006 – Spring 2009; Spring 2010-Spring 2014
- Beta Gamma Sigma, Faculty Advisor – 2009 - 2014
- Beta Gamma Sigma, Officer – 2006-2014

Past/Ad Hoc Committees

- FCQ Policies Committee Fall 2018
- Service Evaluation Task Force 2014
- MBA Scholarship Committee – 2012; 2013; 2014
- Assessment Exam questions Task Force for Quantitative Methods and Operations Management
- Culture Team – Spring 2010 – Spring 2013
- College of Business Teaching Development Team – Spring 2004- Spring 2009; Spring 2010 – Spring 2013
- Operations 3000 Course Assessment Development Coordinator – Fall 2010 – Fall 2011
- MBA Scholarship Committee – 2010
- Quantitative Methods Course Coordinator -- Fall 2002 – Spring 2009
- Quantitative Methods Lab Coordinator – Fall 2006 – Fall 2008
- Quantitative Methods Course Assessment Coordinator -- 2009
- Scholarship Selection Committee – 2006
- MBA Scholarship Selection Team – 2004
- Undergraduate Team -- Fall 2002-Spring 2006
- 3/2 Program Team – Fall 2003

Search Committees

- Quantitative Methods Non-Tenure Track Faculty Search Committee Chair – Spring 2018
- Associate Vice Chancellor for Campus Planning and Facilities Management Search Committee – Summer 2017
- Director of Graduate Programs Search Committee Chair – Fall 2013
- MBA Admissions Specialist Search Committee – Fall 2011
- Quantitative Methods Non-Tenure Track Faculty Search Committee – Summer 2008
- Resident MBA Director Search Committee – Fall 2007 – Spring 2008
- Technology Management Faculty Search Committee -- Fall 2007 – Spring 2008
- Organizational Management Faculty Search Committee -- Fall 2007
- Undergraduate Program Director Search Committee, 2005

Operations Management Discipline

- Session Chair – Decision Sciences Institute Conference – Chicago, IL, November 2018
- Session Chair – Production Operations Management Society International – Sydney, Australia, December 2017
- Session Chair – Decision Sciences Institute Conference – Tampa, FL, November 2014
- Session Chair – Decision Sciences Institute Conference – San Francisco, CA, November 2012
- Ad hoc Session Chair – Production Operations Management Society – Reno, Nevada, April 2011
- Session Chair – Production Operations Management Society -- Boston, MA, April 2006
- Session Chair – Production Operations Management Society -- Savannah, GA, April 2002
- Paper Reviewer – Journal of Contingencies and Crisis Management
- Paper Reviewer – Journal of Operations Management
- Paper Reviewer – Management Research News (Management Research Review)
- Paper Reviewer – International Journal of Operations and Production Management
- Paper Reviewer – Encyclopedia of Virtual and Networked Organizations
- Paper Reviewer – Comparative Technology Transfer and Society
- Paper Reviewer – European Journal of Operational Research

- Paper Reviewer – Journal of Industrial Ecology
- Paper Reviewer -- Academy of Management Conference
- Paper Reviewer – Decision Sciences Institute Conference

Community

- Volunteer El Paso County Search and Rescue -- 2009 – Present
 - Member – Equipment Committee
 - Active participation in missions, training, Preventive Search and Rescue community events, and community race support