

Curriculum Vitae

Cynthia Steutermann, Ph.D.

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PROFESSIONAL PROFILE

- As an Assistant Teaching Professor, I have gained over 20 years of course development and instructional experience at the undergraduate and graduate levels of universities. This experience encompasses traditional classrooms, large lecture hall, and online delivery of learning.
- My experience as an Assistant Area Director encompasses overseeing all instructional activities for the Management and Entrepreneurship area at the University of Kansas, as well as serving on many curriculum committees.
- My experience as the BBA Program Director enables me to develop best program design and partner with constituents and students to allow a positive transfer experience for students wishing to complete their business degree.
- Additionally, I have over 20 years of experience demonstrating successful professional leadership in business and industry.

EDUCATION

Ph.D. Higher Education Administration
Saint Louis University, 2014

Dissertation: An Examination of a Midwestern AACSB Accredited Business School:
Does Cultural Orientation Influence Student Academic Misconduct?

Master of Business Administration
University of Kansas, 1997

Bachelor of Arts – Management, Computer Science
Ottawa University, 1992

ACADEMIC HONORS AND AWARDS

2022 – Bubb Award for Teaching Excellence
2021 – Nominated for the Bob and Kathie Taylor Excellence in Teaching Award – University of Kansas
2003 – Nomination for Outstanding Faculty Member – Baker University
2001 – Award for Outstanding Instructor – Baker University
2000 – Award for Outstanding Instructor – Baker University

MEMBERSHIPS

Member of JCCC Board of Directors for Business and Marketing
Member of PMI-KC Mid-America Chapter (Project Management Institute)
Kansas City Diversity & Inclusion Consortium
Mid-American Mensa

PRESENTATIONS AND PUBLICATIONS

Steutermann, C. A. (2021). *Project Management: Roadmap to the CAPM Certification*, Lulu Press.

“Coercive Power: It’s Not Just for Managers”, *Project Management Journal*, 2021 (under review).

Steutermann, C. A. (2016). *Project Management: A Systematic Approach for Successful implementation*, Lulu Press.

Dissertation: “*An Examination of a Midwestern AACSB Accredited Business School: Does Cultural Orientation Influence Student Academic Misconduct*”, 2014, Saint Louis University.

ACADEMIC EXPERIENCE

University of Kansas (2003 to Present)
School of Business – Management and Entrepreneurship Area
Assistant Area Director/Assistant Teaching Professor
BBA Program Director

As the Assistant Area Director, my responsibilities include oversight of all instructional activities for the Management and Entrepreneurship area. This includes:

- Supporting the Area Director for special projects.
- Course/instructor scheduling and interfacing with the registrar’s office to ensure timely and accurate academic offerings each semester.
 - Currently serving as the Scheduling Chair for all AAD’s in the Business School.
- Monitoring TA budget/utilization and designing guidelines for use among instructors in the Area.
- Special projects such as revisions needed for the Center for Online and Distance Learning electronic course evaluation information sent to students.
- Evaluating instructional outcomes from end of course evaluations.
- Evaluating course equivalency requests from Career Advising staff.
- Collaborating with other Assistant Area Directors (and others) in the Business School to support instructor activity.
- I have participated on many committees in the Business School to evaluate current curriculum and propose recommended changes, which also included work on committees to include courses in the KU Core Curriculum.

As the BBA Program Director, my responsibilities include overall program oversight to develop best curriculum design and scheduling for students wishing to complete their undergraduate business degree. This includes working with many community college professionals throughout the Kansas City area, academic and career advising, Degree in 3 professionals, and others throughout the School of Business at the Edwards and Lawrence campuses to evaluate and continue to grow the program.

As an Assistant Teaching Professor, my responsibilities include utilizing my professional business and training expertise to develop curriculum and instruction of graduate and undergraduate courses at the Lawrence and Edwards campuses. Instructional formats include lecture hall, online, and traditional classroom. Below are the 15 unique courses taught by me while at the University of Kansas:

Undergraduate

BBA 308 – Business Policy & Strategy
BBA 402 – Human Resources
BBA 403 – Ethical Decision Making in Business
BBA 410 – Project Management
IST 410 - Project Management
MGMT 305 – Survey of Management and Leadership

- Business minor/lecture hall

MGMT 310 – Organizational Behavior
MGMT 405 – Ethical Decision Making in Business
MGMT 472 – Project Management
MGMT 498 – Business Policy & Strategy
SA&D 402 Project Management

Graduate

MGMT 704 – Strategic Management
MGMT 711 – Human Resources
MGMT 732 – Recruiting and Selecting Effective Employees
MGMT 895 – Project Management

Specific Accomplishments as an Assistant Teaching Professor include:

- Author of Project Management: A Systematic Approach for Successful Implementation, 2016, 2021. This textbook is used in all Project Management courses in the Business School, to include IST 410, MGMT 472, and BBA 410 courses. This textbook was completed in December 2016, and consists of over 350 pages of content, diagrams, project management templates, etc. developed by me. This textbook is reviewed and updated annually. This was specifically written to provide a no-cost textbook solution for KU students, saving them approximately \$50,000 annually.
- Author of Project Management: Roadmap to the CAPM Certification, 2021. This textbook is used in Project Management courses in the Business School, to include IST 410 and MGMT 472, to support students studying for the Certified Associate in Project Management offered by the Project Management Institute. This unique textbook was specifically written to support the Professionalism program in the School of Business, as well as to provide a no-cost textbook solution for KU students.
 - An additional course was also developed to support students studying for the CAPM examination.
- In late 2020 I selected an open resource textbook for the MGMT 305 course I teach, which necessitated a complete revision of the course lectures, assignments, and test pools containing hundreds of exam questions. This new resource provided a no-cost solution for students, saving them over \$150,000 annually.
- I was the faculty advisor for the Society for Human Resource Management (SHRM) club at the Lawrence campus during the 2015-2016 academic year. Although initially a struggling club, by the end of the spring semester, the SHRM Executive Board with filled with five active and engaged student members; SMART goals for both short-term and long-term activities were developed; and communication/marketing mechanisms designed to further support the growth of the SHRM club were developed.

*Johnson County Community College, Overland Park, KS
Business Division (2009 to 2015)*

Courses taught: Introduction to Business, Personal Finance, Principles of Supervision

Webster University, Kansas City, MO (2010 to 2012)

Courses taught: Business (graduate), Managerial Policies and Strategies (undergraduate)

Authored course/seminar for Principles of Personal Finance

Baker University, Overland Park, KS

School of Professional and Graduate Studies (1999 to 2006)

Courses taught: Management Information Systems (graduate), Organizational Development (graduate), Introduction to Microsoft Office (undergraduate)

Maple Woods Community College, Kansas City, MO (2008)

Course taught: Business Management (undergraduate)

Friends University, Lenexa, KS (2003)

Course taught: Management Information Systems (undergraduate)

INDUSTRY EXPERIENCE

WADDELL & REED (2008-2009)

Program Manager - Director-level position

- Program managed largest scale enterprise-wide initiative (SunGard) in support of the Financial Advisor and Compliance divisions.
 - *Appointed as Subject Matter Expert for the entire Financial Advisors Division (approximately 2,300 members).*
 - *Managed project management staff for the Financial Advisor Division; wrote job descriptions for additional staff members and proactively created an extensive Resource Guide to facilitate new employee orientation to the company and team, resulting in significant productivity gains.*
- Promoted operational excellence by engaging executive participation across the enterprise for analysis of existing processes and problem identification, evaluating and recommending solutions, and documenting the new and existing business processes.
 - *Identified significant gaps in the new product process, created new forms and executive level procedures to ensure compliance within FINRA guidelines.*
 - *Developed enterprise-wide business process methodology and documentation procedures, earning overwhelming positive recognition from the senior executives in the Financial Advisors Division.*
- Developed After Action Review methodology for launches of enterprise initiatives.
- Authored many business strategic articles which were published internally.

SPRINT (2001 to 2008)**Learning Solutions Manager (Program Manager)**

Prior positions held: Manager of Program Management, Account Manager

- Developed influential and credible relationships with senior client leadership to understand business goals and objectives and to identify primary drivers of success.
- While Account Manager within Human Resources, prepared executive level training and change management account plans for the Local Telecom division and Finance organizations (approximately 5,000 individuals) and was actively engaged in executive lead team meetings.
- Designed, implemented, and program managed complex enterprise-wide initiatives such as PeopleSoft conversion and New Employee Orientation. This included matrix management across the enterprise, business and process analysis, budget evaluation, and overall program management support.
 - *Received Excellence award for successes with New Employee Orientation program, including converting certain training delivery to an electronic version, increasing employee satisfaction and significantly reducing company spend for training dollars.*
- Managed multi-location program management team within Human Resources and received outstanding employee feedback regarding management style and leadership ability.
- Performed detailed business analysis and program management of customer requests; analyzed data and key business metrics to formulate fact based, ethical decisions. Support included Local Telecom, Finance, General Business and Telesales divisions.

TRITECH CONSULTING (1995 to 2001)**Senior Project Manager**

- Managed project teams responsible for CRM software implementation and customization.
- Performed detailed analysis of customer requests and translated those requirements to the technical team.
- Interfaced with executive level staff internally and externally for strategy sessions and status meetings.
- Led project managers through the development methodology to ensure the project was delivered on time, within (or under) budget, and verifying that all project deliverables supported the defined business requirements.
 - *Managed technical team through an entire system conversion project at a customer site, which was the largest revenue generator for the firm.*
 - Established training and development needs for staff members.

LOCKTON RISK SERVICES (1988 to 1995)**Information Systems Project Manager**

- Managed technical project teams, including hiring, training, and performance analysis.
- Performed detailed analysis of customer requests and translated those requirements to the technical team.
- Interfaced with executive level staff internally for strategy sessions and status meetings.
- Led technical team through the development methodology to ensure the project was delivered on time, within (or under) budget, and verifying that all project deliverables supported the defined business requirements.

PROFESSIONAL HONORS AND AWARDS

Sprint - Excellence Award – 2007
Sprint - Recognition of Outstanding Performance and Lasting Contribution – 2006
Sprint - Award for Leadership Product Group Evaluation Project – 2006
Sprint - Matrix Management Award - 2006
Sprint - Excellence Award – 2005
Sprint - RAS for BSP Award – 2004
Sprint - Global Forum Series Award – 2004
Sprint - Nationwide Volume Program Award – 2004
Sprint - Actuate Sales Compensation Award – 2004
Sprint - Lead by Example Workforce Vitality Award – 2003
Sprint - Values Excellence Award – 2003
Sprint - Job Shadowing Excellence Award – 2003
Tritech Consulting – Top Billable Consultant – 1997
Tritech Consulting – President’s Award 2nd, 3rd, and 4 quarters – 1997

PROFESSIONAL CERTIFICATIONS

Siebel Certification for Business Analyst
Certified eCRM Program Manager
Certified eCRM Process Engineer