

Sandra M. Crews, Ph.D.
P. O. Box 756
Willard, MO 65781
(573) 864-7670 (Mobile)
crewss@missouri.edu

EDUCATION

Ph.D. in Political Science, May 2000

University of Missouri-St. Louis, St. Louis, MO

Major Fields: Public Administration and Public Policy

Subfields: Human Resources Management/Labor Relations

GPA: 3.97 (A=4.0)

Dissertation Title: *Gender and Labor Arbitration Reasoning: A Different Voice or Occupational Socialization*

Master of Arts in Political Science, January 1998

University of Missouri-St. Louis, St. Louis, MO

Master of Public Administration, August 1991

Southwest Missouri State University, Springfield, MO

Emphasis: Policy Analysis/Program Evaluation; GPA: 3.80 (A=4.0)

Bachelor of Science, July 1987

Southwest Missouri State University, Springfield, MO

Major: Sociology; Minor: Political Science; GPA: 3.56 (A=4.0)

TEACHING EXPERIENCE

Associate Teaching Professor

August 2005-present

University of Missouri, Columbia, MO

Currently teach a variety of courses in the Online Bachelor of Science in Business Administration program. Previously taught Business Communication and Business and Society (Writing Intensive) on-campus courses in the Department of Management and for the Trulaske College of Business. Developed and implemented appropriate in-class activities, case studies, and writing assignments for approximately 450 students each semester. Supervised and coordinated the activities of up to 21 graduate teaching assistants each semester. Ensured consistency in grading by developing grading rubrics and standardized grading criteria. Successfully coordinated 2012 AACSB Maintenance of Accreditation review for Trulaske College of Business (BS BA and MBA programs). Received funding of nearly \$40,000 from Mizzou Course Redesign program to redesign Management 3200 course.

Full-Time Lecturer/Per Course Instructor

August 2000-May 2004, August 1997-December 1999, August 1994-May 1995, August -December 1993, August 1992-May 1993

Southwest Missouri State University, Springfield, MO

Taught Business Communication, Organizational Behavior and Management, Human Resource Development, Human Resource Management, and Basic Business Statistics in the College of Business Administration. Also taught Introduction to U.S. Political Systems, Quantitative Methods of Political Science and Public Policy, and Approaches to Political Analysis on an as needed basis in the Department of Political Science.

Assistant Professor/Labor Education Specialist

October 1999-August 2000

University of Missouri-Columbia, Labor Education Program, Columbia, MO

Conducted non-credit courses for labor organizations and joint programs between employers and labor organizations. Taught credit courses in the Labor Studies Certificate Program.

Adjunct Instructor

August 1998-May 1999

University of Missouri-St. Louis, St. Louis, MO

Taught Introduction to Labor Studies (Spring 1999) in the Labor Studies Certificate Program within the Continuing Education Department. Co-taught Collective Bargaining course.

Research Assistant, August 1995-May 1997

University of Missouri-St. Louis, St. Louis, MO

Assisted Professor Michele Hoyman in designing a research project and developing pertinent variables regarding grievance arbitration outcomes. Coded labor arbitration cases on more than 55 variables. Utilized SPSS and Stata statistical software to analyze data and interpret results of hypothesis testing. Jointly presented research findings at the Midwest Political Science Association conference in April 1997. Jointly presented preliminary findings at the 1996 Midwest Political Science Association conference. Also assisted with graduate student recruitment.

BUSINESS/PROFESSIONAL EXPERIENCE**Senior Associate for Academic Affairs, June 2004-July 2006**

Missouri Department of Higher Education, Jefferson City, MO

Reviewed new and off-site program proposals to ensure quality, cost effectiveness, geographic and financial access, need, fit with institutional mission, and financial sustainability. Processed program change requests and maintained academic program inventory for the State of Missouri. Responded to inquiries from chief academic officers and other institutional representatives. Coordinated activities related to the partnership between the Missouri Consortium for Measuring Value-Added Student Learning and RAND's Council for Aid to Education. Assisted in administering \$1.2 million Improving Teacher Quality Grants to Missouri higher education institutions and provided additional administrative support to the Academic Affairs unit.

Supplements Author, 2002-2004

Irwin/McGraw-Hill Higher Education, Burr Ridge, IL

Authored and revised the *Lecture Resource Manual* for the textbook *Management: Skills and Application*, Tenth Edition, by Leslie W. Rue and Lloyd L. Byars. Authored *Putting BW to Work* (an instructor guide that integrates *Business Week's* weekly features and articles with the textbook *Formulation, Implementation, and Control of Competitive Strategy*, Eighth Edition, by John A. Pearce, II, and Richard B. Robinson, Jr.).

Labor Arbitrator, October 1999-August 2003

Arbitrated grievances, issued final and binding decisions, and wrote awards for the American Postal Workers Union/U.S. Postal Service arbitration panels in the St. Louis Gateway Area District, Greater Indiana District, and Central Illinois District.

Executive Director, January 1993-June 1994

Court Appointed Special Advocates (CASA) of Southwest Missouri, Inc., Springfield, MO

Recruited, trained, and supervised volunteers who advocated for abused and neglected children in juvenile court proceedings. Expanded program from nine (9) CASA volunteers to 30. Raised funds through grant writing, special events, and solicitation. Successfully wrote five (5) grants totaling approximately \$100,000 from the U.S. Department of Justice (administered through the National CASA Association), Interest on Lawyers Trust Fund Account, IOF Forrester's, Community Foundation, and Ronald McDonald Children's Charities of the Ozarks. Organized public relations and marketing efforts. Frequently spoke to community groups. Supervised volunteer office staff and interns. Compiled and analyzed statistical data. Coordinated efforts with the Greene County Juvenile Court and the Missouri Division of Family Services. Responsible to the Board of Directors for overall program management, including budgeting, goal setting, and program evaluation.

Assistant Director, Job Developer/Coordinator, Graduate Assistant, January 1988-May 1992

Southwest Missouri State University, Office of Cooperative Education, Springfield, MO

Worked extensively with employers in developing job placements. Successfully recruited undergraduate and graduate students to the program. Arranged student interviews with prospective employers. Placed students in appropriate work/learn internships and co-op positions. Offered guidance to students in developing resumes and preparing for job interviews. Wrote articles, edited, and produced biannual newsletter. As job developer/coordinator and assistant director, proposed and conducted research and assessment procedures (i.e. developed a survey that was administered twice each semester, under my supervision, to students placed in work/learn positions, compiled and analyzed the resulting data, and prepared reports summarizing and interpreting the findings). Delegated work assignments to clerical staff, graduate assistants, and student workers. As assistant director, assisted in the supervision of approximately 14 staff members, which included responding to questions, handling crises, directing staff, etc. Assisted program director in budgeting, developing promotional activities, daily operations, and long-term planning. Originally hired as graduate assistant, promoted to job developer/coordinator in October 1988, and promoted to assistant director in July 1990.

Personnel Management Specialist (Management Intern Position), May 1988-September 1988
U.S. Medical Center for Federal Prisoners, Springfield, MO

Proposed and conducted research related to such personnel issues as performance evaluation, turnover and retention, and the recruitment of medical personnel. Prepared and conducted a salary survey for registered nurses and licensed practical nurses. Analyzed data using SPSS, prepared reports, and presented findings to the Personnel Officer and the prison's administrative committee.

PRESENTATIONS

"Online Professional Development Curriculum: Identifying Challenges and Exploring Solutions" (with K. Ashley Gangloff), Academy of Management Annual Meeting (Teaching and Learning Conference); Chicago, IL; August 2018

"Arbitrator Gender and Labor Arbitration: An Examination of Outcome Measures," Southern Industrial Relations and Human Resources Conference; Birmingham, Alabama; October 2000. Abstract published in the *Conference Proceedings* as a refereed publication.

"Arbitration as a Social System: The Importance of Gender and Other Characteristics in Determining Arbitrator Reasoning" (with Michele Hoyman), Midwest Political Science Association; Chicago, Illinois; April 1997.

"Gender and Arbitration Outcomes: The Implications for Procedural Fairness of Alternative Dispute Resolution Devices" (with Michele Hoyman), Midwest Political Science Association; Chicago, Illinois; April 1996.

"Are Your Students Telling You What You Need to Know? Effective Assessment Methods for the Co-op Practitioner" (with Sherry Cook), Cooperative Education Association; San Antonio, Texas; April 1990.

GRANTS

Received funding of nearly \$40,000 from Mizzou Course Redesign program to redesign Management 3200 course.

UNDERGRADUATE TEACHING

- | | |
|---|---|
| • Business Communication (Writing Intensive) | University of Missouri - Columbia |
| • Business and Society (Writing Intensive) | University of Missouri - Columbia |
| • Organizational Behavior and Management | Missouri State University |
| • Business Communication | Missouri State University |
| • Human Resources Management | Missouri State University |
| • Collective Bargaining | University of Missouri-St. Louis/Columbia |
| • Introduction to Labor Studies | University of Missouri-St. Louis |
| • Human Resource Development | Missouri State University |
| • Basic Business Statistics | Missouri State University |
| • Introduction to U.S. Political Systems | Missouri State University |
| • Approaches to Political Analysis | Missouri State University |
| • Quantitative Methods of Political Science and Public Policy | Missouri State University |

UNIVERSITY ACTIVITIES and AWARDS

- University of Missouri Campus Writing Board (2010 – 2013; 2014 – 2017)
- University of Missouri Undergraduate Curriculum Committee (2008 – 2011 and 2013 – 15)
- Trulaske College of Business Undergraduate Curriculum Review Committee (2012 – 2014)
- Successfully coordinated 2012 AACSB Maintenance of Accreditation for Trulaske College of Business (BSBA and MBA programs)
- Trulaske College of Business Committee to Develop Online BS BA Degree Completion Program (April 2017 – present)
- 2011-2012 Bruce and Pam Walker Outstanding Faculty Service Award (Co-honoree Christopher Prestigiacomio)