Dana McCann

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Personal Statement

It is my desire to utilize my corporate, academic and professional backgrounds to provide a positive learning experience for all my students. I strive to incorporate a combination of content, experience, research, and reflection into coursework providing opportunities to *use* and *apply* what is learned. I believe it my responsibility to ensure all students are given every opportunity to be successful and do my best to provide innovative applicable learning experiences. Learning never stops – whether it be professional or personal – and I truly appreciate the opportunity to assist in that development.

As Director of SAP Programs and Initiatives and Associate Professor at Northwood University, I serve my students and community with education and business solutions using SAP software. My qualifications include SAP TS410 Certified instructor/consultant with 25+ years of teaching, training, mentoring and consulting in SAP software, integrated systems and business concepts. It would be my pleasure to assist you in advancing your knowledge and career.

Education

Doctor of Philosophy, Central Michigan University, Mt. Pleasant, MI • August 2023
Concentration: Higher Educational Leadership
Dissertation Topic: *"Understanding Management Information Systems: The Decision to Pursue, Continue or Leave the Program."*

Doctor of Business Administration, Argosy University, Santa Ana, CA. • 2001-2010
Concentration: Business and Information Technology
Dissertation Topic: "*A Study of Telecommuting and Information Technology*"

Master of Business Administration, Central Michigan University, Mt. Pleasant, MI. • May 1995
Concentration: Business Management and Marketing

Bachelor of Business Administration, Saginaw Valley State University, University Center, MI. • May 1993
Concentration: Management, Marketing, MIS

Academic Experience

Northwood University, Midland, MI:
Director of SAP Programs and Initiatives and Associate Professor | 2022 – present

Develop programs and curriculum for traditional, hybrid, and online (BlackBoard®) environments; Instruct, mentor, and facilitate traditional, non-traditional, hybrid, and online classroom environments for graduate and undergraduate students as well as certificate programs for university students, corporate partners and dual-enrolled high school students. Advise campus faculty on training opportunities and serve as main point of contact for SAP customers seeking partnership opportunities including internships and full-time recruits. Coordinate and instruct SAP Certification Academy as capstone to MIS program.

Grand Valley State University, Grand Rapids, MI:
Clinical Affiliate Faculty/SAP UA Faculty Coordinator – MIS, Management Department | 2016 – 2022

Developed curriculum, syllabi and overall course structure for traditional, hybrid, and online (BlackBoard®) environments; Instructed, mentored, and facilitated traditional, non-traditional, hybrid, and online classroom environments for both graduate and undergraduate students; Mentored and supervised Honors projects and Independent Study cohorts in final research projects; Served as SAP University Alliances liaison and Faculty Coordinator for GVSU faculty and staff. Coordinate and instruct SAP Certification Academy as capstone to MIS program.

Saint Michael's Learning Academy, Houston, TX:
Director of SAP Initiatives ● 2015 – 2019
Partnered with SAP and SAP's University Alliance to provide training, education and certification to military personnel and veterans through SAP's Veterans to Work Program providing a skillset for military personnel transitioning to the civilian workforce.

Central Michigan University, Mount Pleasant, MI:
Full-time Faculty | Lecturer III – Business Information Systems Department • 2000-2015

Develop syllabi and overall course structure including weekly lab practicum for campus and online (BlackBoard®) environments and administer all grades; Instruct, mentor, and facilitate traditional, non-traditional and online classroom environments for both graduate and undergraduate students; Mentor and supervise Graduate Assistants as they instruct in undergraduate laboratory classes and/or complete research projects; Plan and instruct course sections designated for Honors students.

Business Experience

DKM Consulting, LLC, Midland, MI: *SAP Coordinator/Consultant, Corteva Agrisciences ●* 2021-2024
Provide application and process support to North America Supply Chain Logistics and Customer Service teams following a full SAP S/4HANA implementation. Managed SAP student resources to support post-implementation SCM and Customer Service transactional support as well as hands-on corporate experience for students involved.

DKM Consulting, LLC, Midland, MI: *Business/Systems Consultant, Assets Broker and Loans ●* 2013-2018
Provide system support to the business owner and staff using QuickBooks™ software including management of outside vendors, tax accountant, bookkeeper, attorney, corporate entity service corporation, and insurance/benefits; Overseeing business management tasks including payroll, taxes, accounts payable and receivable; Maintaining bookkeeping records and reconcile business accounts coordinating account information with the accountant; Process monthly, quarterly, and annual taxes (Excise taxes, City of Seattle, Property) and provide accounting reports as needed; Create and update office/business procedures manual.

DKM Consulting, LLC, Midland, MI: *Principal Owner, Business Advisor ●* 2007-2013
Manage a small staff of recent MBA graduates who provide management consulting services to local entrepreneurs based upon individual need at a reasonable rate; Work very closely with management team or business owner to research current information in an effort to determine risks associated with various business ventures; Make educated predictions regarding various policies and practices; Provide specific information, reports and plans to owner and management team as required; Provide training workshops to local area businesses and community members.

Dow Corning Corporation, Midland, MI: *Operations Senior Analyst, Supervisor ●* 1997 – 2000, 1988 - 1991
Provided analytical support for Global Systems Operations group; Managed department operations, schedules and support structure; Supervised operators and technicians (both employees and contractors); Determined need for software, network and systems, cost analysis, budgeting and procedures for support; Managed change management for all global systems and infrastructure. Experience includes VM, MVS, NT, Microsoft Office products, Peregrine's ServiceCenter, SAP R/3 (Unix), BMC's Patrol, ECS and CommandPost as well as various other software packages and programming languages.

The Dow Chemical Company, Midland, MI: *Analyst, Systems Console Operator ●* 1991 - 1997
Provided proactive monitoring, problem determination and identification for global MVS, Windows NT, VM, VMS and VSE systems in order to ensure and maintain system availability. Facilitate resolution process of system outages. Maintain knowledge of system tools, applications, processes and operational documentation.

Related Experience and Activities

SAP Certification TS410 Academy Trainer (SAP 10 DAY Certification Course), SAP University Alliances
Completed and passed final assessment in the SAP TS410 Certification Course authorizing me to train and consult in and for SAP. (Certified in versions: 1709, 1809, 2020)

ERPsim Trainer Level II Certification Course, HEC Montreal, June 2012
Successfully completed and passed ERPsim Trainer Level II Certification Exam certifying me to administer training for ALL the ERPsim simulation (new simulations were added.)

ERPsim Trainer Certification Course, HEC Montreal, October 2011
Successfully completed and passed ERPsim Train-the-Trainer Certification Exam certifying me to administer training for the ERPsim simulation.

SAP Business byDesign Training, SAP University Alliance, Chico, CA, June 2011
Participated in Introductory Faculty Training for SAP Business byDesign product authorizing me to use the application and exercises in my courses.

ERPsim Faculty Certification Course, SAP University Alliance Congress, March 2010
Participated in ERPsim Certification Course certifying me to administer the ERPsim simulation to my students.

SAP Certification TERP10 Academy Trainer (SAP 10 DAY Certification Course), SAP University Alliances, May 2008
Completed and passed final assessment in the SAP TERP10 Certification Course authorizing me to train and consult in and for SAP.

Faculty Participant/SAP Certification Course, Central Michigan University, May 2007
Participated in two-week SAP Certification Course training while students prepared for the Certification Exam.

Trainer, Education and Training Connection (ETC), Midland, MI, 2004 - present
Provide business enrichment, software and system training to area business employees and non-traditional students

Reviewer, International Association for Computer Information Specialists (IACIS), 2003 – present
Review assigned papers for the Annual IACIS Conference.

Web Site Development, Self-employed, Midland, MI, 2002-present
Provided content design feedback to entrepreneurs to create and maintain web sites following good design practices.

Instructor, Central Michigan University Labelle Entrepreneur Center, Mt. Pleasant, MI, 2002-2004
Provided instructional support for the Michigan Banker's Association Spreadsheet Analysis and BankSim Report preparation courses at the annual Perry's School of Banking.

Alpha Kappa Psi Faculty Advisor, Central Michigan University, Mt. Pleasant, MI, 2002-present
Alpha Kappa Psi Zeta Xi CHAPTER Advisor, Central Michigan University, Mt. Pleasant, MI, 2011-present
Mentor and guide members of Alpha Kappa Psi Professional Business Fraternity on campus. Provide leadership, guidance and necessary approval to AKP board members regarding Chapter activities, expenditures and decisions.

Member, Entrepreneurship Committee, Central Michigan University, Mt. Pleasant, MI, 2002-2004
Attend regular meetings to discuss and establish cohesion among those courses taught outside the department.

Editor, McGraw-Hill Publishers, New York, NY, 2001 – Present
Editor, Prentice Hall Publishing, Upper Saddle River, NJ, 2001 – Present
Editor, Wiley Publishing, Indianapolis, IN, 2001 – Present
Provide as needed editorial support remotely, including developmental and copy editing of their internal online and printed documentation.

Instructor, Michigan Business Education Association, Mt. Pleasant, MI, 2001
Developed and facilitated FrontPage 2000 and Advanced PowerPoint 2000 workshops at the MBEA Annual Convention.

Alpha Chi Omega Advisor, Northwood University, Midland, MI, 2005-2008
Mentor and guide members of Alpha Chi Omega Sorority.

Member, Information Technology Committee, Northwood University, Midland, MI, 2005-2006
Provide faculty feedback and recommendations during decision periods for new instructional technology.

Publications and Presentations

"SAP Education and Training for the Working Professional" Presentation at *ASUG Michigan Summer Chapter Meeting*, Grand Rapids, MI; June 2024

"Understanding Management Information Systems: Why Do Students Leave the Program?" Presentation and Proceedings in *The Michigan Academy of Science, Arts, and Letters* (MASAL) (Ed.), Vol. 2020-21, Alma, MI; March 2021

"Bringing Design-Led Innovation into Your Classroom." Presentation and Proceedings at *Lilly Conference on Teaching and Learning*, Traverse City, MI; Sep 2018

"Supporting Veteran Transition to Civilian Workforce through Specialized Training and Certification." Presentation and Proceedings at *MWDSI*; Spring 2017

"A Study of the Effectiveness of an ERP Simulation on Student Learning Experiences in the Classroom." Accepted for publication in *The International Journal of Latest Research in Science and Technology*, Vol. 4; April 2015

"My Favorite Assignment." Presentation given at the ABC International Conference, Montreal, Quebec, CA; Oct 2011

"The Revolution of Using Collaborative Sources in Higher Education." Paper accepted and presented at the IACIS Conference, Las Vegas, NV; Published in *Issues in Information Systems,* October 2010, Vol. XI(I).

"Facing Your Facebook Fears: Using Social Media in the Classroom." Presentation accepted and given at the Lilly Teaching and Learning Conference, Traverse City, MI. Sept 2010; Presentation, training and materials shared through CMU's Faculty Center for Innovative Teaching (FaCIT). Spring 2011

"Enterprise Systems Software in a Business School Curriculum." Paper accepted and presented at the IACIS Conference, Pittsburgh, PA; Published in *Issues in Information Systems,* October 2009, Vol. X(I).

"SAP ERP Technology in a University Curriculum and the University Alliance Program." Paper accepted and presented at the IACIS Conference, Pittsburgh, PA; Published in *Issues in Information Systems,* October 2009, Vol. X(I).

"An Assessment of 100 Fortune 500 Company Websites." Paper accepted and presented at the IACIS Conference, Las Vegas, NV; Published in *Issues in Information Systems,* October 2003, Vol. IV

"A Survey of Information Technology Literacy Levels." Paper accepted and presented at the IACIS Conference, Las Vegas, NV; Published in *Issues in Information Systems*, October 2003, Vol. IV

Research Areas of Interest

- Imbalance of Women in STEM, Information Systems, Technology Programs and Positions
- Student Ethics and Honor Codes
- Pedagogy in the Higher Education Classroom
- Teaching/Learning Styles in Traditional and Non-Traditional Students
- Improving the Learning Experience In and Outside the Classroom
- Technology in the Classroom
- SAP in the Classroom: Teaching Enterprise Resource Planning
- Teaching ERP in Secondary Education