Curriculum Vitae

Mark Ciampa, PhD
Department of Information Systems, Western Kentucky University
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Education
- Indiana State University (2008)
  - Doctor of Philosophy in Technology Management (Digital Communication Systems emphasis)
  - Dissertation: "The Impact of Computer Security Policy Content Elements on Mitigating Phishing Attacks"

- Middle Tennessee State University (1983)
  - Master of Science (Computer Information Systems major, Accounting minor)

Certifications
- Security+ (SY0-201), CompTIA Career ID COMP001020087386
- Certificate In Data Processing, Institute for Certification of Computer Professionals (ICCP) ID 840501

TEACHING
Teaching Activities: Courses Taught
Basic Computer Literacy; Telecommunications II; Security, Risk & Threat Management; Systems Architecture I; Systems Architecture II, Telecommunications I; Advanced Telecommunications I; Introduction to Business Telecommunications; Business Systems Architecture; IS Architecture; Selected Topics: TCP/IP; Principles of MIS

Teaching Activities: Course Development and Associated Roles
- Academic Advisor, Computer Information Technology (average 50-70 advisees)
- Created 43-question "Advising FAQ" document distributed each semester to advisees
- Participated in the initial design of the Business Informatics curriculum
- Created template for the University Curriculum Committee Business Informatics proposals
- Participated in the redesign of the Systems Management curriculum
- Participated in the design of an electronic textbook initiative
- Incorporated "flipped classroom" model, initiated real-time student classroom polling mechanism, utilized electronic textbook, and added online student activities in CIS 141 (Basic Computer Literacy)

- Designed and taught first online undergraduate courses for Computer Information Technology, CIT 352 (Telecommunications II) and subsequent major redesign to include an electronic textbook and advanced networking projects
- Designed and taught CIT 472 (Advanced Telecommunications I) utilizing online wireless data technology simulation models and advanced wireless tools
- Designed and taught online SM 446 (Security, Risk, and Threat Management) and subsequent major redesign to include an electronic textbook and associated projects
- Designed and taught three online independent learning (IL) courses and three subsequent major revisions: CIT 310 (Systems Architecture I), CIT 312 (Systems Architecture II), and CIT 370 (Advanced Telecommunications I) and three subsequent major revisions
- Created template for the University Curriculum Committee Business Informatics proposals

Teaching Activities: Professional Development
- Attended Angelbeat Technology Conference, Nashville, TN (Apr 2014)
- Attended Angelbeat Technology Conference, Nashville, TN (Dec 2013)
- Attended 19th Annual Sloan Consortium International Conference On Online Learning, Orlando, FL (Nov 2013)
- Participated in "Building a home Lab for Wireless" Webinar, Certified Wireless Network Professional Association (Aug 2013)
- Attended Promotion and Tenure Workshop," GFCoB (Aug 2013)
- Attended "WKU Colonnade Program: 2014 General Education Requirements" workshop, WKU Campus Advising Network (CAN) (Apr 2013)
- Participated in "Making the Move: Incorporating Digital Content into Your Teaching", Webinar (Apr 2013)
- Attended "Alcoa Global Rolled Products: Business Strategy and Disciplined Execution to Profitable Growth" presentation, WKU GFCoB (Mar 2013)
- Attended US Computer Emergency Readiness Team (US-CERT) GFIRST security conference, Nashville, TN (Aug 2011)
- Attended "Q&A about Promotion and Tenure for Faculty" workshop, WKU Faculty Center for Excellence in Teaching (FACET) (Feb 2013)
- Attended "The First Year Experience, Contributing to WKU Student Success" workshop, WKU CAN (Sep 2011)
- Attended "Why Advising Matters" workshop, WKU CAN (Sep 2010)
- Attended "Virtual PC" workshop," Elizabethtown Community & Technical College, Elizabethtown, KY (Jun 2006)
- Attended Automatic Identification & Data Capture Technical Institute, Ohio University, Athens, OH (Jul 23-28, 2006)
- Attended "Planning the Budget for Your Grant Proposal" workshop, WKU Office of Sponsored Programs (Feb 2005)
- Attended "Teaching Portfolios" workshop, WKU FACET (Sep 2005)
- Participated in "New York Times in the Classroom" project (Fall 2004)

Teaching Activities: Sample of Course Revisions
- 2012-2013– Completely revised CIT 372 and added new material (new packet analysis laboratories, new student utilities, new recorded lectures); completely revised SM 446 and added new material (new online activities, new recorded lectures, new reflection paper assignments, weekly recorded podcast); revised CIS 141 (implemented "flipped classroom" model, created new in-class presentations, incorporated new online hands-on activities, created new student discussions)
- 2011-2012 – Completely revised CIT 312 and added new material (new videos, added new online simulations, created new online chapter review questions, created new practice tests and new chapter tests)
- 2010-2011 – Completely revised CIT 310 and added new material (new lecture videos, new CD-ROM videos, new online hardware simulations, created new online chapter review questions, created new practice tests and new chapter tests); revised CIT 372 (created new pre-assessment instrument, added new VTC videos, created new assignment submission forms, revised OPNET modeling tool assignments)
- 2010-2009 – Revised CIT 372 (created new discussions and exams); revised SM 446 (created new interactive activities, new video lectures for all chapters, electronic correspondence laboratories, and risk and threat management activities, revised hybrid course with updated assignments and assessments); revised CIT 474 (expanded online Web course using new wireless technology applications); revised CIT 472(revised online Web course with new discussion topics
- 2009-2008 - Significantly revised and taught one new Web course and one new hybrid course; revised CIT 372 (new discussions and exams); revised SM 446 hybrid course (created new interactive activities, new video lectures for all chapters, electronic correspondence laboratories, and risk and threat management activities with updated assignments and assessments); expanded CIT 474 online Web course using new wireless technology applications and new discussion topics
- 2008-2007 – Revised CIS 347 (incorporated additional online modeling and simulation network tools); revised CIT 370 (incorporated online modeling and simulation network tools, added new podcasting lectures); revised SM 347 (developed and taught new Web-enhanced hybrid CIS course; added new podcasting lectures); revised SM 348 (developed and taught new Web-enhanced hybrid CIS course, added new video lectures)

RESEARCH
Publications: Articles in Refereed Journals (Published)
- Marston, S., Thrasher, E., & Ciampa, M. (2014). Does gender play a role in the acceptance of e-textbooks by students? *Research in Higher Education Journal*, 23, 1-15.
- Ciampa, M. (2013). A Comparison of Password Feedback Mechanisms and Their Impact on Password Entropy. *Information Management and Computer Security*, 21(5), 344-359.
- Ciampa, M. (2013). A Comparison of User Preferences for Browser Password Managers. *Journal of Applied Security Research,* 8(4), 455-466.

- Ciampa, M., Thrasher, E., Marston, S., & Revels, M. (2013). Is Acceptance of E-Textbooks Discipline-Dependent? Comparing Business and Non-Business Student Perceptions. *Research in Higher Education Journal*, 20, 1-13.
- Ciampa, M. (2013). A Study of Students Perceived Computer Knowledge. *International Journal of Learning and Development*, 3(2)*,* 11-24.
- Ciampa, M. (2013). Student Perceived Importance and Correlations of Selected Computer Literacy Course Topics. *Journal of Instructional Pedagogies*, 11, 1-17.
- Ciampa, M., & Revels, M. (2012). Student Access to Online Interaction Technologies: The Impact on Grade Delta Variance and Student Success. *Online Journal of Distance Learning Administration*, 15(4), 1-8.
- Ciampa, M., & Revels, M. (2012). The Effect of Self-Remediation Activities on Undergraduate Student Retention. *Kentucky Journal of Excellence in College Teaching and Learning*, 10, 88-96.
- Blankenship, R., & Ciampa, M. (2012). Security Education in Colleges: Is It Sufficient? *European Journal of Business and Social Sciences*, 1(7), 46-55.
- Contacos-Sawyer, J., Revels, M., & Ciampa, M. (2011). Business Compensation Design Plan. *Business Journal for Entrepreneurs,* 11(4), 1-12.
- Revels, M., & Ciampa, M. (2012). Benchmarking Comparison of VMware Workstation and Sun VirtualBox OSE. *ACET Journal of Computer Education and Research,* 7, 1-17.
- Ciampa, M., Revels, M., & Enamait, J. (2011). Online Versus Local Password Management Applications: An Analysis of User Training and Reactions. *Journal of Applied Security Research*, 6(4), 449-466.
- Ciampa, M. (2011). Are Password Management Applications Viable? An Analysis of User Training and Reactions. *Information Systems Education Journal* (9)2, 4-13.
- Contacos-Sawyer, J., Revels, M., & Ciampa, M. (2010). High Performance Work Systems for Online Education. *Online Journal of Distance Learning Administration*, 13(1), 1-5.
- Revels, M., & Ciampa, M. (2010). Learning and Computer Mediated Communication. *Global Education Journal*, 2010(3), 25-45.

Publications: Articles in Refereed Journals (Accepted for Publication)

Publications: Articles in Refereed Journals (Submitted for Publication)
- Marston, S., Thrasher, E., & Ciampa, M. (2013). *Does gender play a role in the acceptance of e-textbooks by students?* Manuscript submitted for publication.

Publications: Textbooks
- Ciampa, M. (2015). *Security+ Guide to Network Security Fundamentals 5ed*. Boston: Cengage Learning. (ISBN-13: 9781305093911).
- Ciampa, M. (2014). *Security Awareness: Applying Practical Security in Your World 4ed.* Boston: Course Technology. (ISBN-13: 9781111644185)
- Ciampa, M. (2013). *CWNA Guide to Wireless LANs 3ed*. Boston: Course Technology. (ISBN-13: 9781133132172).
- Ciampa, M., & Revels, M. (2013). *Introduction to Healthcare Information Technology.* Boston: Course Technology. (ISBN-13: 9781133787778).

- Ciampa, M. (2012). *Security+ Guide to Network Security Fundamentals 4ed*. Boston: Course Technology. (ISBN-13: 9781111640125).
- Ciampa, M. (2010). *Security Awareness: Applying Practical Security in Your World 3ed*. Boston: Course Technology. (ISBN-13: 9781435454149).
- Ciampa, M. (2009). *Security+ Guide to Network Security Fundamentals 3ed.* Boston: Course Technology. (ISBN-13: 9781428340664).
- Ciampa, M. (2008). *Security+ Guide to Network Security Fundamentals 2ed Update.* Boston: Course Technology. (ISBN-13: 978-1428360853).
- Ciampa, M. (2007). *CWSP Guide to Wireless Security.* Boston: Course Technology. (ISBN-13: 9781418836375).
- Ciampa, M. (2007). *Wireless# Guide to Wireless Communications 2ed.* Boston: Course Technology. (ISBN-13: 9781418836993).
- Ciampa, M. (2007). *Security Awareness: Applying Practical Security in Your World 2ed.* Boston: Course Technology. (ISBN-13: 9781418809690).
- Ciampa, M. (2006). *CWNA Guide to Wireless LANs 2ed.* Boston: Course Technology. (ISBN-13: 9780619215798).
- Ciampa, M. (2005). *Security+ Guide to Network Security Fundamentals 2ed.* Boston: Course Technology. (ISBN-13: 9780619215668)
- Ciampa, M. (2004). *Networking BASICS 2ed*. Boston: Course Technology. (ISBN-13: 9780619055820).

Publications: Articles in Editorially-Reviewed Journals or Articles on Non-IT Topics (Published)
- Minor, J., Revels, M., & Ciampa, M. (2012). Performance Pay and Its Use of Technology for Secondary Education. *Kentucky Business Education Association Journal* (2012), 1-13.
- Revels, M., Ciampa, M., & Minor, J. (2011). Knowledge Management and Training Assessment: A Case Study at the Secondary Education Level. *Kentucky Business Education Association Journal* (2011), 11-12, 29.
- Butterfield, J., & Ciampa, M. (2006). 2 + 2 = A Successful Formula for Institutional Partnerships. *Community College Journal* 76(6), 42-46.

Papers Published in Refereed Conference Proceedings
- Ciampa, M. (2013). Student perceived importance and correlations of selected computer literacy course topics. *Proceedings of the Society of Business Research* (2013).
- Ciampa, M., & Revels, M. (2012). Student Access to Online Interaction Technologies: The Impact on Grade Delta Variance and Student Success. *Proceedings of the Society of Business Research* (2012). **Best Paper Award – MIS track**.
- Ciampa, M. (2010). Phishing: Protecting Users Through Behavior Influencing Security Policies [Abstract]. *Proceedings of the ACM Mid-Southeast Conference* (2010), 17-18.
- Ciampa, M. (2010). Are Password Management Applications Viable? An Analysis of User Training and Reactions. *Proceedings of Information Systems Educators Conference (ISECON)*, 27(1305), 1-11.
- Ciampa, M. (2004). Wireless Technology in Education [Abstract]. *Proceedings of the 2nd Annual Conference on Mid-South College Computer* (2004), 165.

Conference Presentations
- Ciampa, M. (2013). Student perceived importance and correlations of selected computer literacy course topics. Society of Business Research (SBR) 2013 Conference, Nashville, TN.
- Ciampa, M. (2012). Student Access to Online Interaction Technologies: The Impact on Grade Variance and Student Satisfaction. Society of Business Research 2012 Conference, Nashville, TN.
- Ciampa, M. (2010). Phishing: Protecting Users Through Behavior Influencing Security Policies [Keynote Address]. ACM Mid-Southeast Chapter Fall 2010 Conference, Gatlinburg, TN.
- Ciampa, M. (2010). Are Password Management Applications Viable? An Analysis of User Training and Reactions. 29th Annual Information Systems Educators Conference (ISECON), Nashville, TN.
- Ciampa, M. (2006). Practical Security Update. Association of Computer Educators in Texas (ACET), Houston, TX.
- Ciampa, M. (2004). Practical Security. Association for Computer Educators in Texas (ACET), Houston, TX.
- Ciampa, M. (2004). Wireless Technology in Education. Conference on Mid-South College Computer, Little Rock, AK.

Unpublished Contributions to a Professional Meeting
- Ciampa, M. (2011). Adding Practical Security to Your Computer Course. Symposium conducted at the meeting of the Information Security and Computer Applications (ISCA2011) Conference, Jacksonville, AL.
- Ciampa, M. (2009). How to Be Practically Secure and Emerging IT Trends. Symposium conducted at the meeting of the Branan Endowed Chair Lectureship, Ocala, FL.
- Ciampa, M. (2007). Microsoft Response to Secure Computing as Seen in Vista. Symposium conducted at the meeting of the i-Society International Conference, Merrillville, IN.
- Ciampa, M. (2003). Wireless in Education. Symposium conducted at the meeting of the Organizational Systems Research Association conference, Las Vegas, NV.

Works in Progress
- Blankenship, R., & Ciampa, M. An Analysis of Community College Faculty Perceptions Regarding Selected Computer Literacy and Security Topics. (Proposed submission date Fall 2014).
- Ciampa, M., & Thrasher, E. Why Females Demonstrate a Higher Propensity For Information Assurance Over Males. (Proposed submission date Fall 2014).
- Ciampa, M., & Enamait, J. How Authentication Parameters Influence User Password Creation. (Proposed submission date Fall 2014).

Primary Research Interests
- Information assurance authentication mechanisms
- Practical end-user computer security

- Student performance in technology-related courses
- Acceptance of technology by end-users

SERVICE
Service Activities (Department, College and University): Committee Membership
- WKU Human Subjects Review Board – University At-Large (member) (2012-present)
- WKU Bioinformatics and Information Science Center Committee (member) (2012-present)
- WKU University Curriculum Committee (member) (2011-2012, 2012-2013)
- WKU Academic Program Review Committee (member) (2011-2013)
- WKU Human Subjects Review Board (member) (2006-2009)
- GFCoB Strategic Planning Council: Infrastructure Committee (member) (2011-present)
- GFCoB Curriculum Committee (member) (2009-2011, 2011-2013)
- GFCoB Associate Dean Search Committee (member) (2011-2012)
- GFCoB Learning Activities and Instructional Space focus group (member) (2008)
- GFCoB College Awards Committee (member) (Apr 2007)
- Information Systems Department Systems Management Marketing Team (member) (2013-present)
- Information Systems Department BA 175 Presentation Team (member) (2013-present)
- Information Systems Department CIS Search Committee (member) (2011)
- Information Systems Department WKU Senate Alternate (member) (2007-2008)

Service Activities (Department, College and University): Other
- Participated in Bowling Green High School College and Career Expo, Bowling Green, KY (Mar 2013)
- Presented "A Comparison of Password Feedback Mechanisms and Their Impact on Password Entropy" to WKU Bioinformatics and Science Center's Information Security and Assurance focus group, Bowling Green, KY (Feb 2013)
- Created "Using the Online Work Order System" document for GFCoB (Apr 2012)
- Co-authored maintenance work order procedures for GFCoB (Apr 2012)
- Created online survey instrument for GFcoB Associate Dean Search Committee (Mar 2012)
- Primary Capstone Experience/Thesis Evaluation Advisor and Second Reader to WKU Honors student Mr. Ron Ryne (Dec 2008)

Service Activities (Professional): Presentations
- "Teaching the New CompTIA Security+ SY0-401 Exam," CompTIA Academy Educator Conference, Phoenix, AZ (Aug 2014)
- "Changes in Education & Managing Disengagement", Webinar (May 2013)
- "Computer Information Technology", Volunteer State Community College, Gallatin, TN (Apr 2014 ,Feb 2013, Feb 2012, Feb 2011, Feb 2010, Feb 2009)
- "Helping Students Stay Secure," "Teaching the New CompTIA Healthcare Information Technology (HIT) Certification", and "Update on Security+", Fayetteville Technical and

Community College Professional Development, Fayetteville Technical and Community College, Fayetteville, NC (Nov 2012)
- "Security" and "New IT Trends", Virginia College Faculty Professional Development Workshop, Webinar (Oct 2012)
- "Teaching Practical Security in Your Introduction to Computers Course", KCTCS Learning Meetings, Louisville & Lexington, KY (Feb 2012)
- "Educator Seminar: Teaching the New CompTIA Security+ SY0-301 Exam", CompTIA E2C Academy, Washington, DC (Aug 2011)
- "Security Curriculum", DeVry University, Chicago, IL (Jul 2011)
- "Password Attacks and Defenses", National and Mid-Pacific ICT Educator Conference, San Francisco, CA (Jan 2011)
- "Information Security in Your Classroom: What Students and Teachers Should Know", International Society for Technology in Education (ISTE), Webinar (Dec 2010)
- "Virtualization Security", Muskingom Business Incubator, Zanesville, OH (Apr 2009)
- "Security Update", Pellissippi State Community College, Knoxville, TN (Nov 2010)
- "Practicing Practical Security", 2010 Tennessee Cyber Security Education Consortium Cyber Security Awareness Seminar, Nashville, TN (May 2010)
- "Security+ 2008 Certification", Cyber Security Education Consortium Executive Council, Nashville, TN (May 2010)
- "Practical Security", Coldwell Banker Southern Regional Conference, Webinar (Feb 2010)
- "Update on Security 2009: Are We Winning or Losing?", Indiana Association of Private Career Schools Faculty Professional Development Conference, Indianapolis, IN (Nov 2009)
- "How to Be Practically Secure", Valencia Community College, Orlando, FL (Oct 2009)
- "New Security+ 2008 Edition Exam", Lincoln Education Service Information Management and Security Group, Webinar (Jul 2009)
- "CompTIA Security+", CompTIA E2C, Webinar (Oct 2008)
- "Information Security in Your Classroom: What Students and Teachers Should Know", ISTE Special Interest Group Computing Teachers (SIGCT), NECC Conference, Washington, DC (Jun 2009)
- "Quintessential Network & Wireless Security Skills Needed in Today's IT Environment", Technical Learning Institute, New York City, NY (Apr 2009)
- "Why Teach Information Security", Lincoln Educational Services Conference, Atlantic City, NJ (Jan 2009)
- "Tips and Tools for Teachers of Computer and Network Security", National and Mid-Pacific ICT Educator Conference, San Francisco, CA (Jan 2009)
- "Security+", CompTIA Breakaway Conference, Orlando, FL (Aug 2008)
- "Security Update", Ohio Community College Forum, Columbus, OH (Apr 2007)
- "Computer Security: Where It's Headed and How to Keep Up", Bryant and Stratton College, Syracuse, NY (Mar 2007)
- "Update on Industry: Information Security", Lincoln Technical Institute, Philadelphia, PA (Dec 2006)
- "Practical Security", Monmouth University Faculty In-Service, West Long Branch, New Jersey (Aug 2006)

- "Practical Security: What Every Student Needs to Know", Florida Computer Science Educators Summit V, Largo, FL (Feb 2006)
- "Wireless Security", Virginia Community College System IST Peer Conference, Harrisonburg, VA (Sep 2005)
- "Emerging Areas" and "IT and IT Programs: Vision of the Future, Training Needs and Five-Year Plan", Computer Science Educator's Summit, Daytona Beach, FL (May 2004)
- "Emerging Areas" and "IT and IT Programs: Vision of the Future, Training Needs and Five-Year Plan", Miami-Dade Community College Workshop, Miami, FL (Jul 2004)
- "Wireless Security", Working Connections Institute, Charlotte, NC (May 2004)
- "Wireless Security", IT Security Forum, Sarasota, FL (May 2004)
- "Mobile Computing – Infrastructure, End-User Devices, Programming for Mobility", Wisconsin CIS Conference of Wisconsin Technical College System, Eau Claire, WI (Mar 2004)

Service Activities (Professional): Consultant
- Advisor to CompTIA for revision of CompTIA Advanced Security Practitioner (CASP) exam objectives (Jul 2013-Present) and Security+ SY0-401 exam objectives (Mar 2007-present)
- Academic program reviewer for Computer Information Systems degree, Volunteer State Community College (Jun 2006-Present)
- Networking curriculum advisor, Anthem College (Jun 2013)
- Cybersecurity curriculum advisor, Education Affiliates (Oct 2012)
- Advisor to Lincoln Educational Services Information Management and Security Program; Computer Networking and Security Program; Advanced Medical Coding and Billing (Jan 2007-Feb 2011)
- Security curriculum advisor, Zane State College, Zanesville, OH (Apr 2009)
- Networking curriculum advisor, Alabama Department of Education (May 2009)
- MCITP and MCSS program review, Harrison College (Jul 2009)
- EC-Council advisory board (Dec 2009-Aug 2011)
- Security curriculum advisor, Kaplan University, Chicago, IL (Aug 2007)
- Security curriculum advisor, ITT, Indianapolis, IN (Nov 2007)
- Security curriculum advisor, Bryant & Stratton, Buffalo, NY (Nov 2007)
- Wireless curriculum advisor, Westwood University, Denver, CO (Mar 2005)
- Undergraduate and graduate CIS curriculum advisor, Strayer University, Springfield, VA (Nov 2004)
- Planet3 Certified Wireless Network Professional (CWNP) Strategic Advisory Board member (2002-2012)

Service Activities (Professional): Other
- Disciplinary Editorial Reviewer on the Board of Directors for the International Journal of Risk and Contingency Management (Aug 2013)
- Researched and wrote three white papers on security, networking and health information management (Jun 2013)
- Presented "Practicing Practical Security" to Bowling Green Technical College faculty in-service, Bowling Green, KY (Oct 2012)

- Served on CompTIA E2C Academy "Cybersecurity in Education" panel, Washington, DC (Aug 2011)
- Reviewer for 29th Annual 2010 Information Systems Educators Conference (ISECON) Conference (Jun 2010)
- Reviewer for 6th Annual Security Conference - Computer and Information Security Education Track (Feb 2007)
- Conducted 8 "CWNA Wireless-Train the Trainer" workshops for Westwood College, Webinar (Jun 2005)
- Conducted 32-hour "Working Connections" workshop for Michigan CIS faculty, Detroit, MI (Jul 2005)
- Conducted "Security Curriculum" workshop for El Paso Community College, El Paso, TX (Aug 2005)

Service Activities (Public)
- Guest judge in INFS 111 mobile apps final project, Volunteer State Community College, Gallatin, TN (Apr 2014)
- Presented "How to Stay Secure", Henderson Community College Security Workshop, Henderson, KY (Mar 2014)
- Presented "Practical Computer Security" to Introduction to Computers (CIT 105) classes at Southcentral Kentucky Community and Technical College, Bowling Green, KY (Sep 2013, Feb 2013, Feb 2014)
- Presented "Password Security" at National Cyber Security Awareness Month Community Awareness event, WKU Small Business Accelerator, Bowling Green, KY (Oct 2012)
- Presented "Career Day", Vena Stuart Elementary School, Gallatin, TN (May 2011, May 2010)
- Participated in "Business and Information Technology Cultivating Leadership and Innovation," Jefferson County Public Schools, Louisville, KY (Aug 2009)
- Member Information Technology Advisory Committee for Career and Technical Education, Williamson County Schools, Franklin, TN (2010-2011)
- Presented "A World of Possibilities," Williamson County Career Fair, Franklin, TN (Nov 2008)
- Guest judge in CIS 270, Volunteer State Community College, Gallatin, TN (Apr 2008)
- Assisted Vena Stuart Elementary School with computer lab setup and repairs, Gallatin, TN (Aug 2006)
- Guest lecturer, "Wireless Technology and Security", CIS 260 Local Area Networks course Volunteer State Community College, Gallatin, TN (Feb 2006)
- Judge for CIS 270 mock interviews, Volunteer State Community College, Gallatin, TN (Feb 2005)

Service Activities: Publisher Conferences/Webinars
- Presented "What's New in CompTIA Security+," Course Technology National Computing Conference, Nashville, TN (Mar 2014)
- Conducted "Changes in Education & Managing Disengagement" Webinar (May 2013)

- Presented "Helping Students Stay Secure," Course Technology National Conference, San Diego, CA (Mar 2013)
- Conducted Webinar "Introduction to Healthcare Information Technology" (Mar 2012)
- Presented "Adding Practical Security to Your Introduction to Computers Course", Course Technology National Conference, San Antonio, TX (Mar 2012)
- Presented "Teaching the New SY0-301 Security+ Exam", Course Technology National Conference, San Antonio, TX (Mar 2012)
- Presented Webinar "New Security+ Guide to Network Security Fundamentals, 4e & CompTIA Security+ SY0-301 Certification Exam" (Oct 2011)
- Presented "Tools for Teaching Wireless", Course Technology National Conference, Orlando, FL (Mar 2011)
- Presented "Adding Practical Security to Your Introduction to Computers Course", Course Technology National Conference, Orlando, FL (Mar 2011)
- Presented "What's New in the CompTIA Security+ 2008 Edition Exam", Course Technology National Conference, Las Vegas, NV (Mar 2009)
- Presented "Teaching Practical Security", WebEx Seminar, Bowling Green, KY (Apr 2009)
- Presented "Authoring", Publisher's College-Editorial Day, Boston, MA (Jun 2010)
- Presented "Teaching and Practicing Practical Security", Course Technology Regional Forum, Philadelphia, PA (Mar 2010)
- Presented "Teaching and Practicing Practical Security", Course Technology Regional Forum, Dallas, TX (Feb 2010)
- Presented "The Next Generation of Wireless Local Area Networks", Course Technology National Conference, Tampa, FL (Mar 2010)
- Presented "Authoring", Publisher's College-Editorial Day, Boston, MA (Jun 2009)
- Presented "Update on Security" to Cengage Representatives, 2 WebEx Seminars (Jan 2009)
- Presented "Update on Security" to Cengage Inside Representatives and two nation-wide WebEX sessions to customers, Boston, MA (Oct 2008)
- Presented "Password Security" at Course Technology National Conference, Nashville, TN (Mar 2008)
- Presented "Microsoft Vista and Internet Explorer 7 Security", Mississippi State University, Starkville, MS (Sep 2007)
- Presented "Security Briefing" PCS, Clifton Park, NY (Jun 2007)
- Presented "New Security Features of Microsoft Vista", Shelly and Cashman Summer Institute, Indiana University, Bloomington, IN (Jul 2007)
- Presented "Update on Security", Cengage NSM, Baltimore, MD (Jul 2007)
- Presented "New Security Features of Microsoft Vista", Course Technology National Conference, Orlando, FL (Mar 2007)
- Presented "Practical Security", Shelly and Cashman Summer Institute, University of Indiana, Bloomington, IN (Aug 2006)
- Presented "Elements of Security", Ohio Educators Course Technology Forum, Columbus, OH (Mar 2006)
- Presented "Wireless Security", Course Technology Forum, Pittsburgh, PA (Mar 2006)

- Presented "Wireless Security Update", Course Technology National Conference, San Francisco, CA (Mar 2006)
- Presented "Elements of Security", California Educators Course Technology Forum, Long Beach, CA (Mar 2006)
- Presented "Elements of Security", Florida Educators Course Technology Forum, Orlando, FL (Feb 2006)
- Presented "Practical Security", Course Technology National Conference, Orlando, FL (Mar 2005)
- Presented "Wireless Update", Course Technology Nashville Forum, Nashville, TN (Mar 2005)
- Presented "Practical Security", Course Technology Workshop, Knoxville, TN (Oct 2004)
- Presented "Wireless Classroom", Course Technology National Forum, San Antonio, TX (Mar 2004)
- Presented "Wireless in Education", Course Technology Regional Forum, Santa Clara, CA (Mar 2004)
- Presented "Wireless in Education", Course Technology Regional Forum, Columbus, OH (Feb 2004)
- Presented "Wireless in Education", Course Technology Regional Forum, Baltimore, MD (Feb 2004)

Service Activities (Professional): Presentations
- "What's New in CompTIA Security+" and "Healthcare Information Technology", North Carolina Computer Instructor's Association Conference, Raleigh, NC (Mar 2014)
- "Helping Students Stay Secure" and "Healthcare Information Technology", North Carolina Computer Instructor's Association Conference, Shelby, NC (Apr 2013)
- "Introduction to Healthcare Information Technology" and "Teaching the New Security+ SY0-301 Exam", North Carolina Computer Instructors Association Conference, Asheville, NC (Mar 2012)
- "Adding Practical Security to Your Introduction to Computers Course", North Carolina Computer Instructors Association Conference, Atlantic Beach, NC (Mar 2011)
- "The Next Generation of Wireless Local Area Networks", North Carolina Computer Instructor's Association conference, Raleigh, NC (Mar 2010)
- "Password Security", North Carolina Computer Instructor's Association annual conference, Albemarle, NC (Feb 2008)
- "Practical Security", North Carolina Community College System Conference, Greensboro, NC (Oct 2006)
- "Practical Security", North Carolina Community College Instructor's Association, Winston-Salem, NC (Mar 2006)
- "Wireless Security", North Carolina Computer Instructors Association, Hudson, NC (Mar 2005)
- "It's a Wireless World", North Carolina Computer Instructors Association, Wilmington, NC (Mar 2004)
- "Networking for Non-Networking Majors", North Carolina Computer Instructors Association, Wilmington, NC (Mar 2004)