Ning-Kuang Chuang, Ph.D

Associate Professor FLA nchuang@kent.edu

Ph.D., Hospitality Administration 2005 Texas Tech University M.A., Foodservice and Food Study Management 1997 New York University B.S., Hospitality & Tourism Management Purdue University

Higher Education Work Experience

Associate Professor 8/2011 - present

Kent State University

Assistant Professor 8/2005 - 8/2011

Kent State University

Assisted with graduate program development. Provided courses including hospitality cost control, safety and sanitation, lodging operations, food production and services, and hotel group convention sales and services.

Graduate Part-Time Instructor

02/2004 - 05/2005

Texas Tech University

1. Developed and taught hospitality computer course: RHIM 3303 (3 credit hours) 2. Employed various instructional methods, such as class lecture, in-class group exercise, outside class group projects, and individual homework.

Research/Teaching Assistant

08/2001 - 02/2004

Texas Tech University

1. Assisted Associate Dean for Operations in strategic planning, class scheduling, classroom assignment analysis, student enrollment analysis, facility and technology planning, and general operations. 2. Reviewed research articles, designed questionnaires and supervised a team of coworkers in data collection for research projects. 3. Participated in conferences and trade shows for marketing and recruiting for the Restaurant, Hotel, and Institutional Management Program at Texas Tech University. 4. Assisted in teaching both undergraduate and graduate courses, which include RHIM 3322 Hospitality Cost Control II, and RHIM 5332 Advanced Hospitality Cost Control

Instructor 08/1999 - 07/2001

Southern Taiwan University of Technology

Specialized in food, beverage and lodging operational management. Taught courses including Introduction to Hospitality Industry, Quality and Service Marketing, Beverage Management, Wine Tasting, Safety and Sanitation, Modern Etiquette, and Food Preparation and Quality.

Part-Time Instructor/Program Coordinator

08/1998 - 07/1999

Chung-Hwa University

Assisted with program development. Provided courses relate to the Trends and Development of the Hospitality Industry and Introduction of Hospitality Industry.

Other Professional Experience

Executive Assistant and Hotel Opening Team Member

04/1998 - 07/1999

Hotel Royal Hsinchu, Taiwan

Participated in hotel pre-opening matters including dining and guest room layout, employee recruitment, Fixture, Furniture, and Equipment (FF&E) examination and coordination between operations and construction. Assisted general manager with daily hotel operation and functions. Involved house inspection once per week with department heads. Oversaw operation defects and studied the possibility of improvement. Conducted and ensured guest satisfaction relation.

Laboratory Coordinator 09/1997 - 03/1998

Chemistry Laboratory of Societe Generale De Surveillance, Taiwan Branch

Assisted with verification, testing, and certification in all general products, cosmetic, toys, food, and environment.

Assistant to Food and Beverage Cost Controller

01/1996 - 08/1997

Windows on the World, New York

Monitored F&B cost controls. Tracked and verified food, beverage and operating invoices. Audited and maintained inventory control system for food and beverage. Performed purchase reconciliation reports. Assisted in monitoring the compliance of procedures in forecasting, purchasing, receiving, issuing, and storage control. Established and maintained data-bases for recipes and menus.

Baker 05/1994 - 04/1995

Purdue University

Working as a baker in University Student Center-Bake Shop & Pastry Kitchen.

Assistant Manager 12/1992 - 11/1993

Memories of China, Indiana

Arranged shifts, trained, and scheduled wait staffs. Assisted in purchasing and menu selections. Involved with marketing strategies and planning. Audited daily account balance.

Assistant to Marketing and Quality Controller

10/1989 - 08/1990

Konig Food Company, Taiwan

Developed marketing/advertising strategies. Performed quality assurance and product improvement.

Catering and Banquet Supervisor

02/1988 - 08/1989

Kingship Hotel, Taiwan

Set-up tour groups and special banquets such as wedding, birthday, and election dinner parties of up to 450 people. Initiated work teams, improving staff moral and productivity.

Publications 	
Chuang, N. K . (2012). Career planning and development of hospitality undergraduate students. In Z. Zhou (Eds.), <i>Series on Western Research in the Humanities and Social Sciences</i> . Monumental Book Project by ACPSS: China Renmin University Press. Book Project by ACPSS: China Renmin University Press.	2012
Publication: Book Chapters	
Chuang, N.K. (2011). Job-related barriers and coping behaviors in the career development of hospitality undergraduates. <i>Journal of Human Resources in Hospitality & Tourism</i> , 10(1), 14-31.	2011
Publication: Journal Articles, Refereed	
Chuang, N.K. & Lei, S. A. (2011). Job stress among casino hotel chefs in a top-tier tourism city. <i>Journal of H Journal of Hospitality Marketing & Management</i> 20(5), 551-574.	ospitali goMa rketing &
Publication: Journal Articles, Refereed	
Lei, S. A., & Chuang, N.K. (2010). Demographic factors influencing selection of an ideal graduate institution: A literature review with recommendations for implementation. <i>College Students Journal</i> , 44(1), 84-96.	2010
Publication: Journal Articles, Refereed	
Chuang, N.K. , & Dellmann-Jenkins, M. (2010). Career decision-making and intention: A study of hospitality undergraduate students. <i>Journal of Hospitality and Tourism Research</i> , 34(4), 512-530. Publication: <i>Journal Articles, Refereed</i>	2010
Chuang, N.K. (2010). The impact of gender on hospitality undergraduates' perceived career barriers. <i>Journal of Hospitality and Tourism Education</i> , 22(3), 12-19. Publication: <i>Journal Articles, Refereed</i>	2010
Chuang, N.K. , Walker, K., & Caine-Bish, N. (2009). Students' perceptions of career choice: The impact of academic major. <i>Journal of Family and Consumer Sciences Education</i> , 27(2), 18-29. Publication: <i>Journal Articles, Refereed</i>	2009
Lei, S. A., & Chuang, N.K. (2009). Undergraduate research assistantship: A comparison of benefits and costs from faculty and students' perspectives. <i>Education</i> , 130(2), 232-240. Publication: <i>Journal Articles, Refereed</i>	2009
Chuang, N.K. , Yin, D., & Dellmann-Jenkins, M. (2009). Intrinsic and Extrinsic Factors Impacting Casino Hotel Chefs' Job Satisfaction. <i>International Journal of Contemporary Hospitality Management</i> , 21(3), 323-340.	2009
Publication: Journal Articles, Refereed	
Lei, S. A., & Chuang, N.K. (2009). Research collaboration and publication during graduate studies: Evaluating benefits and costs from students' perspectives. <i>College Students Journal</i> , 43(4), 1163-1168.	2009
Publication: Journal Articles, Refereed	

Publication: Journal Articles, Refereed

Type: International Refereed

Presentations	
Yeh, R., Gustin L., & Chuang, N. K. (July, 2011). The Importance of Cross-Cultural Training for Hotel Expatriates Working in Taiwan. The 2011 International Council on Hotel, Restaurant, and Institutional Education Annual Conference (CHRIE), Denver, Colorado, USA.	2011
Type: International Refereed	
Hu, S. M., Chuang, N. K ., Oberkircher, O., & Jurasinski, D. (July, 2011). Making Tofu a Great Cheese Replacer. The 2011 International Council on Hotel, Restaurant, and Institutional Education Annual Conference (CHRIE), Denver, Colorado, USA. Type: International Refereed	2011
Chuang, N. K., Hu, S. M., Yeh, R., & Goh, B. (July, 2010). Guest complaints and guest relations. The 2010 International Council on Hotel, Restaurant, and Institutional Education Annual Conference (CHRIE), San Juan, Puerto Rico, USA. Type: International Refereed	2010
Hu, S. M., Chuang, N. K. , Oberkircher, O., & Jurasinski, D. (July, 2010). Techniques of healthy cooking: Acceptability of ice cream prepared using okra gum as fat and cholesterol ingredient substitutes. The 2010 International Council on Hotel, Restaurant, and Institutional Education Annual Conference (CHRIE),San Juan, Puerto Rico, USA.	2010
Type: International Refereed	
Chuang, N. K., Hu, S. M., Ho, J. Y., & Yeh, R. (July, 2010). A study of online complaints in the lodging industry. The 2010 International Council on Hotel, Restaurant, and Institutional Education Annual Conference (CHRIESan Juan, Puerto Rico, USA.	2010
Type: International Refereed	
Yin, D., Chuang, N. K. , Goh, B. K., Boyce, J., & Yuan, J. J. (July, 2009). Competency profiles among hotel chefs at three managerial levels. Paper presented at the 2009 International Council on Hotel, Restaurant, and Institutional Education Annual Conference (CHRIE),San Francisco, CA.	2009
Type: International Refereed	
Ho, J. Y., Goh, B. K., & Chuang, N. K . (July, 2009). Hotel expatriates' motivations to work overseas and their competences for success. Paper presented at the 2009 International Council on Hotel, Restaurant, and Institutional Education Annual Conference (CHRIE),San Francisco, CA.	2009
Type: International Refereed	
Hu, S. M., Chuang, N. K., & Yeh, R. (July, 2009). Techniques of Healthy cooking: Using okra gum as fat and cholesterol ingredient substitutes in drop quick bread. Paper presented at the 2009 International Council on Hotel, Restaurant, and Institutional Education Annual Conference (CHRIE)an Francisco, CA.	2009

Hua, P. P., Yeh, R., Chuang, N. K ., & Hu, S. M. (July, 2009). Decisions related to booking airline tickets online. Paper presented at the 2009 International Council on Hotel, Restaurant, and Institutional Education Annual Conference (CHRIE),San Francisco, CA. Type: International Refereed	2009
Yeh, R. Miao, L. S., Chuang, N. K. , & Hu, S. M. (July, 2009). Hospitality research: Academic journal editors' and reviewers' perceptions of articles' quality and acceptability. Paper presented at the 2009 International Council on Hotel, Restaurant, and Institutional Education Annual Conference (CHRIE)San Francisco, CA. Type: <i>International Refereed</i>	2009
Chuang, N.K. , Yin, D., Lei, S., & Jenkins-Dellmann, M. (July, 2008). Job satisfaction of casino hotel chefs. The 2008 International Council on Hotel, Restaurant, and Institutional Education Annual Conference (CHRIE), Atlanta, GA. Type: <i>International Refereed</i>	2008
Yin, D., Chuang, N.K., & Cho, M. (July, 2008). Young hotel chefs: A research study examining their career paths. The 2008 International Council on Hotel, Restaurant, and Institutional Education Annual Conference (CHRIE), Atlanta, GA. Type: <i>International Refereed</i>	2008
Yin, D., Chuang, N.K. , & Lei, S. (July, 2007). Leadership traits among hotel executive chef, The 2007 International Council on Hotel, Restaurant, and Institutional Education Annual Conference (CHRIE), Dallas, TX. Type: <i>International Refereed</i>	2007
Yin, D., Lei, S. A., & Chuang, N. K. (January, 2007). Professional competencies among hotel executive chefs in the United States. The Twelfth Annual Graduate Education and Graduate Students Research Conference in Hospitality & Tourism, Houston, TX. Type: <i>International Refereed</i>	2007
Lei, S. A., Yin, D., & Chuang, N. K. (January, 2007). Impacts of campus activities on academic achievement and satisfaction of hospitality students. The Twelfth Annual Graduate Education and Graduate Students Research Conference in Hospitality & Tourism, Houston, TX. Type: International Refereed	2007
Ho, J. Y., Goh, B. K., & Chuang, N. K. (June, 2006). Three years of hotel performance reviews in China, Hong Kong, and Taiwan. 2006 Fourth Asia Pacific Tourism Association & APacCHRIE Joint Conferences, HuaLien, Taiwan. Type: International Refereed	2006
Yin, D., Lei, S., & Chuang, N. K. (June, 2006). Impacts of campus academic involvement on hospitality student. The 2006 Texas Council on Hotel, Restaurant, and Institutional Education Annual Conference (Texas-CHRIE), Lubbock, TX. Type: State Refereed	2006
Kim, Y. H., Goh, B. K., & Chuang, N. K. (June, 2006). The application of community engagement in hospitality programs. The 2006 Texas Council on Hotel, Restaurant, and Institutional Education Annual Conference (Texas-CHRIE), Lubbock, TX.	2006

Lei, S., Yin, D., & Chuang, N. K. Criteria for Selecting an Ideal Graduate Institution. The 2006 Texas Council on Hotel, Restaurant, and Institutional Education Annual Conference (Texas-CHRIE), Lubbock, TX.	2006
Type: State Refereed	
Yin, D., Chuang, N.K. , & Lei, S. Job Satisfaction and Stress Levels Among Hotel Banquet Chef. The 2006 International Council on Hotel, Restaurant, and Institutional Education Annual Conference (CHRIE), Crystal City, VA.	2006
Type: International Refereed	
Chuang, N.K., Dellman-Jenkins, M., & Goh, B. K. Career Barrier Among Hospitality Major, The 2006 International Council on Hotel, Restaurant, and Institutional Education Annual Conference (CHRIE), Crystal City, VA.	2006
Type: International Refereed	
Kim, Y. H., Goh, B. K., & Chuang, N. K. (Spring, 2005). Community engagement course for hospitality management programs. The Eleventh Annual Graduate Education and Graduate Students Research Conference in Hospitality & Tourism, Seattle, WA.	2005
Type: International Refereed	
Chuang, N. K ., Goh, B. K., & Stout, B. L. (January, 2005). Factors that affect hospitality undergraduate students' career intention in the hospitality industry. Paper presented at the meeting of the Tenth Annual Graduate Education and Graduate Students Research Conference in Hospitality & Tourism, Myrtle Beach, SC.	2005
Type: International Refereed	
Chuang, N. K., & Goh, B. K. (January, 2005). A study of hospitality undergraduate students' career development. Paper presented at the meeting of the Tenth Annual Graduate Education and Graduate Students Research Conference in Hospitality & Tourism, Myrtle Beach, SC.	2005
Type: International Refereed	
Chuang, N. K., Goh, B., & Stout, B.L. (August, 2005). Hospitality undergraduate students' career commitment after graduation. The 2005 International Council on Hotel, Restaurant, and Institutional Education Annual Conference (CHRIE), Las Vegas, NV.	2005
Type: International Refereed	
Chuang, N. K., Goh, B. K., Blum, S., & Watts, E. (January, 2004). The effectiveness of government tourism websites as marketing tools. Paper presented at the meeting of the Ninth Annual Graduate Education and Graduate Students Research Conference in Hospitality & Tourism, Houston, TX.	2004
Type: International Refereed	
Lai, H.S., Chuang, N. K., Chen, H. H., & Stout, B.L. (Spring, 2003). Computer-assisted instruction in distance education for hospitality education. Paper presented at the meeting of the Eighth Annual Graduate Education and Graduate Students Research Conference in Hospitality & Tourism, Las Vegas, NV.	2003
Type: International Refereed	

Chuang, N. K., Lai, H. S., Goh, B., & Wu, C.K. (Spring, 2003). The effectiveness of 2003 computer-assisted instruction in hospitality management and foodservice education. Paper presented at the meeting of the Eighth Annual Graduate Education and Graduate Students Research Conference in Hospitality & Tourism, Las Vegas, NV. Type: International Refereed Lai, H. S., Chuang, N. K., Chen, H. H., Stout, B.L., & Huffman, L. (August, 2003). Defining the 2003 role of computer-assisted instruction (CAI) in distance education for hospitality education in challenging times: A framework for deliberation and research initiatives. Paper presented at the 2003 International Council on Hotel, Restaurant, and Institutional Education Annual Conference (CHRIE), Palm Spring, CA. Type: International Refereed Chuang, N. K., Lai, H. S., Goh, B.K., Huffman, L.M., & Stout, B.L. (August, 2003). The 2003 effectiveness of computer-assisted instruction and its comparison with traditional based lecture in hospitality management education. Paper presented at the 2003 International Council on Hotel, Restaurant, and Institutional Education Annual Conference (CHRIE), Palm Spring, CA. Type: International Refereed Chuang, N. K., Wu, C. K., Stout, B.L., and Goh, B.K. (January, 2003). Factors Influencing 2003 Taiwan Outbound package tour travelers' selection of travel agencies. Paper presented at the meeting of the Eighth Annual Graduate Education and Graduate Students Research Conference in Hospitality & Tourism Houston, Las Vegas, NV. Type: International Refereed Goh, B. K., & Chuang, N.K. (March, 2002). Parents of east Lubbock schools survey: Attitude 2002 towards Texas Tech University, Texas Tech University Human Science Week- Research Presentation, Lubbock, TX. Type: Local Refereed Chuang, N. K., Wu, C.K., & Stout, B.L. (August, 2002). Taiwan outbound travelers' satisfaction 2002 with the service quality package tours. Paper presented at the 2002 International Council on Hotel, Restaurant, and Institutional Education Annual Conference (CHRIE), Orlando, FL. Type: International Refereed Service College and Graduate School of Education, Health, and Human Services 2011 - 2011 Graduate Faculty, College and Graduate School of Education, Health, and Human Services (E.H.H.S.), Kent State University, 2011 Type: College

Committee, School of Foundations, Leadership, and Administration

2011 - 2011

Curriculum Committee, School of Foundations, Leadership, and Administration, Kent State University, 2011

Type: Department

Chair, Hospitality Management Program

2011 - 2011

Chair, Hospitality Management Program Tenure-track Faculty Search Committee, Kent State University, 2011

Type: Department

International Journal of Hospitality Management: Reviewer Top Tier Journal in Hospitality (SSCI) Type: International	2011 - 2011
College and Graduate School of Education, Health, and Human Services Graduate Faculty Type: College	2011 - 2011
Reviewer, College and Graduate School of Education, Health, and Human Services (E.H.H.S.) E.H.H.S. Scholarships Type: College	2010 - 2010
Reviewer, School of Family & Consumer Studies (FCS) Scholarship Type: Department	2010 - 2010
Faculty Library Liaison Faculty Library Liaison for School of Foundations, Leadership, and Administration Type: Department	2010 - present
Judge, Gerald H. Read Center for International and Intercultural Education/Global Tourism Class Marion Korllos Tour Design Contest (2007 & 2010) Type: Department	2010 - 2010
Reviewer, International Journal of Revenue Management Type: International	2010 - 2010
Reviewer, International Journal of Travel & Tourism Marketing Type: International	2010 - 2010
Representative, Academic Exploration Days Type: Department	2009 - 2009
Reviewer, International Asia-Pacific Council on Hotels Restaurants & Institutional Education (APacCHRIE) Conference Type: International	2009 - 2009
Committee, California State University-Long Beach Graduate Student Thesis	2009 - 2010

Type: College

Committee, Director Review

2008 - 2008

FCS Director Review
Type: Department

Committee, Hospitality Management Mentoring Program

2008 - present

Assisted with Students Professional Development in Hospitality Management Program.

Type: Department

Member, Internationalization of the Curriculum

2008 - 2008

Type: College

Co-chair, 2008 - present

Student Professional Development Division -- Hospitality Management Mentoring Program

Type: Department

Hospitality Management Student Ambassadors

2008 - 2009

Lead Faculty
Type: Department

Article Review, International Journal of Contemporary Hospitality Management

2008 - 2010

Top Tier Journal in Hospitality

Type: International

Reviewer, International Society of Travel & Tourism Educators

2008 - 2008

Type: International

Committee, Nutrition/Dietetics

2008 - 2008

Graduate Student Thesis

Type: Department

Member, Hospitality Sale & Marketing Association International (HSMAI)

2007 - present

Type: International

Committee, University Commencement

2007 - 2011

Type: University

Committee, Student Center Advisory Board

2007 - 2008

Alternative committee Type: University

Committee, College Leadership and Service Award

2007 - 2010

Student Leadership and Service Award for College and Graduate School of Education, Health, and Human Services, Kent State University

Type: College

Reviewer, National Restaurant Association Educational Foundation

2007 - 2007

Exam Translation Reviewer (Foreign Language), ServSafe Food Protection Manager Certification.

Type: International

Reviewer, International Council on Hotel, Restaurant, and Institutional Education

2006 - present

International CHRIE Refereed Conference Paper Reviewer-- Tourism, Management, Technology Tracks

Type: International

Reviewer, The Fourteenth Annual Founders Scholars Program

2006 - 2006

Scholarship Reviewer for Founders Scholarship and Oscar Ritchie Memorial Scholarship

Type: University

Advisory Board, Hospitality Management Program

2006 - present

Academic Advisor

Type: Department

Article Reviews, Graduate Education and Graduate Student Research Conference

2005 - present

Refereed Conference Paper Reviewer

Type: National

Faculty Library Liaison

2005 - 2009

Faculty Library Liaison for School of Family and Consumer Studies-Hospitality Management

Type: Department

Hospitality and Tourism Master Program

2005 - present

Assist with Hospitality/Tourism Graduate Program Development

Type: Department

Committee, FCS

2005 - present

Graduate Faculty Committee

Advisory Board, Taiwanese Students Christian Fellowship

2005 - 2008

Faculty Advisor
Type: University

Committee, School of Family & Consumer Studies

2005 - 2009

Graduate Faculty Committee

Type: Department

Reviewer, The Graduate Education and Graduate Student Research Conference

2005 - present

Type: International

Member, Phi Beta Delta 2004 - present

Honor Society for International Scholars, Beta Zeta Chapter.

Type: University

Member, International Council on Hotel, Restaurant, and Institutional Education 2001 - present

Type: International

Coordinator, International Travel Fair 2000 - 2000

Coordinator/ Faculty Representative

Type: International

Representative, Taiwan University Tourism Cup 1999 - 2000

Type: National

Representative, International Exhibition for University Affair 1999 - 2000

Type: International

Co-chair, Kaohsiung Presbyterian Evangelical Student Fellowship 1985 - 1990

Type: National

Committee, German Department Student Association and Student Government 1985 - 1989

Type: University

Grants

2010 - 2010

Co PI, Center of Excellence in Hospitality Management

Submitted: \$39,000.00 Status: Not Funded

KSU Foundation Annual Grant - Service

PI, Hotel Training for Service Quality Excellence 2010 - 2010

Submitted: 6,500 Status: Not Funded

Summer/Academic Year Research/Creative Activity - Applied Research

Co PI, Center for Hospitality and Tourism Development 2006 - 2008

Collaboration with: Wang, P.

Submitted: \$9,700.00 Status: Awarded

Awarded: \$7,500.00 (1 2006) Kent State University - Training

PI, The perceived career barriers, foreclose tendency, and career decision making 2006 - 2006 self-efficacy in hospitality undergraduate students career development

Collaboration with: Chuang, N. K.

Submitted: \$6,500.00 Status: Not Funded

Summer/Academic Year Research/Creative Activity at Kent State University - Basic Research

Co PI, From Here and There: Sustainable Development of Ohio's Wine Tourism 2006 - 2007

Submitted: \$30,500.00 Status: Not Funded

2005/2006 Research Challenge Proposal - Applied Research

Research Associate, Service Learning: Education through Engagement and Partnership 2005 - 2005

Submitted: \$4,000.00 Status: Not Funded

Teaching, Learning, and Technology Center Grant - Service

Research Associate, Service Skills Preparation Project: Workforce of the South Plains 2004 - 2004

Collaboration with: Goh, B. K.

Submitted: \$50,000.00 Status: Awarded

Awarded: \$50,000.00 (0 0)

Teaching, Learning, and Technology Center (TLTC) - Training