



# Dear CBA Alumni:

We are excited to present to you our rebranded alumni magazine. With the move out of Calvin Hall, we knew we needed to rebrand Calvin Today to reflect the change of our college home. After taking submissions in the fall from a variety of stakeholders, we decided on the name Success. The notion of success gets at the very essence of what we are working hard to accomplish in the College of Business Administration. Though each person's career journey is different, we aim to provide a "clear path to success" for all of our students, alumni, and faculty and staff.

# It is our vision to:

- Provide students with a rigorous and relevant business curriculum that instills
  critical thinking coupled with extraordinary professional experiences that make them
  competitive and successful in the work force so they may thrive as business leaders.
- Build a community of engaged **alumni** who utilize K-State for lifelong learning and connections to other graduates for personal and career *success*.
- Create a workplace for faculty and staff that provides challenge, a sense of belonging, meaningful and rewarding work, and opportunities for professional growth and success.

Helping us bring that vision to life is our new home. Years of planning, fundraising and construction came to a head on Oct. 7 when we officially dedicated (Page 10) our new state-of-the-art Business Building. I want to personally thank all of the alumni, students, faculty, staff and friends who came together from all across the country to celebrate this momentous occasion for our college. It was a truly special event of which to be a part.

Our feature story in this issue focuses on the field of data analytics (Page 6), which Forbes named as the toughest job for employers to fill in 2016. We interviewed faculty and alumni who are experts in the field to learn more about the ways leading companies and managers are using big data to make decisions. The college's newly launched online graduate certificate in data analytics is a great opportunity for professionals looking to get into this rapidly growing field.

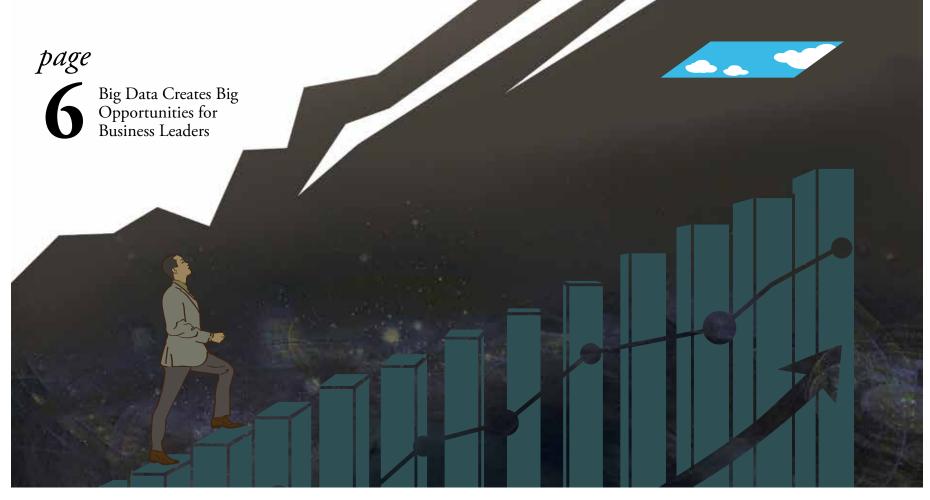
In addition to providing our students with the education they need for a successful career, our faculty are also dedicated to producing research that will better our community, state and world. I think you will find the work produced by one of our management professors, Roger McHaney, on the decision-making abilities of committees versus individuals (Page 4) to be of particular interest as you think about how decisions are made in your workplaces. To read about more of the applied research efforts here in the college, check out the first issue of our research e-newsletter, K-State Business Insights at *cba.k-state.edu/research*.

Finally, as an important member of our Business College family, we would like to hear from you. We would like to let others know of your accomplishments and life milestones (Page 14) as well, so please email us at SuccessMagazine@ksu.edu and let us know what is going on in your life so that we can share your good news with others in future editions of this magazine. On behalf of all of the faculty and staff in the College of Business, I wish you much *Success* in 2017.

Best regards,

Kevin Gwinner

Edgerley Family Dean



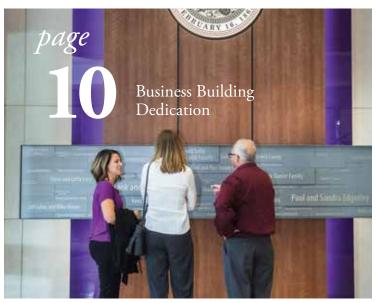


page

4

Are Committees More Perceptive than Individuals?

page 14 Class Notes



Success is produced and published twice a year by the Kansas State University College of Business Administration. Views expressed herein do not necessarily reflect the opinions of the Kansas Board of Regents, the Kansas State University administration or College of Business Administration faculty. Correspondence related to Success should be directed to the editor, Brent Fritzemeier. Success is printed by Kansas State University printing. Produced in cooperation with the Division of Communications and Marketing.

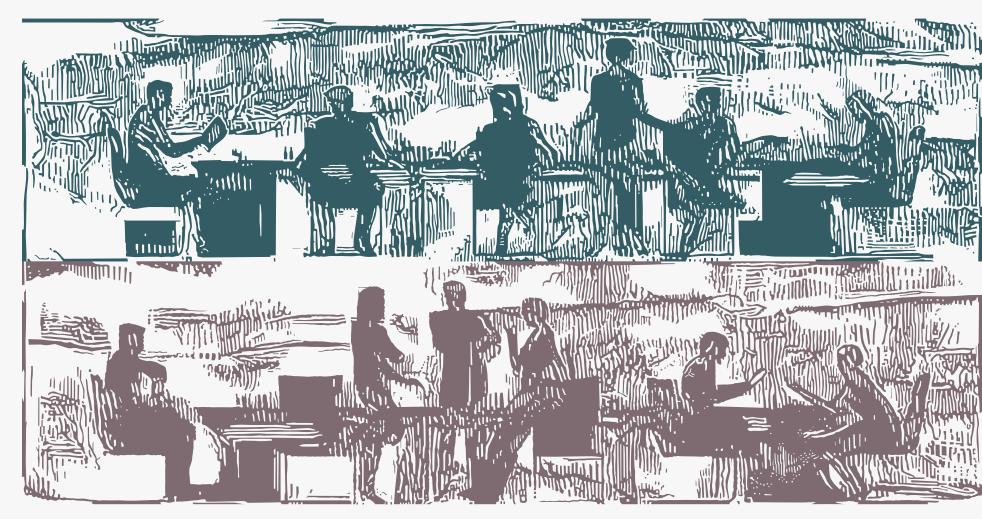
Visit us on the web at cba.k-state.edu/SuccessMagazine.

### Comments

Kansas State University, College of Business Administration 2019 Business Building

1301 Lovers Lane, Manhattan, KS 66505 Email: successmagazine@k-state.edu

Phone: 785-532-2753



# Are Committees

more perceptive than

# Individuals?

Forming a committee or task force is a common response to business problems, but is that always the best course of action?





any managers believe committees make better decisions than individuals and more quickly arrive at solutions, but this is not always the case. Ad hoc groups spend time establishing internal rapport and trust among members. In time-constrained

situations, this can detract from addressing the primary problem and degrade recommendations.

So, what is the right way to use teams in business environments? According to recent research conducted by Roger McHaney, Kansas State University professor of management information systems, groups with a prior history of working together can perform better. People in groups that have developed a sense of cohesion where members enjoy being included are more likely to come up with better judgments.

"Don't just form a committee the next time a business process needs adjustment or a problem crops up in your department," McHaney says. "If you believe an ad hoc committee or task force is the best quick fix, you could be mistaken. In reality, group dynamics come into play and in many circumstances, the time spent developing trust and a sense of rapport within the committee detracts from its desired outcomes."

Does this mean a business should never use committees? McHaney says no.

"Many employees feel overloaded with too many meetings, but when approached the right way, committees can draw on each individuals' strengths and provide results that exceed what one person could accomplish," he says.

"It is easy for a manager to form a committee and ask for a report without considering nuances that may have a real impact on work quality," McHaney says. "I am not suggesting committees should never be used in business settings. What I am saying is that a little time spent up front developing a cohesive group will go a long way toward improving its outcomes. Otherwise, the result may not be any better than what an individual could come up with alone."

# Lies, more lies and darn lies

McHaney learned a few things about group dynamics when he and co-investigators, professors Joey George from Iowa State University and Manjul Gupta from Florida International University recently studied how well groups and individuals were able to detect deceptive messages recorded in formats typically transmitted over the internet. Their research revealed that ad hoc groups performed about the same as individuals did in deception detection.

"This just didn't seem to make sense," McHaney says. "Wouldn't you think that a group of people would be better at telling if someone was lying? This made us wonder what we were missing."

After reviewing research on group dynamics and digging into their collected data a bit deeper, a pattern began to emerge.

"We discovered the groups we had put together, formed with people who had never worked with each other before, didn't perform very well," McHaney says. "This was where our research got very interesting. We found that a few of the groups did make better judgments. We investigated and found that people in these groups had a history of working together. They detected deceptive statements at significantly higher rates than individuals or ad hoc group members were able."

The research team gathered additional observations from established work groups in corporate and university settings and the pattern held true.

"Established groups outperformed ad hoc groups," McHaney says. "Now, the question was why?"

# The truth about deception

A few clues were provided by work done at K-State and other places years earlier.

"We started thinking about a study completed back in the 1990s," McHaney says. "I was a new professor at the time and was interested in some work being done by my senior colleagues. They tested something called Time-Interaction-Performance, or T-I-P Theory, in online environments. If you can get past the scholar-speak here, a couple interesting and useful ideas shed light on our findings."

McHaney's reference to scholar-speak warrants a little explanation. T-I-P Theory looks at what groups in work environments need to be successful. Groups are usually formed to produce an outcome that may be a decision, report, recommendation or something else. Group members support each other and maintain the continuity of the group itself. T-I-P Theory explains these activities and suggests that new teams usually are more task oriented and exchange less social and emotional information. These studies also show that it takes a while for people within a group to become comfortable with each other. Members of new groups are less likely to share their thoughts and trust the judgment of their peers. The development of relational links between group members can take time. But, once a group becomes cohesive, more quality time can be spent tackling the problem, rather than trying to understand each other's strengths, motives and personalities.

"It appeared that newly formed groups relied on the judgment of someone who was most outspoken," McHaney says. "This meant the performance was not any better for the entire group than it would have been for that person to have accomplished the task by themselves. Well-established groups learn to moderate outspoken opinions and encourage quieter members to contribute."

# Back to the truth

So, what does this mean for a business?

"A few lessons can be taken away from our study," says McHaney. "First, team building is very important. Most good managers know a group of people thrown together to complete a task are going to need an adjustment period."

In a business environment, this may not always be possible. Events happen that require immediate action. McHaney says anticipate this by developing teams in a proactive fashion.

"Don't wait for a crisis to start building rapport among people who probably will work together on future teams," McHaney says. "People will appreciate developing a sense of cohesion and comfort in less stressful situations."

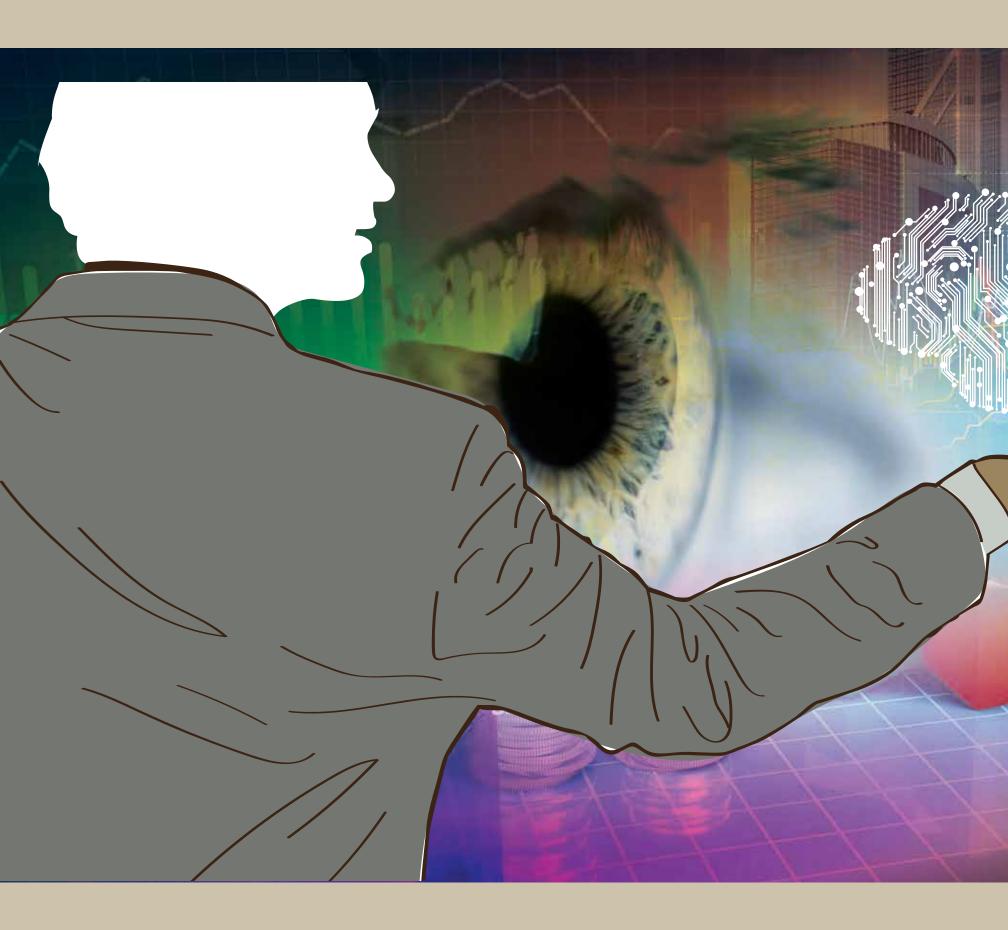
# **Takeaways**

To take advantage of group synergy and avoid common issues that plague ad hoc groups, McHaney and colleagues suggest:

- Use ad hoc groups sparingly. These may work best in circumstances where more mechanical tasks are being completed but not so well in knowledge work.
- Don't wait until the last minute to start building cohesion among people who are likely to be asked to pull together to accomplish an important task under tight time constraints. Team-building exercises and other activities can help build relational links and allow people to become familiar with their peers.
- Detecting deception in video and other media is difficult, and even a small improvement in judgment might be critical in contract negotiations and job applicant reviews.
- If a well-established group becomes dysfunctional, it is best to disband it and build a new team to take on the task. Just being familiar with your peers does not guarantee success. A familiar team with weak relational links may be worse than an ad hoc group.

# More information

McHaney, Roger, Joey F. George, and Manjul Gupta. "An Exploration of Deception Detection Are Groups More Effective Than Individuals?" Communication Research (2015): 0093650215607627.





# BIG DATA CREATES BIG OPPORTUNITES FOR BUSINESS LEADERS

By Brent Fritzemeier

Every company in every industry uses data analytics to make decisions in some way or another, sometimes without even knowing it. Great managers recognize the value in data analytics and the insights it can provide.

Shoppers slide their credit cards into chip readers across the globe. Millions of text messages fly back and forth between cellphones. Search engines mine information at the click of a button. Facebook users continually answer the question, "What's on your mind?" Online shoppers fill their shopping carts without ever leaving home. Twitter users communicate their opinions in 140-characters-or-less streams.

Each day, humans worldwide create 2.5 quintillion bytes of data, according to a recent study from IBM. With the expansion of the internet and smart devices, a staggering 90 percent of the data in the world today has been created in the last two years alone.

This data comes from anywhere and everywhere — digital photos and videos, credit card transactions, social media posts and cellphone GPS data, just to name a few. With that influx of data comes an opportunity, along with a challenge, for 21st-century businesses: How can companies harness the power of data to make better decisions?

"Every company in every industry uses data analytics to make decisions in some way or another, sometimes without even knowing it," said Bongsug Chae, Kansas State University professor of management and an expert in the field of data analytics. "Great managers recognize the value in data analytics and the insights it can provide."

In "The DNA of the CFO," a 2016 study by Ernst & Young, 769 CFOs and finance leaders in 32 countries were surveyed. The study found that 57 percent of the global leaders surveyed believe that delivering data and advanced analytics for business intelligence and management information will be a critical capability for tomorrow's finance function.

"As CFOs and corporate finance leaders prepare for the future, it will be critically important to have people with the right skill sets, especially in predictive and prescriptive data analytics," said Jerry DeVault, global client service partner and life sciences leader with Americas Central Region at Ernst & Young. "In fact, improving data and analytics capabilities to transform forecasting, risk management and understanding of value drivers was the No. 1 priority most cited by CFOs as they reflected on the future of their finance functions."

According to Chae, the concept of big data analysis is not a new one. Decades before the term "big data" was a buzzword, businesses were using basic analytics and bookkeeping to uncover insights and trends. In the '70s and '80s, the term "business intelligence" was widely used to describe early data analytics. At that point, much of the data being analyzed was past data and the focus was more on trying to understand what happened in the past and why.

"Thirty years ago, there was still a lot of data available but, at the time, we didn't know how to harness it," Chae said. "The volume

of data that is available now, compared to even 10 years ago, is incredible. Data is now collected and analyzed in real time, and there are many new powerful tools for manipulating and analyzing that data."

As the field has evolved, companies now mine data for more predictive analytics, making projections about the future. Data analysts use a variety of computational techniques and statistical tools to extract valuable information out of data. Visualizing the data and telling a story with the findings allows decision-makers to use that analysis to make superior choices and predict future outcomes based on current information, Chae said.

For example, he said, a researcher could look at the data for all past freshman students at K-State, and look at what factors correlate with students dropping out between their freshman and sophomore years. If the analyst can pinpoint early warning signs that a student is at risk, he/she could use that information to try and get ahead of the problem and reach out to at-risk students with additional advising or tutoring, leading to better retention rates.

# Connecting the dots

One company at the forefront of data analytics is Kansas City-based Cerner Corp., a global leader in health care technology.

"Our entire business is run with analytics," said Bill Graff, chief information officer at Cerner. "We look at analytics for everything from the real-time correlation of billions of log files across tens of thousands of computer and network systems to detect and remediate potential security attacks, to analyzing petabytes

of system information to improve end-user application experiences, to utilizing key patient vital signs to detect and avoid the onset of sepsis while in a hospital, to deciding where to focus our current sales efforts based on past results. There are literally hundreds of examples that we use every day."

The data comes

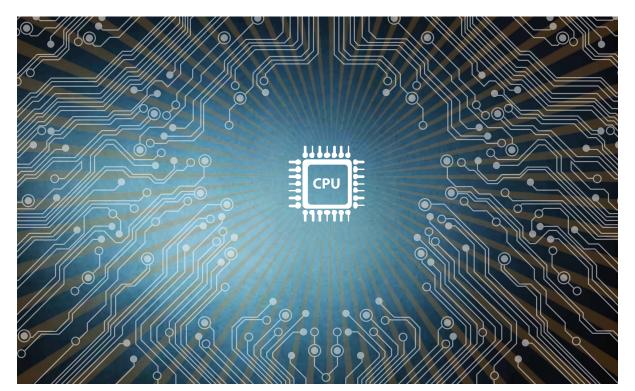
from anywhere

and everywhere.

According to Graff, it's important not just to analyze data but also to educate associates on the results and incentivize them to buy into the process.

"We've recently had a big push to use analytics to lower our travel costs by making sure our people are booking their travel with the right amount of lead time, taking advantage of preferred rates at hotels and things of that nature," Graff said. "Instead of just sending out a report with our findings, we've added gamification to incentivize, recognize and reward the associates who travel and follow the guidelines."

"It is critical that anyone who is in a management position or wants to be in one has a background in data analytics," Graff added. "You've got to be able to connect the dots between the data in your reports and the implications they have on your decision-making process.





# Big Data = Big Opportunites

The rise of data analytics' importance within companies has led to a huge demand for employees who have skills in the field. Forbes listed data science as the toughest job for employers to fill in 2016, and Glassdoor called it the best job in America, with more than 1,700 openings and a median base salary well over \$100,000

In response to the increasing demand for qualified data analytics professionals, Kansas State University launched a graduate certificate in the field in March 2016. The certificate takes 15 credit hours to complete and includes required coursework in both a data science track and applied analytics track. Data science focuses on the techniques, methods and algorithms for storing, retrieving, managing, parsing and computing data. Applied analytics courses teach students to apply those computational methods toward business problems and communicate with stakeholders.

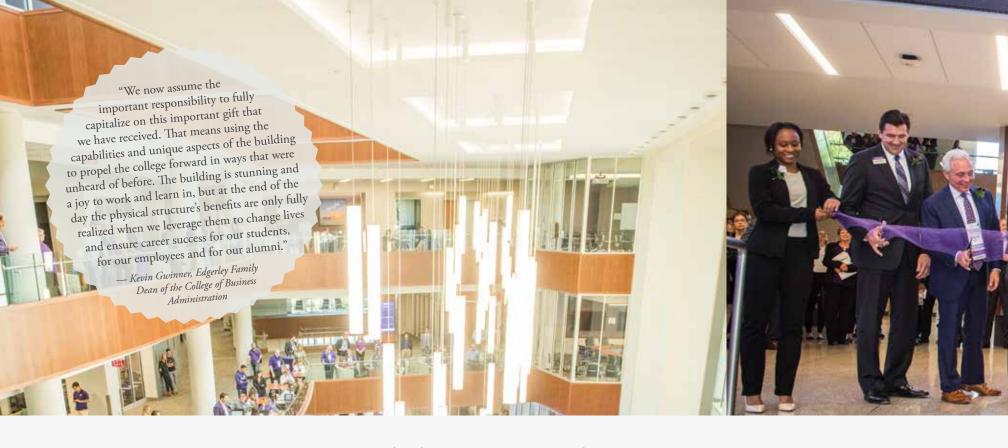
"K-State's unique program ensures that students with strong data science skills are also aware of practical applications and can communicate research results," said Bongsug Chae, professor of management at Kansas State University. "Those with strong data analytics skills will also be able to understand and appreciate the data science that answers big data challenges. Students work together in a capstone course where companies can provide their own real data challenge problems that need to be solved."

The growing data analytics field is an example of disruptive digital innovation — technology that changes the existing market and value network and requires people to meet new market needs. The interdisciplinary nature of the data analytics graduate certificate will help students develop well rounded skills to meet new market demands, Chae added.

The program is offered through Kansas State University's College of Business Administration, College of Engineering College of Arts and Sciences, and Global Campus.

Learn more about the data analytics online graduate certificate, or begin the admission process at *global.k-state.edu/business/analytics*.





# **Business Building Dedication**



A celebration that has been many years in the making came together on Oct. 7, 2016, as the College of Business Administration welcomed K-State administrators, the Kansas Board of Regents, CBA alumni, and faculty, staff and students for the dedication of the new College of Business Administration building.

The festivities got underway in the atrium of the Business Building with a dedication program featuring speeches and recognition of the key people who worked tirelessly to make the dream of a new building a reality.

The building features unique experiential learning spaces for the college's entrepreneurship, investment management, management information systems and professional selling programs. It also houses numerous student study spaces, executive offices for recruiters and a dedicated Student Success Center, creating a welcoming and collaborative environment for K-State students, faculty, alumni and friends.

The college welcomes all alumni and friends to stop in for a visit and take a look around the next time you are on campus.



# College's Online Professional Master of Business Administration Program a Best Value in US



Kansas State
University's
Professional
Master of Business
Administration
program was recently
ranked as the 32nd
best value among
all online MBA
programs in the
country by College
Values Online's Best
Value rankings.

The rankings were compiled by comparing the 20-year return on investment rates of each program, in addition to other factors such as program customization, scholarship and internship opportunities, and innovative programs or teaching methods. K-State was recognized as the second-best value among Big 12 peer institutions according to the rankings.

"We are thrilled to be recognized as one of the best values in the nation among online MBA programs," said Kevin Gwinner, Edgerley family dean of the college. "Our ultimate goal is to provide our students with the education and tools they need to take their careers to a higher level."

The College of Business Administration began offering the Professional MBA, or PMBA, to online students in fall 2013. Catering to professionals with at least three to five years of experience, the online students receive the same education as their on-campus counterparts to earn their MBAs. The classes are taught by the same professors in both the online and on-campus formats. The College of Business Administration is among the fewer than 5 percent of institutions worldwide to earn the prestigious Association to Advance Collegiate Schools of Business accreditation.

The PMBA program is made up of 39 credit hours, which is six fewer hours than is required for the on-campus MBA program. With prior business courses, some students may take as few as 30 hours to earn their PMBA. The classes, which are structured as eight-week courses, allow most students to complete six hours per semester and graduate from the program in two to two-and-a-half years.

"The flexibility of the program is remarkable," said Suzy Auten, director of the PMBA program. "Some online programs require that you are sitting in front of a camera on your computer at 7 p.m. every Tuesday. That is not what this program is. It is completely self-motivated and set up for student convenience. If you are a night owl and want to start watching a lecture at midnight, you can do that. If you travel a lot, get transferred or change jobs, you can still complete your degree from anywhere there is an internet connection."

One of the most unique features of the program is the requirement for each student to go on a faculty-led international trip. So far students have gone to Costa Rica and China, with upcoming trips scheduled for Italy, Australia and Ireland, along with return trips to China and Costa Rica.

"The international trips happen during intersession periods and allow students to observe the principles that are learned in the courses being applied in an international business setting," Auten said. "Business is becoming more global, and we as a society are becoming far more connected, so we feel that it is important to have an international component in our program. The university as a whole has identified the internationalization of our student body as a major planning theme in our efforts to be among the Top 50 public research universities by 2025. We are very pleased to contribute to this goal in such a meaningful way."

New classes are offered every eight weeks, allowing students to jump into the program in January, March, June, August and October. Applications are due at least one month before the desired start date. To learn more about the program or to apply, visit k-state.edu/onlinemba.

# MBA Student Part of Winning Team in Global X-Culture Competition

Cheryl-Lyn Ngoh, a Kansas State University master's student in business administration from Kuala Lumpur, Malaysia, was part of a team of students from around the globe that won the 2016 X-Culture Symposia Case Competition, an international business strategy competition with entries from more than 4,000 students.

Ngoh first got involved in the X-Culture Competition as part of the curriculum of the Management 690 course in the College of Business Administration. Her work in the classroom earned her an invitation to the Southeast Academy of International Business meeting to take part in a case competition with fellow high-scoring students from around the globe. Of the more than 4,000 students who participated in the initial round of competition, only eight teams of six students were selected to move on to the final round.

Before attending the conference, Ngoh was assigned to a team of students tasked with developing solutions to real-world business challenges that came directly from SYKES, an outsourcing customer services company. After working collaboratively throughout the month leading up to the conference, the teams then met in Tampa, Florida, to present their findings to a panel of judges, which chose Ngoh's team as the contest winner.

"It was really challenging, especially when you factor

"It was really challenging, especially when you factor in this project with all of my other school and work responsibilities, but it was a very beneficial experience," Ngoh said. "It gave me an opportunity to network with students and business professionals from around the globe and provided insight into the business consulting world."

# Promising Business Ideas Earn Student Entrepreneurs \$20,000 From K-State Launch



The K-State Launch competition gives students experience in the process of making a business proposal. The competition is organized by the Center for the Advancement of Entrepreneurship in the College of Business Administration and is open to all students and majors in the university. In total, 212 student teams representing every college at Kansas State University entered the competition this year by submitting a written feasibility plan, which was used to narrow the field to the 10 best startup ideas.

The 10 finalist teams first presented their ideas to the Manhattan business community at the Manhattan Area Chamber of Commerce's After Hours event in November hosted at the college, with all attendees voting for their favorite idea. Each vote was worth a portion of a \$2,000 prize pool that was distributed to all of the companies by percentage of votes received.

The finalists then each had the opportunity to deliver a business pitch to a panel of judges — consisting of local

entrepreneurs, bankers and investment experts — that had \$18,000 in prize money to distribute to the companies showing the most promise.

"K-State Launch is an opportunity to showcase the tremendous entrepreneurial talent at K-State," said Chad Jackson, director of the Center for the Advancement of Entrepreneurship. "The real-world experience of pitching a business in front of the type of business experts we have on our panel is invaluable to these students, and provides real-world feedback and support to launch companies within our state."



In the end, five businesses were awarded cash prizes by the judges' panel, with three being chosen to represent Kansas State University at the Kansas Entrepreneurship Challenge in spring 2017.

Tyler O'Briant, Tonganoxie, and Sam Rozell, Manhattan — both seniors in electrical engineering — were awarded \$7,500 and a spot in the Kansas Entrepreneurship Challenge for their pitch for Eyas, the first truly advanced police support quadcopter drone on the market. The Eyas will provide dual functionality both as a reconnaissance and a documentation tool, enhancing police officers' ability to more fully understand the myriad of dangerous situations they face on a daily basis as well as provide more appropriate, over-the-shoulder documentation once these situations commence.

The next award was a \$5,000 prize to Rebecca Keating, master's student in interior architecture & product design, Adrian, Missouri, for her business, Rekreative Design. The business provides quick and accurate body geometry scans of individual motorcyclists, which are then used to design custom body armor solutions unique to both the rider and the rider's position on his or her current motorcycle. Keating will be studying abroad in spring 2017 and elected not to participate in the Kansas Entrepreneurship Challenge.

A spot in the Kansas Entrepreneurship Challenge and a \$3,000 prize went to the CowTrax team, a collaboration of Caitlyn Maloney, junior in agribusiness, and her sister, Alicia Maloney, junior in animal sciences and industry, both from Mountain Grove, Missouri. Their company uses microchips that let farmers and ranchers obtain live GPS locations on each head of livestock. The chips also provide temperature readings, heart-rate sensors and barrier warnings. CowTrax will allow ranchers to locate lost or stolen cattle because of the barrier warnings embedded in the mobile app or online program.

Austin Pfannenstiel, doctoral candidate in electrical engineering, Manhattan, took home \$1,250 and the final spot in the Kansas Entrepreneurship Challenge for his business, MHK Solar. This business will provide a complete solar system design,

financial analysis and installation solution for residential and one of the world's best CEOs by Barron's and in 2012 he was named Responsible CEO of the Year by Corporate commercial customers in Manhattan and surrounding areas. Responsibility magazine. In addition, Ettinger Rounding out the prizewinners was Blake Benton, senior in is the founding chair of the company's marketing, Wichita, who won \$1,250 for his pitch of The diversity and inclusion council, which Bridge, which connects patients who can benefit from aims to meet the growing needs of its adult stem cell treatment to the therapy. It provides diverse workforce and consumer base. patients and their families educational and procedural information surrounding the adult stem cell therapy. The College of Business Administration's Distinguished Lecture Series brings Hormel Foods Chairman Jeffrey successful business professionals to campus. Lectures are given every Ettinger Presents College's Fall semester and are sponsored by Distinguished Lecture Commerce Bank and the William Jeffrey Ettinger, current chairman of T. Kemper the board and recently retired CEO of Foundation. Hormel Foods, presented the College of Business Administration's fall Distinguished Lecture on Nov. 7. Under Ettinger's leadership, Hormel Foods has grown through strategic acquisitions and a continued focus



on new product innovation.

In 2016, Ettinger was named

# Class Notes

# 2008

**Sean Dugan** (*MIS*) is a senior systems engineer for FanThreeSixty in Kansas City, Missouri.

## 2008

**Kathryn Randolph** (*MGMT*) is employed by ACH Foods in Ankeny, Iowa. She is a new mom with another Wildcat on the way.

### 2008

**Joshua Schumm** (*MGMT*) is now the vice president/general manager of Waggoner's Inc. in Hutchinson, Kansas.

## 2003

**Dave Lingerfelt** (*MIS*) has been promoted from assistant professor to associate professor at Johnson County Community College in Overland Park, Kansas.

# 2001

**TJ Dietz** has been promoted from general manager, ISS Division, to vice president of Builders Stone and Masonry, Olathe, Kansas

# 1992

**Randall Baker** (*FIN*) is currently president and CEO of Lawson Bank in Gladstone, Missouri. In April 2016, he was elected to a six-year term on Liberty Hospital's board of trustee in Liberty, Missouri.

# 1972

**Darrel Robertson** has retired after 44 years in a variety of capacities in the insurance business. After 64 years in Kansas City, Missouri, Robertson recently moved to Tucson, Arizona.

# 1961

Sheron Lee Gould George has retired to Reston, Virginia.

# In Memoriam

**Kenneth Fox,** professor emeritus of accounting, died Jan. 5, 2017. Fox joined the K-State accounting department in 1969. He retired in 1988 but continued to teach part time for several years. He published a textbook on auditing that was used for many years, co-authored other textbooks and had several other publications. He was also inducted into the K-State accounting department's hall of fame. Two scholarships are established in his name by his former students, colleagues, and friends.

Do you have news you'd like to share in the next issue of Success? Drop us a note at *SuccessMagazine@k-state.edu* and let us know what's going on in your life!







Kansas State University's eight-week Professional MBA courses can be taken on demand in August, October, January, March or June. Learn online from the same expert professors teaching on-campus graduate courses while enjoying unmatched degree flexibility. You'll gain a valuable edge and connections that bridge the gap to success.







# College of Business

2019 Business Building Kansas State University Manhattan, KS 66506

