

KATHY K. FRANKLIN, Ed.D.

Associate Professor of Higher Education Administration
Department of Educational Leadership and Policy Analysis

EDUCATION

Ed.D. Educational Leadership with a concentration in higher education. Department of Educational Leadership and Policy Analysis, East Tennessee State University, Johnson City, Tennessee, 1996.

Dissertation: Exploring the Congruency Between Student Satisfaction and Institutional Effectiveness in Higher Education. Utilized a qualitative research design with a focus group method of inquiry to explore the congruency between criteria used by students to determine satisfaction with the higher education experience and criteria used by administrators to evaluate institutional effectiveness. The purpose of this research was to investigate the validity of using student satisfaction assessment as a definition of institutional effectiveness.

M.B.A. Concentration in marketing and economics. Middle Tennessee State University, Murfreesboro, Tennessee, 1991.

B.S. Commerce and Business Administration with a concentration in marketing. University of Alabama, Tuscaloosa, Alabama, 1977.

PROFESSIONAL EXPERIENCE

Associate Professor of Higher Education Administration (tenure-track), Department of Educational Leadership and Policy Analysis. East Tennessee State University, 2005 to present.

Program Coordinator, Higher Education Administration, Department of Educational Leadership, Policy, and Technology Studies, University of Alabama, 2003 to 2004.

Associate Professor of Higher Education Administration (tenure-track), Department of Educational Leadership, Policy, and Technology Studies, The University of Alabama, 2002 to present. Taught courses about the following topics: finance and business affairs in higher education, institutional research and assessment, leadership theory, power, politics, and change in higher education administration, college and university teaching, and grant writing and contract management.

Associate Professor of Higher Education Administration (with tenure), Department of Educational Leadership, University of Arkansas at Little Rock, 1999 to 2002. Taught courses about the following topics: history and philosophy of higher education, governance and public policy in higher education, leadership theories in higher education, and qualitative research methods.

Chair, Department of Educational Leadership, University of Arkansas at Little Rock, 1999 to 2001.

Assistant Professor of Higher Education, Department of Educational Leadership, University of Arkansas at Little Rock, 1996 to 1999. Taught courses about the following topics: history and philosophy of higher education, overview of higher education in the United States, college teaching problems and issues, designing a college curricula, qualitative research methods, dissertation seminar; and advanced research methods.

Team Instructor, Department of Educational Leadership and Policy Analysis, East Tennessee State University, Spring 1996 and Summer 1996. Taught the following courses in collaboration with senior faculty from the ELPA department: Professional Needs of Individuals and Groups; Graduate Internship Program; and Theories of Educational Administration.

Instructor,

- East Tennessee State University, College of Business, Department of Management and Marketing, Johnson City, Tennessee; 1992 to 1996. Full-time Temporary faculty status -- Taught Principles of Marketing, Sales Force Management, Retail Management, Introduction to Business, and Organizational Behavior to undergraduate students.
- Milligan College, Adult Education Program, Johnson City, Tennessee; 1994 to 1996. Adjunct faculty status -- Taught Marketing Communications in the adult accelerated M.B.A. program.
- Northeast State Technical Community College, Blountville, Tennessee; January 1992 to August 1992. Adjunct faculty status -- Taught courses in business economics, finance, and marketing.
- Tusculum College, Greeneville, Tennessee; June 1992 to October 1992. Adjunct faculty status -- Taught graduate courses in strategic marketing management to adult students in the accelerated M.B.A. program.

Graduate Assistant, Office of the Dean, College of Education, East Tennessee State University, Johnson City, Tennessee; May 1995 to August 1995. Worked with the Associate Dean to prepare for the 1995 NCATE visit.

Doctoral Fellow, Bell South Exemplary Superintendent Training (BEST) Program, East Tennessee State University, Department of Educational Leadership and Policy Analysis, Johnson City, Tennessee; August 1994 to May 1995. Coordinated all activities related to the professional development of forty Tennessee educational leaders in preparation for a future superintendency position. The BEST program was a collaborative effort with the Bell South Foundation and East Tennessee State University.

PUBLICATIONS

Franklin, K.K. & Hart, J.K. (2005, submitted). Idea generation and exploration: Using the Delphi method to capture change in organizational research. *Organizational Research Methods*

Franklin, K.K. & Hart, J. K. (2005, in press). Understanding the influence of web-based distance education on the role of the academic department chair: A Delphi study. *Journal of Educational Technology and Society*.

Perry, S.N. & Franklin, K.K. (2005, in press). I am not the Gingerbread Man! Exploring the experiences of college students diagnosed with AD/HD. *Journal of Postsecondary Education and Disabilities*.*

Shaw, S., Grbic, N., & Franklin, K.K. (2004). Transferring language skills to interpretation: Student perspectives from signed and spoken language programs. *Interpreter*, 6(1), 69-100.

Trawick, K.C. & Franklin, K.K. (2003). Exploring department chair responsibilities in metropolitan universities. *Educational Perspectives in Health Information Management*, 5(1), 1-18.*

Franklin, K.K., Cranston, V., Perry, S.N., Purtle, D.K., & Robertson, B.E. (2002). Conversations with metropolitan university freshmen. *Journal of the Freshman Year Experience and Students in Transition* 14(2), 57-88.*

Franklin, K.K. (2002). Qualitative coding: The allegory of the quilt. *Research in the Schools* 9(1), 65-71.

- Franklin, K.K. & Lowry, C. (2001). Computer-mediated focus group sessions: Naturalistic inquiry in a networked environment. *Qualitative Research* 1(2), 169-184.
- Franklin, K.K., Chesser, J.S., Edleston, R.J., Edwards-Schafer, P., Marvin, S.R., & Satkowski, T. (2001). Faculty attitudes about instructional technology in a metropolitan university classroom. *Metropolitan Universities: An International Forum* 12(1), 50-61. *
- Franklin, K.K. (2000). Shared and connected learning in a freshman learning community. *Journal of the First-Year Experience and Students in Transition* 12(2), 33-60.
- Conners, N.A. & Franklin, K.K. (Spring, 2000). Using focus groups to evaluate client satisfaction in an alcohol and drug treatment program. *Journal of Substance Abuse Treatment*, 18, 313-320. *
- Franklin, K.K. (1999). A theoretical framework for metropolitan student satisfaction. *Metropolitan Universities: An International Forum* 10(3), 81-88.
- Franklin, K.K. (1998). Looking in the looking glass: How administrators describe the effectiveness of the metropolitan university. *Metropolitan Universities: An International Forum* 9(3), 9-18.

* Graduate student co-authors

Research in-progress

- Franklin, K.K. (2005, in progress). Closing the Loop: Using Assessment Gates to Inform Program Effectiveness.
- Franklin, K.K. (2005, in progress). Qualitative Assessment Techniques to Measure Program Effectiveness.
- Franklin, K.K. (2005, in progress). Ethical Considerations in using Qualitative Assessment Techniques for a Vulnerable Student Population.
- Franklin, K.K. (2005, in progress). Using Institutional Theory to Understand Financing Strategies for Public Higher Education Institutions.
- Kondrick, L.C. & Franklin, K.K. (2005, in progress). A conceptual model for a task analysis of methods in action research design. *

* Graduate student co-authors

Newsletters

- Franklin, K.K. (2001, winter). The “Mikey” phenomenon: Reflections of a first year chair. *The Department Chair* 11(3), 26-28.
- Franklin, K.K. (1999). Forging the bonds: Learning communities on an urban campus. *The First-Year Experience Newsletter* 11(3), 8.

Book Chapters

Sullivan, B.L., Dyer, B.N., & Franklin, K.K. (2003). Articulation to collaboration: Understanding the development of and issues surrounding articulation agreements. In M. Miller (Ed.), *The College Transfer Student in America: The Forgotten Student* (pp. 87-108). Washington, D.C.: American Association of Collegiate Registrars and Admissions Officers. *

* Graduate student co-authors

ERIC Publications

Perry, S.N. & Franklin, K.K. (2003). *An analysis of college students with AD/HD at a private and public institution in Arkansas using a grounded theory approach*. East Lansing, MI: National Center for Research on Teacher Learning. (ERIC Document Reproduction Service No. ED475426).*

Conners, N.A. & Franklin, K.K. (November, 1999). *Fostering research by female graduate students through mentoring*. Washington, D.C.: Educational Resources Information Center (ERIC) Clearinghouse on Higher Education. (ERIC Document Reproduction Service No. ED 435 757).*

Lowry, C. & Franklin, K.K. (November, 1999). *Utilizing networked computer workstations to conduct electronic focus group sessions*. Washington, D.C.: Educational Resources Information Center (ERIC) Clearinghouse on Assessment and Evaluation. (ERIC Document Reproduction Service No. ED 435 762).

Marvin, S., Franklin, K.K., Edleston, R., Oberste, C., Routen, I.J., & Satkowski-Harper, T. (November, 1999). *Faculty attitudes about the use of technology in the college classroom*. Washington, D.C.: Educational Resources Information Center (ERIC) Clearinghouse on Higher Education. Reference number IR019901.*

Franklin, K.K., Boggs, K.J., Conners, N.A., Crum, C.B., Nawarat, P., Ramirez, C.T., & Trawick, K.C. (1997). *Defining institutional effectiveness for a metropolitan university*. (Report No. HE 030 940). Washington, D.C.: Educational Resources Information Center (ERIC) Clearinghouse on Higher Education. (ERIC Document Reproduction Service No. ED 416 747).*

Chamberlin, G.D. & Franklin, K.K. (November, 1997). *Implications of the baby boom echo in Arkansas*. (Report No. HE 030 872). Washington, D.C.: Educational Resources Information Center (ERIC) Clearinghouse on Higher Education. (ERIC Document Reproduction Service No. ED 418 610).

Franklin, K.K. & Shemwell, D.W. (1995). *Disconfirmation theory: An approach to student satisfaction assessment in higher education*. Washington, D.C.: Educational Resources Information Center (ERIC) Clearinghouse on Higher Education. (ERIC Document Reproduction Service No. ED 388 199).

Franklin, K.K. & Knight, W.H. (1995). *Using focus groups to explore student opinion*. Washington, D.C.: Educational Resources Information Center (ERIC) Clearinghouse on Higher Education. (ERIC Document Reproduction Service No. ED 388 200).

Franklin, K.K., Shemwell, D.W., & Witta, E.L. (1994). *Hierarchical confirmatory factor analysis of a student satisfaction survey*. Washington, D.C.: Educational Resources Information Center (ERIC) Clearinghouse on Assessment and Evaluation. (ERIC Document Reproduction Service No. ED 388 694).

Franklin, K.K. (1994). *Multivariate correlation analysis of a student satisfaction survey*. Washington, D.C.: Educational Resources Information Center (ERIC) Clearinghouse on Assessment and Evaluation. (ERIC Document Reproduction Service No. ED 388 695).

* Graduate student co-authors

Workbooks Published for Conference Workshops

Franklin, K.K., (1999). *The search for a needle in a haystack, Part II: The art of coding*. Workbook published for the annual meeting of Mid-South Educational Research Association, Point Clear, AL.

Franklin, K.K., Donaldson, C.W., Hoeft, T.M., & Chapman, C.A. (1999). *Assessing the service-learning component in a freshman year experience course*. Workbook published for the American Association for Higher Education Assessment Conference. Denver, CO.

Franklin, K.K., Donaldson, C.W., & Hoeft, T.M. (1999). *Inspiration and perspiration: Combining service-learning with the freshman year experience*. Workbook published for the annual meeting of the National Association of Student Personnel Administrators. New Orleans, LA.

Franklin, K.K., & Nawarat, P. (1998). *The search for a needle in a haystack: Qualitative data analysis*. Workbook published for the annual meeting of the Mid-South Educational Research Association. New Orleans, LA.

Franklin, K.K. & Hoeft, T.M. (1998) *Assessing the learning community: A survival kit*. Workbook published for the annual meeting of the South Central Freshman Success Initiatives Association. Hot Springs, AR.

Franklin, K. K. & Donaldson, C.W. (1998). *Assessing the learning community: A survival kit*. Workbook published for the American Association for Higher Education Assessment Conference. Cincinnati, OH.

DISSERTATIONS CHAIRED TO COMPLETION

Adams, S.S. (2004). *Perceptions of doctoral-prepared and master's- prepared community college faculty concerning issues of role and teaching*. The University of Alabama

Brooks, N.J., Jr. (2003). *Exploring southern opposition to the Morrill Land Grant Act of 1862*. University of Arkansas at Little Rock

Crum, C.B. (2002). *An exploration of mentoring female graduate students in southern metropolitan universities*. University of Arkansas at Little Rock

Hart, J.K. (2003). *Web-based distance education and departments at public metropolitan universities through the eyes of the chair*. University of Arkansas at Little Rock

Helm, R.N. (1999). *The effect of a student orientation program upon transfer student retention, and an investigation into the causations of and potential remedies for transfer student attrition*. University of Arkansas at Little Rock

Kondrick, L.C. (2002). *Understanding the conditions that encourage the persistence of women in science, mathematics, and engineering career pathways*. University of Arkansas at Little Rock

- Marvin, S.R. (2002). *Comparison of the multiple intelligence domains, specific skills, and intellectual styles of freshmen and seniors at a metropolitan university in the south*. University of Arkansas at Little Rock
- Paniaqua-Ramirez, C.T. (2001). *Making the paradigm shift: A review of nursing pedagogical models and approaches*. University of Arkansas at Little Rock
- Perry, S.N. (2002). *An analysis of college students with AD/HD at a private and a public institution in Arkansas using a grounded theory approach..* University of Arkansas at Little Rock
- Purtle, D.K. (2002). *High school to university: The status of library literacy in student transition*. University of Arkansas at Little Rock
- Rhea, T. C. (2004). *Organizational change in community colleges: Perceptions of a merger*. The University of Alabama.
- Trawick, K.C. (2002). *Exploring aspects of effectiveness of the department chair in metropolitan universities*. University of Arkansas at Little Rock

PRESENTATIONS

International

- Franklin, K.K. (July, 2005). Increasing revenue or decreasing cost: Using institutional theory as a framework for understanding higher education finance. Paper presented to the members of the Oxford Round Table. Oxford University, St. Anne's College. Oxford, England.
- Franklin, K.K. & Donaldson, C.W. (1999, April). *An analysis of two postsecondary learning environments: Learning communities and freshmen year experience courses*. Poster session at the annual meeting of the American Educational Research Association, Montreal, Canada.
- Franklin, K.K. & Conners, N.A. (1999, April). *Mentoring female graduate students in a qualitative research methods course*. Roundtable discussion at the annual meeting of the American Educational Research Association, Montreal, Canada. *

National

- Lemon, C. & Franklin, K.K. (2005, May). *Using Qualitative Methods to Assess Student Learning Outcomes and Measure Program Effectiveness*. Paper presented at the annual meeting of the Association for Institutional Research, San Diego, CA. *
- Franklin, K.K. (2005, May). *Qualitative Assessment and Ethical Guidelines*. Paper presented at the annual meeting of the Association for Institutional Research, San Diego, CA.
- Perry, S.N. & Franklin, K.K. (2003, July). *An analysis of college students with AD/HD at a private and a public institution in Arkansas using a grounded theory approach*. Poster session at the annual conference of the Association on Higher Education and Disability. Dallas, TX. *

- Franklin, K.K., Marvin, S., Chesser, J.S., Edleston, R., Edwards-Sharer, P., Oberste, C., Routen, I.J., & Satkowski-Harper, T. (2001, October), *Traveling through the Land of Oz: Teaching qualitative research*. Poster Session at the Nursing Research Conference sponsored by Gamma Xi Chapter, Beta Chi Chapter,

Sigma Theta Tau International Honor Society of Nursing, the University of Arkansas for Medical Services College of Nursing, and the Central Arkansas Veterans Healthcare System Nursing Service. Little Rock, AR.*

Franklin, K.K., Donaldson, C.W., Hoeft, T.M., & Chapman, C.A. (1999, October). *Assessing the service-learning component in a freshman year experience course*. Paper presented at the annual meeting of the Coalition of Urban and Metropolitan Universities. Boise, ID.

Franklin, K.K., Donaldson, C.W., Hoeft, T.M., & Chapman, C.A. (1999, June). *Assessing the service-learning component in a freshman year experience course*. Workshop presented at the annual meeting of the American Association for Higher Education Conference on Assessment. Denver, CO.

Franklin, K.K., Hoeft, T.M., & Donaldson, C.W. (1999, March). *Inspiration and perspiration: Combining service-learning and the freshmen year experience*. Paper presented at the annual meeting of the National Association of Student Personnel Administrators. New Orleans, LA.

Franklin, K.K. & Donaldson, C.W. (1998, November). *Developing the assessment strategy for a linked course learning community*. Poster session at the Assessment Institute Best Practices Fair, Indiana University-Purdue University Indianapolis. Indianapolis, IN.

Conners, N.A. & Franklin, K.K. (1998, November). *Using focus groups to evaluate client satisfaction in an alcohol and drug treatment program*. Poster session at the annual meeting of the American Evaluation Association. Chicago, IL.*

Franklin, K.K. (1998, June). *Assessing the learning community: A survival kit*. Workshop conducted at the 1998 American Association for Higher Education Assessment Conference. Cincinnati, OH.

Franklin, K.K. (1998, February). *Explaining student satisfaction with a metropolitan university*. Grant funded research presented at the annual meeting of the Coalition of Urban and Metropolitan Universities. San Antonio, TX.

Franklin, K.K. (1996, April). *Exploring the congruency between student satisfaction and institutional effectiveness in higher education*. Dissertation research presented at the 17th annual National Graduate Student Research Seminar in Educational Administration sponsored by the University Council for Educational Administration. New York City, NY.

Regional

Lemon, C.D. & Franklin, K.K. (2004, November). *Homecoming queen: A symbol of student ethnic/racial identity achievement*. Paper presented at the 2004 annual meeting of the Mid-South Educational Research Association. Gatlinburg, TN.*

Kondrick, L.C. & Franklin, K.K. (2004, November). *Science, math, and engineering pipelines: A comparative analysis*. Paper presented at the 2004 annual meeting of the Mid-South Educational Research Association. Gatlinburg, TN.

Brooks, N.J. & Franklin, K.K. (2003, November). *Southern opposition to the Morrill Act*. Paper presented at the 2003 annual meeting of the Mid-South Educational Research Association. Biloxi, MS.*

- Franklin, K.K. & Perry, S.N. (2003, November). *Giving voice to the vulnerable: A qualitative research training session*. Paper presented at the 2003 annual meeting of the Mid-South Educational Research Association. Biloxi, MS.*
- Kondrick, L.C. & Franklin, K.K. (2003, November). *A conceptual model for a task analysis of methods in action research design*. Paper presented at the 2003 annual meeting of the Mid-South Educational Research Association. Biloxi, MS.
- Marvin, S., Franklin, K.K., & Kennedy, R.L. (2003, November). *Intellectual plurality based on gender*. Paper presented at the 2003 annual meeting of the Mid-South Educational Research Association. Biloxi, MS.*
- Marvin, S., Franklin, K.K., & Marvin, E. (2003, November). *Using MI theory as a conceptual framework for the design and assessment of electronic learning*. Paper presented at the 2003 annual meeting of the Mid-South Educational Research Association. Biloxi, MS.*
- Shaw, S.L. & Franklin, K.K. (2003, November). *From language acquisition to interpretation. A theoretical framework*. Paper presented at the 2003 annual meeting of the Mid-South Educational Research Association. Biloxi, MS.
- Crum, C.B. & Franklin, K.K. (2002, November). *An exploration of mentoring female graduate students in southern metropolitan universities*. Paper presented at the 2002 annual meeting of the Mid-South Educational Research Association. Chattanooga, TN.*
- Marvin, S.R. & Franklin, K.K. (2002, November). *Comparison of the multiple intelligence domains, specific skills, and intellectual styles of freshmen and seniors at a metropolitan university in the south*. Paper presented at the 2002 annual meeting of the Mid-South Educational Research Association. Chattanooga, TN.*
- Perry, S.N. & Franklin, K.K. (2002, November). *College students with AD/HD*. Paper presented at the 2002 annual meeting of the Mid-South Educational Research Association. Chattanooga, TN.*
- Trawick, K. & Franklin, K.K. (2002, November). *Exploring department chair roles in metropolitan universities*. Paper presented at the 2002 annual meeting of the Mid-South Educational Research Association. Chattanooga, TN.*
- Hoelt, T.M., Franklin, K.K., & Donaldson, C.W. (2002, April). *Conversations with first year students: Implications for teaching and learning*. Paper presented at the 2002 annual meeting of the Arkansas Academic Advising Network. Jonesboro, AR.
- Franklin, K.K., Cranston, V., Perry, S.N., Purtle, D.K., Roberston, B.E. (2001, November). *Conversations with metropolitan freshmen*. Paper presented at the annual meeting of the Mid-South Educational Research Association. Little Rock, AR.*
- Franklin, K.K. (1999, November). *The search for a needle-in-a-haystack, Part II: The art of coding*. Workshop presented at the annual meeting of the Mid-South Educational Research Association. Point Clear, AL.
- Conners, N. A. & Franklin, K.K. (1999, November). *Fostering research by female graduate students through mentoring*. Paper presented at the annual meeting of the Mid-South Educational Research Association. Point Clear, AL.*

- Lowry, C. & Franklin, K.K. (1999, November). *Utilizing networked computer workstations to conduct electronic focus group sessions*. Paper presented at the annual meeting of the Mid-South Educational Research Association. Point Clear, AL.
- Marvin, S., Franklin, K.K., Edleston, R., Oberste, C., Routen, I.J., & Satkowski-Harper, T. (1999, November). *Faculty attitudes about the use of technology in the college classroom*. Paper presented at the annual meeting of the Mid-South Educational Research Association. Point Clear, AL.*
- Franklin, K.K., Conners, N. A., Edleston, R., Marvin, S., Oberste, C., Routen, I.J., & Satkowski-Harper (1999, November). *Traveling through the Land of Oz: Teaching qualitative research*. Poster presented at the annual meeting of the Mid-South Educational Research Association. Point Clear, AL.*
- Franklin, K.K. & Hoeft, T.M. (1998, October). *Assessing a learning community: A survival kit*. Workshop conducted at the South Central Freshman Success Initiatives Association. Hot Springs, AR.
- Franklin, K.K., Nawarat, P., & Ramirez, C. (1998, November). *The search for a needle-in-a-haystack: Qualitative data analysis*. Workshop conducted at the annual meeting of the Mid-South Educational Research Association. New Orleans, LA.*
- Franklin, K.K., Chamberlin, G.D., Kennedy, R.L., & Sewall, A.M. (1997, November). *A dissertation survival kit*. Paper presented at the annual meeting of the Mid-South Educational Research Association. Memphis, TN.
- Franklin, K.K., Boggs, K.J., Conners, N.A., Crum, C.B., Nawarat, P., Ramirez, C.T., & Trawick, K.C. (1997, November). *Defining institutional effectiveness for a metropolitan university*. Paper presented at the annual meeting of the Mid-South Educational Research Association. Memphis, TN.*
- Franklin, K.K., & Chamberlin, G.D. (1997, November). *Implications of the baby boom echo in the Mid-South*. Paper presented at the annual meeting of the Mid-South Educational Research Association. Memphis, TN.
- Chamberlin, G.D., & Franklin, K.K. (1997, November). *The baby boom echo: Implications for two-year colleges in Arkansas*. Paper presented at the annual meeting of the Arkansas Association of Two-Year Colleges. Little Rock, AR.
- Franklin, K.K., & Knight, W.H. (1997, February). *Exploring the congruency between student satisfaction and institutional effectiveness in higher education*. Paper presented at the annual meeting of the Eastern Educational Research Association. Hilton Head, SC.
- Franklin, K.K., & Knight, W.H. (1996, November). *Exploring the definition of institutional effectiveness in higher education*. Paper presented at the annual meeting of the Mid-South Educational Research Association. Tuscaloosa, AL.
- Franklin, K.K., & Bartell, N.O. (1996, November). *How to survive a qualitative dissertation*. Training session for graduate students at the annual meeting of the Mid-South Educational Research Association. Tuscaloosa, AL.
- Franklin, K.K., & Shemwell, D.W. (1995, November). *Disconfirmation theory: An approach to student satisfaction assessment in higher education*. Paper presented at the annual meeting of the Mid-South Educational Research Association. Biloxi, MS.

- Franklin, K.K. & Knight, W.H. (1995, November). *Using focus groups to explore student opinion*. Paper presented at the annual meeting of the Mid-South Educational Research Association. Biloxi, MS.
- Franklin, K.K., Shemwell, D.W., & Witta, E.L. (1995, March). *Hierarchical confirmatory factor analysis of a student satisfaction survey*. Paper presented at the annual meeting of the Eastern Education Research Association. Hilton Head, SC.
- Franklin, K.K. (1995, March). *Relationship between student satisfaction and assessing program effectiveness*. Paper presented at the annual meeting of the Eastern Education Research Association. Hilton Head, SC.
- Franklin, K.K. (1994, November). *Multivariate correlation analysis of a student satisfaction survey administered at East Tennessee State University*. Paper presented at the annual meeting of the Mid-South Education Research Association. Nashville, TN.

Local

- Franklin, K.K. (2000, January). *Faculty attitudes about the use of instructional technology in the metropolitan university classroom*. Presentation of research findings to the University of Arkansas at Little Rock (UALR) Strategic Planning Committee on Instructional Technology. Little Rock, AR.
- Franklin, K.K. (1999, January). *Explaining student satisfaction with a metropolitan university*. Presentation of research findings to the UALR Retention Committee. Little Rock, AR.
- Conners, N.A. & Franklin, K.K. (1999, January). *Using focus groups to evaluate client satisfaction in an alcohol and drug treatment program*. Poster session at the University of Arkansas Medical School, Department of Psychiatry, Grand Rounds. Little Rock, AR.*
- Franklin, K.K. (1998, August). *Assessing learning communities*. Faculty development workshop at UALR. Little Rock, AR.
- Franklin, K.K. (1998, April). *Explaining student satisfaction with a metropolitan university*. Presentation of research findings to the UALR Faculty Senate. Little Rock, AR.
- Franklin, K.K. (1998, April). *Explaining student satisfaction with a metropolitan university*. Presentation of research findings to the staff of the UALR Office of Educational and Student Services. Little Rock, AR.

* Graduate student co-authors

SPONSORED RESEARCH

Evaluator for the Freshman Year Experience program sponsored by a grant from the Office of Educational and Student Services at UALR. Completed a two-year student learning assessment for the PEAW 1300 courses based on the six learning objectives identified for the course by the PEAW 1300 Curriculum Committee. The assessment included a freshmen profile survey administered to approximately 1100 students, a freshman attitude survey administered to approximately 900 students, a service-learning evaluation, and course portfolio evaluation ($n = 161$). Data provided evidence to support that the six learning objectives were accomplished. 1998 to 2000.

Evaluator for the Adult First Year Experience course sponsored by a UALR Curriculum Development Grant. 1998 to 1999.

Evaluator for the fall and spring, 1998-1999 learning communities sponsored by a UALR Curriculum Development Grant. 1998 to 1999.

Conducted four focus group sessions with administrators and four focus group sessions with students on the University of North Texas campus to explore student perception of educational satisfaction and administrator perception of institutional effectiveness. Purpose of research was to explore the congruency between the criteria used by students to determine student satisfaction and the criteria used by administrators to evaluate institutional effectiveness. Research sponsored by a Coalition of Metropolitan and Urban Universities grant. 1997.

Conducted four focus group sessions with administrators and seven focus group sessions with students on the University of Arkansas at Little Rock campus to explore student perception of educational satisfaction and administrator perception of institutional effectiveness. Purpose of research was to explore the congruency between the criteria used by students to determine student satisfaction and the criteria used by administrators to evaluate institutional effectiveness. Research sponsored by a UALR Faculty Development Grant. 1997.

Evaluator for a learning community experiment, conducted during the 1997 fall semester, linking three freshmen core courses: speech communication, rhetoric and writing, and anthropology sponsored by an UALR Assessment Grant. 1997.

PROFESSIONAL SERVICE

Service to the Profession

Continuous Service

Member, Editorial Board, *Research in the Schools*, Mid-South Educational Research Association. 2002 to present.

2004

Member, Editorial Board, *The Qualitative Report*. <http://www.nova.edu/ssss/QR/index.html>. 2001 to 2004.

2003

Member, Editorial Board, *Journal of the First-Year Experience and Students in Transition*, University of South Carolina Press. 1999 to 2003.

2002

Research Coordinator, Coalition for Urban and Metropolitan Universities. Responsible for managing the Ernest Lynton Research Grant Program and Paige E. Mulhollan Dissertation Award Program. 1999 to 2002.
Referee, *Qualitative Research*, Sage Publications. 2001 to 2002.

2001

Panel Member, Plenary Session, Developmental Education – Issues and Expectations, Arkansas Association for Developmental Education 2001 Fall Conference. Hot Springs, AR: October, 2001.

2000

Accepted an invitation to serve on the Strategic Study Committee for Roanoke College, Roanoke Virginia as a member of the Southern Association of Colleges and Schools (SACS) Visiting Team. November, 2000

Mid-South Educational Research Association – 2004

Program Chair, responsible for accepting presentation proposals, submitting those to blind peer review, and building the final program for the annual meeting

Past President

Chair, 2004 Nominations Committee

Mid-South Educational Research Association – 2003

President

Mid-South Educational Research Association – 2002

Vice-President and President-Elect, 2002

Chair, Outstanding Paper and Dissertation Awards Committee

Mid-South Educational Research Association – 2001

Site Coordinator, 2001 Annual Meeting, Little Rock Arkansas

Member, Program Review Committee for the 2001 annual meeting

Representative-at-Large, Board of Directors

Mid-South Educational Research Association – 2000

Site coordinator for the 2001 annual meeting to be held in Little Rock, Arkansas

Member, Program Review Committee

Mid-South Educational Research Association – 1999

Representative-at-Large for MSERA

Member, Program Review Committee

Mid-South Educational Research Association - 1998

Chair, Graduate Student Advisory Committee

Member, Program Review Committee

Mid-South Educational Research Association - 1997

Chair, Graduate Student Advisory Committee

Member, Program Review Committee

Mid-South Educational Research Association – 1996

Member, Graduate Student Advisory Committee

Service to East Tennessee State University

2005

Service to the College of Education, East Tennessee State University

2005

Service to the Department of Educational Leadership and Policy Analysis

2005

Assisted faculty in the Administrative Endorsement program revise the 2005 NCATE Institutional Report.
August, 2005.

Service to the University of Alabama

2004

Member, Student Affairs Assessment Committee, met with the committee twice a month in the fall 2003 and spring 2004 to develop a student affairs assessment instrument which was administered on-line to all undergraduate students at the university in May, 2004.

2003

Guest Speaker, The Community College Leadership Academy
Guest Speaker, Graduate Recruiting Day

2002

Member, Department of Educational Leadership, Technology, and Policy Studies Assessment Committee

Service to the College of Education, The University of Alabama

2005

Member, College of Education Scholarship Committee.

Member, College of Education Assessment Committee. Purpose of the committee is to prepare for the fall, 2005 NCATE visit.

Member, Graduate Subcommittee, College of Education Assessment Committee. Purpose of the subcommittee is to work with graduate programs developing a reporting system for candidate data.

Member, Faculty Search Committee for an Executive Director of the Education Policy Center

2004

May, 2004 Commencement Faculty Marshall

Co-Chair, Higher Education Administration Faculty Search Committee

Member, Graduate Scholarship Committee

Program Coordinator, Higher Education Administration Program

2003

August, 2003 Commencement Faculty Marshall

Service to the University of Arkansas at Little Rock

Service to 2002

Member, UALR Department of Excellence Selection Committee

Service to 2001

Completed a two-year assessment of the PEAW 1300 courses at UALR for the Office of Educational and Student Services. The final assessment report included a detailed profile of approximately 1100 UALR freshmen enrolled from the fall 1998 to spring 2000. The report also included the findings from a pre- and post-administered attitude survey, evaluation of course portfolios, and evaluation of service-learning activities. Data were analyzed using SPSS-PC v.9.

Vice-Chair, UALR Graduate Council

Chair, UALR Graduate Council Personnel Advisory Committee

Evaluator, Freshman Year Experience Program at UALR. Responsible for developing and implementing an assessment strategy for all PEAW 1300 courses taught as a component of the Freshman Year Experience Program at UALR. 1998 to 2001

Member, Advisory Committee to the UALR Chancellor. Serving on a committee of approximately 25 UALR faculty and administrators providing the Chancellor with feedback on proposed policies designed to enhance the metropolitan mission of the university. 1997 to 2001
Member, UALR Graduate Council. 1996 to 2001

Service to 2000

Member, elected by the Faculty Senate to serve as a member of the UALR Research Committee. Responsibilities of the committee include reviewing grant proposals written by UALR faculty for funding by the Office of Research and Sponsored Programs. 1998 to 2000.
Chair, UALR Graduate Council Curriculum Subcommittee. 1998 to 2000.
Evaluator, Service-Learning component of the Freshman Year Experience Program at UALR. Responsible for developing and implementing an assessment strategy for the service-learning component of PEAW 1300 courses.
Member, UALR Faculty Appeals Committee. 1998 to 2000.
Member, UALR Retention Committee. 1998 to 2000.
Member, UALR Graduate Council Subcommittee on Graduate Curriculum. 1996 to 2000.

Service to 1999

Member, Freshman Year Experience Brochure Development Committee. Spring, 1999.
Member, First-Year Experience Curriculum Committee. 1998 to 1999.
Member, UALR Academic Appeals Committee. September 1997 to 1999.

Service to 1998

Member, Grant writing team to develop a grant proposal for the Kellogg Foundation visit. April 1998.
Member, UALR World Humanities Core Assessment Group. Served as the Core Assessment Committee liaison on this committee. Responsibility of the committee was to develop a core assessment strategy. March 1997 to 1998.
Member, Advisory Subcommittee to the UALR Chancellor. Purpose of subcommittee was to provide support for the development of a grant proposal for a 1997 Kellogg Foundation grant. 1997 to 1998.
Member, UALR Core Assessment Committee. 1996 to 1998.
Member, UALR Core Assessment Subcommittee on Implementing the University Core Assessment Plan. 1996 to 1998.
Co-authored the nomination packet for the John Templeton Award for the Freshman Year Experience Program at UALR. December, 1998.
Attended the *First-Year Experience Seminar* hosted by the National Resource Center for The First-Year Experience and Students in Transition and the University of South Carolina held in Little Rock, AR. April 6 - 7, 1998
Attended the *Developing Learning Communities* conference sponsored by the University of Miami in Miami, Florida. January 1998.

Service to 1997

Developed and implemented an assessment strategy for a learning community experience at UALR at the request of the Office of the Provost and sponsored by a UALR assessment grant. The learning community linked three freshmen courses: Anthropology, Rhetoric and Writing, and Speech Communications. This course was designed based on the research of Vincent Tinto. Summer 1997
Conducted a focus group session of student leaders at UALR, analyzed the data, and drafted an executive summary of the findings for UALR administrators at the request of the Office of the Provost. The purpose of the focus group session was to explore student leader attitudes concerning the strengths and weaknesses of UALR. The information was used to develop a SWOT analysis for the UALR five-year strategic plan. July 1997

Attended the 1997 Service Learning retreat sponsored by the Office of the Chancellor and the Office of the Provost. Invited by the Chancellor to join 65 UALR faculty and administrators in a daylong retreat discussing service-learning strategies for UALR.

Attended the *Critical Thinking Weekend Workshop*, featuring Dr. Stanley Paul, at the request of the Office of the Provost in Seattle, Washington. May 1997.

Visited with key change agents at Portland State University at the request of the Chancellor for the purpose of "bridge-building" between the two metropolitan campuses. May 1997.

Service to 1996

Attended the *Indiana University - Purdue University Indianapolis Assessment Conference*, held in Indianapolis, Indiana, at the request of the Office of the Provost. November 1996.

Service to the College of Education, University of Arkansas at Little Rock

Service to 2002

Chair, Department of Educational Leadership Annual Review Committee. Spring, 2002.

Service to 2001

Department Chair. 1999 – 2001

Attended the annual conference for the American Association of Colleges of Teacher Education. Dallas, Texas. 2001.

Member, Annual Peer Review Committee. 2001

Member, Faculty Search Committee to select an Associate Professor of Higher Education Administration. 2000.

Member, Faculty Search Committee to select an Assistant Professor of Higher Education Administration. 1999 to 2001.

Service to 2000

Member, Faculty Search Committee for the Vision Education Program. Spring, 2000.

Member, Admissions, Retention, and Exit Committee. 1998 to 2000.

Service to 1999

Discussant, Millennium Forum, Metropolitan Focus Lecture on Instructional Technology, Dr. James Inman, featured speaker. September 30, 1999

Chair, UALR, College of Education Assessment Committee. Responsible for the on-going assessment of NCATE standards and the implementation of continuous-improvement strategies for the college. August 1997 to 1999.

Chair, College of Education Assessment Readers Team to critique the college 1999 assessment reports. 1999

Elected by faculty in the Department of Educational Leadership to serve as the faculty reporter for all faculty meetings and to serve as acting chair for the department during the absence of the department chair. 1998 to 1999.

Service to 1998

Chair, College of Education NCATE Readers Team. Responsible for reviewing and critiquing the NCATE report for the 1998 spring visit. August 1997 to April 1998.

Member, Readers Team for the 1997-98 UALR Annual Assessment Progress Report. May, 1998

Member, College of Education NCATE Steering Committee. Coordination of the preparation for the NCATE 1998 spring visit. August 1997 to April 1998.

Guided College of Education faculty through a S.W.O.T. analysis to develop the five-year strategic plan. September 1998.

Service to 1997

Chair, Department of Educational Leadership Assessment Coordination Committee. 1996 to 1997.

Submitted an application to serve as a Research Mentor for the McNair Scholars Program. February 1997.

PROFESSIONAL MEMBERSHIPS

Member, Association for Institutional Research. 2004 to present.
Member, Mid-South Educational Research Association. 1994 to present.
Member, The American Educational Research Association. 1999 to present.
Member, Arkansas Academic Advising Network. 2002 to 2003.
Member, American Association of University Women. 2000 to 2002.
Member, The American Association of Higher Education. 1997 to 2001.
Member, Eastern Educational Research Association. 1995 to 1997.

PROFESSIONAL HONORS

Nominated for the 2001 Faculty Excellence Award in Research for the College of Education at the University of Arkansas at Little Rock. December, 2001

Awarded the 1999 Faculty Excellence Award in Service for the College of Education at the University of Arkansas at Little Rock. April, 1999.

Nominated by students in the Higher Education Administration program for the 1997-1998 Faculty Excellence Award in Teaching. December 1997.

Awarded the East Tennessee State University, College of Education, 1997 Outstanding Dissertation Award.
Nominated by Dr. Hal W. Knight, Associate Dean, College of Education.

Selected by the University Council for Educational Administration to attend the 17th annual National Graduate Student Research Seminar in Educational Administration held in New York City, 1996.

CURRICULUM LIST***East Tennessee State University****Higher Education Administration*

ELPA 6581 Internship with the Office of Enrollment Management
 ELPA 7820 Administration in Higher Education
 ELPA 6840 Higher Education Finance and Law
 ELPA 6810 Theory of Educational Administration
 ELPA 6010 Seminar in Education Administration and Organizations
 HDAL 5720 Student Personnel Services

ELPA 6957 Special Topics - "Leadership in Professional Development Centers."
 ELPA 6957 Special Topics - "Program Planning in Continuing Education."
 ELPA 6957 Special Topics - "Proposal and Grant Development."
 ELPA 6957 Special Topics - "Politics of Higher Education."
 ELPA 6957 Special Topics - "Leadership Studies."

Education Foundations

ELPA 6730 History and Philosophical Foundations of Education
 ELPA 6906 Philosophical Issues in Higher Education
 HDAL 5200 Human Relations and Group Processes

Research

ELPA 7810 Education Statistics
 ELPA 6950 Advanced Research and Analysis
 ELPA 6901 Independent Study - "Multivariate Correlation Analysis"
 MKTG 5900 Independent Study - "Hierarchical Confirmatory Factor Analysis using LISREL 7.0"
 MKTG 5900 Independent Study - "Investigating the Use of Disconfirmation Theory to Measure College Student Satisfaction"

Middle Tennessee State University*Management and Marketing*

MGMT 0660 Study of Organizations
 MGMT 0665 Seminar in Operations Management
 BAD 0698 Business Policy

MKT 0680 Marketing Strategy
 MKT 0683 Marketing Systems
 MKT 0685 International Marketing Seminar
 MKT 0682 Marketing Behavior

General Business Theory

ECON 5110 Economics and Business Decisions (East Tennessee State University)
 ECON 5240 Applied Macro Economic Theory (East Tennessee State University)
 FIN 0671 Advanced Financial Analysis
 INFS 0671 Systems Analysis
 ACTG 0691 Accounting and Business Decisions

