

# Muhittin Cavusoglu, PhD, CHE, CHIA

## CONTACT INFORMATION

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- **Email:** [muhittin@mcavusoglu.com](mailto:muhittin@mcavusoglu.com)
- **Social Media:**
  - **Webpage:** [mcavusoglu.com](http://mcavusoglu.com)
  - **LinkedIn:** [linkedin.com/in/mcavusoglu](https://www.linkedin.com/in/mcavusoglu)
  - **Facebook:** [facebook.com/mcavusoglu](https://www.facebook.com/mcavusoglu)

## SUMMARY OF ACCOMPLISHMENTS

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- **Assistant Professor**
  - The School of Hotel and Restaurant Management, The W. A. Franke College of Business, Northern Arizona University, AZ, USA
- **Conference Chair**
  - Global Conference on Education and Research (GLOCER)
- **International Director of Conferences and Events**
  - Global Conference on Business and Economics (GLOBE)
  - Global Conference on Education and Research (GLOCER)
  - Global Conference on Business, Hospitality, and Tourism Research (GLOSEARCH)
  - Graduate Student Research Conference on Business and Economics (GRADCONF)
- **Managing Editor**
  - Journal of Global Business Insights (JGBI)
- **Associate Editor**
  - Journal of Global Education and Research (JGER)
  - Journal of Hospitality and Tourism Cases (JHTC)
- **Director of Technology**
  - West Federation CHRIE (WFCHRIE)
- **Co-Founder and Co-Developer**
  - OnlineManuscripts System (online double-blind peer review system)
- **Research**
  - Author or co-author of 34 academic publications (e.g., refereed journal articles, conference proceedings, presentations, and book chapters).

- Working on 10 research projects (2 in second revision, 3 submitted and 4 work in progress)
  - Research interests: Information technology in hospitality and tourism, event management, and online learning and training in hospitality and tourism.
- **Teaching Interests**
    - Hospitality Information Technology Systems and Event Management

## EDUCATION

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- **Ph.D., 2015-2019**
  - Ph.D. in Curriculum and Instruction With an Emphasis in Adult Education, College of Education, University of South Florida, Tampa, FL, USA
  - **Dissertation Focus:** Hospitality and Tourism Education
- **M.S., 2013-2015**
  - MS in **Hospitality Management**, College of Hospitality & Technology Leadership, University of South Florida Sarasota-Manatee, Sarasota, FL, USA
  - **Thesis Focus:** Restaurant technologies
- **B.S., 2008-2012**
  - BS in **Tourism and Hotel Management**, School of Applied Technology and Management, Bilkent University, Ankara, Turkey
- **B.A., 2007-2013**
  - BA in **Public Administration**, Anadolu University, Eskisehir, Turkey

## PROFESSIONAL AND ACADEMIC CERTIFICATION

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- **Cvent Hybrid Events Certification**
  - Cvent, McLean, Virginia, December 2020
- **Cvent Virtual Events Certification**
  - Cvent, McLean, Virginia, October 2020
- **Cvent Event Management**
  - Cvent, McLean, Virginia, July 2020
- **SkyTouch Web-Based PMS: General Manager Learning Path Certificate**
  - SkyTouch University, Scottsdale, Arizona, July 2020
- **Office 365 Essential Trainings (Excel, Word, PowerPoint, & Outlook)**
  - LinkedIn Learning, Sunnyvale, California, July 2020
- **WordPress 5 Essential Training**
  - LinkedIn Learning, Sunnyvale, California, July 2020

- **Certification in Hotel Industry Analytics (CHIA)**
  - Smith Tech Travel (STR) and American Hotel & Lodging Educational Institute, Las Vegas, Nevada, January 2019
- **Certified Hospitality Educator (CHE)**
  - American Hotel & Lodging Educational Institute, Florida, USA, 2018
- **Certification in Hotel Industry Foundations and Introduction to Analytics**
  - Smith Tech Travel (STR) and American Hotel & Lodging Educational Institute, Ho Chi Min City, Vietnam, 2018
- **Certified Proctorio Instructor**
  - University of South Florida, Florida, USA, 2016
- **Front Office Module Opera**
  - Micros-Fidelio, Protel, Ankara, Turkey, 2011
- **Certificate of Completion: Cooking Workshop Experience**
  - Chaîne des Rôtisseurs, Ankara, Turkey, 2011
- **Accounting Module-Link Solar System**
  - Link Computer, Ankara, Turkey, 2010
- **Certificate of Completion: German-Turkish Project – Exchange on Professionalism**
  - Augsburger Gesellschaft, Leipzig, Germany, 2005
- **Computer Operator**
  - Akbil Computer, Trabzon, Turkey, 2003

## SCHOLARSHIP

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### REFEREED JOURNAL ARTICLES & RESEARCH NOTES

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#### Published & Accepted

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7. Wu, H., Xiaoxiao, L., **Cavusoglu, M.**, & Cobanoglu, C. (2020). Chinese cruise customers loyalty: The impact of customer participation and service personal values. *Tourism Review*, 78(1), 255-276.  
<https://doi.org/10.1108/TR-03-2019-0085> (SSCI & Scopus Indexed)
6. Ciftci, L., Berezina, K., **Cavusoglu, M.**, & Cobanoglu, C. (2020). Winning the battle: The importance of price and online reviews for hotel selection. *Advances in Hospitality and Tourism Research* 8(1), 177-202  
<https://doi.org/10.30519/ahtr.528150> (ESCI & Scopus Indexed)

5. Cengiz, E., Cengiz, F., **Cavusoglu, M.**, & Cobanoglu, C. (2019). Managerial perceptions of cost system obsolescence and factors that might affect it: A case study in the Turkish hotel industry. *International Journal of Contemporary Hospitality Management*, 31(7), 2884-2913. <https://doi.org/10.1108/IJCHM-01-2018-0099> **(SSCI & Scopus Indexed)**
4. Wu, H., Chen, J., **Cavusoglu, M.**, & Cobanoglu, C. (2019). The Impacts of merchant photos on consumers' purchase probability on P2P short-term rental platform: Based on the mediated effect of initial trust. *Advances in Hospitality and Tourism Research*, 7(1), 137-158. <https://doi.org/10.30519/ahtr.453268> **(ESCI & Scopus Indexed)**
3. **Cavusoglu, M.** (2018). An analysis of technology applications in the restaurant industry. *Journal of Hospitality and Tourism Technology*, 10(1), 45-72. <https://doi.org/10.1108/JHTT-12-2017-0141> **(SSCI & Scopus Indexed)**
2. **Cavusoglu, M.**, Ongan, S., & Cobanoglu, C. (2018). High school students' awareness of track and field: The case of the IAAF World Indoor Track and Field Championships. *Journal of International Scientific Researches*, 3(1), 1-10. <https://doi.org/10.23834/isrjournal.385986>
1. Yavuz, M. C., **Cavusoglu, M.**, & Corbaci, A. (2018). Reinventing tourism cities: Examining technologies, applications, and city branding in leading smart cities. *International Interdisciplinary Business-Economics Advancement Journal*, 3(1), 57-70. <https://doi.org/10.5038/2640-6489.3.1.1029>

### Under Review

5. **Cavusoglu, M.**, Dogan, S., Yozcu, O. K., & Cobanoglu, C. (2020). A conjoint analysis of influencing attributes of attendance for face-to-face and online academic conferences. *International Journal of Contemporary Hospitality Management, Contemporary Issues in Event Management-Special Issue* **(Scopus & SSCI Indexed)**. Status: Abstract is accepted & in second revision.
4. Cobanoglu, C., Nanu, L., Ciftci, L., Berezina, K., **Cavusoglu, M.**, & Ali, F. (2019). The impact of inline questions on online survey response rate and quality. In F. Okumus, S. M. Rasoolimanesh, S. Jahani (Eds.) *Contemporary research methodology for hospitality and tourism*. Emerald Publishing Group. Status: Abstract is accepted & in second revision.

3. **Cavusoglu, M.**, Turktarhan, G., Cobanoglu, C., Ongsakul, V., Hsu, C. S., & Karadag, E. (2020). Determinants of college faculty satisfaction with online teaching in the era of COVID-19 pandemic. *Educational Technology & Society (Scopus & SSCI Indexed)*. Status: Submitted.
2. Lefrid, M., **Cavusoglu, M.**, Richardson, S., & Donnelly, C. (2020). Simulation-based learning acceptance model (SBL-AM): Expending the technology acceptance model (TAM) into hospitality education. *Journal of Hospitality, Leisure, Sport & Tourism Education (Scopus & SSCI Indexed)*. Status: Submitted.
1. Kostromitina, M., Keller, D., **Cavusoglu, M.**, & Beloin, K. (2021). "His lack of a mask ruined everything." Restaurant customer satisfaction during the COVID-19 outbreak: An analysis of Yelp review texts and star-ratings. *International Journal of Hospitality Management (Scopus & SSCI Indexed)*. Status: Submitted.

### Work in Progress

4. **Cavusoglu, M.**, Cobanoglu, C., DeMicco, F., & Collins, G. An analysis of service quality of the service delivery robots (RoboQual): Technology acceptance model approach. *International Journal of Contemporary Hospitality Management*. Stage: Data collection.
3. Lefrid, M., **Cavusoglu, M.**, Richardson, S., & Donnelly, C. A close examination of cross-cultural and multi-generational hospitality labor force: Work-life, burnout, satisfaction, and turnover intention during probation period. *International Journal of Contemporary Hospitality Management*. Stage: Findings writing.
2. **Cavusoglu, M.**, Cobanoglu, C., & James, W. B. Online training readiness among hospitality and tourism industry professionals. Target: *Journal of Hospitality, Leisure, Sport & Tourism Education*. Stage: Discussion writing
1. **Cavusoglu, M.**, Cobanoglu, C., & James, W. B. Self-directed learning readiness among hospitality and tourism college students and industry professionals. Target: *Journal of Hospitality, Leisure, Sport & Tourism Education*. Stage: Discussion writing

### NON-REFEREED JOURNAL ARTICLES, RESEARCH NOTES & EDITORIALS

- Cobanoglu, C., **Cavusoglu, M.**, & Turktarhan, G. (2021). A beginner's guide and best practices for using crowdsourcing platforms for survey research: The Case of Amazon Mechanical Turk (MTurk) [Editorial]. *Journal of Global Business Insights*, 6(1), 92-97. <https://www.doi.org/10.5038/2640-6489.6.1.1177>

## REFEREED PUBLICATIONS IN CONFERENCE PROCEEDINGS & STAND-UP PRESENTATIONS

21. **Cavusoglu, M.**, James, W. B., & Cobanoglu, C. (2020, February 28-29). *Online learning/training readiness among hospitality and tourism industry professionals* [Conference presentation abstract]. Fifth ICHRIE-SECSA Federation Conference, Auburn, AL, USA.
20. Percin, N. S., Gunden, Y., & **Cavusoglu, M.** (2018). The demographic variables evaluation of organizational democracy perception in Cappadocia. In C. Cobanoglu, L. M. Thanh, & K. Corbaci (Eds.), *Advances in business, hospitality, and tourism research* (Vol. 1, pp. 176-182). University of South Florida M3 Publishing.  
<https://doi.org/10.5038/9781732127524>
19. Cobanoglu, C., Ali, F., Nanu, L., **Cavusoglu, M.**, & Liu, H. (2018, July 2-4). The impact of globalization on student success: A cross-cultural empirical study [Paper presentation]. Fifteenth Academy for Global Business Advancement (AGBA) Conference, Bangkok, Thailand.
18. Wu, H., Xiaoxiao, L., **Cavusoglu, M.**, & Cobanoglu, C. (2018, June 4-8). *Chinese cruise customers loyalty: The impact of customer participation and service personal values* [Conference presentation abstract]. Global Conference on Business and Economics (GLOBE), Sarasota, FL, USA.  
<https://doi.org/10.5038/2641-502X-v1>
17. Wu, H., Chen, J., **Cavusoglu, M.**, & Cobanoglu, C. (2018, June 4-8). *The impacts of merchant photos on consumers' purchase probability on P2P short-term rental platform: Based on the mediated effect of initial trust* [Conference presentation abstract]. Global Conference on Business and Economics (GLOBE), Sarasota, FL, USA.  
<https://doi.org/10.5038/2641-502X-v1>
16. Katlav, E. O., Percin, N. S., & **Cavusoglu, M.** (2018). *The effects of personality traits of employees on their socialization levels: A research in hospitality establishments*. In C. Cobanoglu, & K. Corbaci (Eds.), *Advances in global business and economics* (Vol. 1, pp. 113-121). University of South Florida M3 Publishing.  
<https://doi.org/10.5038/9781732127517>
15. Deniz, G., Percin, N. S., & **Cavusoglu, M.** (2018). *The evaluation of influence tactics perception of hospitality establishment employees in terms of demographic variables*. In C. Cobanoglu, & K. Corbaci (Eds.), *Advances in global business and economics* (Vol. 1, pp. 122-127). University of South Florida M3 Publishing.  
<https://doi.org/10.5038/9781732127517>

14. **Cavusoglu, M.**, James, W. B., & Cobanoglu, C. (2018, February 7-10). *The relationship between Self-Directed Learning Readiness Scale (SDLRS) and Online Learning Readiness Scale (OLRS)* [Paper presentation]. International Self-Directed Learning Symposium, 32nd Annual Meeting, Cocoa Beach, FL, USA.
13. **Cavusoglu, M.**, James, W. B., & Cobanoglu, C. (2017, May 25-26). *Online learning readiness among hospitality/tourism professionals* [Paper presentation]. Graduate Student Research Conference in Business and Economics (GRADCONF), Sarasota, FL, USA.
12. Zaman, Z., & **Cavusoglu, M.** (2017). *Determinants of capital structure of banks and financial institutions of Bangladesh: A panel data approach*. In C. Cobanoglu (Ed.), *Proceedings of the graduate student research conference in business and economics* (pp. 118-131). University of South Florida M3 Publishing. <https://doi.org/10.5038/2641-5054-v1>
11. Tehci, A., Yildiz, S., Yildiz, E., & **Cavusoglu, M.** (2017). *Relationship between Facebook advertisements and consumer attitude: A Case study of generation Y*. In C. Cobanoglu (Ed.), *Proceedings of the graduate student research conference in business and economics* (pp. 108-114). University of South Florida M3 Publishing. <https://doi.org/10.5038/2641-5054-v1>
10. Ciftci, H. O., **Cavusoglu, M.**, Berezina, K., & Cobanoglu, C. (2017, January 5-7). *Winning the battle: The importance of price and online reviews in hotel selection* [Conference presentation abstract]. Twenty-second Graduate Education and Graduate Student Research Conference in Hospitality and Tourism, Houston, TX, USA.
9. **Cavusoglu, M.**, White, W., James, W. B., & Cobanoglu, C. (2016). *Factors associated with international graduate students' academic performance: A comparative analysis between the first semester and the subsequent semester in the U.S.* In M. Boucouvalas, & M. Avoseh (Eds.), *Proceedings of the 2016 International Pre-Conference, Commission for International Adult Education (CIAE) of the American Association for Adult and Continuing Education (AAACE)*, pp. 37-44, ED581859). ERIC. <https://eric.ed.gov/?id=ED581859>
8. Yildiz, S., Cavusoglu, O., & **Cavusoglu, M.** (2016, May 9-13). *Determination of factors affecting the quality of services offered at the domestic departures: A case of Trabzon Airport* [Conference presentation abstract]. Sixth International Interdisciplinary Business-Economics Advancement Conference, Miami, FL, USA. <https://doi.org/10.5038/2372-5885-v6>

7. Cobanoglu, C., Berezina, K., **Cavusoglu, M.**, & Ali, F. (2016, May 9-13). *The impact of financial incentive amount on response speed and quality in Mechanical Turk* [Paper presentation]. Sixth International Interdisciplinary Business-Economics Advancement Conference, Miami, FL, USA.
6. Cobanoglu, C., Berezina, K., **Cavusoglu, M.**, & Ali, F. (2016, May 9-13). *Using Mechanical Turk respondents as a replacement of general public in online surveys* [Paper presentation]. Sixth International Interdisciplinary Business-Economics Advancement Conference, Miami, FL, USA.
5. Ciftci, H. O., Ali, F., **Cavusoglu, M.**, Zhang, X., & Cobanoglu, C. (2016). Cruise traveler's experience: Development and validation of a scale. In N. Christodoulidou (Chair), *Proceedings of the Western Decision Sciences Institute Conference (WDSI), 45th Annual Meeting*. [http://wdsinet.org/Annual\\_Meetings/2016\\_Proceedings/papers/Paper73.pdf](http://wdsinet.org/Annual_Meetings/2016_Proceedings/papers/Paper73.pdf)
4. Yayla, O., Sandikci, M., & **Cavusoglu, M.**, (2014, July 16-19). The effect of social media on buying decision process of tourists. In C. Cobanoglu, & S. Ongan (Eds.), *Proceedings of the International Interdisciplinary Business-Economics Advancement Conference* (pp. 282-287). University of South Florida M3 Publishing. <https://doi.org/10.5038/2372-5885-v2>
3. **Cavusoglu, M.**, & Aydogdu, A. (2014, January 3-5). *Standardization in lodging industry, ISO 18513:2003 tourism services terminology: The case of Istanbul* [Conference presentation abstract]. Nineteenth Graduate Education and Graduate Student Research Conference in Hospitality and Tourism, Houston, TX, USA.
2. **Cavusoglu, M.**, Ongan, S., & Cobanoglu, C. (2014, January 3-5). *The impact of sponsorship in sports events: A case of "2012 Euroleague Final Four"* [Conference presentation abstract]. Nineteenth Graduate Education and Graduate Student Research Conference in Hospitality and Tourism, Houston, TX, USA.
1. Bogicevic, V., **Cavusoglu, M.**, Ciftci, H. O., & Bilgihan, A. (2014, January 3-5). *Augmented reality applications in tourism* [Conference presentation abstract]. Nineteenth Graduate Education and Graduate Student Research Conference in Hospitality and Tourism, Houston, TX, USA.

## REFEREED POSTER PRESENTATIONS AT CONFERENCES

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3. Bahja, J., & **Cavusoglu, M.** (2019, May 21-24). *Moving forward with artificial intelligence related courses in hospitality and tourism programs* [Poster presentation]. Global Conference on Education and Research (GLOCER), Sarasota, Florida, USA.
2. Bahja, F., **Cavusoglu, M.**, & Birinci, H. (2019, May 21-24). *Developing interdisciplinary modules to teach food waste management in restaurant industry* [Poster presentation]. Global Conference on Education and Research (GLOCER), Sarasota, Florida, USA.
1. **Cavusoglu, M.**, Cobanoglu, C., Berezina, K., & Ongan, S. (2015, June 14). *An analysis of technology applications in the restaurant industry* [Poster presentation]. International Hospitality Information Technology Association (iHITA) Annual Research Conference, Austin, TX, USA.

## PUBLISHED BOOK CHAPTER

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- Ongan, S., & *Cavusoglu, M.* (2016). Dünyada turizmin gelişimi [Development of tourism industry in the world]. In Bahar, O., & Avci, M. (Eds.), *AB ve turizm* [EU and tourism] (pp. 85-115). Sure.

## INVITED PAPER

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- Cavusoglu, M. (2013, April). Bir eğitim ve turizm tecrubesi olarak Erasmus programlari [Erasmus programs as an education and tourism experience]. *İpek Yolu Dergisi* [Special Issue: Karatay University], 66-68.

## INVITED PRESENTATIONS & LECTURES AT OTHER INSTITUTIONS OR CONFERENCES

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### Presentations & Webinars

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7. Cobanoglu, C., Connolly, D., Finnegan, M., **Cavusoglu, M.**, (Panelists) & DeMicco., F. (Moderator). (2021, March 23). *Hospitality Innovative Technology*. Presented at the Franke Leadership Week, Northern Arizona University, AZ, USA.
6. **Cavusoglu, M.** (2020, June 20). *Navigating online orders in the food industry* [Webinar]. Arizona Small Business Boot Camp & Resource Collective Session #39. [https://youtu.be/Y5zONPn\\_Pj4](https://youtu.be/Y5zONPn_Pj4)

5. **Cavusoglu, M.** (2018, December 13). *Adult learning: How to accommodate different learning styles*. Presented at the University of International Business, Almaty, Kazakhstan (Presented to a group of professors/lecturers from Management & Business, Finance & Accounting, Socio-Humanitarian Sciences, Business Informatics Departments).
4. **Cavusoglu, M.** (2013, May 2). *Contemporary tourism trends in the world and Turkey*. Presented at the International Scientific-Practical Conference on Aspects of Sustainable Development: Theory and Practice at the Utena University, Utena, Lithuania.
3. **Cavusoglu, M.** (2013, April). *The importance of higher tourism education in Turkey*. Presented at the Hospitality and Tourism Vocational High Schools: A series of presentations held in Konya, Ankara, Antalya, and Trabzon, Turkey.
2. **Cavusoglu, M.** (2013, February 20). *Tips for students seeking assistantships and scholarship both nationally and internationally*. Presented at the KTO Karatay University, Konya, Turkey.
1. **Cavusoglu, M.** (2010, May 27). *E-Learning to live in a dynamic Europe project: Local activities of Turkey 2008-2010*. Presented at the Grundtvig Project (with partners from Romania, Denmark, Italy, Latvia, and Turkey) final meeting at the Videnscenter for Integration, Vejle, Denmark.

## Lectures

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5. **Cavusoglu, M.** (2020, April 24). *Effective In-Class Communication*. Mehmet Akif Ersoy University, Burdur, Turkey. (Guest Speaker at the Effective Communication Class, Dr. Ozge Ozel).
4. **Cavusoglu, M.** (2020, March 3). *How to create online surveys using the Qualtrics*. Northern Arizona University, AZ, USA. (Guest Speaker at the HA 365 Hospitality Marketing Class, Dr. Allen Reich).
3. **Cavusoglu, M.** (2017, December 4). *Challenges of pre- and post-events and conferences*. Hillsborough Community College, FL, USA. (Guest Speaker at the HFT 2750 Meetings, Conventions and Expo Class, Ms. Frida Bahja).
2. **Cavusoglu, M.** (2014, November 5). *The Internet and social media*. University of South Florida, Sarasota, Sarasota, FL, USA. (Guest Speaker at the HFT 3423 Hospitality Information Systems Class, Dr. Katerina Berezina).

1. **Cavusoglu, M.** (2014, October 21). *Tourism industry in the U.S.* University of South Florida, Sarasota, Sarasota, FL, USA. (Guest Speaker at the HFT 3003 Introduction to Hospitality and Tourism Class, Mr. Keith Barron).

## GRANT PROPOSALS & RESEARCH PROJECTS

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3. **Cavusoglu, M.** (Principal Investigator). (2018). *Online and self-directed learning and training readiness among hospitality and tourism college students and professionals* [Grant, \$2,600]. Donated by the developer of the Self-Directed Learning Readiness Scale.
2. Cobanoglu, C., Ongan, S., & **Cavusoglu, M.** (Principal Investigators). (2015). *Passenger Satisfaction of Sarasota-Bradenton International Airport* [Grant, \$15,000]. Funded by Sarasota-Bradenton International Airport.
1. Yildiz, S., Cavusoglu, O., & **Cavusoglu, M.** (Principal Investigators). (2015), *Determination of factors affecting the quality of services offered at the domestic departures: A case of Trabzon Airport* [Grant, 5,000TL ~ \$1,750]. Funded by Gumushane University Scientific Research Commission.

## DISSERTATION, THESIS & PROJECT

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- **Cavusoglu, M.** (2019). *Online and self-directed learning readiness among hospitality and tourism college students and industry professionals* (Publication No. 13805377) [Doctoral dissertation, University of South Florida]. ProQuest Dissertations and Thesis Global.
- **Cavusoglu, M.** (2015). *An analysis of technology applications in the restaurant industry* [Master's thesis, University of South Florida Sarasota-Manatee]. Scholar Commons. <http://scholarcommons.usf.edu/etd/5456/>
- Akinoglu, G., **Cavusoglu, M.**, & Okumus, B. (2012). *A case study on ISO [International Standard Organization] certification in lodging industry in Turkey* [Unpublished undergraduate graduation project]. Bilkent University, Ankara, Turkey.

## RESEARCH AWARDS

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- **Literati Awards 2020: Awards for Excellence**
  - Emerald Publishing, Journal of Hospitality and Tourism Technology, 2020.
- **Best Paper Award, 2018**
  - Cobanoglu, C., Ali, F., Nanu, L., **Cavusoglu, M.**, & Liu, H. (2018, July 2-4). *The impact of globalization on student success: A cross-cultural*

*empirical study* [Paper presentation]. Fifteenth Academy for Global Business Advancement (AGBA) Conference, Bangkok, Thailand.

- **Huey B. Long Student Scholarship Award, 2018**
  - International Self-Directed Learning Symposium, 32<sup>nd</sup> Annual Meeting, Cocoa Beach, FL, USA, February 7-10, 2018.
- **Best Paper Award, 2016**
  - Ciftci, H. O., Ali, F., **Cavusoglu, M.**, Zhang, X., & Cobanoglu, C. (2016, April 5-9). *Cruise traveler's experience: Development and validation of a scale* [Paper presentation]. Western Decision Sciences Institute Conference (WDSI), 45th Annual Meeting, Las Vegas, NV, USA.

## TEACHING EVIDENTIAL MATERIALS

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### COURSES TAUGHT AT NORTHERN ARIZONA UNIVERSITY, USA

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- HA 270 Hospitality Information Technology II
- HA 407 Meetings, Events, and Conventions Industry Management

### COURSES TAUGHT AT UNIVERSITY OF SOUTH FLORIDA, USA

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- HFT 4757 Event Management
- HFT 3423 Hospitality Information Systems
- HFT 3003 Introduction to Hospitality and Tourism
- HFT 3894 International Food & Culture
- HFT 4930 Business Communications

### COURSES TAUGHT AT UNIVERSITY OF INTERNATIONAL BUSINESS, KAZAKHSTAN

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- Introduction to Hospitality and Tourism
- Introduction to Research

## SERVICE

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### MEMBER OF EXECUTIVE BOARD

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- **Director of Technology**, West Federation CHRIE (WF CHRIE), October 2020-Present.

### MEMBER OF EDITORIAL BOARD

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- **Managing Editor**, Journal of Global Business Insights (JGBI), October 2020-Present.

- **Associate Editor**, Journal of Hospitality and Tourism Cases (JHTC), March 2021-Present.
- **Associate Editor**, Journal of Global Education and Research (JGER), October 2019-Present.
- **Editorial Advisory Board**, International Journal of Contemporary Hospitality Management (IJCHM, SSCI & Scopus Indexed), February 2021-Present.
- **Editorial Advisory Board**, Journal of Hospitality Marketing and Management (JHMM, SSCI & Scopus Indexed), March 2021-Present.
- **Associate Editor**, Journal of Global Business Insights (JGBI), September 2019- October 2020.
- **Editorial Assistant**, Journal of Hospitality and Tourism Technology (JHTT), November 2018-September 2020.
- **Editorial Assistant**, Journal of Global Education and Research (JGER), May 2017- October 2019.
- **Publishing Design Assistant**, Journal of Global Education and Research (JGER), May 2017-October 2019.
- **Editorial Assistant**, Journal of Global Business Insights (JGBI), September 2015- September 2019.
- **Publishing Design Assistant**, Journal of Global Business Insights (JGBI), September 2015-September 2019.

#### CONFERENCE ORHANIZING COMMITTEE

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- **Chair**, Global Conference on Education and Research (GLOCER) which will be held during June 8-10, 2021
- **Organizing Committee Member**, The Medical Tourism and Health Summit which will be held during October 24-27, 2021.
- **Organizing Committee Member**, West Federation CHRIE 2021 Conference which was held during February 18-20, 2021.

#### AD-HOC REVIEWER

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- Journal of Hospitality and Tourism Technology (SSCI & Scopus Indexed)
- International Journal of Contemporary Hospitality Management (SSCI & Scopus Indexed)

- International Journal of Hospitality Management (SSCI & Scopus Indexed)
- Tourism Review (SSCI & Scopus Indexed)
- Journal of Urban Technology (SSCI & Scopus Indexed)
- Advances in Hospitality and Tourism Research (ESCI & Scopus Indexed)
- SAGE Open (Scopus Indexed)
- Journal of Hospitality and Tourism Cases
- Journal of Hospitality and Tourism Insights

## BOOK AND PROCEEDINGS EDITOR

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- **Editor of Book**

- Cobanoglu, C., **Cavusoglu, M.**, & Corbaci, A. (Eds.). (2019). *Advances in global business and economics* (Vol. 2). University of South Florida M3 Publishing. <https://doi.org/10.5038/9781732127555>

- **Editor of Proceedings**

- Cobanoglu, C., **Cavusoglu, M.**, & Corbaci, A. (Eds.). (2019, September 30 - October 3). *Proceedings of the global conference on business and economics* (Vol. 2). University of South Florida M3 Publishing. <https://doi.org/10.5038/2641-502X-v2>

- **Assistant Editor of Proceedings**

- James, W. B., & Cobanoglu, C. (Eds.). (2019, May 21-24). *Proceedings of the global conference on education and research* (Vol. 3). University of South Florida M3 Publishing. <https://doi.org/10.5038/2572-6374-v3>
- Cobanoglu, C., Thanh, L. M., & Corbaci, K. (Eds.). (2018, October 2-5). *Proceedings of the global conference on business, hospitality, and tourism research*. University of South Florida M3 Publishing. <https://doi.org/10.5038/2641-5046-v1>

- **Editorial Assistant for Preparation of Proceedings**

- Yang, W. (Ed.). (2015, January 8-10). *Proceedings of the 20th Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism*. Tampa, Florida, USA.

## EXPERIENCE

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### ACADEMIC EXPERIENCE

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- **August 2020-Present**

- **Assistant Professor**, The School of Hotel and Restaurant Management, The W. A. Franke College of Business, Northern Arizona University, AZ, USA

- **May 2020-August 2020**
  - **HRM Research Fellow**, Alliance Bank Economic Policy Institute, Northern Arizona University, AZ, USA
- **August 2019-May 2020**
  - **Visiting Assistant Professor**, M3 Center under the College of Hospitality & Tourism Leadership, University of South Florida Sarasota-Manatee, Sarasota, FL, USA
- **August 2018-May 2019**
  - **Adjunct Instructor**, College of Hospitality & Tourism Leadership, University of South Florida Sarasota-Manatee, Sarasota, FL, USA
- **August 2015-December 2018**
  - **Graduate Research Assistant & Teaching Assistant**, M3 Center for Hospitality Technology and Innovation, University of South Florida, Tampa, Florida, USA
- **October 2015-May 2016**
  - **Project Researcher**, Determination of factors affecting the quality of services offered at the domestic departures: A case of Trabzon Airport, Trabzon, Turkey
- **September 2014-June 2015**
  - **Project Researcher**, Passenger satisfaction of Sarasota-Bradenton International Airport, Sarasota, Florida, USA
- **December 2013-May 2015**
  - **Graduate Assistant**, College of Hospitality & Technology Leadership, University of South Florida Sarasota-Manatee, Sarasota, Florida, USA
- **August 2012-July 2013**
  - **Erasmus Officer**, KTO Karatay University, Konya, Turkey
- **June 2012-July 2013**
  - **Research Assistant**, Department of Tourism and Hotel Management, Faculty of Economics and Business Administration, KTO Karatay University, Konya, Turkey

## PROFESSIONAL EXPERIENCE

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- **December 2017-Present**
  - **International Director of Conferences and Events**, Association of North America Higher Education International (ANAHEI), Bradenton, Florida, USA

- **June 2015-December 2017**
  - **Manager of Conferences and Events**, Association of North America Higher Education International (ANAHEI), Bradenton, Florida, USA
- **April 2014-June 2015**
  - **Assistant Manager of Conferences and Events**, Association of North America Higher Education International (ANAHEI), Bradenton, Florida, USA
- **February 2011-June 2011**
  - **Dining Room Manager**, F&B Department, Le Piment Rouge, Ankara, Turkey
- **April 2007-May 2007**
  - **Pollster**, Turkish Statistical Institute (TurkStat), Istanbul, Turkey
- **July 2006-August 2006**
  - **Server**, F&B Department, Vera Aqua Resort, Antalya, Turkey
- **May 2005-September 2005**
  - **Bartender**, F&B Department, Silence Beach Resort, Antalya, Turkey
- **May 2004-September 2004**
  - **Bartender**, F&B Department, Silence Beach Resort, Antalya, Turkey

## VOLUNTEER ACADEMIC AND PROFESSIONAL EXPERIENCE

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- **February 7-10, 2018**
  - **Organizing Committee Assistant**, 32nd International Self-Directed Learning Symposium, Cocoa Beach, Florida, USA
- **February 8-10, 2017**
  - **Organizing Committee Assistant**, 31st International Self-Directed Learning Symposium, Cocoa Beach, Florida, USA
- **November 6-8, 2016**
  - **Organizing Committee Assistant**, American Association for Adult and Continuing Education (AAACE), Commission for International Adult Education (CIAE), Albuquerque, New Mexico, USA
- **February 10-13, 2016**
  - **Organizing Committee Assistant**, 30th International Self-Directed Learning Symposium, Cocoa Beach, Florida, USA
- **February 2104-May 2014**
  - **Website Developer**, Food Powers Community Project, University of South Florida, Sarasota, Florida, USA

- **January 18-20, 2013**
  - **Founding Committee Assistant**, Founding Meeting of Skål Club of Konya and International Skål Associations Federation Meeting, Konya, Turkey
- **May 25-29, 2010**
  - **Project Member as Part of the Final Meeting**, Lifelong Learning Programme: E-Learning to Live in A Dynamic Europe, Vifin, Denmark

## LEADERSHIP & PROFESSIONAL MEMBERSHIPS

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- **Member (Faculty)**, Hospitality Financial and Technology Professionals (HFTP), October 2020-Present.
- **Member (Faculty)**, Meeting Professionals International (MPI), September 2020-Present.
- **Member (Student)**, American Hotel & Lodging Association, 2018-2020.
- **Member (Student)**, Hospitality Financial and Technology Professionals (HFTP), 2018-2019.
- **Member (Student)**, Meeting Professionals International (MPI), 2018-2019.
- **Member (Student)**, Hospitality Financial and Technology Professionals (HFTP), 2013-2015.
- **Member**, Ankara Young Skål (International Association of Travel and Tourism Professionals founded 1934), 2011-2016.
- **Adviser**, Young Entrepreneur Leaders Club, Karatay University, 2012-2013.

## OTHER HONORS & AWARDS

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- **Graduate School Scholarships** Ministry of National Education, Ankara, Turkey, 2013; 2014; 2015; 2016; 2017; 2018; and 2019.
- **Graduate Research & Teaching Assistantship**, M3 Center of Hospitality Technology & Innovation, University of South Florida Sarasota-Manatee, 2015; 2016; 2017; and 2018.
- **Certificate of Recognition**, Association of North America Higher Education International (ANAHEI), May 25, 2017.
- **Volunteer Service Award**, 31st International Self-Directed Learning Symposium, February 9, 2017.

- **Volunteer Service Award**, 30th International Self-Directed Learning Symposium, February 12, 2016.
- **Graduate Research Assistantship**, College of Hospitality and Technology Leadership, University of South Florida Sarasota-Manatee, 2013; 2014; and 2015.
- **Highest GPA Graduating Class Honor**, Department of Tourism and Hotel Management and School of Applied Technology and Management, Bilkent University, 2012.
- **All Around Best Student Award**, Tourism and Hotel Management, Bilkent University, May 2012.
- **Outstanding Student Award**, Tourism and Hotel Management, Bilkent University, April 2011.
- **High Honor Student Award**, Tourism and Hotel Management, Bilkent University, 2009, 2010, 2011, and 2012.
- **Highest GPA Graduating Class Honor in High School**, Akcaabat Anatolia Hospitality and Tourism Vocational High School, Trabzon, Turkey, 2006.
- **Outstanding Performance Award**, Silence Beach Resort, Antalya, Turkey, September 2005.

## OTHER INFORMATION & TECHNOLOGY COMPETENCIES

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- Multilingual – Fluent in English and Turkish
- Technology Competencies:
  - Conference Management Tools: OnlineManuscripts, Eventbrite, EasyChair, Microsoft Research (CMT)
  - Website Design Tools: WordPress, HTML 5.0, Wix
  - Email Marketing Tools: SendinBlue, MailChimp, Qualtrics
  - Payment Systems: Stripe, TouchNet, PayPal
  - Adobe Products: Dreamweaver, Photoshop, Acrobat, Spark, Captivate
  - Video Editing Tools: Camtasia, Movie Maker, iMovie
  - Office Applications: MS Word, MS Excel, MS PowerPoint, MS Outlook
  - Hospitality Related Software:
    - Property Management System: Opera, InnRoad, SkyTouch
    - Hotel Accounting: M3 AccKnowledge
    - Hotel Business Intelligence: M3Link
    - Accounting: Link Solar System
    - Event Management: Cvent, Whova
  - Learning Management Systems: Canvas, Blackboard, Module, Schoology
  - Online Survey Tools: Qualtrics, SurveyMonkey, Google Forms

- Data Analyses: SPSS, SmartPLS, SAS
- Operating Systems: Windows and Mac