



# College of Education, Health, & Human Services

www.ehhs.kent.edu

## Ning-Kuang Chuang, Ph.D

Assistant Professor  
FLA  
nchuang@kent.edu

---

### Education

---

<b>Ph.D., Hospitality Administration</b> Texas Tech University	<b>2005</b>
<b>M.A., Foodservice and Food Study Management</b> New York University	<b>1997</b>
<b>B.S., Hospitality &amp; Tourism Management</b> Purdue University	<b>1995</b>

---

### Higher Education Work Experience

---

<b>Assistant Professor</b> Kent State University <i>Assisted with graduate program development. Provided courses including hospitality cost control, safety and sanitation, lodging operations, food production and services, and hotel group convention sales and services.</i>	<b>08/2005 - present</b>
<b>Graduate Part-Time Instructor</b> Texas Tech University <i>1. Developed and taught hospitality computer course: RHIM 3303 (3 credit hours) 2. Employed various instructional methods, such as class lecture, in-class group exercise, outside class group projects, and individual homework.</i>	<b>02/2004 - 05/2005</b>
<b>Research/Teaching Assistant</b> Texas Tech University <i>1. Assisted Associate Dean for Operations in strategic planning, class scheduling, classroom assignment analysis, student enrollment analysis, facility and technology planning, and general operations. 2. Reviewed research articles, designed questionnaires and supervised a team of coworkers in data collection for research projects. 3. Participated in conferences and trade shows for marketing and recruiting for the Restaurant, Hotel, and Institutional Management Program at Texas Tech University. 4. Assisted in teaching both undergraduate and graduate courses, which include RHIM 3322 Hospitality Cost Control II, and RHIM 5332 Advanced Hospitality Cost Control</i>	<b>08/2001 - 02/2004</b>
<b>Instructor</b> Southern Taiwan University of Technology	<b>08/1999 - 07/2001</b>

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

**Part-Time Instructor/Program Coordinator**

**08/1998 - 07/1999**

Chung-Hwa University

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

---

## Other Professional Experience

---

**Executive Assistant and Hotel Opening Team Member**

**04/1998 - 07/1999**

Hotel Royal Hsinchu, Taiwan

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

**Laboratory Coordinator**

**09/1997 - 03/1998**

Chemistry Laboratory of Societe Generale De Surveillance, Taiwan Branch

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

**Assistant to Food and Beverage Cost Controller**

**01/1996 - 08/1997**

Windows on the World, New York

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

**Baker**

**05/1994 - 04/1995**

Purdue University

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

**Assistant Manager**

**12/1992 - 11/1993**

Memories of China, Indiana

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

**Assistant to Marketing and Quality Controller**

**10/1989 - 08/1990**

Konig Food Company, Taiwan

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

**Catering and Banquet Supervisor**

**02/1988 - 08/1989**

Kingship Hotel, Taiwan

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

---

## Publications

---

- Chuang, N.K.**, Walker, K., & Caine-Bish, N. (2009, in press). Students' perception of career choices: The impact of academic major. *Journal of Family and Consumer Sciences Education*, 27(1), Spring/Summer. 2009  
Publication: *Journal Articles, Refereed*
- Lei, S. A., & **Chuang, N.K.** (2009, in press). Demographic factors influencing selection fo an ideal graduate institution: A literature review with recommendations for implementation. *College Students Journal*. 2009  
Publication: *Journal Articles, Refereed*
- Lei, S. A., & **Chuang, N.K.** (2009, in press). Undergradaute research assistantship: A comparison of comparison of benefits and costs from faculty and students' perspectives. *Education*, 130(3). 2009  
Publication: *Journal Articles, Refereed*
- Chuang, N.K.**, Yin, D., & Dellmann-Jenkins, M. (accepted). Intrinsic and Extrinsic Factors Impacting Casino Hotel Chefs' Job Satisfaction. *International Journal of Contemporary Hospitality Management*, 21(3), 323-340. 2008  
Publication: *Journal Articles, Refereed*
- Chuang, N.K.** & Dellmann-Jenkins, M. (2009, in press). Career Decision-Making and Intention: A Study of Hospitality Undergraduate Students. *Journal of Hospitality & Tourism Research*. 2008  
Publication: *Journal Articles, Refereed*
- Chuang, N.K.**, Goh, B.K., Stout, B.L., & Dellmann-Jenkins, M. (2007). Hospitality undergraduate students' career choices and factors influencing commitment to the profession. *Journal of Hospitality & Tourism Education*, 19(4), 28-37. 2007  
Publication: *Journal Articles, Refereed*

---

## Presentations

---

- Yin, D., **Chuang, N. K.**, Goh, B. K., Boyce, J., & Yuan, J. J. (July, 2009) Competency profiles among hotel chefs at three managerial levels. The 2009 International Council on Hotel, Restaurant, and Institutional Education Annual Conference (CHRIE), San Francisco, CA. 2009  
Type: *International Refereed*
- Ho, J. Y., Goh, B. K., & **Chuang, N. K.** (July, 2009). Hotel expatriates' motivations to work overseas and their competences for success. The 2009 International Council on Hotel, Restaurant, and Institutional Education Annual Conference (CHRIE), San Francisco, CA. 2009  
Type: *International Refereed*

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

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

**Chuang, N. K.**, Lai, H. S., Goh, B., & Wu, C.K. (Spring, 2003). The effectiveness of computer-assisted instruction in hospitality management and foodservice education. Paper presented at the meeting of the Eighth Annual Graduate Education and Graduate Students Research Conference in Hospitality & Tourism, Las Vegas, NV. 2003

Type: *International Refereed*

Lai, H. S., **Chuang, N. K.**, Chen, H. H., Stout, B.L., & Huffman, L. (August, 2003). Defining the role of computer-assisted instruction (CAI) in distance education for hospitality education in challenging times: A framework for deliberation and research initiatives. Paper presented at the 2003 International Council on Hotel, Restaurant, and Institutional Education Annual Conference (CHRIE), Palm Spring, CA. 2003

Type: *International Refereed*

**Chuang, N. K.**, Lai, H. S., Goh, B.K., Huffman, L.M., & Stout, B.L. (August, 2003). The effectiveness of computer-assisted instruction and its comparison with traditional based lecture in hospitality management education. Paper presented at the 2003 International Council on Hotel, Restaurant, and Institutional Education Annual Conference (CHRIE), Palm Spring, CA. 2003

Type: *International Refereed*

**Chuang, N. K.**, Wu, C. K., Stout, B.L., and Goh, B.K. (January, 2003). Factors Influencing Taiwan Outbound package tour travelers' selection of travel agencies. Paper presented at the meeting of the Eighth Annual Graduate Education and Graduate Students Research Conference in Hospitality & Tourism Houston, Las Vegas, NV. 2003

Type: *International Refereed*

Goh, B. K., & **Chuang, N.K.** (March, 2002). Parents of east Lubbock schools survey: Attitude towards Texas Tech University, Texas Tech University Human Science Week- Research Presentation, Lubbock, TX. 2002

Type: *Local Refereed*

**Chuang, N. K.**, Wu, C.K., & Stout, B.L. (August, 2002). Taiwan outbound travelers' satisfaction with the service quality package tours. Paper presented at the 2002 International Council on Hotel, Restaurant, and Institutional Education Annual Conference (CHRIE), Orlando, FL. 2002

Type: *International Refereed*

---

## Service

---

**Committee, Director Review** 2008 - 2008

*FCS Director Review*

Type: *Department*

**Committee, Hospitality Management Mentoring Program** 2008 - present

*Assisted with Students Professional Development in Hospitality Management Program.*

Type: *Department*

**Member, Hospitality Sale & Marketing Association International (HSMIAI)** 2007 - present

Type: *International*

**Article Reviews, International Society of Travel & Tourism Educators** 2007 - present

*Refereed Conference Paper Reviewer*

Type: *International*

**Committee, University Commencement**

**2007 - 2010**

Type: *University*

**Committee, Student Center Advisory Board**

**2007 - 2008**

*Alternative committee*

Type: *University*

**Committee, College Leadership and Service Award**

**2007 - 2008**

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

Type: *College*

**Article Reviews, International CHRIE Conference**

**2006 - present**

*Refereed Conference Paper Reviewer*

Type: *International*

**Reviewer, The Fourteenth Annual Founders Scholars Program**

**2006 - 2006**

*Scholarship Reviewer for Founders Scholarship and Oscar Ritchie Memorial Scholarship*

Type: *University*

**Article Reviews, Graduate Education and Graduate Student Research Conference**

**2005 - present**

*Refereed Conference Paper Reviewer*

Type: *National*

**Faculty Library Liaison**

**2005 - 2008**

Type: *Department*

**Hospitality Management Program**

**2005 - present**

*Assist with Hospitality/Tourism Graduate Program Development*

Type: *Department*

**Committee, FCS**

**2005 - present**

*Graduate Faculty Committee*

**Member, Phi Beta Delta**

**2004 - present**

*Honor Society for International Scholars, Beta Zeta Chapter.*

Type: *University*

**Member, International Council on Hotel, Restaurant, and Institutional Education**

**2001 - present**

Type: *International*

---

## Grants

---

**Co PI, Center of Excellence in Hospitality Management**

Submitted: \$39,000.00

KSU Foundation Annual Grant - Service

**2010 - 2010**

Status: Not Funded

**PI, Hotel Training for Service Quality Excellence**

Submitted: 6,500

Summer/Academic Year Research/Creative Activity - Applied Research

**2010 - 2010**

Status: Not Funded

**Co PI, Center for Hospitality and Tourism Development**

Collaboration with: Wang, P.

Submitted: \$9,700.00

Awarded: \$7,500.00 (01 2006)

Kent State University - Training

**2006 - 2008**

Status: Awarded

**Co PI, From here and there: Sustainable development of Ohio's wine tourism**

Collaboration with: Wang, P.

Submitted: \$30,500.00

Research Challenge Proposal, Kent State University - Applied Research

**2006 - 2006**

Status: Not Funded

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

Collaboration with: Chuang, N. K.

Submitted: \$6,500.00

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

**2006 - 2006**

Status: Not Funded

**Co PI, From here and there: Sustainable development of Ohio's wine tourism**

Submitted: \$30,500.00

2005/2006 Research Challenge Proposal - Applied Research

**2006 - 2007**

Status: Not Funded

**Co PI, Career Barriers and foreclose tendency in hospitality undergraduate students' career development**

Submitted: \$6,500.00

Summer/Academic Year Research/Creative Activity - Applied Research

**2006 - 2006**

Status: Not Funded

**Research Associate, Service learning: Education through engagement and partnership**

Teaching, Learning, and Technology Center Grant - Service

**2005 - 2005**

**Research Associate, Service skills preparation project: Workforce of the south plains**

Collaboration with: Goh, B. K.

Submitted: \$50,000.00

Awarded: \$50,000.00

Training

**2004 - 2004**

Status: Awarded



EXCELLENCE *in Action*