

# MUZZO (MUZAFFER) UYSAL, PhD

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## EDUCATION

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| <b>Ph. D.</b> (Philosophy of Doctorate)          | <b>Texas A&amp;M University</b> , College Station, Texas, USA<br>Major: Recreation Resources Development (Travel and Tourism)<br>Minors: Marketing, Business Analysis and Research |
| <b>M.B.A</b> (Master of Business Administration) | <b>University of New Haven</b> , Connecticut, USA<br>Major: Business Administration / Travel and Tourism   |
| <b>B.S</b> (Bachelor of Science)                 | <b>Gazi University</b> , Ankara, Turkey<br>Ankara Academy of Economics and Commercial Sciences, now Gazi University<br>Major: Business Administration and Accounting               |

## PROFESSIONAL EXPERIENCE

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| September 1, 2016, to Present | <b>Professor and Chair</b><br>Hospitality and Tourism Management<br>Isenberg School of Management, University of Massachusetts<br>Amherst, MA, USA |
| September 1, 2023             |  |
| August 2008 to August 2016    | <b>Professor</b><br>Department of Hospitality and Tourism Management<br>Pamplin College of Business -Virginia Tech<br>Blacksburg, Virginia, USA    |

July 2007 to July 2008	<b>Professor &amp; Associate Dean</b> Research & Graduate Programs College of Hospitality, Retail, and Sport Management The University of South Carolina, USA
1994 to 2007	<b>Professor</b> Department of Hospitality and Tourism Management Virginia Polytechnic Institute and State University Blacksburg, Virginia, USA
1992 to 1993	<b>Associate Professor</b> Department of Hospitality and Tourism Management Virginia Polytechnic Institute and State University Blacksburg, Virginia, USA
1988 - 1991	<b>Associate Professor</b> Department of Parks, Recreation and Tourism Management Clemson University, USA
1985 - 1988	<b>Assistant Professor</b> Department of Parks, Recreation and Tourism Management Clemson University, USA

## **UMass – Amherst**

One of two department heads/chairs of College/School representatives on **The Campus Planning and Resource Committee (CPARC)**, Spring 2019 - Spring 2023.

One of two Department Head/Chair representatives on CPARC: Spring 2023 to present.

“The CPARC provides ongoing review of the campus strategic planning and resource allocation processes to ensure transparency in and effective integration of planning and budgeting. More specifically, CPARC advises the Chancellor on the information and processes needed for transparent and consultative planning at the campus level and other appropriate levels - at the college and department levels within Academic Affairs, and at appropriate functional levels within Administrative and Support Units” (for more info: <https://www.umass.edu/planning/cparc>)

**Member of the Commonwealth Honors College Council, fall 2021 – fall 2024**  
(<https://www.umass.edu/senate/chcc-membership>)

## **SERVICE AND INVOLVEMENT**

### **Membership**

- Inducted as *Fellow of International Academy for the Study of Tourism*, July 2001 to present (<http://www.polyu.edu.hk/htm/iast/>)
- Inducted as *Fellow of Academy of Leisure Sciences*, October 2004 to present (<http://academyofleisureciences.com/membership>)
- The International Society for Quality-of-Life Studies

- Council on Hotel, Restaurant, and Institutional Education (CHRIE)
- International Association of Scientific Experts in Tourism (AIEST)
- International Travel & Tourism Research Association (TTRA)

### **Professional Involvement**

As of March 12, 2013, I was ‘appointed’ as “Extra Ordinary Professor” for three years until February 28, 2016, in the Tourism Research Unit in Economic Environs and Society at the Potchefstroom campus of the North-West University – South Africa. This appointment is renewed now for 3 more years until 2019. Renewed to 2023.

As of September 2015, I was appointed as Adjunct Professor within the School of Marketing, Curtin Business School, Australia for three years until September 16, 2018

Visiting Professor – scholar – University of Cagliari, Department of Economics and Business Studies, Cagliari – Sardinia, Italy, June 30 – July 15, 2012.

#### **Consultant Service:**

Advisor to Multilateral University Consortium: US-Turkey-Armenia Project via University of Florida, Project # 00088575, funded by USIAD (2010/13).

Northern Insights” ([www.opplevelserinord.no](http://www.opplevelserinord.no)) which is funded by the Norwegian Research Council. I served as member of the advisory board for the project (2010-2013) and currently, I am also working with one of the Co-PI’s – Dr. Nina Prebensen, the leader of Work Package 2 (WP 2) in creating value – tourism experiences.

National Park Service – Southeast Regional Office: Schedule A-Researcher, summer 1991 to summer 1995.

### **Editorship and related service**

- One of three Strategy Editors for the *Service Industries Journal*, 2016 to present.
- Co- founder - *Tourism Analysis: An Interdisciplinary Journal* (1996-2015)
- Serving as Advisory Policy Board member of *Annals of Tourism Research*
- Serving as Advisory Policy Board member of *Journal of Travel Research*
- Served as co-guest editor for 6 journals.
- Written around 14 book cover comments/statements by invitation.
- In addition, serving on the editorial boards of over ten other journals (list available upon request)

### **Board of Directors**

- Research Fellow **GLiGS Fellow** – Center for Leadership in Global Sustainability, Virginia Tech – College of Natural Resources and Environment, February 25, 2015, to 2017 (<http://cligs.vt.edu/about/people/>)
- Board member of the Management Institute for Quality-of-Life Studies (MIQOLS) 2012 to present (<https://www.youtube.com/channel/UCSL90HSgPqJ25PRjmoZHugw>)
- National Tour Foundation: Education Advisory Council (1993-1996)
- The International Society for Quality-of-Life Studies (ISQOLS) (1999-2000)
- The International Society for Quality-of-Life Studies (ISQOLS) (2003)
- Member of C.I.R.E.T (International Center for Research and Study on Tourism) since

2000, AIX EN PROVENCE (FRANCE): <http://www.ciret-tourism.com>

- Member of MIQOLS' (Management Institute for Quality-of-Life Studies) Board of Directors, 2009 to present(<http://www.miqols.org/governance.html>)

### **Service to the University, College, and Department**

- Coordinator of International Exchange program, 1994-2007.
- Coordinator of HTM Undergraduate Program, 2000 to 2005.
- Member of College Tenure and Promotion Committee (2012/13/14/15/16)
- Member and Chair of College International Programs Committee (2012/13)
- Member of College Research Committee (2010-2012)
- Member of College International Programs Committee (2012/13/14/15)
- Member of University Commencement Committee – College Rep.: (2009-2012)
- Member of College International Programs Committee (2008-2009)
- Member of College Tenure and Promotion Committee (2008-2009)
- Member of College Research Committee (2008-2009)
- Member of Commission on Graduate Studies and Policies – University Committee (Fall 2008)
- Served as College representative for University Council (2004-07)
- Member of College International Programs Committee (2002/7) and Chair for 2007
- Member of College Awards Committee (2006-07)
- Served as Exchange Students Coordinator and Advisor (1995-2007)
- Served as Coordinator of HTM Undergraduate Program (July 2002/ August 2005)
- Served as Chair of HTM Department Head Search Committee (2003-5)
- Member of College Tenure and Promotion Committee (2002/3)
- Member of College Undergraduate Committee (2002/5)
- Commission on Research (College elected representative 1997/2002)
- Chair, Commission on Research for the academic year of 1998/1999 (university)
- Tenure and Promotion Committees (college and department, twice each)
- Academic Affairs College Committee
- College Teaching in Excellence Award Committee (twice)
- Served on Transportation Cross-Cutting Initiative as one of the seven ones on campus (1997/8)

### **Other Professional Involvement (list available upon request)**

- Served as conference co-chair for four conferences.
- Served as member of scientific/conference organizing committee for more than 10 conferences.
- Served as track chair/reviewer for over 15 conferences.
- Served as judge or best paper wards for several conferences.
- Reviewed over 15 proposals for different national and international research councils.

### **GRADUATE STUDENT COMMITTEES CHAIRED**

Chaired 21 PhD students and co-chaired 4.

Chaired 18 MS students.

Note: Since 1992 served over 22 other graduate student committees and acted as external examiner for 8 dissertations theses in other countries.

## RESEARCH AND SCHOLARLY ACTIVITIES

Tourism – Hospitality Quality-of- life (QOL) Research

Tourism Development:

- Economic impacts of tourism and feasibility studies (hotels)
- Visitor motivation and satisfaction research.

## PROFESSIONAL PUBLICATIONS

### Co-edited books

- Uysal, M., & Sirgy. (eds). (2023). *The Handbook of Tourism and Quality-of-Life Research II: Enhancing the Lives of Tourists and Residents of Host Communities*, Springer. To be released in August 2023.
- Chen, J., Prebensen, N., & Uysal, M. (eds). (2023). *The Handbook of Experience Science: Tourism, Hospitality, and Leisure*, Edward Elgar Publishing, to be released in Fall, 2023.
- Uysal, M., Siry, J., & Kruger, S. (2018). *Managing Quality of Life in Tourism and Hospitality*. CABI Publishing, UK.  
<https://www.cabi.org/bookshop/book/9781786390455>
- Prebensen, N., Chen, J. and Uysal, M. (Eds) (2018). *Creating Experience Value in Tourism*. CABI Publishing, UK. 2<sup>nd</sup> Edition.  
<https://www.cabi.org/cabebooks/ebook/20183184063>
- Prebensen, N., Chen, J. and Uysal, M. (Eds) (2017). *Co-Creation in Tourist Experiences*. Routledge, London, UK. <https://www.routledge.com/Co---Creation-in-Tourist-Experiences/Prebensen-Chen-Uysal/p/book/9781138183308>
- Modica, P, & Uysal, M, (2016). *Island Tourism: Sustainability, Competitiveness, and Quality-of-Life*. CABI Publishing, 224 pages.  
<http://www.cabi.org/bookshop/book/9781780645421>
- Uysal, M., Schwartz, Z., & Sirakaya-Turk, E. (2016). *Management Science in Hospitality and Tourism: Theory, Practice and Applications*. Apple Academic Press, Canada; Taylor & Francis Group.  
<http://www.appleacademicpress.com/title.php?id=112>
- Kantarci, K., Uysal, M. & Magnini, V. (Eds) (2014). *Tourism in Central Asia: Issues and Challenges*. Apple Academic Press, Canada; Francis & Taylor Group. September 2014. 368 pages. <http://www.appleacademicpress.com/title.php?id=9781771880558>
- Prebensen, N., Chen, J. and Uysal, M. (Eds) (2014). *Creating Experience Value in Tourism*. CABI Publishing, UK. 288 pages.  
<http://www.cabi.org/bookshop/book/9781780643489>
- Uysal, M., R. Perdue and J. Sirgy. (Eds) (2012). *Handbook of Tourism and Quality-of-Life Research: Enhancing the Lives of Tourists and Residents of Host Communities*. The Netherlands, Springer, Dordrecht, 702 pages.  
<http://www.springer.com/us/book/9789400722873>
- Grouch, G., Perdue, R., and H. Timmermans, and Uysal, M. (Eds). (2004). *Consumer*

*Psychology of Tourism, Hospitality and Leisure*, CABI Publishing, 300 pages, London, U.K. <http://www.cabi.org/bookshop/book/9780851997490>

### Co-authored Books

- Gursoy, D., Uysal, M., Sirakaya-Turk, E., Ekinci, Y & Baloglu, S. (2015). *Handbook of Scales in Tourism and Hospitality*. CABI Publishing, London, U.K., 432 pages. <http://www.cabi.org/bookshop/book/9781780644530>
- Noe, F. Uysal, M. and V. Magnini. (2010). *Tourist Customer Service Satisfaction: An Encounter Approach*, Routledge, 200 pages, London, U.K. <http://www.tandf.net/books/details/9781138880719/>

### Co-edited Cyclopedia

- Icoz, O and M. Uysal. (2019). *Turizm Ansiklopedisi - Türkiye: Turizmin ve Ağrlama Endüstrisinin Temel Kavramlar*. Detay Yayıncılık (Ankara), TURKEY. P.700

### Co-edited Textbooks

- Turk, E., Uysal, M., Hammitt, W., and Vaske, J. (Eds) (2017). *Research Methods for Leisure, Recreation, and Tourism*, CABI Publishing, 2<sup>nd</sup> Edition, London, U.K., 352 pages. <http://www.cabi.org/bookshop/book/9781786390486>.
- Turk, E., Uysal, M., Hammitt, W., and Vaske, J. (Eds) (2011). *Research Methods for Leisure, Recreation, and Tourism*, CABI Publishing, 304 pages, London, U.K. <http://www.cabi.org/bookshop/book/9781845938918>

### Monographs

- Kara, D. and Uysal, M. (2012). *Mobbing and Female Employees Quality of Life in Tourism Sector: Research Book – Monograph*. (Nov 19, 2012). Lambert Academic Publishing, Germany.
- Williams, J. and Uysal, M. (2004) (editors). *Current Issues and Development in Hospitality and Tourism Satisfaction Research*, 200 pages, ISBN: 0-7890-2433, Routledge. <http://www.tandf.net/books/details/9780789024343/>
- Fesenmaier, D. R., O'Leary, J. and Uysal, M. (1996) (editors). *Advances in Tourism Marketing Methodologies*. 279 pages, ISBN: 1-56024-836-X, 279, Routledge. <http://www.tandf.net/books/details/9781560248361/>
- Uysal, M, and D. Fesenmaier (1994) (editors). *Communication and Channel Systems in Tourism Marketing*. 13 Chapters. ISBN: 1-56024-580-8, softbound. ISBN: 1-56024-581-6; Approx. 263 pp. Routledge. <http://www.tandf.net/books/details/9781560245810/>
- Uysal, M. (1994) (editor). *Global Tourist Behavior*. 13 Chapters. ISBN: 1-56024-471-2, hard; soft. ISBN: 1-56024-472-0; Approx. 270 pp. International Business Press. Also published in paperback in 1996. <http://www.tandf.net/books/details/9780789000965/>

### Book Chapters

- Uysal, M., Woo, E., & Singal, M. (2023). Area Life Cycle (TALC) and the Quality of Life (QOL) of Destination Community Revisited. In the Handbook of Tourism and Quality-of-Life (QoL) Research II. Springer.
- Uysal, M. & Sirgy, J. (2023). Introduction - Tourism and Quality of Life (QoL)

- Research. In the Handbook of Tourism and Quality-of-Life (QoL) Research II. Springer.
- Sirgy, J. & Uysal, M. (2023). Putting Things Together to Have a Better Understanding of the Big Picture. In the Handbook of Tourism and Quality-of-Life (QoL) Research II. Springer.
  - Berbekova A., Uysal M. (2023). The nexus of sustainable urban tourism and quality of life. In the Handbook of Sustainable Urban Tourism. Edward Elgar Publishing.
  - Berbekova A., Uysal M. (2023). Re-evaluating push and pull framework of tourist motivation post covid-19 pandemic. In Handbook of Tourism and Behavior Change. Edward Elgar Publishing.
  - Berbekova A., Uysal M. (2021) Wellbeing and Quality of Life in Tourism. In: Wilks J., Pendergast D., Leggat P.A., Morgan D. (eds) Tourist Health, Safety and Wellbeing in the New Normal. Springer, Singapore. [https://doi.org/10.1007/978-981-16-5415-2\\_10](https://doi.org/10.1007/978-981-16-5415-2_10)
  - Prebensen, N., & Uysal, M. (2021). Value Cocreation and Tourism Ecosystem: Operant and Operand Resources. In Handbook of the Tourist Experience, edited by Richard A. J. Sharpley: Routledge, UK. Chapter 40.
  - Berbekova, A, & Uysal, M. (2021). Re-Evaluating Push and Pull Framework of Tourist Motivation: Post COVID 19 Pandemic. In Ramkissoon, H. (Ed). Handbook on Tourism and Behavior Change. Series: Research Handbooks in Tourism.
  - Kim, H. L., Ma, Z., & Uysal, M. (2019). Co-creating Good Times. *Tourist Behavior: The Essential Companion*, edited by P. Pearce. Edward Elgar Publishing, p. 162-180.
  - Kim, H. L., Uysal, M., & Sirgy, M. J. (2019). Seniors: Quality of Life and Travel/Tourism. In Best Practices in Hospitality and Tourism Marketing and Management (pp. 241-253). Springer, Cham.
  - Woo, E., Uysal, M., & Sirgy, M. J. (2019). What Is the Nature of the Relationship Between Tourism Development and the Quality of Life of Host Communities? In Best Practices in Hospitality and Tourism Marketing and Management (pp. 43-62). Springer, Cham.
  - Sirgy, M. Uysal, M., & Kruger, S. (2018). A Benefits Theory of Leisure Well-Being. In *Handbook of Leisure, Physical Activity, Sports, Recreation and Quality of Life*, edited Lia Rodriguez de la Vega and Walter N. Toscano. Dordrecht: Springer, pp. 3-18.
  - Uysal, M., Sirgy, J., & Kruger, S. (2018). Quality-of-Life Research in Tourism and Hospitality. In Managing Quality of Life in Tourism and Hospitality. CABI Publishing, UK.
  - Uysal, M., Sirgy, J., & Kruger, S. (2018). Quality-of-Life Research in Tourism and Hospitality: Implications and Future Research. In Managing Quality of Life in Tourism and Hospitality. CABI Publishing, UK.
  - Kara, D., & Uysal, M. (2018). Gender Differences in Burnout Perceptions: The Case of Hotel Employees. In Handbook of Human Resource Management in the Tourism and Hospitality Industries, edited by R.J. Burke and J.C. Hughes, Edward Elgar, pp. 331-344.
  - Haywantee, R., and Uysal, M. (2018). Authenticity as Value of Co-creation of Tourist Experience. In Creating Experience Value in Tourism. Surrey: CABI Publishing, pp. 98-109.
  - Prebensen, N., Uysal, M., and Chen, J. (2018). Co-creation of Tourist Experience: Scope, Definition and Structure. In Creating Experience Value in Tourism. Surrey: CABI Publishing, pp. 1-11.
  - Prebensen, N., Uysal, M., and Chen, J. (2018). Dynamic Drivers of Tourist Experiences. In Creating Experience Value in Tourism. Surrey: CABI Publishing, pp. 12-20.
  - Prebensen, N., Uysal, M., and Chen, J. (2018). Perspectives on Value Creation:

Resource Configuration. In *Creating Experience Value in Tourism*. Surrey: CABI Publishing, pp. 228-237.

- Uysal, M., & Altin, M. (2017). Quantitative Tourism Research. In *The Sage International Cyclopedia of Travel and Tourism*, L. Lowery (Ed.), Sage CA, pp. 993-996.
- Altin, M., & Uysal, M. (2017). Supply and Demand. In *The Sage International Cyclopedia of Travel and Tourism*, L. Lowery (Ed.), Sage CA. pp. 1184-1186.
- Kim, L., Uysal, M., & Sirgy, J. (2017). Seniors: Quality of Life and Travel/Tourism. QOL and Tourism Marketing, Spain.
- Uysal, M., & Sirakaya-Turk, E. (2017). Factor Analytical Procedure and Scale Probability. In *Research methods for Leisure, Recreation, and Tourism*, CABI, pp. 320-347.
- Uysal, M., Sirgy, J., Woo, E., & Kim, L. (2017). The Impact of Tourist Activities on Tourists' Subjective Well-Being. In *The Routledge Handbook of Health Tourism*, Melanie Smith and Puczko László, Routledge, U.K., pp. 65-78.
- Uysal, M. Quality of Life Research and Tourism in Xiao and Jafari (Ed.). *Encyclopedia of Tourism*. Springer.
- Prebensen, N., Chen, J., & Uysal, M. (2017). Tourist Experience Creation: An Overview. In *Co-Creation in Tourist Experiences*. Routledge: London, pp. 1-9.
- Prebensen, N., Uysal, M., and Chen, J. (2017). Challenges and Research Direction in Co-creating Tourism Experience. In *Co-Creation in Tourist Experiences*. Routledge: London, pp. 1-9.
- Modica, P., & Uysal, M. (2016). Sustainability and Tourism Development in Island Territories. In *Island Tourism: Sustainability, Competitiveness, and Quality-of-Life*. P. Modica and M. Uysal (Eds.), CABI Publishing UK., pp. 1-18.
- Uysal, M., & Modica, P. (2016). Island Tourism: Challenges and Future Research Directions. In *Island Tourism: Sustainability, Competitiveness, and Quality-of-Life*. P. Modica and M. Uysal (Eds.), CABI Publishing UK., pp. 172-188
- Sirgy, J., and Uysal, M. (2016). Developing a Eudaimonia Research Agenda in Travel and Tourism. In *Cyclopedia of Eudaimonia Research*, J. Vitterso (ed). Springer, pp. 485-495.
- Woo, E., Uysal, M., and Sirgy, M. (2016). Do Tourist Communities with Higher levels of Quality of Life Contribute to Tourism Development and Vice Versa? In *QOL Research – Management and Marketing*, Spain.
- Pinar, M., Birkan, B., Tanil, G., & Uysal, M. (2015), Destination Competitiveness, *The Environment, and Sustainability: Challenges and Cases*, edited by Andres Artal-Tur and Metin Kozak, CAB International, pp. 63-72.
- Xiang, P., Schwartz, Z., and Uysal, M. (2015). What Types of Hotels make Their Guests (Un)Happy? Text Analytics of Customer Experiences in Online Reviews. In *Information and Communication Technologies in Tourism, 2015*, I. Tussyadiah, and A. Inversini (eds.). Springer, 33-45.
- Prebensen, N.K., Chen, and. Uysal, M. (2014). Co-Creation of Tourist Experience: Scope, Definitions and Structure. In Prebensen, N.K., J. Chen and M. Uysal (Eds). *Creating Experience Value in Tourism*. Surrey: CABI; pp. 1-10.
- Chen, J., Prebensen, N., and Uysal, M. (2014). The Dynamic Drivers of Tourist Experiences. In Prebensen, N.K., Chen, J. and M. Uysal (Eds). *Creating Experience Value in Tourism*. Surrey: CABI; pp. 11-21.
- Prebensen, N.K., Uysal, M., Chen. J. (2014). Challenges and future research directions.



In Prebensen, N.K., J. Chen and M. Uysal (Eds). *Creating Experience Value in Tourism*. Surrey: CABI; pp. 262-270.

- Uysal, M., Perdue, R., Sirgy, J (2012). Tourism and Quality of Life (QOL) Research: The Missing Links. In *Handbook of Tourism and Quality-of-Life: The Missing Links*, editors: Uysal, M., R. Perdue and J. Sirgy, Springer. The Netherlands, pp. 1-6.
- Uysal, M., Sirgy, J., and Perdue. R. (2012). The Missing Links and Future Research Directions. In *Handbook of Tourism and Quality-of-Life: The Missing Links*, editors: Uysal, M., R. Perdue and J. Sirgy, Springer, The Netherlands, pp.669-684.
- Uysal, M., Woo, E., and Signal, M. (2012). The Tourist Area Life Cycle (TALC) and Its Effect on the Quality of Life (QOL) of Destination Community. In *Handbook of Tourism and Quality-of-Life: The Missing Links*, editors: Uysal, M., R. Perdue and J. Sirgy, Springer, The Netherlands, pp. 423-444.
- Uysal, M., Harrill, R., and Woo, E. (2011). Destination Marketing Research: Issues and Challenges. In *Tourism Destination Marketing and Management: Foundations and Applications*, editors: Y. Wang and A. Pizam, CABI, U.K., Chapter 7, pp. 99-112.
- Li, X and M. Uysal. (2011). An Example Proposal: An Examination of Effects of Self-Concept, Destination Personality, and SC-DP Congruence on Tourist Behavior. This section is part of Chapter 5 (pp. 84-93). In *Research Methods for Leisure, Recreation and Tourism*, edited by E. Sirakaya-Turk, M. Uysal, W. Hammitt and J. Vaske, CABI, London: U.K.
- Sirakaya-Turk, E and M. Uysal. (2011). Research Methods for Leisure, Recreation and Tourism. In *Research Methods for Leisure, Recreation and Tourism*, edited by E. Sirakaya-Turk, M. Uysal, W. Hammitt and J. Vaske, CABI, London: U.K, Chapter 6, pp.94-113.
- Sirakaya-Turk, E and M. Uysal. (2011). Survey Research: Sampling and Questionnaire Design. In *Research Methods for Leisure, Recreation and Tourism*, edited by E. Sirakaya-Turk, M. Uysal, W. Hammitt and J. Vaske, CABI, London: U.K, Chapter 1, pp.1-19.
- Perdue, R., Tyrrell, T. Uysal, M. (2010). Understanding the Value of Tourism: A Conceptual Divergence. In *Tourism Research: A 20:20 Vision*, edited by Douglas Pearce and Richard Butler, Goodfellow Publishers, UK, Chapter 10, pp 123-134.
- Duran, T, Kozak, M, and M. Uysal. (2009). Product Differentiation (and Competitiveness) Strategies for the Turkish Tourism Industry. In *Tourism Development, Planning and Practices: A Critical Perspective of Tourism in Turkey*, edited by Cevat Tosun, John Fletcher, and Alan Fyall.
- Uysal, M., X. Li, and E. Turk. (2008). Push-Pull Dynamics in Travel Decisions. In the *Handbook of Hospitality & Tourism Marketing*, edited by H. Oh and A. Pizam, Published by Elsevier, 412-438.
- Uysal, M., and X. Li. (2008). Trends and Critical Issues in Festival & Event Motivation in *International Cultural & Even Tourism: Issues and Debates*, edited by A. Aktas, M. Kesgin, E. Cengiz, and E. Yenidip. Detay Yayıncılık Ltd, Sti. Ankara – Turkey, 10-20.
- Uysal, M. K. Kantarci. (2007). An Integrated Approach to Image, Investment and Travel Conditions in CA Countries. In *New Perspectives and Values in World Tourism and Tourism Management in the Future*, edited by A. Aktas, M. Kewsgin, E. Cengiz, and E. Yenidip. Detay Yayıncılık Ltd, Sti. Ankara – Turkey, 138-146.
- Uysal, M. (2006). Factors of Satisfactions: A Case Study of Explorer Park. In *Managing Hospitality and Tourism Services*, edited by B. Prideaux, G. Moscardo, and E. Laws.

Wallingford: CABI, 350-357.

- Hosany, S. Ekinici, Y. and M. Uysal, M. (2005). Destination Personality and Destination Image. In *Consumer Psychology of Tourism, Hospitality and Leisure*, In Woodside A. (ed.), Wallingford: CABI, 189-202.
- Uysal, M. and J. Williams. (2004). The Role of Expressive and Instrumental Factors in Measuring Satisfaction in *Consumer Psychology of Tourism, Hospitality and Leisure*, edited by Grouch, G., Perdue, R., and H. Timmermans, M. Uysal. CABI Publishing, London, pp. 227-235.
- Grouch, G., Perdue, R., and H. Timmermans, M. Uysal (2004). Building Foundations for Understanding the Consumer Psychology of Tourism, Hospitality and Leisure in *Consumer Psychology of Tourism, Hospitality and Leisure*, edited by Grouch, G., Perdue, R., and H. Timmermans, M. Uysal. CABI Publishing, London, pp. 1-10.
- Uysal, M. and F. Noe. (2003). Satisfaction in Outdoor Recreation and Tourism Settings. *Case Studies in Tourism Marketing*, edited by Eric Laws. Continuum Publisher. London, pp. 144-158.
- Kim, Y. and M. Uysal. (2002). Challenge for the Future: Tourism Strategies for Small-Islands in *Island Tourism and Sustainable Development* (Eds, Y. Apostolopoulos and D. J. Gayle), pp. 273-292. Westport, CT: Praeger.
- Uysal, M., & Crompton, J. L. (2000). An Overview of Approaches Used to Forecast Tourism Demand'. *International Library of Critical Writings in Economics*, 121, 51-59.
- Uysal, M. (a) Distribution Channels (pages 156-157) and (b) Cognitive Dissonance (pages 87-88) (2000) in *Encyclopedia of Tourism*, edited by J. Jafari et al. Routledge, London.
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### **Publications in Refereed Proceedings**

Over 55 referred duplications in various conferee proceeding.

### **Conference Reports - Reviews**

Fifteen conference reports and reviews are published in journals.

### **Other Research / Conceptual Papers**

Over 10 research/conceptual papers published in various outlets.

### **Research Reports**

Over 20 research reports were prepared for different finding entities.

## **PROFESSIONAL PRESENTATIONS**

### **Refereed Presentations**

Over 75 refereed papers with colleagues and graduate students

### **Invited keynote presentations, reviews, workshops and seminars.**

- Invited to give a public talk on “Quality of life research in tourism: Emerging research challenges, new directions, and implications” at Academy of Tourism at Fondazione Campus, Lucca, Italy (June 9-15), 2022.
- Invited to give a seminar “Quality of life research in tourism” for PhD and faculty at Istituto di Ricerche Economiche (IRE) / Università della Svizzera italiana (USI), CH-6900, Lugano, Switzerland, November 22, 2021.
- Invited to talk and moderate Quality of Life - Wellbeing of the Host Community as part of the Smart Community Tourism Webinars (SCoT), September 11, 2021 @ 9:30 to 11 am, Amherst (US East Coast Time). <https://www.youtube.com/watch?v=Abyd1mfjyUQ>
- Invited to give a keynote presentation “Alternative Outcome Variables and Measures in Tourism Research” at CBTS – Virtual Conference, Bozen, Italy, December 17-18, 2020.
- Invited to give a keynote talk “Alternative variables affecting experiences in the tourism and hospitality industry “, 2019 the 86<sup>th</sup> TOSOK, Daejeon, Korea, July 4-6, 2019.
- Invited to serve as panel member of two topics: Research in Tourism and Publication at the 2018 APTA Conference, Cebu: the Philippines, July 2 -6, 2018.
- Invited to serve as member of team of two to review the PhD program in the School of Management at the University of Guelph, Canada, April 17-20, 2018.
- Invited to serve as member of team of three to review the School of Hospitality Administration program at the Georgia State University, Atlanta, GA, January 28-30, 2018.
- Invited as Keynote Speaker at the 2017 Consumer Behavior in Tourism Symposium: Mindfulness, Wellbeing, and happiness in Tourism Research from Definitions to

Measurements Bruneck / Brunico, Italy, and December 13-16, 2017.

- Invited by the Ministry of Culture and Tourism, Turkey, to serve as member of the DMO Committee, which prepared a white paper for the Ministry, November 1-5, 2017.
- Team member of 5 to review a new proposed MPS program at the Culinary Institute of America – Hyde Park, NY. The team prepared a report (dated October 9, 2017).
- Team member of two to review the MS Hospitality Administration at the University of Nevada Las Vegas. The team prepared a report (dated April 25, 2017).
- Invited to be one of the presenters at the 2017 Biannual International Academy meeting for the Study of Tourism. The title of presentation is "Quality of Life Research in Tourism and Future Research Directions", May 21-25, 2017, Guangzhou, China.
- Invited to be Keynote Speaker at the 2016 TMS – Tourism & Management Studies International Conference, November 16-19, 2016, Algarve, Portugal. The title of the presentation was “Emerging Research Challenges: New Directions and Implication”.
- Invited to do seminar at the University of Delaware, The Department of Hotel, Restaurant and Instructional Management, November 12-13, 2015. The seminar topic was “Emerging Research Issues in Tourism and Hospitality: Business implications.”
- Invited to do two seminars at the North-West University – School of Management, Potchefstroom Campus, South Africa, October 25-30, 2015. Two seminar topics were (1) “How to publish in a major journal - Observations on publishing and research” and (2) “Emerging research issues in tourism and hospitality: Business implications.”
- Invited to do seminar/presentation at the University of Massachusetts, The Department of Hospitality and Tourism Management, October 1-3, 2015. The seminar topic was “Emerging Research Issues in Tourism and Hospitality: Business implications.”
- Invited to be Keynote Speaker at the 2<sup>nd</sup> International Conference on Tourism in Istanbul, Emerging Research Issues in Tourism and Hospitality: Business Implications”. Touravel’15, June 18-20, 2015.
- Invited to be the Davis Distinguished Guest Speaker at the Oklahoma State University – School of Hotel and Restaurant Administration. April 15-17, 2015.
- Invited to do seminar/presentation at the University of Florida, November 14-15, 2014. The seminar topic was “Tourism and Quality of Life Research: Emerging Research Issues”.
- Invited to do seminar/presentation at Auburn University, November 18-19, 2014. The seminar topic was “Tourism and Quality of Life Research: Emerging Research Issues”. In addition, I held a 20-minute-long one-on-one meeting with 11 PhD students.
- Invited Keynote speaker at the ATLAS 2014 Conference - Tourism, Travel and Leisure Sources of Wellbeing, Happiness and Quality of Life, Budapest October 22-26, 2014. The presentation topic was “Tourism and QOL Research: Emerging Research Trends”.
- Invited to speak as member of a panel “Gender Shift in Tourism Education, Workforce and Research: Unfolding the Ongoing and Emerging Challenges (June 3, 2014), the 7<sup>th</sup> World Conference for Graduate Research in Tourism, Hospitality and Leisure. June 3-8, 2014. Istanbul, Turkey.
- Invited to speak as member of a panel “How to Publish in Scholarly Journals: Challenges and Prospects for the Future”, (June 5, 2014), the 7<sup>th</sup> World Conference for Graduate Research in Tourism, Hospitality and Leisure. June 3-8, 2014. Istanbul, Turkey.



- Invited to give a seminar at Career Academy of ICHRIE (July 30, 2014) on “Observations on Publishing and Research Quality Measures”. 2014 ICHRIE Annual Conference, San Diego, July 29 – August 2, 2014.
- Invited to serve as member of a panel “Manuscript Review Panel Discussion”. 2014 ICHRIE Annual Conference, San Diego, July 29 – August 2, 2014.
- Invited to serve as member of a pane “Sustainable Business and Development in hospitality and tourism”. 2014 ICHRIE Annual Conference, San Diego, July 29 – August 2, 2014.
- Invited to speak as one of o the four keynote speakers “İzlenimler: Destinasyon markasi, imaji ve yenilikleri “at the 14<sup>th</sup> national Tourism Conference, Kayseri – Turkey, December 5-9, 2013.
- Invited to speak as one of the keynote speakers ‘Creation of value in tourism practices and research: New Directions” at the VI International Tourism Congress (ITC'13): The Image and Sustainability of Destinations, Peniche, Portugal, 27th - 29th November 2013.
- Invited to give a seminar titled “Tourism and quality of life Research: Emerging Research Areas” at Temple University, School of Hospitality and Tourism Management, Philadelphia, PA, October 10-11, 2013.
- Invited to speak as one of the keynote speakers at the 22<sup>nd</sup> Nordic Symposium in Tourism and Hospitality Research. “Antecedents to value creation in tourism and quality-of-life of participants: Research Directions” Bodo – Lofoten, Norway, September 24-27, 2013.
- Invited to speak as one of the keynote speakers at the Conference of Tourism & Hospitality: The Highway to Sustainable Regional Development. ‘Quality of Life of Residents and Sustainability in the Destination Community: Emerging Research Areas”, Yerevan, Armenia, June 28-30, 2013.
- Invited Keynote Presentation “Tourism Impact upon Quality of Life of Residents and Sustainability in the Destination Community: Emerging Research Areas”, Consumer Behavior in Tourism Symposium 2012 – Bruneck / Brunico, South Tyrol, Italy, December 10-13, 2012.
- Invited Workshop Presentation. “New issues in tourism management”, University of Cagliari. Tuesday, July 10, 2012, Oristano Campus, Sardinia, Italy.
- Invited Workshop Presentation. “Tourism development and sustainability in the community “. The workshop panel was led and moderated by Prof. Patrizia Modica and consisted of the following individuals: Mayor of Villasimius, Mr. Salvatore Sanna, Dr. Bruno Paliaga, Director of Protected Coastal Area (PCA), and Dr. Roberto Ghessa, Sales Manager of Hotel Stellar Maris. The panel workshop was open to the public. Thursday, July 12, 2012 – Villasimius, Sardinia, Italy.
- Conducted an invited workshop on “Quality of Life (QOL) and Tourism Research: Emerging Research Areas: QOL in the City and Tourists-Host Community Relations” as part of the Conference Quality of Life and Regional Development: Tourism and Hospitality, April 19th, 2012, Annapolis, MD
- Invited Keynote Presentation “Quality of Life and Tourism Research: Future Research Areas”, Sustainability and Quality of Life in Tourism: Tasks for Consumers, Industry, Policy and Academia: 2<sup>nd</sup> International Conference on Sustainable Tourism Management and 7<sup>th</sup> Biennial Symposium on Consumer Psychology of Tourism, Hospitality, and Leisure. May 24-27, 2011. Furama Hotel, Chiang Mai, Thailand.
- Invited Presentation – Workshop on Faculty Research Mentoring Program, Rosen

College of Hospitality Management, University of central Florida, October 30031, 2011.

- Invited Panelist on Publishing and Academic Journals, The 2010 International Tourism Symposium, TOSOK – Daemyung Resort, Buan, Jeonbuk Province, Korea, July 5-7, 2010.
- Invited Keynote Presentation “The Effects of Tourism Impacts upon QOL of Residents and Sustainability in the Community”, International Conference on Tourism Sustainability, Mbombela – Nelspruit, S. Africa, 15-19, November 2010.
- Invited Panelist on Publishing and Academic Activities. Invited as one of two keynote speakers at the National Tourism Congress, Mersin – Turkey, October-24, 2009. The presentation focused on knowledge dissemination in tourism, scholarly work – journals and publishing.
- Invited Panelist on Qualitative Research vs. Quantitative Research Panel at the 14<sup>th</sup> Annual Graduate Education & Graduate Student Research Conference in Hospitality & Tourism, Las Vegas, January 3-7, 2009.
- Invited Presentation “Publishing in Journals – Approaches, Creating Value & Strategies” at National Penghu University, Penghu, Taiwan; December 2, 2008.
- Invited Presentation ‘Tourism as a system and tourism knowledge evolution’ Invited presentation at National Kaohsiung Hospitality College, Kaohsiung, Taiwan; December 4, 2008.
- Keynote Presentation “Trends and Critical Issues in Festival & Event Motivation” (one of the four keynote presentations) at International Cultural & Even Tourism: Issues and Debate, Alanya 5-9, 2008 Turkey
- Invited Panelist on the Art of Publishing, The Tenth Annual Faculty Forum, College of Health, Education, and Human Development, Clemson University, April 18, 2008.
- Invited Panelist on Mentoring Graduate Students and Graduate Education at the 13<sup>th</sup> Annual Graduate Education & Graduate Student Research Conference in Hospitality & Tourism, Orlando, Florida, January 2-5, 2008.
- Invited Presentation, November 3-6, 2005, William F. Harrah College of Hotel Administration University of Nevada – Las Vegas, Invited Seminar. Presentation given on “Simultaneous Examination of Research Issues in Tourism and Hospitality”.
- Invited Presentation, “Tourism and Global Symposium”, March 16-18, 2004, Abha, Saudi Arabia. The paper was delivered by Dr. B. Mihalik.
- Invited by Mary Moody Endowment executives to provide input for their preliminary architecture plans facilities (May 2001) and finalize architecture plans for new facilities at Mountain Lake August 2001).
- Invited to participate in two-day meeting with Mary Moody Endowment Executive Board to advise them on their five years Strategic Plan, October 2001.
- Keynote Speaker. Was invited by Baskent University – Turkey – as one of the keynote speakers at the First National Tourism Management Conference. October 23-26, 2001, Patalya Thermal Resort Hotel – Kizilcahamam, Ankara.
- Keynote Speaker. Was invited by Prince Sultan College of Tourism and Hospitality - as one of the key speakers at Economic Impact of Tourism Symposium, June 16-24, 2001. Abha, Saudi Arabia.
- Invited Presentation. Was invited by Texas A&M University – Department of Recreation, Park, and Tourism Sciences as keynote speaker at their 24<sup>th</sup> Graduate

Research Symposium Conference. March 1-4, 2000.

- Keynote Speaker. "Simultaneous Examination of Tourism Research Issues". Paper presented as Keynote address at the 2000 CAUTE Conference. Melbourne, Australia, February 2-6, 2000.
- Invited Keynote Presentation. "The Tourism System: A New Perspective on Marketing and Managing Destinations", Kongwon Regional Tourism & Hospitality Industry, Sokcho, Korea, September 23-27, 2000.
- Invited Seminar. "Tourism Demand Activities and Technology: A Conceptual Framework". Workshop on Information Technology and Learning g Environments in Tourism, University of Illinois at Urbana - Champaign, March 1-3, 1998.
- Invited to attend Technology in Tourism Workshop organized by International Federation for Information Technology in Tourism (IFITT), September 17-23, 1998. Innsbruck, Austria. The workshop produced a white paper on technology and tourism.
- Invited Paper Presentation. Was invited to attend the Conference on Information Highway: Technology Serving the Society and presented a paper on promoting tourism destinations using the Internet, March 16-23, 1988. Kuwait.
- Invited Seminar. "Tourism Development at the Community Level: A systems Approach". Tourism Executive Development Program, University of Illinois at Urbana - Champaign, IL, October 23-24, 1996.
- Invited Seminar. "Approaches and Methods for Segmentation of Travel Markets". The 27th Annual TTRA Conference, Las Vegas, June 16-19, 1996.
- Invited Seminar. "Cross-Marketing in Tourism" Hospitality and Tourism Workshop with Dr. Ken McCleary (VPI), County of Prince William, January 9, 1995.
- Invited Seminar. "The Use of Surveys by Festivals: Data Analysis." South Carolina Festival Association Winter Workshop: Columbia, SC, January 13, 1990.
- Invited Presentation. "Visitor Profile and Tourism Impact in Beaufort County". Leadership Hilton Head: Hilton Head, South Carolina, and February 1989.
- Invited Presentation. "Impact of the Tourism Dollar on the Local Economy". South Carolina Chapter American Planning Association Fall Conference. Hickory Knob State Park, South Carolina, October 1988.
- Invited Workshop Presentation. "Community Tourism Impact Study in Beaufort County" Beaufort, SC, March 24, 1988.
- Invited Workshop Presentation. "First-Time vs Repeat Visitors to South Carolina." Paper presented at the 1987 Hospitality and Tourism Invitational Meeting, Clemson, SC, October 1987.
- Invited Workshop Presentation. "Data Analysis Concerns in Using Large Data Sets." Paper presented at the NRPA Education Session, New Orleans, Louisiana, September 1987.
- Invited Workshop Presentation. "Community Tourism Impact Study: The Beaufort Case, SC" workshop conducted with T. Potts. Beaufort, SC, July 1987.

## **AWARDS, HONORS AND RECOGNITIONS**

- Received the Leadership Award at the 4<sup>th</sup> MTCOM Conference – Managing Tourism Across Continents (Istanbul, Turkiye (March 19-23, 2023).

- Named one of 6 **Provost Professor at UMass**, April 26, 2022
- Named Carney Family Endowed Professor at UMass, April 2023.
- Ranked in World Top 100 Researchers in “Business and Management” Category (97 in the World and 57 in the USA, <https://research.com/scientists-rankings/business-and-management> 2023 - Research.com Business and Management in United States Leader Award’ 2022 - Research.com Business and Management in United States Leader Award.
- **Recognized by Clarivate Analytics**, owner of the Web of Science, as one of the world’s most highly cited researchers (top 1%) in 2022. 2021.
- Listed in the **top 50 most influential and productive authors in the field**, *Journal of Business Research*, Volume 101, 2019, Pages 819-827 “A bibliometric research in the tourism, leisure and hospitality fields” (<https://doi.org/10.1016/j.jbusres.2018.12.002>)
- As of March 12, 2013, I was ‘appointed’ as “**Extra Ordinary Professor**” for three years until February 28, 2016, in the Tourism Research Unit in Economic Environs and Society at the Potchefstroom campus of the North West University – South Africa. This appointment is renewed now for 3 more years until 2019. Renewed to 2023.
- **Best paper, “Revenue Management Outsourcing: A Hybrid Model of Transaction Cost Economics and Organizational Capability,”** (leading author, M. Altin and co-author Z. Schwartz) was selected as a finalist for our 2018 Best Paper Award by **Cornell Hospitality Quarterly**, (July 26, 2019).
- **John Wiley & Sons Lifetime Research Achievement Award.** (July 20-22, 2016, Dallas, TX). The award is given to an International CHRIE member who has made and continues to make significant contributions to the field of hospitality and tourism through scholarly research published in hospitality and non-hospitality journals over an extended period. It serves as a tribute for a distinguished individual who has demonstrated both leadership in a specialized field of study and high standards in the systematic and objective analysis of data that has led to a significant contribution to the body of knowledge.
- **Emerald Citations of Excellence for 2016**, “Motivation and Involvement as Antecedents of the Perceived Value of the Destination Experience”, (With N. Prebensen, E. Woo, J. Chen, M. Uysal), *Journal of Travel Research*, 2013, has been selected as a winning paper in the prestigious Emerald Citations of Excellence for 2016.
- **2016 Leslie Reid Alumni Award**, Texas A&M University’s Department of Recreation, Park and Tourism Sciences (RPTS), April 22, 2016. Prof. Leslie Reid, a founder of the department, built the best recreation and tourism program in the world and brought together the best minds during his tenure years as the department head and leader in the field. This award recognizes individuals who have excelled in the profession.
- **W. Bradford Wiley memorial Best Research Paper of the Year Award, 2015** (Xiang, Z., Schwartz, Z., Gerdes, J, & Uysal, M., 2015, “What can big data text analytics tell us about hotel guest experience and satisfaction, *International Journal of Hospitality Management*, 44, 120-130. ICHRIE Conference, 29 - 31 July 2015, Rosen Shingle Creek, Orlando, Florida USA.
- **GLiGS Fellow** – Center for Leadership in Global Sustainability, Virginia Tech – College of Natural Resources and Environment, February 25, 2015.
- **Founders Award** - the Graduate Education and Graduate Student Research Conference in Hospitality and Tourism, January 7-10, 2015. The award recognizes “one world class scholar in the field of hospitality and tourism for his / her significant

contributions in research, scholarship, and development of graduate programs / students”.

- Received Pamplin College of Business *Award for Excellence in Research*, November 2014.
- **Best Paper Award.** Altin, M., Prebensen, N and Uysal, M. (2013). Determinants of Length of Stay Using a Truncated Negative Binomial Regression”. I-CHRIE Conference, July 24-27, 2013, St. Louis, MO.
- **Best Paper Award.** Woo, E. & Uysal, M. (2013). “Tourists' Quality of Life based on Motivations, Perceived Value of Destination Experience and Satisfaction” at the 18th Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism, January 2-6, 2013, Seattle, WA.
- Pamplin College of Business Nominee for *Alumni Award for Excellence in International Outreach*, April 2013.
- Received Pamplin College of Business *Award for 2011 Excellence in International Programs*.
- **Inducted Faculty Member** of Beta Gamma Sigma Chapter (April 2010). Beta Gamma Sigma (<http://www.betagammasigma.org/>) is the international honor society serving business programs accredited by AACSB International - The Association to Advance Collegiate Schools of Business.
- **Listed in the world's top 50 tourism scholars according to a study published in "Tourism Management, 2008, 29(6): 1226-1232.** “A citation analysis of tourism scholars,” identified the most frequently cited tourism scholars in two periods, 1970-2007 and 1998-2007. (<https://doi.org/10.1016/j.tourman.2008.03.003>)
- **Tourism Management - Top cited article designation in the last five years (2005-2010).** An examination of the effects of motivation and satisfaction on destination loyalty: A structural model (Yoon, Y. and M. Uysal), Volume 26, Issue 1, 2005, Pp 45-56.  
[http://www.elsevier.com/wps/find/journaldescription.cws\\_home/30472/description#description](http://www.elsevier.com/wps/find/journaldescription.cws_home/30472/description#description)
- Received the *University of Delaware Michael D. Olsen Research Achievement Award* in Hospitality and Tourism, 14th Graduate Conference in Hospitality and Tourism, Las Vegas, January 3-6, 2009.
- Received Pamplin College of Business *Teaching Download for 2009-2010 for one semester*.
- Received Lifetime *Achievement Award in Tourism Research*, December 4, 2008. Chinese Tourism Management Association – Taiwan.
- **Best Paper Award.** Meng, F. & Uysal, M. (2007). “Destination Competitiveness from the Tourists’ Perspective: How does it relate to Quality of Tourism Experience?” CHRIE Conference, July 25-29, 2007, Dallas, TX.
- Ranked 4<sup>th</sup> in the top 50 of scholars worldwide for his published research productivity based on the eight selected tourism journals from 1985 to 2005 (*Tourism Management*, 2007, 28: 476-490) <https://doi.org/10.1016/j.tourman.2006.03.007>
- **Virginia Tech Scholar of the Week**, Office of the Vice President for Research, 8/24/2006.
- Received Pamplin College of Business *Award for Research Excellence*, November 2005.

- Received Pamplin College of Business *Award for Excellence in International Education*, April 2005.
- Received Pamplin College of Business *Teaching Excellence Award*, April 2004.
- Inducted as **Member of Academy of Leisure Sciences**, October 2004.
- Received *Certificate of Appreciation* from VT- University of International Programs for “hard work and dedication to international education at VT” (September 2000, 2001, 2002, 2003/4).
- Inducted as *Member of International Academy for the Study of Tourism*, July 2001.
- To date so far, eight articles have received “**Citations of Excellence**” (**Highest Quality Rating**) by *Emerald Management Reviews (formally known ANBAR Electronic Intelligence)*.
- Member of the Gamma Omega Chapter of PHI BETA DELTA (honor society for international scholars), installed as member of the chapter in 1997.
- Received College of Human Resources’ *Outstanding Research Award*, April 1996.
- *Provost Research Award* -- Clemson University, 1990.
- Received a full scholarship from the Social Security Institution of Turkey for all undergraduate studies.
- Received a full scholarship from the Ministry of Education, Turkey for PhD and M.B.A degrees. This was a nation-wide competition for which all college graduates in Turkey of all social science fields were eligible to apply.
- PhD Dissertation selected as 1 of 5 finalists out of 26 entries in the William B. Keeling Dissertation Competition sponsored by TTRA (Travel and Tourism Research Association).

## GRANTS AND CONTRACTS

In total, over \$550,000

## INTERNATIONAL EXPERIENCES AND OUTREACH

- Invited to give a public talk on “Quality of life research in tourism: Emerging research challenges, new directions, and implications” at Academy of Tourism at Fondazione Campus, Lucca, Italy (June 9-15), 2022.
- June 20-30, 2018. Invited to teach a module on Research Methods for PhD and junior faculty, Kaohsiung, Taiwan, Kaohsiung National University of Hospitality and Tourism.
- May 18-30, 2018. Invited to teach a module on Research Methods for MS students, the University of Ljubljana: Department of Economics. Slovenia.
- May 23 June 22, 2016, Switzerland, Italy, and Austria. Run Pamplin College of Business - Department of Hospitality and Tourism Management’s 11<sup>th</sup> study abroad program. The program had 19 participants representing different majors.
- April 25-30, 2016. North West University Potchefstroom Campus. Invited to continue to work on two projects and do seminars for post-graduates and faculty.
- October 25-30, 2015, South Africa – North West University Potchefstroom Campus. Invited to do two seminars for post-graduates and faculty: How to publish in a major journal - Observations on publishing and research, and Emerging Research Issues in

Tourism and Hospitality: Business Implications. In addition, I served as member of two projects. The visit was funded by TREES - the School of Business Management.

- October 14-19, 2015, Bolzano, Italy. I was part of a team that organized a book workshop for the part 2 of our Norway project. The book seminar had 16 people and lasted two days. The expenses for the book workshop were paid for by the Norway Project.
- May 24 – June 21, 2015, Switzerland, Italy, and Austria. Run Pamplin College of Business - Department of Hospitality and Tourism Management's 10<sup>th</sup> study abroad program. The program had 18 participants representing different majors.
- May 26 – June 22, 2014, Switzerland, Italy, and Austria. Pamplin College of Business - Department of Hospitality and Tourism Management's 9<sup>th</sup> study abroad program. The program had 14 participants representing different majors.
- July 31 – August 7, 2013, Turkey: Istanbul, Izmir and Urgup. The trip was organized by the Center for Leadership in Global Sustainability – VT". The focus of 2013 Turkey Trip was "Sustainable Luxury Travel & Tourism".
- May 17 – June 20, 2013, Switzerland, Italy, and Austria. Pamplin College of Business - Department of Hospitality and Tourism Management's 8<sup>th</sup> study abroad program. The program had 12 participants representing different majors and Dr. Zvi Schwartz from HTM.
- June 1-3, 2013, Algarve, Portugal. Attended the Academy for the Study of International Tourism meeting as follow of the Academy.
- December 17-20, 2012, United Arab Emirates. Was invited by Commission for Academic Accreditation - Ministry of Higher Education and Scientific Research to serve as member of a team to review European International College – Bachelor of Business Administration (BBA) and Master of Business Administration (MBA) for accreditation, – Abu Dhabi, the team prepared a report on the review outcomes for the Ministry of Higher Education and Research of UEA
- November 13-18, 2012, Norway. Served as one of the three key coordinators to conduct a book seminar on the book project" Creating Experience Value in Tourism" for CABI Publishing. The program was funded by University of Tromso, Norway.
- May 14 – June 11, 2012, Switzerland, Italy, and Austria. Run the Department of Hospitality and Tourism Management's seventh formal study abroad program. The program had 17 participants representing different majors.
- April 20-27, 2012. United Arab Emirates. Was invited by Commission for Academic Accreditation - Ministry of Higher Education and Scientific Research to serve as member of a team to review Higher Diploma in Tourism Management and Event Management for accreditation: ADVETI – Abu Dhabi, the team prepared a report on the review outcomes for the Ministry of Higher Education and Research of UEA.
- October 15-21, 2011. United Arab Emirates. Was invited by Commission for Academic Accreditation - Ministry of Higher Education and Scientific Research to serve as member of a team to review Higher Diploma in Business Management and Higher Diploma in Travel and Tourism Management at Emirates Aviation College for accreditation. The team prepared a report on the review outcomes for the Ministry of Education of UEA.
- September 17-26, 2011. Yerevan and Gyumri, Armenia. Invited by University of Florida to serve as consultant to a USAID project: "A Multilateral University Consortium to Strengthen Tourism Education, Research, and Industry Outreach: Turkey, Armenia, and USA".

- May 28 – June 24, 2011, Switzerland, Italy, and Austria. Run the Department of Hospitality and Tourism Management’s sixth formal study abroad program. The program had 11 participants representing different majors.
- May 13-18, 2011. United Arab Emirates. Was invited by Commission for Academic Accreditation - Ministry of Higher Education and Scientific Research to serve as member of a team to review Al Jazirah Institute of Science and Technology of Abu Dhabi – Travel and Tourism Management Diploma Program for accreditation. The team prepared a report on the review outcomes for the Ministry of Education of UEA.
- May 24-27, 2011. Chiang Mai, Thailand. Invited as Keynote Note Speaker “Quality of Life and Tourism Research: Future Research Areas”, Sustainability and Quality of Life in Tourism: Tasks for Consumers, Industry, Policy and Academia: 2<sup>nd</sup> International Conference on Sustainable Tourism Management and 7<sup>th</sup> Biennial Symposium on Consumer Psychology of Tourism, Hospitality, and Leisure.
- March 5-12, 2011. Istanbul and Izmir, Turkey. Was invited by University of Florida to serve as consultant to a USAID project: “A Multilateral University Consortium to Strengthen Tourism Education, Research, and Industry Outreach: Turkey, Armenia, and USA”.
- February 25 – March 3, 2011. United Arab Emirates. Was invited by Commission for Academic Accreditation - Ministry of Higher Education and Scientific Research to serve as member of a team to review Skyline University College for accreditation and licensure. The team prepared a report on the review outcomes for the Ministry of Education of UEA.
- January 25-January 31, 2011. Tromso, Norway. Invited to attend the Scientific Advisory Board Meeting of “Northern insights” (the Research Council of Norway) and had a separate meeting with the Co-PI of the project - Dr. Nina K. Prebensen (Tromso University, Norway) and Scientific Advisory Board Member - Dr. Joe Chen (Indiana University, USA) to examine the data generated from the pilot study in summer 2010 and determine the course of actions.
- November 12 -21, 2010. Mbombela – Nelspruit, South Africa. Invited as one of the 5 keynote speakers to talk at Global Sustainable Tourism – International Conference. As part of the conference met the Executive Mayor – Mbombela Local Municipality – Cir Lassy Chiwayo. Had a tour of Kruger National Park and attended a presentation given by the park staff and visited the Nelspruit football stadium where the 2010 world soccer matches were held. The visit was funded by the Conference Organizing Committee.
- October 19-October 24, 2010. Tromso, Norway. Invited to attend the Scientific Advisory Board Meeting of “Northern insights” (the Research Council of Norway) and had a separate meeting with the Co-PI of the project - Dr. Nina K. Prebensen (Tromso University, Norway) and Scientific Advisory Board Member - Dr. Joe Chen (Indiana University, USA) to examine the data generated from the pilot study in summer 2010 and determine the course of actions.
- May 29 – June 25, 2010, Switzerland, Italy and Austria. Run the Department of Hospitality and Tourism Management’s seventh study abroad program. The program has 16 students representing different majors.
- January 23 – February 1, 2010. Bodo and Tromso, Norway. Invited by Nordland Research Institute to take part in the project of “Northern insights” (the Research Council of Norway), where I presented my thoughts on the methodology / approach of the project and attended.



- May 26 – June 22, 2009, Switzerland, Italy and Austria. With Dr. Mihalik run the Department of Hospitality and Tourism Management’s sixth study abroad program. The program has 21 students representing different majors.
- May 26 – June 22, 2008, Switzerland, Italy and Austria. Dr. Mihalik run the Department of Hospitality and Tourism Management’s fifth study abroad program. The program has 22 students representing different majors.
- October 21 – 24, 2009, Mersin, Turkey. Invited by Mersin University’s National Tourism Conference to be one of the two keynote speakers. The topic of the presentation was about creating value and publishing in academic journals.
- November 29 – December 7, 2008, Taiwan. Invited by Chinese Tourism Management Association and visited four cities – Taipei, Penghu, Kaohsiung, and Chiayi. Lectured at National Kaohsiung Hospitality College, (where I also received a Lifetime Achievement Award in Tourism Research from Chinese Tourism Management Association), and National Penghu University.
- May 26 – June 22, 2008, Switzerland and Italy. With Dr. Mihalik run the Department of Hospitality and Tourism Management’s fourth formal study abroad program. The program has 21 students representing different majors.
- April 7-11, 2008, Sardinia, Italy. Did a weeklong seminar as an international faculty member at AILUN (Master Internazionale nel Settore Turistico). The trip was paid for by AILUN. This program has a MS with tourism and hospitality concentration.
- April 21-29, 2007, Sardinia, Italy. Did a weeklong seminar as an international faculty member at AILUN (Master Internazionale nel Settore Turistico). The trip was paid for by AILUN. This program has a MS with tourism and hospitality concentration.
- May 23 – June 18, 2007, Switzerland and Italy. With Dr. Mihalik run the Department of Hospitality and Tourism Management’s fourth formal study abroad program. The program has 21 students representing different majors.
- November 20-26, 2006, Alanya, Turkey. Moderated three panels and presented a paper (with Dr. K. Kantarci) “An Integrated Approach to Image, Investment and Travel Conditions in CA Countries” (one of the six keynote presentations) at Turk – Kazakh International Conference. As part of this conference, I also appeared on National TV for 30 minutes with two other individuals.
- September 25 – 29, 2006, Sardinia, Italy. Did a weeklong seminar as an international faculty member at AILUN (Master Internazionale nel Settore Turistico). The trip was paid for by AILUN. This program has a MS with tourism and hospitality concentration.
- May 23 – June 17, 2006, Switzerland, and Italy. With Dr. Mihalik run the Department of Hospitality and Tourism Management’s third formal study abroad program. The program had 16 students representing different majors.
- June 29- July 6, 2005, Beijing, China. Attended the bi-annual meeting of International Academy for the Study of tourism (IAST).
- May 26 – June 19, 2005, Switzerland, and Italy. With Dr. Mihalik run the Department of Hospitality and Tourism Management’s second formal study abroad program. The program had 15 students representing different majors.
- April 29 – May 6, 2005, Sardinia, Italy. Did a weeklong seminar as an international faculty member at AILUN. The trip was paid for by AILUN. This program has a MS with tourism and hospitality concentration.

- February 22-27, 2005, United Arab Emirates. Was invited by Commission for Academic Accreditation - Ministry of Higher Education and Scientific Research to serve as member of a team to review Emirates Aviation College's Aviation and tourism management programs. The team produced a report and submitted it to the Ministry of Education. The Ministry funded the trip.
- January 10-13, 2005, United Arab Emirates. Was invited by Commission for Academic Accreditation - Ministry of Higher Education and Scientific Research to serve as member of a team to review Skyline business and hospitality programs for the second time and to do a progress report on the review outcomes. The Ministry of Education funded the trip.
- September 24 – October 3, 2004, Sardinia, Italy. Did a weeklong seminar as an international faculty member at AILUN. The trip was paid for by AILUN. This program has an MBA in tourism and hospitality concentration.
- May 21 – June 16, 2004, Switzerland and Italy. Developed and implemented the Department of Hospitality and Tourism Management's first formal study abroad program.
- December 15-22, 2003. United Arab Emirates. Was invited by Commission for Academic Accreditation - Ministry of Higher Education and Scientific Research to serve as member of a team to review Skyline College business and hospitality programs and to prepare a report on the review outcomes.
- September 20-26, 2003. Milan – Italy, San Riva Vitale, The Canton of Ticino – Switzerland. The major goal of this trip was to finalize the details of HTM Study Abroad Program at CESA. The trip was funded by Pamplin College of Business – International programs.
- January 2-10, 2002. Melbourne, Australia. Served as one of four conference chairs for the Third Symposium on the consumer psychology of tourism, hospitality and leisure (CPTHL), La Trobe University, moderated two sessions and presented a paper.
- July 15-18, 2002. Antalya, Turkey. Served as co-track chair of Global Tourism for the 11<sup>th</sup> Annual World Business Congress – IMDA. Moderated a session on tourism and hospitality and presented one paper. In addition, I served as one of the panel members of Meet the Editors Session. This trip was partially funded by Virginia Tech's Supplementary Grants Program.
- May 16-24, 2002. United Arab Emirates. Was invited by Commission for Academic Accreditation - Ministry of Higher Education and Scientific Research to serve as member of a team to review the Academy of Hospitality Management Program(s) and to prepare a report on the review outcomes. The Ministry of Education funded the trip.
- October 22-26, 2001. Ankara, Turkey. Was invited by Baskent University – Turkey – as one of the keynote speakers at the First National Tourism Management Conference. Also served as one of three members of the Scientific Committee whose members then reviewed and helped edit the papers for the Conference Proceedings. Baskent University funded the trip.
- June 16-24, 2001. Abha, Saudi Arabia. Was invited by PSC of the Kingdom of Saudi Arabia. This site visits to PSC with Dr. Mihalik occurred between June 16, 2001, and Saturday, June 23, 2001. During this site visit we toured and met with faculty and students at PSC; met with local and national industry leaders in the tourism industry; and actively participated in 2001 Economic Impact of Tourism Symposium organized by PSC and held in Abha, Saudi Arabia. PSC funded the trip.

- December 13-18, 2001. San Jose, Costa Rica. Served as co-track chair of Global Tourism for the 9<sup>th</sup> Annual World Business Congress - IMDA, San Jose, Costa Rica, and December 14-16, 2000. Moderated a session on tourism and hospitality and presented one paper. In addition, I served as one of the panel members of Meet the Editors Session. This trip was partially funded by Virginia Tech's Supplementary Grants Program.
- July 19-23, 2000. Girona, Spain. Served as track chair of Travel, Tourism and Leisure for the Second Annual International Society for Quality - of - Life Studies (ISQOLS) Conference. Moderated two tourism and leisure sessions and presented one paper. This trip was partially funded by Virginia Tech's Supplementary Grants Program.
- January 29 – February 10, 2000, Australia. Invited to be the keynote speaker at the 2000 CAUTE Conference in Melbourne, and visited La Trobe University, and Victoria University. The CAUTE Conference organizing committee covered all expenses.
- September 17-23, 1998. Innsbruck, Austria. Invited to attend Technology in Tourism Workshop organized by International Federation for Information Technology in Tourism (IFITT). The expenses were partially funded by IFITT. The workshop produced a white paper on technology and tourism.
- March 16-23, 1988. Kuwait. Invited to attend the Conference on Information Highway: Technology Serving the Society and presented a paper on promoting tourism destinations using the Internet. The conference organizing committee paid for expenses.
- July 10-18, 1997. Moscow Russia. Visited several hotels to assess tourism and hospitality marketing potential. The visit was made by the Palm Beach Hotel managing Group.
- August 10-16, 1995. Sweden - Stockholm. Served as co-chair for the International Festival Association's Research Symposium section and presented a paper at the conference. The conference was held in conjunction with Stockholm Water Festival.
- June 13-21, Malaysia, 1994. 9 Days. This trip was partially funded by Virginia Tech's Supplementary Grants Program. Served as a track chair for tourism, chaired a tourism session and served as member for one of the tourism sessions.
- April 27 - May 7, 1993. Korea, 10 days. Invited by the Korea Academic Society of Tourism to speak at their annual international tourism seminar in Seoul. Also met with representatives of the Academy and gave six presentations at different universities including Kyonggi University, Kyongju University and Jeonbuk Sanup University. Acquired information on governmental support and the local perspectives on the impact of tourism. The Academy and the above-mentioned schools covered all expenses.
- December 3 - 13, 1992. Ecuador, 12 days. Invited by FEPROTUR (Fundacion de Promocion Turistica del Ecuador) as one of the members of the tourism research team of Virginia Tech to get acquainted with REPROTUR and to determine if FEPROTUR and Virginia Tech might cooperate in an ecotourism and cultural heritage tourism program for Ecuador. The 10-day visit involved meeting with FEPROTUR personnel (staff, board members, and other members in the three principal cities), with Ecuadorian government officials (including three mayors, the undersecretary for tourism and a provincial tourism director in the Ministry of Information and Tourism, and the director-designate of the National Park System), USAID officials, and leaders of various conservation organizations. The trip resulted in a field report that was submitted to FEPROTUR. All expenses were covered by FEPROTUR.

- November 10 - 16, 1992. Austria, 5 days. The trip was partially funded by the Virginia Tech's Supplemental Grants Program. Presented a paper (co-authored by Dr. D. Fesenmaier, University of Illinois) at the International Society for Environmental Protection, Vienna. Met with the staff and faculty of the Vienna University of Economics - Tourism and Leisure Studies. Acquired information on Austria's tourism policy development, international tourism market research and material for hotel, resort and tourism classes.
- September 16 - 25, 1992. Holland, 8 days. This trip was partially funded by the Virginia Tech's Supplemental Grants Program. Attended the First Editorial Board meeting for the International Journal of Festival Management and Event Tourism and presented a paper at the International Festival Annual Conference (IFA). Served as member of a group of academic research and training institutions that met to establish a "federation of Research Centers" which would be recognized by IFA, to generate objective information to support IFA's goals.
- February 23 - 26, 1991. Canada, 2 days. Invited by Tourism Canada to review the 1986 - 1991 Canada/US Multi-National Tourism Research Projects for Research Branch - Industry and Science. The workshop had two major objectives: (1) to evaluate the success of Tourism Canada and US Travel and Tourism Administration in meeting the objectives of the joint project; and (2) review the uses of the data sets and reports by external clients; determine if there is a method for monitoring external use of data sets; assess whether the agencies should attempt to meet the needs of external clients more fully. The team input generated at the meeting was used to prepare a report for Tourism Canada. Stephen L. J. Smith, University of Waterloo, Canada, submitted the final report.
- January 4 - 13, 1990. Dominica, 8 days. Dr. W. Burnett (Clemson University) and I were sent to Dominica by the College of Forest and Natural Resources, Clemson University to review the financial situation of the Archbold Tropical Research Center's resort hotel and assess the needs of the resort in meeting the demand and needs of international visitors. This trip resulted in a confidential needs assessment report that was submitted to the Dean of the college. Also met with government officials (tourism and commerce directors, researchers from National Park Service) and hotel operators and owners to determine Dominica's "ecotourism" and its international visitor market potential for tourism growth and development. This effort resulted in a refereed article published in Tourism Management, an international journal.