

Linda K. Enghagen, J.D.

Professor Emeritus
Isenberg School of Management
University of Massachusetts
Amherst, MA
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ADMINISTRATIVE EXPERIENCE: UNIVERSITY OF MASSACHUSETTS AT AMHERST

Senior Associate Dean, Academic Programs, Isenberg School • 2020 - 2021
Associate Dean, Graduate & Professional Programs, Isenberg School • 2018 - 2020
Chair, MBA Faculty, Isenberg School • 2017 - 2018
Interim Dept. Chair, Dept. of Hospitality & Tourism Management • 2015 - 2016
Associate Dept. Chair, Dept. of Hospitality & Tourism Management • 2015 - 2017
Director, Division of Applied Management • 1999-2001

EDUCATION

J.D. Cum Laude, Suffolk University Law School, Boston, MA • 1981
Honors: Moot Court Best Oral Advocate, McLaughlin Oral Advocacy Competition

B.A. Cum Laude, University of Wisconsin, Eau Claire, WI • 1975
Major: Political Science • Minor: Religious Studies

AWARDS, FELLOWSHIPS & NOMINATIONS

Fellow:

Online Learning Consortium Fellow • 2018

Scholarly Awards:

Best in Track, Presentation, "The Case Against Georgia State University: Copyright Infringement or Fair Use?" 15th Sloan Consortium International Conference on Online Learning • 2009
Outstanding Paper: Industry Application Award, CHRIE Conference, "Female Managers: Perspectives on Sexual Harassment and Career Development," (co-author) • 1988

Teaching Awards:

Outstanding Teacher, Isenberg School of Management • 2010-2011
Kelleher Faculty and Staff Recognition Award • 2010-2011
Outstanding Teacher, College of Food & Natural Resources • 2001-2002
Outstanding Instructor, National Technological University • 1989-90

Outreach Awards:

Certificate of Achievement in Outreach, College of Food & Natural Resources ▪ 1999

Fellowships:

General Education Fellowship ▪ 2008-2009

Lilly Fellowship ▪ 1992-1993

Nominations:

Distinguished Teacher, University of Massachusetts ▪ 2010-2011, 2007-2008, 2003-2004

Outstanding Advisor, University of Massachusetts ▪ 2002-2003

TEACHING EXPERIENCE

University of Massachusetts at Amherst:

Professor – Dept. of Hospitality & Tourism Management ▪ 2006-2021

Associate Professor – Dept. of Hospitality & Tourism Management ▪ 1996-2006

Assistant Professor – Dept. of Hospitality & Tourism Management ▪ 1990-1996

Visiting Lecturer – Dept. of Hospitality & Tourism Management ▪ 1986-1990

National Technological University:

Adjunct Professor–College of Engineering ▪ 1984-2002

PUBLICATIONS—REFEREED JOURNALS

Enghagen, L.K., "New Legal Standards for Unpaid Internships: Implications for the Hospitality & Tourism Field," Journal of Hospitality & Tourism Education, Vol. 30, No. 3, pgs. 194-201, 2018.

Enghagen, L.K., "Rendering Unto Caesar That Which is Caesar's: States Respond to High Tech Tax Evasion With New Criminal Laws," Electronic Journal of Hospitality Legal, Safety and Security Research, Vol. VIII, 19 pages, 2015.

Wilson, R.H., Enghagen, L.K. & Lee, M., "Dynamic Pricing and Minimum Length of Stay Controls as a Hotel Management Practice: Are There Customer Perception, Ethical, and Legal Questions?" The Journal of Hospitality Financial Management, Vol. 23, Issue 2, pgs. 107-123, 2015.

Enghagen, L.K., "Round One? Judge Issues Ruling in Long-Awaited Copyright Infringement Lawsuit Against Georgia State University," Journal of Asynchronous Learning Networks, Vol 18, Number 1, 16 pages, 2014.

Enghagen, L.K., "Improper Tip Pooling Targeted in Class Action Lawsuits," Electronic Journal of Hospitality Legal, Safety and Security Research, Vol. VII, 17 pages, 2013.

Enghagen, L.K., "Compliance With Same Sex Marriage and State Sexual Orientation Discrimination Laws Creates Economic Opportunity for Hospitality Industry," Electronic Journal of Hospitality Legal, Safety and Security Research, Vol. VI, 25 pages, 2012.

Enghagen, L.K., "Copyright Infringement and Medieval Apple Pie: Protecting Recipes Using Copyright Law," Electronic Journal of Hospitality Legal, Safety and Security Research, Vol. V, 19 pages, 2011.

Enghagen, L.K. & Wilson, R., "Expedia, Inc. Wins One and Loses One: Understanding 'Terms of Use' Provisions in Online Travel Reservations," Electronic Journal of Hospitality Legal, Safety and Security Research, Vol. V, 16 pages, 2011.

Enghagen, L.K., "Plagiarism: Intellectual Dishonesty, Violation of Law, or Both?" Journal of Hospitality & Tourism Education, Vol. 23, No. 1, pgs. 28-35, 2011.

Enghagen, L.K. & Wilson, R. H., "The Limits of Foreseeability: Tort Law at its Rational Best," Electronic Journal of Hospitality Legal, Safety and Security Research, Vol. III, 17 pages, 2008.

Enghagen, L.K., "Hospitality Programs and The TEACH Act: Bringing Copyright Law for Distance Education Closer to the Digital Age," Journal of Hospitality & Tourism Education, Vol. 17, No. 3, pgs. 12-18, 2005.

Shea, L.J., Enghagen, L.K. & Khullar, A., "Internet Diffusion of an E-Complaint: A Content Analysis of Unsolicited Responses," Journal of Travel & Tourism Marketing, Vol. 17, Nos. 2/3, 2004, pgs. 145-166. Reprinted in the Handbook of Consumer Behavior, Tourism, and the Internet, Haworth Press, Inc., 2004, pgs. 145-166.

Enghagen, L.K., "Universal Instructional Design: Promoting Universal Access While Facilitating Compliance With Disability Laws," Journal of Hospitality & Tourism Education, Vol. 16, No. 2, 2004, pgs. 43-49.

Wilson, R.H. & Enghagen, L.K., "U.S. Supreme Court Reviews Employers' Responsibilities Regarding Tip Reporting and FICA Taxes," Journal of Hospitality Financial Management, Vol. 12, No. 1, 2004, pgs. 57-65.

Enghagen, L.K. & Gilardi, A., "Putting Things in Perspective: McDonald's and the \$2.9 million Cup of Coffee," Cornell HRA Quarterly, June, 2002, pgs. 53-60.

Enghagen, L.K., "Just Recompense: How Tavern Owners Can Discourage Underage Drinkers," Cornell HRA Quarterly, February, 2001, pgs. 38-41.

Enghagen, L.K., "Fair Use in an Electronic World," Journal of Hospitality & Tourism Education, Vol. 11, No. 1, 1999, pgs. 45-49.

Enghagen, L.K. & Healy, E.P., "The Case Against Overbooking," Journal of Hospitality & Leisure Marketing, Vol. 4, No. 1, 1996, pgs. 51-62.

Enghagen, L.K., "Recent Developments in Sexual Harassment Law: Implications for the Hospitality/Tourism Industry," Hospitality Research Journal, Vol. 19, No. 4, 1996, pgs. 31-43.

Wilson, R.H., Enghagen, L.K. & Barishman, B., "Overbooking: A New Look at an Old Problem," The Journal of Hospitality Financial Management, Vol. 4, No. 1, 1995/1996, pgs. 95-104.

Enghagen, L.K. & Lefever, M.M., "Tenure: Restoring a Measure of Integrity to a Tarnished Image," Hospitality & Tourism Educator, Vol. 7, No. 2, Spring 1995, pgs. 63-65.

Enghagen, L.K. & Wilson, R.H., "Refusing Rooms to Minors and Young Adults: Keeping It Legal," The Cornell Hotel and Restaurant Administration Quarterly, Vol. 36, No. 1, February 1995, pgs. 70-74.

Enghagen, L. & Wilson, R., "Challenging Conventional Wisdom: A Different Look at Selling Rooms," Hospitality & Tourism Educator, Vol. 7, No. 1, Winter 1995, pgs. 17-20.

Enghagen, L.K., Healy, E.P. & Kirschner, R., "The Office No Longer Has Walls: Privacy Rights and Electronic Monitoring in the Workplace," Hospitality Research Journal, Vol. 18, No. 2, 1994, pgs. 115-125.

Wilson, R.H., Enghagen, L.K., & Sharma, P., "Overbooking: The Practice and the Law," Hospitality Research Journal, Vol. 17, No. 2, 1994, pgs. 93-105.

Wilson, R.H. & Enghagen, L.K., "Stevenson W. Fletcher: Educator and Citizen Extraordinaire," Hospitality & Tourism Educator, Vol. 6, No. 2, Spring 1994, pgs. 7-10.

Enghagen, L.K., "Recognizing Ethical Issues or People Who Live in Glass Houses," Hospitality & Tourism Educator, Vol. 5, No. 2, February 1993, pgs. 69-71.

Enghagen, L.K. & Hott, D.H., "Students' Perceptions of Ethical Issues in the Hospitality and Tourism Industry," Hospitality Research Journal, Vol. 15, No. 2, 1992, pgs. 41-50.

Enghagen, L.K., "New Developments in Liquor Liability Law: Liability Predicated On A General Duty of Care," Hospitality Research Journal, Vol. 14, No. 3, 1991, pgs. 53-61.

Enghagen, L.K., "Ethics In Hospitality/Tourism Education: A Survey," Hospitality Research Journal, Vol. 14, No. 2, 1990, pgs. 113-118.

Enghagen, L.K., "Teaching Ethics In Hospitality/Tourism Education," Hospitality Research Journal, Vol. 14, No. 2, 1990, pgs. 467-474.

Fernsten, J.A., Lowry, L.L., Enghagen, L.K., and Hott, D.D., "Female Managers: Perspectives On Sexual Harassment And Career Development," Hospitality Education and Research Journal, Vol. 12, No. 2, 1988, pgs. 185-196.

PUBLICATIONS—OTHER

Enghagen, L.K., "New Fair Use Guidance for Online Educators," A Magna Publications White Paper, Edited by J.Garrett, July 2013.

Enghagen, L.K., "Staying Inside Copyright Law: Six Pragmatic Options," Distance Education Report, Vol. 17, No. 11, June 1, 2013.

Enghagen, L.K., "Intellectual Property Update: Judge Re-Affirms Ruling in UCLA Streaming Video Case," Distance Education Report, Vol. 17, No. 3, February 1, 2013.

Enghagen, L.K., "Academic Institutions Go 'Three for Three' in Copyright and Fair Use Lawsuits," Distance Education Report, Vol. 16, No. 22, November 15, 2012.

Enghagen, L.K., "The Georgia State Copyright Case: Key Rulings at a Glance," Distance Education Report, Vol. 16, No. 17, September 1, 2012.

Enghagen, L.K., "AIME Sues UCLA for Copyright Infringement," Sloan-C View blog, September 13, 2011, <http://sloanconsortium.org/node/328036>.

Enghagen, L.K., "What Do the Publishers Really Want in the Law Suit Against Georgia State University," Sloan-C View blog, May 20, 2011, <http://sloanconsortium.org/node/260191>.

Enghagen, L.K., "Georgia State University Case Finally Set for Trial," Sloan-C View blog, April 26, 2011, <http://sloanconsortium.org/node/258126>.

Enghagen, L.K., "Fair Use: Derivative Works and Transformative Works," Sloan-C View blog, February 1, 2011, <http://sloanconsortium.org/node/228146>.

Enghagen, L.K., "Fair Use and the Case Against Georgia State University: Yet Another Update," Sloan-C View blog, January 17, 2011, <http://sloanconsortium.org/node/226107>.

Enghagen, L.K., "Copyleft," Sloan-C View blog, October 28, 2010, <http://sloanconsortium.org/node/161121>.

Enghagen, L.K., "By the Numbers: Fair Use and the Case Against Georgia State University," Sloan-C View blog, September 9, 2010, <http://sloanconsortium.org/node/18351>.

Enghagen, L.K., "Protecting Ideas, Plagiarism and Open Access: Clearing Up Some Copyright Confusion," Sloan-C View blog, July 7, 2010, <http://www.sloanconsortium.org/node/2485>.

Enghagen, L.K., "Fair Use and the Case Against Georgia State University: An Update," Sloan-C View blog, May 14, 2010, <http://www.sloanconsortium.org/node/2286>.

Enghagen, L.K., "Streaming Video: AIME Takes On UCLA," Sloan-C View blog, February 26, 2010, <http://www.sloanconsortium.org/node/1132>.

Enghagen, L.K., "Reviving the Primary Purpose of Copyright Law: 'Don't Stifle Creativity!'" Sloan-C View—blog, Vol. 8, Issue 4, 2009, <http://www.sloan-c.org/node/1593>.

Enghagen, L.K., "Sovereign Immunity, Public Employees & Personal Liability for Copyright Infringement," Sloan-C View, Vol. 7, Issue 10, 2008, <http://www.sloan-c.org/publications/view/v7n10/viewv7n10.htm>.

Enghagen, L.K., "Fair Use and the Case Against Georgia State university: Revisiting Course Packs," Sloan-C View, Vol. 7, Issue 6, June 2008, <http://www.sloan-c.org/publications/view/v7n6/viewv7n6.htm>.

Enghagen, L.K., "Copyright Law & Higher Education: The Pressure to Comply," Sloan-C View, Vol. 7, Issue 3, March 2008, <http://www.sloan-c.org/publications/view/v7n3/viewv7n3.htm>.

Enghagen, L.K., "Copyright Protection and Worthless Works," Sloan-C View, Vol. 6, Issue 2, February 2007, <http://www.sloan-c.org/publications/view/v6n2/viewv6n2.htm>

Enghagen, L.K., "Orphan Works & Copyright Law: A Primer," Sloan-C View, Vol. 5, Issue 10, October 2006, <http://www.sloan-c.org/publications/view/v5n10/viewv5n10.htm>

Enghagen, L.K., "Battles Continue Over 'Fair Use,'" Sloan-C View, Vol. 5, Issue 1, January 2006, <http://www.sloan-c.org/publications/view/v5n1/viewv5n1.htm>.

Enghagen, L.K. & Wilson, R.H., "Overbooking Instigates Hotel Rage: The Guarantee That's Not Exactly Guaranteed," The Business of Hospitality: Focus on Law, Vol. 1, Issue 2, <http://intra.som.umass.edu/hospitalitylaw/issue2.htm>.

Wilson, R.H. & Enghagen, L.K., "Supreme Court Forces Restaurants to Change Tip Reporting," The Business of Hospitality: Focus on Law, Vol. 1, Issue 1, <http://intra.som.umass.edu/hospitalitylaw/>.

Enghagen, L.K., "Same-Gender Sexual Harassment," Massachusetts Bar Association Individual Rights and Responsibilities Section News, Vol. 9, No. 1, pgs. 1-3, 1996.

Enghagen, L.K., "Public Accommodations and the ADA," Restaurants U.S.A., Vol. 11, No. 6, June/July 1991, p. 16.

Enghagen, L.K., "Employers' Responsibilities Under the ADA," Restaurants U.S.A., Vol. 11, No. 5, May 1991, pgs. 20-21.

Enghagen, L.K., "The Hospitality Industry Responds to the Needs of the Homeless," Restaurants U.S.A., Vol. 10, No. 10, November 1990, pgs. 34-35.

Enghagen, L.K., "Ethics: The Response," Lodging, November 1989, p. 12.

ACADEMIC CONFERENCE PRESENTATIONS

Enghagen, L.K., "Academic Misconduct in a High Tech World: Applying Old Law to New Tricks," presentation 2017, OLC Accelerate Conference, Orlando, FL.

Enghagen, L.K., "Beyond the Rules: Copyright Compliance is a Design Issue," Invited presentation 2016, Teaching Professor Technology Conference, Atlanta, GA.

Enghagen, L.K., "Yet Again – New Standards for Calibrating Fair Use," presentation 2016, OLC Accelerate Conference, Orlando, FL.

Enghagen, L.K., "Inside the Lawsuit Against GW for Fraud in Online Master's Program," Fair Use," presentation 2016, OLC Accelerate Conference, Orlando, FL.

Enghagen, L.K., "The Truth About Copyright & Fair Use: Myths and Misconceptions Meet Reality," Invited presentation 2015, Teaching Professor Technology Conference, New Orleans, LA.

Enghagen, L.K., "Beyond the Rules: Copyright Compliance is a Design Issue," presentation 2015, 21st Online Learning Consortium International Conference on Online Learning, Orlando, FL.

Enghagen, L.K., "How to Apply Recent Copyright Court Decisions to Your Online Course," presentation 2014, Teaching Professor Technology Conference, Denver, CO.

Enghagen, L.K., "Recalibrating Fair Use – Again!" presentation 2014, 20th Online Learning Consortium International Conference on Online Learning, Orlando, FL.

Enghagen, L.K., "Applying Fair Use Court Decisions to Distance Education," presentation 2014, 30th Annual Conference on Distance Teaching & Learning, Madison, WI.

Enghagen, L.K., "Five Legal Considerations When Thinking About MOOCs," Annual NERCOMP Conference, presentation 2014, Providence, R.I.

Enghagen, L.K., "MOOCs and Copyrights: Navigating the Terrain," presentation 2013, 19th Sloan Consortium International Conference on Online Learning, Orlando, FL.

Enghagen, L.K., "Digitizing DVD's and Orphan Works: Two Lawsuits Involving Six Universities," presentation 2012, 18th Sloan Consortium International Conference on Online Learning, Orlando, FL.

Enghagen, L.K., "Transformative Uses & Best Practices: The Growing Importance of Transformative Uses in Copyright and Fair Use Law," presentation 2012, 18th Sloan Consortium International Conference on Online Learning, Orlando, FL.

Enghagen, L.K., "Finally! Judge Issues Ruling in Publishers' Copyright and Fair Use Case Against Georgia State University," poster session 2012, 18th Sloan Consortium International Conference on Online Learning, Orlando, FL.

Enghagen, L.K., "The Contours of Fair Use: From Lawsuits to Best Practices," presentation 2012, 28th Annual Conference on Distance Teaching & Learning, Madison, WI.

Enghagen, L.K., "Three Lawsuits Against Seven Universities Test the Limits of Fair Use in Educational Settings," presentation, 2012 NERCOMP Annual Conference, Providence, RI.

Enghagen, L.K., "Did the Publishers Get What They Want in the Fair Use Case Against Georgia State University?" presentation 2011, 17th Sloan Consortium International Conference on Online Learning, Orlando, FL.

Enghagen, L.K., "Fair Use Update: The Latest Round in the Lawsuit Against Georgia State University," presentation 2010, 16th Sloan Consortium International Conference on Online Learning, Orlando, FL.

Enghagen, L.K., "Open Access, Creative Commons Licensing and Plagiarism: Clearing Up Some Copyright Confusion," presentation 2010, 16th Sloan Consortium International Conference on Online Learning, Orlando, FL.

Enghagen, L.K., "The Case Against Georgia State University: Copyright Infringement or Fair Use?" presentation, 2009, 15th Sloan Consortium International Conference on Online Learning, Orlando, FL.

Farmer, T., Enghagen, L.K., Shea, L. & Pennell, M. "Customer Loyalty, Guaranteed Reservations, and the Bad Hotel Case: A Study in Ethics," presentation, 2005 International CHRIE Conference, July 2005, LasVegas, Nevada.

Enghagen, L.K., "Self-Esteem, Emotional Intelligence and Ethical Competence: A Model to Assist in the Understanding of Ethical Behavior in Individuals," poster session, 2005 International CHRIE Conference, July 2005, LasVegas, Nevada.

Enghagen, L.K., "The Foundations of Ethical Competence: The Intersection of Ethical Decision-Making and the Capacity to Act," 42nd Annual Meeting of the Eastern Academy of Management, May, 2005, Springfield, Massachusetts.

Enghagen, L.K., "Distance Education and the Law," EduCause Conference, Spring 2000, Sturbridge, Massachusetts.

Enghagen, L.K., "*Fair Use* in an Electronic World," Fourth Annual Conference on Graduate Education and Graduate Student Research, Las Vegas, January 1999.

Enghagen, L.K., "Copyright Legal Issues for Distance Education," 1997 Annual CHRIE Conference, Providence, Rhode Island.

Enghagen, L.K., "Recent Developments in Sexual Harassment Law: Implications for the Hospitality/Tourism Industry," 1994 Annual CHRIE Conference, Palm Springs, California.

Enghagen, L.K., "Prisoner's Rights and Environmental Tobacco Smoke: Implications for the Hospitality/Tourism Industry," 1993 Annual CHRIE Conference, Chicago, presented as "Refereed Paper".

Enghagen, L.K. & Wilson, R.H., "Overbooking and Yield Management: The Legality and the Morality," 1993 Annual CHRIE Conference, Chicago, presented as "Refereed Paper".

Enghagen, L.K., "Promoting Ethical Behavior Through Effective Time Management," Third Annual National Conference on Ethics in America, Long Beach, California, February 1992.

Enghagen, L.K. and Hott, D.D., "Students' Perceptions of Ethical Issues in the Hospitality/Tourism Industry," 1991 Annual CHRIE Conference, Houston, Texas.

Enghagen, L.K. and Hall, S.J., "Ethics in Hospitality: Two Tested, Full Credit Models for Teaching," 1991 Annual CHRIE Conference, Houston, Texas.

Enghagen, L.K., "Ethics In Hospitality/Tourism Education: A Survey," 1990 Annual CHRIE Conference, Washington, D.C.

Enghagen, L.K., "Teaching Ethics In Hospitality/Tourism Education," 1990 Annual CHRIE Conference, Washington, D.C.

OTHER PRESENTATIONS

"Academic Misconduct in a High Tech World," Auburn University at Montgomery, Montgomery, AL, 2019.

"Beyond the Rules: Copyright Compliance is a Design Issue," Auburn University at Montgomery, Montgomery, AL, 2019.

"The Contours of Fair Use & Copyright Compliance: From Curriculum & Essay to Artwork & Presentations," Wellesley Centers for Women, Wellesley, MA, May 23, 2013.

"Copyright Compliance Made Simple" & "Fair Use and the TEACH Act," Hudson County Community College, Jersey City, N.J., January 24, 2013.

"Legal Issues in Cyberspace: One Part Internet + Two Parts Copyright Law + Three Parts Medieval Apple Pie = Recipe for Disaster," Mid-America Hospitality Summit, Chicago, IL, June 2011.

"Copyright Compliance Made Simple: Six Rules for Course Design," 26th Annual Conference on Distance Teaching & Learning, Madison, WI, August 2010.

"Legal Literacy in the Information Age," Seton Hall University, April 2010.

"Copyright Compliance: Copyright Law & Research Presentations," University of Massachusetts Medical School, Worcester, MA, January 2010.

"Copyright Law in a Digital World," Virtual Presentation, Fairleigh Dickinson University, May 2009.

"If it's on the web—who owns it?" Digital Media Copyright Symposium, Seton Hall University, March 2009.

"In Pursuit of Intellectual Honesty via a Hybrid Course Model," Teaching Online & Hybrid Course Series, Center for Teaching, University of Massachusetts Amherst, February 2009.

"Legal Literacy in the Digital Age," Saginaw Valley State University, Saginaw, Michigan, March 2008.

"Intellectual Property Issues in Online Learning," with Gray, David, The 12th Sloan-C International Conference on Asynchronous Learning Networks, Orlando, November 2007.

"Copyright Made Simple: Six Rules for Course Design," The Association of College & Research Libraries, Holy Cross, June 7, 2007, Worcester, MA.

"Open Access Journals and Institutional Repositories: Opportunities and Challenges in Utilizing this New Medium to Enhance Teaching and Learning," with Billings, Marilyn and Wilcox, Bruce, at the Instructional Technology Conference: The Scholarship of Teaching & Learning: Technology & Reflective Practice, April 5, 2007.

"Making a Campus TEACH Act Compliant," SUNY Technology Conference, June 2006, Rochester, NY.

"Copyright Made Simple: Six Rules for Course Design," The Future is Now 3.0 Conference, Salem State College, May 2006, Salem, MA.

"Copyright Made Simple: Six Rules for Course Design," SUNY 2006 SLN AC/MID Summit, February 2006, Syracuse, NY.

"Copyright Made Simple: Six Rules for Course Design," 2005 International CHRIE Conference, July 2005, Las Vegas, Nevada.

"Copyright Compliance Made Simple: Six Rules for Course Design," eLearning and Knowledge Management: Best Practices and Trends Symposium, January, 2005, Spectrum Pacific Learning Company, LLC, LaJolla, California.

"Legal Literacy in the Information Age: Ten (easy to understand) Rules of Thumb," eLearning and Knowledge Management: Best Practices and Trends Symposium, January, 2005, Spectrum Pacific Learning Company, LLC, LaJolla, California.

"Designing Courses for Copyright Compliance," Delivered to: University of Massachusetts at Amherst, University of Massachusetts Medical School, University of Massachusetts at Dartmouth, University of Massachusetts at Lowell. 2003-2004, Sponsored by: UMass Online.

Designing Courses for Copyright Compliance," Delivered to: Worcester Polytechnic Institute, Assumption College and Tufts Veterinary School. 2003-2004.

"Creating a Culture of Compliance," Digital Media: Ownership and Use of IP and Licensing, December, 2004, Office of Commercial Ventures & Intellectual Property, University of Massachusetts, President's Office, Shrewsbury, Massachusetts.

"Designing Courses for Copyright Compliance," March, 2004, North East Regional Computing Conference, Worcester, Massachusetts.

Copyright Law & Higher Education: Creating a Culture of Compliance," Academic Advisory Council of the University of Massachusetts, President's Office, January 2004, Boston, Massachusetts.

"Why Self-Restraint and Patience are Still Virtues and How They Will Help You Survive the Information Age's Legal Challenges," October 2003, Center for Information Management Studies, Babson College.

"Why Self-Restraint and Patience are Still Virtues and How They Will Help You Survive the Information Age's Legal Challenges," May, 2003, MassMutual, Springfield, MA.

"Copyright Law," Subcommittee on Academic Technology of the Information Technology Council, University of Massachusetts, President's Office, Spring 2003, Westborough, Massachusetts.

"Why Self-Restraint and Patience are Still Virtues and How They Will Help You Survive the Information Age's Legal Challenges," December 2002, SITEC, Amherst, Massachusetts.

"Distance Education and the Law: What Every Educator Needs to Know," MTA 2000 Summer Leadership Conference, August, Williamstown, Massachusetts.

"Internet and the Law—What Every Educator Needs to Know," MTA 1999 Summer Leadership Conference, August, Williamstown, Massachusetts.

"Fair Use Law For Distance Education," panelist, University of Lowell, February, 1999, Lowell, Massachusetts.

"Internet Law for Educators," MTA 1998 Summer Leadership Conference, August, Williamstown, Massachusetts.

"Copyright Legal Issues in Distance Education," panelist, 1997 Annual CHRIE Conference, August, Providence, Rhode Island.

"Product Safety and Design: Strategies for Managing Product Liability," Northeast Product Safety Society, Inc., May, 1997, Upton, Massachusetts.

"Distance Education: Its Pros and Cons," panelist, MTA 1996 Summer Leadership Conference, August, Williamstown, Massachusetts.

"Collaborative Partnerships Between Hospitality and Tourism Programs and Outside Programs," panelist, 1995 Annual CHRIE Conference, August, Nashville, Tennessee.

"Taking Charge of Your Career: Managing Time and Balancing Multiple Roles," Center for Teaching, University of Massachusetts at Amherst, December, 1994, Amherst, Massachusetts.

"Who Owns Your Work?" MTA Higher Education Conference, October, 1994, Bedford, Massachusetts.

"Learning Styles," panelist, Third Annual Academic Programs Section, Northeast Region Teaching Workshop, October, 1994, Amherst, Massachusetts.

"Time Management: Efficiency and Balancing Life's Demands," Meeting of the Greater Northampton Chamber of Commerce, July, 1994, Northampton, Massachusetts.

"Who Owns the Products of Technology: Intellectual Property Rights," 1994 Higher Education Conference, National Education Association, April, Albuquerque, New Mexico.

"Academic Honesty in the College Classroom: Teaching Strategies," panelist, Center for Teaching, University of Massachusetts at Amherst, April, 1993.

"Current Issues in Employment Law: The Americans With Disabilities Act, Sexual Harassment, and The Civil Rights Act of 1991," Annual Meeting of the New England Innkeepers Association, Inc., February, 1992, Old Saybrook, Connecticut.

"Current Issues in Club Management Law: Tee Times, Sexual Harassment and the Americans With Disabilities Act," New England Chapter of the Club Managers Association, July, 1992, Marshfield, Massachusetts.

"Techniques for Teaching Ethics in Hospitality & Tourism Programs," First Annual IIQEST, Ltd. pre-CHRIE Seminar on teaching ethics entitled: "Ethics in Hospitality - A Complete Teaching Module," July, 1992, Orlando, Florida.

"Law and Ethics in Engineering," General Motors, Inc., Presented once at each of two sites, July, 1991, Proving Grounds in Milford, Michigan and Tech Center in Warren, Michigan.

"Management's Response to Drugs in the Work Place," Panelist, Northeast Food Service Expo, April, 1991, Boston, Massachusetts.

"Why Money Drives Many Law Suits--Why It Should," Third Annual National Engineers Week Seminar Series of the Southern New Jersey Chapter of the Institute of Electrical and Electronics Engineers Computer Society, February, 1991, Atlantic City, New Jersey.

"Meeting the Ethical Challenge," Third Annual National Engineers Week Seminar Series of the Southern New Jersey Chapter of the Institute of Electrical and Electronics Engineers Computer Society, February, 1991, Atlantic City, New Jersey.

"Fundamentals of the Laws of Innkeeping: The New England States," Annual Meeting of the New England Innkeepers Association, Inc., October, 1990, North Conway, New Hampshire.

"Legal and Regulatory Considerations in Operating Inns and B&B's," Cape Cod Cooperative Extension: Operating Country Inns and Bed and Breakfast Homes, 1989, Hyannis, Massachusetts.

"Hotel/Motel Law in Massachusetts," Chamber of Commerce, 1988, Falmouth, Massachusetts.

"Liquor Liability: The Fuzzy Parameters for Hotels and Restaurants," Moderator, World Hospitality Congress III, 1987, Boston, Massachusetts.

"Undoing The Red Tape," Bed and Breakfast Conference, Massachusetts Cooperative Extension, 1987, University of Massachusetts at Amherst.

VIRTUAL WORKSHOPS, PRESENTATIONS & DVDS

"Introduction to Copyright & Fair Use: Part I," Produced and delivered as live webinar in collaboration with the Online Learning Consortium, Delivered annually from 2015 to 2023.

“Introduction to Copyright & Fair Use: Part II,” Produced and delivered as live webinar in collaboration with the Online Learning Consortium, Delivered annually from 2015 to 2023.

“20 Minute Mentor: How Can I Design Copyright Compliant Courses?” Produced as DVD in collaboration with Magna Publications, Madison, WI, August 2014.

“20 Minute Mentor: What Does Copyright Ownership Mean to Me?” Produced as DVD in collaboration with Magna Publications, Madison, WI, August 2014.

“20 Minute Mentor: Linking, Embedding & Streaming—What’s Legal? What’s Not?” Produced as DVD in collaboration with Magna Publications, Madison, WI, August 2014.

“Legal Landscape of MOOCs: Five Issues that Belong on Your Radar,” Produced and delivered live as a webinar and on DVD in collaboration with Magna Publications, Madison, WI, February 25, 2014.

“Applying Recent Court Decisions to Distance Education,” Produced and delivered live as a webinar and on DVD in collaboration with Magna Publications, Madison, WI, October 17, 2013.

“Introduction to Copyright & Fair Use,” Produced and delivered in collaboration with the Sloan Consortium. Delivered four times in 2013/2014.

“How Recent Copyright Court Cases Affect Distance Education,” Produced and delivered live as a webinar and on DVD in collaboration with Magna Publications, Madison, WI, April 30, 2013.

“Finally! Judge Issues Ruling in Publishers’ Copyright and Fair Use Case Against Georgia State University,” NERCOMP Virtual Workshop, December 13, 2012.

“Addressing Copyright Compliance: Copyright & Fair Use Essentials,” Produced and delivered in collaboration with the Sloan Consortium. Delivered twice annually beginning in 2012.

“Legal Guidelines: Fair Use & the TEACH Act in More Depth,” Produced and delivered in collaboration with the Sloan Consortium. Delivered twice annually beginning in 2012.

“The Copyright Case We’ve All Been Waiting For: Key Lessons and Policy Changes,” Produced and delivered live as a webinar and on DVD in collaboration with Magna Publications, Madison, WI, August 2012.

“Plagiarism and the Law: Copyright Infringement, Conversion, or Just Plain Dishonesty?” Produced and delivered in collaboration with the Sloan Consortium, One hour synchronous interactive presentation, January, 2011.

“Fair Use and The TEACH Act: A Closer Look,” Produced and delivered in collaboration with the Sloan Consortium, Two hour production plus one hour synchronous interactive discussion, Delivered twice annually, 2008 – 2012.

"Copyright Compliance for Online Educators," Produced and delivered in collaboration with the Sloan Consortium, One and one-half hour production plus one hour synchronous interactive discussion. Delivered twice annually, 2005 - 2012.

"Professional Ethics for the New Millennium: Why Knowing Right From Wrong Isn't Enough," Broadcast by the PBS Business & Technology Network. Two and one-half hour production. Broadcast November, 2000.

"Information Technology and the Law: Software, the Internet, E-mail," Broadcast by the PBS Business & Technology Network. Six hour production. Broadcast October & November, 2000.

"Information Technology and the Law Series: Part 1—Copyright and Trademark Law for the Uninitiated; Part 2—E-Mail and the Law; Part 3—Software and the Law," Produced by the University of Massachusetts Video Instructional Program in conjunction with the National Technological University Satellite Network. Four hour production. Broadcast live and taped August 1999.

"Distance Education and the Law—Do's and Don'ts," Produced by the Audio Visual Department at the University of Massachusetts in conjunction with the Office of the President of the University of Massachusetts. Interactive video conference. One and one-half hours. Broadcast June 1999.

"Internet and the Law: What Every Business Needs to Know," Produced by the University of Massachusetts Video Instructional Program in conjunction with the National Technological University Satellite Network. Three hour short course. Broadcast live and taped on July 16, 1998.

"Intellectual Property Concerns for Faculty," Produced by National Technological University with a grant from the U.S. Department of Energy, December, 1993, Broadcast live from the Video Instructional Program at the University of Massachusetts at Amherst.

"Protecting Proprietary Information: Trade Secrets, Reverse Engineering and Related Topics," Produced by the University of Massachusetts Video Instructional Program in conjunction with the National Technological University Satellite Network. Three hour short course. Broadcast live and taped on July 15, 1993. Accompanied by 54 page self-published manual.

"Product Safety and Design: Strategies for Managing Product Liability," Produced by the University of Massachusetts Video Instructional Program in conjunction with the National Technological University Satellite Network. Five hour short course. Broadcast live and taped on May 27, 1992.

"Corporate Policies and Strategies for Addressing Sexual Harassment in the Workplace," Produced by the University of Massachusetts Video Instructional Program. Three hour short course. Taped July 1992.

"The Americans With Disabilities Act: Coping and Complying With Employment Discrimination Law," Produced by the University of Massachusetts Video Instructional Program. Three hour short course. Taped July 1992.

"Engineers and the Law: Product Safety and Design Liability," Produced by the University of Massachusetts Video Instructional Program in conjunction with the National Technological University Satellite Network. Five hour short course. Broadcast live and taped on August 22, 1991.

PAMPHLETS & BROCHURES

Enghagen, L.K., *Copyright Compliance Made Simple: Six Rules for Course Design*, Pamphlet, Sloan Consortium, 2011(Revised Ed.), 2005.

Enghagen, L.K., *Educators, Technology and the Law: Common Questions/Direct Answers*, Pamphlet, 2003.

Enghagen, L.K., *Legal Literacy in the Information Age: Ten (easy to understand) Rules of Thumb*, Brochure, 2003.

PUBLICATIONS—REFEREED PROCEEDINGS

Enghagen, L.K., "The Foundations of Ethical Competence: The Intersection of Ethical Decision-Making and the Capacity to Act," Proceedings of the 42nd Annual Meeting of the Eastern Academy of Management, May, 2005, pgs. 800-819.

Khullar, A., Shea, L.J. & Enghagen, L.K., "Negative Word-of-Mouth Communication Via the Internet: Diffusion of a PowerPoint® Presentation," Proceedings of the Eighth Annual Graduate Education and Graduate Students Research Conference in Hospitality & Tourism, January, 2003, pgs. 246-250.

Enghagen, L.K., "Tips, Lies and Taxes," Proceedings of the Fourth Annual National Conference on Ethics in America, California State University, Long Beach, February 1993, pgs. 476-481.

Enghagen, L.K., "Promoting Ethical Behavior Through Effective Time Management," Proceedings of the Third Annual National Conference on Ethics in America, California State University, Long Beach, February 1992, pgs. 81-86.

GRANTS

Yours is a Very Bad Hotel: A Multidimensional Case Study in Professional Ethics, Co-Principal Investigator with Shea, L.J., Ethics Committee of the Graduate Council, University of Massachusetts at Amherst, Funded 2004, \$10,000.

TEACH Act, ISOM Summer Research Grant, Funded 2003, \$2,500.

Contemporary Legal and Ethical Issues in Cyber Space, Principal Investigator, Board of Higher Education—Commonwealth Information Technology Initiative, Funded 2001, \$10,000.

BOOKS & MANUALS

Enghagen, L.K., *Fair Use Guidelines for Educators, Revised 4th Ed.*, Sloan Consortium, 2011, 91 pgs.

Enghagen, L.K., *The Ethics of Time: Fifth Generation Time Management*, self-published manual, 1997, 80 pgs.

Enghagen, L.K., Editor, *Technology and Higher Education: Approaching the 21st Century*, National Education Association, Professional Library Series: 1997, 208 pgs.

Enghagen, L.K., *Fundamentals of Product Liability Law for Engineers*, Industrial Press, Inc.: 1992, 140 pgs.

Enghagen, L.K., *Instructor's Manual To Accompany The Legal Environment Of Business*, Prentice Hall: 1988, 262 pgs.

Enghagen, L.K., *Test Item File To Accompany The Legal Environment Of Business*, Prentice Hall: 1988, 120 pgs.

CHAPTERS

Enghagen, L.K., "Law, Ethics and the Hospitality Industry," in Perspectives on the Hospitality Industry, Borchgrevink, C.P., Editor, Kendall/Hunt Publishing Co.: 1999, pgs. 121-131.

Enghagen, L.K., Contributing Editor--Chapter 21, "Ethics," in Hospitality in Review: A Capstone Text, Lefever, M.M., Editor, Kendall/Hunt Publishing Co.: 1996, pgs. 503-524.

Enghagen, L.K., "Ethics in Relationship With Community: An Overview" in Ethics in Hospitality Management: A Book of Readings, Hall, Stephen S.J. (Ed.), Educational Institute of the American Hotel & Motel Association: 1992, pgs. 249-259.

PUBLICATIONS—COMMENTARIES

Enghagen, L.K., "Napster Worries Me," Broadcast by National Public Radio affiliate WFCR on April 10, 2001.

Enghagen, L.K., "Copyright Law and Fair Use: Why Ignorance Is Not Bliss--A Case for Using Guidelines," The Technology Source: Microsoft in Higher Education, April 1998, <http://www.microsoft.com/education/hed/comment.htm>.

PUBLICATIONS—INTERVIEWED BY

Budget Travel Magazine, Interviewed by Tiffany T. Sharples, Topic: hotel overbooking, September 2005, article forthcoming.

The Daily Hampshire Gazette, Topic: copyright and fair use law, "2 Schools Part Ways on Web," April 15, 2001.

The Daily Hampshire Gazette, Topic: copyright law in regard to unauthorized reproduction of faculty members' lecture notes, "UMass Faculty Union Offers Copyright Shield to Lectures," January 12, 2000.

St. Petersburg Times, Topic: hotel policies regarding refusal to sell rooms to locals, "Hotel Turns Away Local Customers," July 21, 1999.

Springfield Union, Topic: hotel overbooking, "Hotels Often Take Guests for Surprise 'Walk'," May 4, 1998.

Catalyst, Topic: hotel overbooking, "Tough Questions About Hospitality," Vol. 1, No. 2, Spring '97.

CORPORATE TRAINING

TelTech.com, "Live Event: Information Technology and the Law: Software, the Internet and E-mail," Internet based delivery, Q&A for TelTech.com clients, June, 2000.

General Motors Corporation, Technical Education Program, "Information Technology and the Law: Software, the Internet and E-mail," on-site, January, 2000, Ypsilanti, Michigan.

General Motors Corporation, Technical Education Program, "Engineering Law and Ethics," on-site corporate training seminars, 1994-1996.

PROFESSIONAL EXPERIENCE

Managing Attorney, Burres & Fidnick, Amherst, MA•1982-1986

Assistant Tax Manager, Trust Department--Tax Division, Third National Bank of Hampden County, Springfield, MA•1982

Tax Consultant, Boston Tax and Consulting, Boston, MA•1981

Legal Intern, Massachusetts Consumer's Council, Boston, MA•1979-80

Legislative Assistant, Senator Kathryn Morrison, Madison, WI•1978

COURSES TAUGHT

UNDERGRADUATE

Contemporary Legal & Ethical Issues in Cyberspace
Ethical Issues in the Hospitality Industry
Hospitality & Tourism Law
Introduction to Legal Research and Method
Professional Ethics in Contemporary Society
Seminar: Critical Thinking

GRADUATE

Business Law
Business & Its Environment
Engineering Law and Ethics
Information Technology & the Law
Judicial Planning Law
Seminar: Current Issues in Hospitality Law

PROFESSIONAL SERVICE

Wilson, R. & Enghagen, L.K., Co-Editors of Web Newsletter, The Business of Hospitality—Focus on Law.

Ad Hoc Reviewer, Journal of Hospitality & Tourism Research, Hospitality & Tourism Educator & International Journal of Hospitality Management.

Editorial Review Board, Member, Hospitality Research Journal, 1993-1996.

Reviewed course manual entitled "A Guide For Distance Education Development" for Skills Dynamics, February 1993.

Reviewed pilot training course entitled "Teaching in Distance Education" for Skills Dynamics (IBM's Training Company), December 1992.

SAMPLING OF DEPARTMENT & UNIVERSITY SERVICE

UNIVERSITY COMMITTEES

General Education Council
Moodle Advisory Committee
Vice-Chancellor for Research & Engagement Search Committee
Information Technology Standing Policy Committee

Cross Campus Advisory Committee on UMOL
Professional & Distance Education Transition Advisory Committee
Intellectual Property Subcommittee
Distance, Corporate and Continuing Education Committee
General Education Task Force
ADA Advisory Committee
Academic Honesty Board
Provost's Fact Finding Committee
Undergraduate Curriculum Study Committee
Parking Appeals Committee
Student Affairs Judicial Committee
Social and Cultural Diversity Subcommittee of the General Education Council

COLLEGE COMMITTEES

Dean's Review Committee
Dean's Search Committee
ISOM Ethics Committee
Applied Management Committee
Personnel Committee

DEPARTMENT COMMITTEES

Curriculum Committee, Chair
Scheduling Officer
Junior Year Writing Coordinator
Co-Director, Summer Abroad Program
Personnel Committee, Chair
Academic Matters Committee
Management Advisory Committee
Faculty Search Committee
Management Advisory Committee
Associate Department Head
Department Head Search Committee, Chair
Department Head Review Committee
Academic Affairs Committee, Chair
Mission Statement Committee
Learning Disabled Students Coordinator
Faculty Retreat Committee, Chair
Scholarship Committee, Chair

MEMBERSHIPS & LICENSES

Admitted to practice law: Commonwealth of Massachusetts & Federal District Courts
Member: Online Learning Consortium