
Charles J. Capps, D.B.A.
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Degrees Earned

- D.B.A. Louisiana Tech University, Ruston, Louisiana, Management, 1988
- M.B.A. University of Portland, Portland, Oregon, Management, 1979
- B.A. University of Texas at Austin, Austin, Texas, Psychology, 1975

Professional Licensures and Certificates

- Senior Professional in Human Resources (SPHR) - Lifetime Certification, 1994

Peer-Reviewed Publications and Artistic Performances/Exhibitions

Articles

- Wright, M. K. & Capps III, C. J. (2011). A Survey of Information Systems Development Project Performance. *Academy of Information and Management Sciences Journal*, 14 (1), 83-100.
- Wright, M. K. & Capps, C. J. (2010). Information Systems Development Project Performance in the 21st Century. *Association for Computing Machinery (ACM) Software Engineering Notes*, 35 (2), 33-43.
- Wright, M. K. & Capps III, C. J. (2010). Runaway Information Technology Projects: A Punctuated Equilibrium Analysis. *International Journal of Information Technology Project Management*, 1 (4), 53-79.
- Capps, C. J. (2010). The Use of Binary and Ternary Paradoxes in Management. *International Journal of Management and Information Systems*.
- Wright, M. K. & Capps III, C. J. (2009). Contemporary Capstone Computer Courses: Lessons from the Service Sciences. *Journal of College Teaching & Learning*, 6 (1), 9-20.
- Wright, M. K. & Capps III, C. J. (2008). Information Technology Customer Service: 'Best Practices' Processes for Operations. *Journal of Applied Business Research*, 24 (3), 63-76.
- Capps III, C. J., Ahmed, I., & Earl, R. L. (2008). The Marketing Value Pyramid (MVP): A Pedagogical Model. *American Journal of Business Research*, 1 (1), 1-5.
- Prine, J. M., Ritter, F. A., & Capps III, C. J. (2007). Empowering Employees in the 21st Century. *International Journal of Business Disciplines*, 18 (1), 39-44.
- Capps III, C. J. (2007). SWOTing the Organization's Psyche: A Basis for Organizational Psychoanalysis. *International Journal of Applied Management and Technology*, 5 (1), 233-238.

Proceedings

Full Paper

- Wright, M. K. & Capps III, C. J. (2010). Information Systems Development Project Performance in the 21st Century. *General Business Conference, Sam Houston State University*.
- Capps III, C. J. (2009). Reality, Duplicity and the Binary, Ternary Paradoxes. *American Society of Business and Behavioral Sciences Conference*.
- Ahmed, I., Capps III, C. J., & Utecht, K. M. (2008). Recruitment in Academe: A Study of Position Announcements. *International Academy of Business and Public Administration Disciplines Conference*.
- Wright, M. K. & Capps III, C. J. (2008). Contemporary Capstone Computer Courses: Lessons from Services Science. *International Applied Business Research Conference*.
- Wright, M. K. & Capps III, C. J. (2007). Information Technology Customer Service. *International Academy of Business and Public Administration Disciplines Conference*.

Research Monographs and Technical Reports

Working Papers

- Wright, M. K. & Capps, C. J. (2010). "Information Systems Development Project Performance in the 21st Century".
- Wright, M. K. & Capps, C. J. (2009). "Runaway Information Technology Projects: A Punctuated Equilibrium Analysis".

Capps, C. J. (2009). "Reality, Duplicity and the Demise of Contrived Binary and Ternary Paradoxes".

Capps, C. J. & Ahmed, I. (2007). "The Marketing Value Pyramid: A Learning Catalyst".

Wright, M. K. & Capps, C. J. (2007). "Information Technology Customer Service: 'Best Practices' Processes for Operations".

Funded External Grants

Peer-Reviewed Presentations/Posters

Work or Professional Experiences

Experience: Academic

Professor, Sam Houston State University (2005 - Present).

Associate Professor, Sam Houston State University (1994 - 2005).

Assistant Professor, Sam Houston State University (1988 - 1994).

Instructor, Louisiana Tech University (1986 - 1988).

Teaching Assistant, Louisiana Tech University (1984 - 1986).

Manager of Training, Marlin Drilling Company, Inc. - a Tenneco Company (1982 - 1984). Reporting to the CEO, I designed, established and managed the training programs at the new \$1 million plus Marlin Training Center while responsible for an annual operating budget of more than \$500,000 for a company with over 1,000 employees. Taught courses in management and supervision to front line supervisors and middle managers; taught orientation and safety. I planned, scheduled, directed, and coordinated all drilling, maintenance, supervision, and safety training. The Marlin Training Center achieved all established human resource development objectives 12% below the allocated annual budget.

Senior Training Coordinator, Brown & Root, Inc. - a Halliburton Company (1979 - 1982). Reporting to the Senior Project Manager, I both established and managed all the training programs at Brown & Root's Chevron Residuum Expansion Project in Mississippi. This \$1.5-billion petrochemical construction project set the national and world's record in safety by working 9,421,329 safe man-hours without a lost time accident. I planned and directed all the craft, skills, technical, vocational, and safety training for this 5,500+ employee project. I taught supervision and management courses and conducted the daily three (3) hour new employees orientation. Additionally, I planned and managed B&R petrochemical maintenance training.

Experience: Consulting

2007: Tarleton State University, Conducted evaluation with report of BBA/BS undergraduate management degree programs as External Reviewer for Tarleton State University as part of the Southern Association of Colleges and Schools (SACS) reaccreditation process (March-April 2007)

2006: R. Stahl, Conducted 'Leadership, Teambuilding and Synergy Seminar' HR Development Workshop in applied management presented for the Houston office of the Stuttgart, Germany headquartered corporation R. Stahl on April 1, 2006.

2004: Law Enforcement Management Institute of Texas (LEMITE), Conducted 'Strategic Management and Human Relations Seminar' as Management/HRD Training Consultant for SHSU's Law Enforcement Management Institute of Texas (LEMITE) training Constables in San Antonio, TX, (12/2004)

2003: Rice University, 'Leadership, Teamwork and Synergy,' requested Human Resource Development Workshop in applied management presented for the Career Services Department of Rice University at their Del Lago, Texas retreat on April 4, 2003

2003: Law Enforcement Management Institute of Texas (LEMITE) Command College, 'Strategic Management and Human Relations' presented HRD Seminar in applied management for the Law Enforcement Management Institute of Texas (LEMITE) Command College on August 2, 2002, and November 8, 2003, for Texas Police Chiefs & Staffs and the top six of seven executives of command staff of the Polish National Police Force

2002: Drug Enforcement Administration (DEA) of the United States Department of Justice, 'Strategic Management Symposium/HRD Seminar' presented by request to over 30 agents of the Drug Enforcement Administration (DEA) of the United States Department of Justice on August 20, 2002, at LEMITE in Huntsville, Texas

2001: Law Enforcement Management Institute of Texas (LEMITE), Conduct 'Strategic Management and Human Relations Seminar' as Management/HRD Training Consultant for SHSU's Law Enforcement Management Institute of Texas (LEMITE) training Police Chief's Assistants (when requested since 2001)

2000: Sam Houston State University's Small Business Development Center (SBDC), Conducted 'Management and Organizational Development' as Management/HRD Training Consultant for Wiesner, Inc. through Sam Houston State University's Small Business Development Center (SBDC) (1999-2000)

1998: SHSU's Criminal Justice Institute, Presented 'Management: Yesterday, Today and Tomorrow,' as Management/HRD Training Consultant for SHSU's Criminal Justice Institute training over 125 Texas Probation Officers (1998)

1998: Law Enforcement Management Institute of Texas (LEMITE) Command College, Conduct 'Strategic Management and Human Relations Seminar' as Management/HRD Training Consultant for SHSU's Law Enforcement Management Institute of Texas (LEMITE) training Police Chiefs throughout Texas (when requested since 1998)

1991: First National Bank, 'Seminar in Strategic Management' presented to executive officers of the First National Bank; Huntsville, TX (1991)

Honors and Awards

Award

2010: Wright, M. Keith and Charles J. Capps III. Information Systems Development Project Performance in the 21st Century, Awarded Honorable Mention in the Technological Issues Track Second Annual General Business Conference: April 9-10, 2010, Huntsville, TX.

2008: Wright, M. Keith and Charles J. Capps III. Contemporary Capstone Computer Courses: Lessons from the Service Sciences - Awarded Best Paper in the Service Sciences Track International Applied Business Research Conference (IABR) Puerto Rico.

2005: Capps III, Charles J., Patricia J. Capps and Ronald Earl. 7X7 Strategic Management: A Holistic Perspective - Awarded Best Paper of Track Chair in Strategic Management Track American Society of Business and Behavioral Sciences Conference.

1994: SHSU's Excellence in Teaching Award - 1994 Sam Houston State University.

Faculty Development

Instructional-Related Conference

2005: International College Teaching Methods & Styles Conference. Reno, Nevada.

2004: International College Teaching Methods & Styles Conference. Reno, Nevada.

Research-Related Conference/Seminar

2009: American Society of Business and Behavioral Sciences. Las Vegas, Nevada.

2008: International Applied Business Research Conference. San Juan, Puerto Rico.

2007: International Academy of Business and Public Administration Disciplines Conference. Dallas, Texas.

2006: American Society of Business and Behavioral Sciences Conference. Las Vegas, Nevada.

2005: International Academy of Business and Public Administration Disciplines Conference. New Orleans, Louisiana.

2005: American Society of Business and Behavioral Sciences Conference. Las Vegas, Nevada.

2004: International Academy of Management and Business. Las Vegas, Nevada.

Professional Seminars / Workshops

2004: American Society of Competitiveness Annual Conference. Great Falls, Virginia.

2004: University of Texas Ethics Conference. Austin, Texas.

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