

# Andrew A. Tiger, Ph.D.

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## PROFILE

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- ❖ Experienced leader and administrator at multiple universities with over 10 years of leadership experience as dean, department chair, MBA director, Faculty Athletic Representative, AACSB Coordinator, and SACSCOC Section 5 Chair
- ❖ Expert in converting data into relevant information for time-sensitive decision making
- ❖ Active participant in student recruiting and retention at both HSI and Native American-serving universities
- ❖ Accomplished researcher with 35 peer reviewed journals
- ❖ Leader in assurance of learning and assessment
- ❖ Award winning teacher with consistently high student evaluations in operations management, supply chain management, data analytics, and statistics
- ❖ Proven practitioner and consultant in business and industry
- ❖ iOS app developer: [Tiger Bite – Green Hold Metric](#)

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## EDUCATION

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Ph.D., Industrial Engineering, University of Houston, Houston, TX, 1995  
M.S., Industrial Engineering, University of Oklahoma, Norman, OK, 1992  
B.S., Industrial Engineering, University of Oklahoma, Norman, OK, 1990

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## ACADEMIC EXPERIENCE

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- ❖ Angelo State University, San Angelo, TX
  - Dean, Norris-Vincent College of Business, 2/21 – Present
  - Department Chair, Management & Marketing, 6/18 – 1/21
  - MBA Director, 12/19 – 8/20
- ❖ St. Edwards University, Bill Munday School of Business, Austin, TX
  - Professor of Operations Management, 8/17 – 5/18
- ❖ Union University, McAfee School of Business, Jackson, TN
  - Department Chair, 7/15 – 1/17
  - Director of Assurance of Learning, 8/13 – 8/17
  - Professor, 8/10 – 8/17
  - Faculty Athletic Representative, 7/15 – 8/17
- ❖ Southeastern Oklahoma State University, John Massey School of Business, Durant, OK
  - Professor and John Massey Endowed Chair in Operations Management, 01/08-6/10
  - Department Chair, 1/05-1/10
  - Associate Professor, 8/05-01/08
  - Assistant Professor, 8/02-07/05
- ❖ Texas A&M-Kingsville, Department of Mechanical and Industrial Engineering, Kingsville, TX
  - Assistant Professor, 8/99 – 5/01

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## PROFESSIONAL EXPERIENCE

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- ❖ Ernest and Julio Gallo Winery, Modesto, CA
  - Operations Research Analyst, 5/01 – 7/02
- ❖ Minnesota Mining and Manufacturing (3M), St. Paul, MN
  - Operations Research Consultant, 2/99 – 5/01

- Corporate Supply Chain Analyst, 5/97 – 2/98
- Manufacturing Simulation Analyst, Division Engineering, 8/95 – 5/97
- ❖ AspenTech, Houston, TX
  - Supply Chain Software Consultant, 2/98 - 2/99

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### SELECTED CONSULTING ACTIVITY

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*United States Golf Association*, Far Hills, NJ (Pace of Play Modeling and Course Operations Decision Support Modeling) ❖ *Savills-Studley*, Memphis, TN (Facility Location Optimization and Inventory DSS) ❖ *Leader's Credit Union*, Jackson, TN (Loan Selection Optimization) ❖ *NORANDAL*, Huntington, TN (Traffic Congestion Simulation) ❖ *Element al*, Jackson, TN (Logistics Operations) ❖ *Owens-Corning*, Jackson, TN (Warehouse Traffic Safety Simulation) ❖ Minnesota Mining and Manufacturing (Global Source of Supply)

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### PROFESSIONAL DEVELOPMENT

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- ❖ LinkedIn Learning Certificates: *Becoming a Business Intelligence Analyst*, *Become a Corporate Financial Analyst*, *Business Analytics: Data Reduction Techniques in Excel and R*, *Master Advanced Excel Data & Analytics Skills*, *Python Essential Training*
- ❖ AACSB
  - CIR Volunteer Training: virtual, 2024
  - Dean's Conference: Barcelona, 2024; San Antonio, 2023
  - ICAM: New Orleans, 2022
  - Aspiring Dean's Workshop: virtual, 2021
  - Global Accreditation Conference: San Antonio, 2019
  - Continuous Improvement Review Seminar: Miami, 2015
  - Assurance of Learning Seminar: St. Louis, 2007
- ❖ SWBDA: Santa Fe, 2024
- ❖ SBAA: Greenville, 2024; Dallas, 2023; Cincinnati, 2023; Raleigh, 2022
- ❖ Workshop, "Certificate of College Teaching & Learning," ESCALA Education Services - HSI Faculty Development, Santa Fe, United States. (August 1, 2020 – May 31, 2021).
- ❖ SACSCOC Annual Meeting, Houston, 2019
- ❖ Workshop, "Identify & Respond to Mental Illnesses and Substance Use Disorders", San Angelo, 2018
- ❖ Collegium on Christ, Knowledge and Wisdom, January 2012
- ❖ *The Art and Craft of Discussion Leadership*, Harvard Business School, March 2009

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### RESEARCH

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#### PEER REVIEWED JOURNAL ARTICLES

- Tiger, A. A., Trent, C. (2023). Paying For Less Waiting Time on The Golf Course: A Study Using A Pace Of Play Simulation Model. *Southern Business & Economic Journal*, 46(1).  
<https://www.aum.edu/collegeofbusiness/southern-business-and-economic-journal/>
- Conklin, M. J., Tiger, A. A. (2023). Taking a Mulligan on Golfer Liability for Damages to Adjacent People and Property: Why Existing Standards are too Defendant-Friendly. *Hofstra Law Review*, 52(1), 35-64.  
<https://hofstralawreview.org/wp-content/uploads/2024/01/AA.2.Conklin.pdf>
- Conklin, M. J., Pier, C. A., Tiger, A. A. (2023). [Good Things Come in Small Semesters: Mini-Session Classes as a Method for Serving At-Risk and Minority Students](#). *Atlantic Law Journal*, 25.
- Conklin, M. J., Tiger, A. A. (2021). [Group Projects in Higher Education: How Demographic Factors Affect Student Perceptions of Grading, Leadership Roles, Assessment, and Applicability](#). *Journal of Higher Education Theory & Practice*, 21.
- Tiger, A. A., Kamalapur, R., Moody, R. (2020). [Which Type of Golfers are Interested in Playing a Reversible Golf Course Design: A Survey Study](#). *Journal of Strategic Innovation and Sustainability*, 15(3), 78-102.
- Loucks, J., Tiger, A. A. (2020). Parameters Affecting the Efficacy and Relative Location of a Distribution Center in a Supply Chain with Fixed Replenishment Intervals. *Journal of Management Science and Business Intelligence*, 5(1), 8 - 14.

- Tiger, A. A., Loucks, J. (2019). Spreadsheet-Based Supply Chain Simulation for Teaching Risk Pooling Combined with Facility Location. *Independent Journal of Management & Production*, 10(6), 1932-1951. <http://www.ijmp.jor.br/index.php/ijmp/issue/view/43/showToc>
- Tiger, A. A., Trent, C., Wyatt, J., Yeoman, K. (2019). Vehicle Make as a Determinant of Automobile Loan Default, Exposure at Default, and Duration Until Default. *Journal of Business, Industry, and Economics (JOBIE)*, 24, 10-31. <http://www.buildingthepride.com/jobie/spring2019.php>
- Tiger, A. A., Nance, W., Roach, C., Emery, B. G. (2017). What's All the Fizz About? A Teaching Case Study on the Use of Coca-Cola Freestyle Machines in Quick-Service Restaurants. *Journal of Marketing Development and Competitiveness*, 11(2), 17.
- Emery, B. G., Hodges, B., Tiger, A. A. (2017). Simulating the Impact of Mobile Ordering at Chick-Fil-A. *Journal of Marketing Development and Competitiveness*, 11(1), 51.
- Tiger, A. A., Ellerbrook, J. E. (2016). Improving Golf Pace of Play Using Time Study Analysis: Influencing Factors on the Green and Tee Box. *International Journal of Golf Science*, 5(2), 135-151.
- Tiger, A. A., Ellerbrook, J. E., Phillips, B. T., Gerrell, N. S. (2016). Optimizing the Efficiency of Tennessee Prekindergarten through Twelfth Grade Public Education: Core Territories. *Tennessee Educational Leadership*, XLIII (1), 15-27.
- Tiger, A. A., Miller, K. (2015). Productivity Benefits of Applying the Knapsack Model in Banking and Accounting Using Microsoft Excel. *Tennessee CPA Journal*, 20-27.
- Tiger, A. A., Trent, C., Haney, J. (2015). Improving Golf Course Flow Using Operations Research. *Academy of Information & Management Sciences Journal*, 18(2), 81-93.
- Arendall, S., Tiger, A. A., Westbrook, K. (2014). Process Potential and Quality Improvement Strategies. *Quality Progress*. <http://asq.org/quality-progress/2014/07/process-capability/first-things-first.html>
- Tiger, A. A., Cronin, R., Gunn, M., Thomas, S. (2014). Computer simulation: modeling school system traffic flow with high population growth. *Journal of Business Cases and Applications*, 10. <http://www.aabri.com/manuscripts/131559.pdf>, <http://www.aabri.com/jbca.html>
- Tiger, A. A., Preston, L. (2013). Logged in and connected? A quantitative analysis of online course use and alumni giving. *American Journal of Business Education*, 6(3), 361.
- Tiger, A. A., Howard, R. (2011). Kiwanis Pancake Day--a service operations management case study. *Emerald Emerging Markets Case Studies*, 1(4), 1-5.
- Tiger, A. A., Parker, M. (2011). Operations Management Service-Learning Case Study: Using Optimization to Increase the Effectiveness of the SIFE Student Care Package Program. *Advances in Business Research*, 2(1), 156-162.
- Silver, L. S., Stevens, R. E., Tiger, A. A., Clow, K. E. (2011). Quantitative Methods Professors' perspectives on the Cost of College Textbooks. *Journal of Management Information and Decision Sciences*, 14(2), 39.
- Licata, J. W., Tiger, A. A. (2010). Revenue management in the golf industry: Focus on throughput and consumer benefits. *Journal of Hospitality Marketing & Management*, 19(5), 480-502.
- Tiger, A. A., Stamey, J., & Metts, S. (2010). Service Operations Management at the Golf Course: Information Technology Design Choices Change Golfers' Waiting Time. *Palmetto Business and Economic Review*, 13, 62-70.
- Tiger, A. A., Su, M., Hicks, J. (2010). Using Discrete Event Simulation to Evaluate the Benefits of RFID in Reducing Traffic Congestion and Pollution While Increasing Student Safety in Rural Oklahoma Schools. *Issues in Information Systems*, 497-506.
- Tiger, A. A., Speers, J. (2010). Using the ETS Major Field Test in Business to Compare Online and Classroom Student Learning. *Issues in Information Systems*, 97-103.
- Tiger, A. A., Campbell, K., Fitzgerald, J. M. (2008). An Exploratory Study of Using Professor-Developed Video to Teach Web-Based Quantitative Methods Courses. *Issues in Information Systems*, IX (1), 30-36.
- Stevens, R. E., Clow, K. E., McConkey, C. W., Tiger, A. A. (2007). Differences in quantitative and qualitative professors' criteria for textbook adoptions: a pilot study. *Issues in Information Systems*, 8(1), 30-36.
- Tiger, A. A., Howard, R. W. (2007). Managing golf course revenue using pace of play modeling. *Journal of Business and Entrepreneurship*, 19(2), 79.
- Speers, J. D., Tiger, A. A. (2007). Modeling the Impact of New Technologies on Pace of Play in Golf: Segway GT, Range Finders, RFID Golf Balls, and Longer Hitting Drivers. *Journal of Management Information and Decision Sciences*, 10(1), 1.
- Tiger, A. A., Benco, D. C., Fogle, C. (2006). Teaching the importance of information, supply chain management, and modeling: the spreadsheet beer-like game. *Issues in Information Systems*, 1(76), 0.
- Tiger, A. A., Ur-Rehman, K., Hurst, C. (2006). Using spreadsheet-based simulation to evaluate the fairness of the USGA Golf Handicap Index. *Journal of Business & Leadership: Research, Practice, and Teaching (2005-2012)*, 2(1), 210-218.
- Tiger, A. A., Su, M.-S., Fogle, C. (2006). A New Trend in Teaching to Meet AACSB Mandates: Integrating Computer Information Systems and Management Science by Using Microsoft .Net And Lindo API. *Issues in Information Systems*, 7(1), 102-107. [http://iacis.org/iis/2006/Tiger\\_Su\\_Fogle.pdf](http://iacis.org/iis/2006/Tiger_Su_Fogle.pdf)

- Tiger, A. A., Salzer, D. (2004). Daily play at a golf course: Using spreadsheet simulation to identify system constraints. *INFORMS Transactions on Education*, 4(2), 28-35.
- Tiger, A. A., Salzer, D. (2004). Improving golf course throughput by modeling the impact of restricting early tee times to faster golfers. *Journal of Management Information and Decision Sciences*, 7(1), 77.
- Tiger A., (2003) The Truth about Managing People and Nothing but the Truth, a Book Review, *Journal of Business and Entrepreneurship*, 15(1), 92-95.
- He Z., Yang T. and Tiger A. (1996) An Exchange Scheduling Heuristic Imbedded with Simulated Annealing for Due-Dates, *European Journal of Operational Research*, 91, 99-117.

## WORKING PAPERS & PAPERS UNDER REVIEW

Redefining a Round of Golf to Increase Revenue and Sustainability  
 A Time Handicap to Improve Pace of Play  
 Online Students Loyalty to University  
 Modeling Pace of Play in College Tennis  
 Inventory Management for Sparse Demand

## TEXTBOOK CASES, CONFERENCE PROCEEDINGS, PRESENTATIONS, & AWARD SUBMISSIONS

- Tiger, A. A. (2023). "Enabling Technologies, Creative Collaborations, and Stackable Programs", Southern Business Administration Association (SBAA) Summer Workshop, Cincinnati.
- Tiger, A. A. (2020). Blue Water Striper Guide Service. Strategic Management & Entrepreneurial Cases. Academic Media Solutions. [https://12b5e8c2-4428-f69a-237e-2a86473562cc.filesusr.com/ugd/1ee259\\_833ab86f12174d30a93b10713b7a9379.pdf](https://12b5e8c2-4428-f69a-237e-2a86473562cc.filesusr.com/ugd/1ee259_833ab86f12174d30a93b10713b7a9379.pdf)
- Tiger, A, Kamalapur, R, and Moody R. (2019). What Type of Golfer is interested in Reversible Golf Courses? *AABRI Conference*, Washington, D.C.
- Trent, C. (1st Presenter), Tiger, A. A., Yeoman, K., Wyatt, J., Fall 2018 Conference, "Vehicle Make as a Determinant of Automobile Loan Default, Exposure at Default, and Duration Until Default", Academy of Business Research, Lynn University, Boca Raton, FL, United States. (November 16, 2018). **Best Paper Award**
- Tiger, A. (2017). Tee Time Interval Optimization. USGA North American Golf Innovation Symposium, Vancouver. 1:25:50 mark: <https://www.youtube.com/watch?v=XwnzhlrHDvM>
- Stevens, R., Silver, L., & Tiger, A. A. (2011). Blue Water Striper Guide Service. Southwest Case Research Conference, 29.
- Keynote Speaker (2009) Myrtle Beach Golf Conference 2009.
- Stevens, R., Clow, K., McConkey, C., and Tiger, A. (2007) Differences in Quantitative and Qualitative Professors' Criteria for Textbook Adoptions: A Pilot Study, Presented at the *IACIS Meeting*, Vancouver, British Columbia.
- Tiger A., Licata J. and Howard R. (2006) Managing Golf Course Revenue Using Pace of Play Modeling, *Proceedings of the ASBE Meeting*, Corpus Christi.
- Tiger A., Benco, D., and Fogle, C. (2006) Teaching the Importance of Information, Supply Chain Management, and Modeling: The Spreadsheet Beer-Like Game, Presented at the *IACIS Meeting*, Reno, Nevada.
- Hawkins R. and Tiger A. (2005) Using spreadsheet-based MILP to develop a bus management DSS for a Texas ISD, *Proceedings of the 30th Annual FBD Meeting*, Dallas.
- Benco D. and Tiger A. (2004) Using Spreadsheet-Based Math Modeling in Small Business and Independent Consulting, *Proceedings of the United States Association of Small Business and Entrepreneurship*, Dallas.
- Tiger A. and Doraiswamy K. (2003) Factory Physics Formulae Applied to Supply Chain Management, *Proceedings of the 30th Annual FBD Meeting*, Houston.
- Strand S., Tiger A. and Howell R. (1994) 3M Material Safety Data Sheet Environmental Statements Program, *Proceedings of EXPERSYS '94 6<sup>th</sup> International Conference on Artificial Intelligence and Expert Systems Applications*, Houston.

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## GRANTS, FUNDRAISING, & AWARDS

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- Excellence-in-Banking, \$400000 to date (2024)
- Texas Higher Education Coordinating Board accelerated student success grant: financial wellness, \$170000 (2022)
- Texas Higher Education Coordinating Board worked-based learning through internships, \$163000 (2022)
- New Faculty Research Grant, \$1800 (2018)
- Best Paper Award, Academy of Business Research - Fall 2018 Conference, Boca Raton, FL. (November 16, 2018)
- United States Golf Association PI, \$19200 (2016)
- Union University, McAfee School of Business Dean's Service Award (2014)
- Union University Professional Development Grant, \$750 (2010, 2011, 2012, 2013, 2014)
- Union University Student Research Grant, \$500 (2011, 2012)

City of Durant Grant, New High School Traffic Model, \$2000 (2009)  
SOSU Faculty Senate Teaching Award AY0607  
SOSU Faculty Senate Research Award AY0607  
Honorable Mention Best Paper Award in Pedagogy:  
Tiger A., Benco, D., and Fogle, C. (2006) Teaching the Importance of Information, Supply Chain Management, and Modeling:  
The Spreadsheet Beer-Like Game, Presented at the IACIS Meeting, Reno, Nevada  
Runner-up Best Paper:  
Tiger A., Licata J. and Howard R. (2006) Managing Golf Course Revenue Using Pace of Play Modeling, Proceedings of the  
ASBE Meeting, Corpus Christi  
NSF and University of Florida Web-Based Decision Support Systems Scholarship, \$5000 (2004)  
SOSU Mini grants, \$1000 (2002, 2003, 2006, 2007)  
SOSU CIDT Grant, \$2000 (2003)  
Aspen Technology Supply Chain University Startup Program with Texas A&M-Kingsville, \$75000 (2000)

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## COMMITTEES & SERVICE

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San Angelo Chamber of Commerce – Economic Development Advisory Council (2021 – Present)  
ASU Strategic Enrollment Committee (2023 – Present)  
SACSCOC Section 5 Chair (2020 – Present)  
Committee Member, Texas Higher Education Coordinating Board TTAC Business Administration Discipline-Specific  
Subcommittee. (2021-Present).  
Advisory Board Member, Ballet San Angelo (2021 – 2024)  
MOU with Goodfellow Airforce Base on ASU – MBA (2020)  
Course Capacity’s Impact on Enrollment and Retention (2020)  
Committee Member, Intercollegiate Athletics Council. (September 1, 2019 - Present).  
Reviewer/Referee, International Turfgrass Society Research Journal. (June 1, 2021 - 2022).  
Reviewer/Referee, SAGE Open. (December 2020 - June 2021).  
Committee Member, USGA Green Section Grant Selection Committee, Far Hills, NJ. (January 1, 2020 - June 17, 2021).  
Reviewer/Referee, International Journal of Sport Management and Marketing. (September 6, 2019 - December 31, 2019).  
Tenure and Tenure-Track Timeline Policy Committee (2019)  
2<sup>nd</sup> Year Retention Committee (2019)  
Search Committee: Assistant Professor of Operations Management (2018)  
Munday School of Business Curriculum Committee (2017 - 2018)  
Search Committee: Dean of Education (2016 – 2017)  
Faculty Athletic Representative (2014 – 2017)  
International Athlete Admittance Process Task Force (2015 – 2016)  
Athletic Advisory Committee, Chair (2015 – 2017)  
NCAA Compliance Committee (2015 – 2017)  
Search Committee: Director of the Vocatio Center (2016)  
BSBA Discipline-Specific Honors Thesis Advisor (2015)  
Student Research Grant Committee (2014)  
Space Usage Task Committee (2014)  
MBA Thesis Advisor (2014), Topic: *Modeling Time on the Putting Green Using Time Studies and Regression*  
MBA Thesis Advisor (2012), Topic: *The Effect of Online Courses on University Alumni Giving*  
“24/7” Guest (2010, 2011, 2012) (<http://www.jackson24-7.com/about/>)  
Athletic Committee (2011-present)  
AACSB AOL (2010-present)  
University Council for Engagement and Service (2009-2010)  
Graduate Council (2007-2010)  
Faculty Senator (2004-2007)  
Academic Council (2005-2010)  
Honors Committee (2006-2010)  
AACSB Oversight (2003-2010)  
Industrial Engineering Lab Equipment, Texas A&M University-Kingsville (2000)