

QIANG (PATRICK) QIANG, Ph.D.

Graduate Studies Leadership | Student Success & Retention | Curriculum Development | Data-Informed Decision Making

PROFESSIONAL SUMMARY

Tenured academic leader with 15+ years of progressively responsible experience in graduate studies administration, curriculum development, student success programming, and data-informed institutional planning. Demonstrated record of building graduate enrollment, sustaining high graduation rates, designing flexible program delivery, and leading cross-functional collaboration with faculty, advising, admissions, and student support teams. Active research scholar with a strong publication record and consistent teaching excellence. Deep commitment to student-centered academic innovation — creating the systems, policies, and cultures that enable diverse graduate learners to persist, progress, and complete. Collaborative academic leader experienced working within diverse, mission-driven educational environments and committed to fostering inclusive, respectful, and student-centered academic communities.

ACADEMIC LEADERSHIP & ADMINISTRATIVE EXPERIENCE

Pennsylvania State University, Great Valley School of Graduate Professional Studies □ 2009–Present

Associate Professor of Operations Management (Tenured, 2015–Present) | Program Director, Master of Finance

Graduate Program Governance & Curriculum Development

- Oversee all aspects of graduate program governance for a nationally ranked Master of Finance program — including curriculum review and revision, degree requirement management, course approval processes, and alignment with university academic policy frameworks.
- Led curriculum innovation and program redesign: developed the Financial Data Analytics concentration integrating AI, machine learning, and data science; redesigned core curriculum for online delivery; and established new program pathways including Integrated Undergraduate-Graduate (IUG) accelerated options.
- Transformed a weekend executive education program into a fully online, nationally ranked graduate program (Top 15, U.S. News & World Report) — managing curriculum redesign, faculty development, delivery infrastructure, and market repositioning simultaneously.
- Collaborate with faculty governance bodies on curriculum policy, learning outcome standards, and program assessment — building consensus across faculty constituencies on shared academic priorities.
- Oversee graduate course scheduling across residential and online delivery formats — leveraging enrollment data and student demand analytics to optimize section planning, faculty deployment, and instructional resource allocation.

Student Success, Retention & Completion

- Sustain a ~98% graduation rate across a graduate program serving ~800 diverse students — a direct outcome of proactive retention systems, individualized advising coordination, and early intervention protocols built into program operations.
- Sustain ~5% annual enrollment growth through data-informed recruitment strategy, market-responsive program development, and student success programming that generates strong word-of-mouth and alumni referral.
- Collaborate with admissions, academic advising, career services, and student affairs teams to identify barriers to student persistence and implement targeted, data-driven solutions across the student lifecycle.
- Design and implement student-facing communication, orientation, and academic progress monitoring systems that keep students engaged and on track through program completion.
- Developed Integrated Undergraduate-Graduate pathways expanding graduate access for diverse student populations and reducing time-to-degree for high-achieving undergraduates.

Data-Informed Planning & Institutional Analytics

- Apply quantitative methods, enrollment analytics, and student progression data to inform decisions about program design, course scheduling, faculty staffing, and student success interventions — bringing genuine research competency in analytics to administrative decision-making.
- Build and maintain program performance dashboards tracking enrollment, retention, graduation rates, and student outcome metrics — enabling proactive rather than reactive management of program health.
- Use assessment data from assurance of learning cycles to drive curriculum improvements — connecting student outcome evidence directly to program design decisions.
- Support institutional reporting and accreditation data submissions; experienced in Business School Questionnaire data management and program performance documentation.

Cross-Divisional Collaboration & Policy Leadership

- Collaborate regularly across Academic Affairs, admissions, student affairs, career services, and university administration to advance student success and program quality goals — building relationships across institutional boundaries to serve students more effectively.
- Participate in faculty governance activities including search, promotion, curriculum, and assessment committees at program and school levels — representing graduate studies interests in shared governance processes.
- Contribute to academic policy development and implementation; manage academic processes including program review, learning outcome assessment, and continuous improvement documentation.
- Supervise professional staff supporting program operations including advising coordination, admissions processing, and event management; conduct performance reviews and provide professional development support.

Graduate Enrollment Management & International Programs

- Manage graduate enrollment strategy including market analysis, recruitment pipeline development, yield optimization, and retention programming for a diverse student population spanning working professionals, international students, and non-traditional adult learners.
- Initiated and signed MOUs with multiple international universities, developing articulation agreements and student pipeline programs supporting 100+ international graduates — extending graduate program reach globally.
- Manage international student enrollment, onboarding, and academic support coordination within graduate program operations.

Faculty Development & Academic Support

- Lead faculty recruitment, onboarding, workload management, evaluation, and mentorship; support tenure and promotion processes within an accredited graduate school environment.
- Develop and support faculty in online and hybrid teaching pedagogies, learning outcome assessment, and curriculum design — building faculty capacity for student-centered instruction.
- Foster a culture of teaching excellence, scholarly productivity, and continuous improvement through faculty development programming and individualized mentorship.

TEACHING EXPERIENCE

Graduate Courses — Penn State Great Valley □ 2009–Present

- BUSAD 525 — Business Statistics and Analytics
- Operations Management (MBA/MFIN)
- Supply Chain Management (graduate)
- Financial Analytics and Modeling (graduate)
- Quantitative Methods for Business (graduate)

Teaching Awards: Penn State Great Valley (2022, 2016). Experienced in residential, hybrid, and fully asynchronous online delivery.

EDUCATION

Ph.D., Business Administration □ 2009

Concentration: Management Science | Minor: Finance — University of Massachusetts Amherst

M.S., Systems □ 2004

University of Colorado Boulder

B.S., Automation Control □ 1997

Shanghai Jiao Tong University, Shanghai, China

SCHOLARSHIP & RESEARCH

Active interdisciplinary research record in supply chain network optimization, sustainable supply chain management, financial systems modeling, and data analytics. 22+ peer-reviewed journal articles, 1 co-authored book (Wiley), 2 book chapters, 5 conference proceedings. Consistent with credentials for Associate Professor rank.

- Nagurney, Q. Qiang (2019). Quantifying Supply Chain Network Synergy for Humanitarian Organizations. *IBM Journal of Research and Development*, 64, 12:1–12:16.
 - Q. Qiang et al. (2021). Closed-loop Supply Chain Network with Interaction of Forward and Reverse Logistics. *Sustainable Production and Consumption*, 27, 737–752.
 - Q. Qiang, K. Ke, T. Anderson, J. Dong (2013). Closed-loop Supply Chain Network with Competition and Uncertainties. *Omega*, 41, 186–194. [Top 25 Hottest Articles, 2013]
 - Q. Qiang, A. Nagurney (2012). Bi-Criteria Measure to Assess Supply Chain Performance Under Disruptions. *Transportation Research Part A*, 46, 801–812.
 - *Fragile Networks: Identifying Vulnerabilities and Synergies in an Uncertain World* (with A. Nagurney). John Wiley & Sons, 2009.
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AWARDS & RECOGNITION

- Teaching Award, Penn State Great Valley (2022, 2016)
 - Service Award, Penn State Great Valley (2018)
 - Early Career Research Award, Penn State Great Valley (2012)
 - Charles V. Wootan Award, Council of University Transportation Centers (2009)
 - Judith Liebman Award, INFORMS (2009)
 - Beta Gamma Sigma (inducted 2008) | INFORMS Future Academician Colloquium (2007)
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PROFESSIONAL AFFILIATIONS & SERVICE

- INFORMS – Institute for Operations Research and the Management Sciences
 - POMS – Production and Operations Management Society
 - Accreditation, assessment, faculty search, and curriculum committee service — Penn State Great Valley
 - Peer reviewer: *Omega*, *Transportation Research*, *Sustainable Production and Consumption*, *Sustainability*
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References available upon request