25 Y E A R S
of E X C E L L E N C E
HALL OF FAME

2015 HONOREE
MIKE JACKSON ’71
Chairman, CEO and President
AutoNation, Inc.

STARS’ Trek to Technology | 16
The Servant Leader: Transforming Executive Style | 18
For 25 years, the Haub School of Business has honored industry leaders with the Hall of Fame Award. Chosen for their excellence in business management, entrepreneurship and ingenuity, these alumni and friends of the University embody the mission of the Haub School and serve as an inspiration for our students.

Our cover story celebrates the Hall of Fame’s silver anniversary and features our newest inductee, AutoNation Chairman, CEO and President, Mike Jackson ’71. Named one of the Top 50 Global Business Leaders of the Year by FORTUNE in 2011 and honored by the Horatio Alger Association of Distinguished Americans in 2014, Jackson has shown an incredible work ethic and sense of perseverance. We are proud to welcome him into our Hall of Fame. I invite you to join us as we celebrate his accomplishments at the annual awards dinner on April 16.

Although the careers and successes of our recipients have varied over the years, the common thread is the exceptional education provided them by the Haub School. Recently reaccredited by the Association to Advance Collegiate Schools of Business (AACSB) — a distinction that only five percent of business schools across the nation have earned — HSB remains a leader in business education.

Our industry programs and focus on business ethics are unmatched. You will read in this issue about our AACSB-accredited accounting program, which boasts the only SAP certification option in the region and from which more than half of our graduates last year were hired by the area’s “Big Four” financial firms. You will also learn about HSB’s partnership with Saint Charles Borromeo Seminary, Wawa and Kennedy Health to provide education in “servant leadership,” and our new Veterans Center’s initiatives to help servicemen and women transition back to civilian life and gain financial stability.

Under the direction of expert faculty, our business students are engaged in the community and aware of today’s industry trends. You will see examples in this issue of their determination to develop into effective leaders and successful entrepreneurs — perhaps even future Hall of Famers.

Joseph A. DiAngelo Jr., Ed.D. ’70
Dean, Haub School of Business
Saint Joseph’s University
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AACSBB Grants Reaccreditation to Haub School

The Association to Advance Collegiate Schools of Business (AACSB) has extended accreditation to the Haub School of Business for the third time and repeated an additional specialized accreditation of its accounting program.

AACSB accreditation represents the highest standard of achievement for business schools worldwide. Only 719 of the 13,000 business programs across the globe, or less than five percent, have earned this endorsement from AACSB, and only 182 have received accreditation for their accounting programs.

“I’m especially proud to have earned this reaccreditation considering that AACSB recently reviewed and updated its standards,” says HSB Dean Joseph A. DiAngelo Jr., Ed.D. ’70, “and I was pleased to hear the association’s report included no concerns. This is a testament to the Haub School’s innovation and ability to remain nimble in a changing business environment.”

To uphold the prestigious credentials, a business program undergoes a rigorous internal review every five years, when it must demonstrate alignment with the AACSB’s standards relating to faculty qualification, strategic management of resources, interactions of faculty and students, and achievement of learning goals in degree programs.

“Business schools must not only meet specific standards of excellence, but their deans, faculty and professional staff must make a commitment to ongoing continuous improvement to ensure that the institution will continue to deliver the highest quality of education to students,” says Robert D. Reid, executive vice president and chief accreditation officer of AACSB International.

International Student Receives Caple Scholarship

The Arthur N. Caple Foundation has presented Bhumi Shah ’15 with a $5,000 scholarship to pursue a career in public sector retirement planning. Shah, a Master of Science in financial services (MSFS) student from Gujarat, India, is the first international student from Saint Joseph’s University to receive this honor.

After moving to the United States in 2012, Shah wanted to learn more about the banking and financial services industry in this country. She already had an MBA in finance and four years of experience in the industry before enrolling at Saint Joseph’s.

“I realized that an MSFS at Saint Joseph’s offered the best training and opportunity to learn about financial planning products and the service industry,” she says. “I want to set an example and benchmark so that women from diverse backgrounds can be successful in the financial planning and management industry.”

Created by the National Association of Government Defined Contribution Administrators, Inc. (NAGDCA), the Caple Foundation educates financial planning students about career opportunities with public sector retirement plans.
SJU Veterans Services Provides Specialized Support and Training

SJU was named one of the top five “Best Colleges for Veterans” in the northern region by U.S. News & World Report and designated as a Military Friendly School after the University’s Office of Veterans Services was established in June 2014. The center, made possible with the help of a $1 million donation from an anonymous donor, provides servicemen and women with support in the transition back to civilian life and experienced staff to help explore academic and career options.

According to a July 2014 study by the Bureau of Labor Statistics, the unemployment rate for Iraq War veterans has risen to 8.3 percent, higher than the national average unemployment rate of 6.6 percent for non-veterans. The Veterans Center offers specialized support for these men and women to help change this statistic.

Veterans Services Director Ralph Galati ’70 (USAF), who spent 14 months as a POW in Vietnam (Feb. 1972-Mar. 1973), is acutely aware of the challenges veterans often face as they return home.

“Veterans are a growing population with specific needs and we’re pleased to offer an office where they can access support and information,” says Galati. “Our objective is to address the unique set of issues that face our veterans, their spouses and even their dependents.”

This spring, the center is partnering with the Haub School of Business to accept its first consortium of disabled servicemen and women into the Veterans Entrepreneurial Jumpstart Program. Unveiled this past October by U.S. Sen. Pat Toomey (R-Pa.) at a press conference on campus, the intensive program is designed to provide disabled veterans with the skills they need to start their own businesses and achieve financial security, at no cost to them.

Program participants will engage in eight weeks of online training, followed by a seven-day residency “jumpstart program” of courses, lectures and workshops led by SJU faculty members. After completing the on-site program, the veterans will receive a mentor from the business community who will guide them for six months through the process of starting their own business.

The program’s goal, says Galati, is to help create a career path for disabled veterans with creative ideas and business goals, who may not be able to join the traditional workforce or for whom enrolling in a degree program is not the right fit.

“Veterans are tough customers,” says Galati. “The hardest part is asking for help and seeking out the resources and benefits they’re entitled to. So, our first hurdle and chief goal is to get student veterans to come in and talk to us.”

For more information about the Office of Veterans Services and its programming, visit sju.edu/information/veterans.
MTV and National Outlet Center Recognize Food Marketing Student

MTV and Simon Premium Outlets honored food marketing major Giuliana Carella ‘16 as one of their eight “mtvU Changemakers” in 2014 for her work with the Calliope Joy Foundation (CJF), which raises awareness of pediatric neurologic disease.

The “mtvU Changemakers” award recognizes outstanding college students with a commitment to improving their communities. MTV aired a national segment about the recipients on Dec. 6, 2014.

Maria Kefalas, Ph.D., professor of sociology, and her husband founded CJF in 2012 in honor of their daughter Calliope Joy (Cal), who was born with metachromatic leukodystrophy.

“The foundation’s work for children is amazing,” says Carella, “I’ve loved having the opportunity to get the local community involved in such a worthy cause.”

As president of the American Marketing Association’s (AMA) SJU chapter and a sister in Phi Sigma Sigma, Carella worked to plan the foundation’s second annual “Cal’s Cupcake Challenge,” raising over $25,000 to help families fund necessary travel for treatments and accommodations for their homes and cars, provide support for their physical and mental well-being, and even fund their children’s birthday parties.

Business Ethics Network Connects Like-Minded Students and Young Alumni

The Pedro Arrupe Center for Business Ethics recently launched the Arrupe Rising Business Leaders Network, to give young professionals an opportunity to gather with like-minded peers and discuss the role of business ethics in their careers. Membership is open to SJU juniors, seniors and graduate students, as well as alumni who graduated within the past decade.

“Recent graduates expressed feeling a little lost when it came to ethics in the workplace, which had been a staple of their business curriculum at SJU,” says Vivian Castillo of the Arrupe Center. “Our purpose is to offer a personal, comfortable environment where students and young alumni can discuss and share the issues they face and the goals they’re working to achieve.”

“The [Rising Business Leaders] network connected me with a young alumnus who, in the midst of my job search, was able to offer me great advice and an open conversation about business ethics,” said Rich Viebrock ’15, an international business major and economics minor and an active member of the network.

“It’s encouraging to talk with people who have been successful while remaining dedicated to business ethics,” he adds. “At the networking/happy hour event, I was also able to connect with a local CEO focused on sustainability.”

The group’s initial goal is to offer three to four events per semester focused on networking, community service, and discussions with experts in the field of ethics. Additional opportunities for continuing education, mentorship and networking are available to members.

For more information, contact Castillo at vcastill@sju.edu or visit Arrupe Rising Business Leaders Network on Facebook.
This past October, the Haub School of Business and its Dean’s Leadership Program (DLP) hosted the second annual TEDxSJU event, “Oh, the Places You’ll Grow” in the Cardinal Foley Campus Center.

TEDx offers independent and locally organized events licensed by the nationally recognized nonprofit TED (Technology, Entertainment, Design). Committed to “Ideas Worth Spreading,” TED encourages discussion on innovative and revolutionary ideas, and invites engaging speakers and seasoned professionals to share their stories.

Organized entirely by DLP students, this TEDxSJU provided an opportunity for those interested in event organizing and business to gain professional experience. “Our structure has been organic, and we all take on various roles as ‘jacks-of-all-trades,’” says Rachel Haney ’15, a family business and entrepreneurship major from Royersford, Pa. “The DLP embodies TED’s ideals: learning new skills, listening to each others’ ideas and facing obstacles together as a team.”
As the role of personal financial advisors increases across the nation, many people continue to take on their own fiscal planning. A survey in 2014 by American Life Insurance Company found that two-thirds of all Americans do not seek monetary counsel — although Certified Financial Planner Benjamin Cummings, Ph.D., assistant professor of finance, predicts this number will change.

“My research shows that having an advisor can help individuals take advantage of complex tax policies,” says Cummings. “I’ve also found evidence that using a financial planner can have a positive impact on subsequent net worth, especially more than a decade after using professional advice.”

Confirming Cummings’ expectation, the Bureau of Labor Statistics projects jobs in the field will grow 27 percent by 2022, though the daunting task of finding a reliable and trustworthy advisor may deter people from choosing one. Cummings’ recommendation: Do your homework to better ensure you use a qualified professional, and look for someone with a quality credential — the Certified Financial Planner (CFP) certification, the Chartered Financial Analyst (CFA) certification or a Certified Public Accountant (CPA) with the Personal Financial Specialist (CPA/PFS) credential.

“For financial planning advice, my preference is a CFP professional, because the Certified Financial Planner Board of Standards, Inc., enforces ethical standards and provides evidence of that enforcement,” says Cummings.

He also suggests people verify advisors’ credentials, search their public records using free online resources and know whether advisors use the suitability or fiduciary standard of care.

“These standards essentially govern how an advisor should act in relation to a client,” says Cummings. “My preference is the fiduciary standard, under which advisors are required to act in their clients’ best interest.”

While several other areas may be investigated before hiring an advisor, Cummings believes that, ultimately, the decision is personal.

“There are quantifiable benefits to seeking financial advice, but a household has to decide if those benefits are worth it, because it isn’t for everyone,” he says. “It can be expensive and requires trusting your finances to another person. Yet, there are also qualitative benefits to using an advisor, such as having greater peace of mind about your financial future. And those are hard to put a dollar figure on.”
It’s no surprise that companies in developing economies face greater barriers to success than those in financially established regions of the world. Smaller infrastructures, fewer resources and long-standing competition may prevent less advanced economies from surviving and flourishing in an international market. Yet, some countries considered to have “emerging” economies — China, India and Korea, for example — are home to well-known multinational corporations, such as technology firms Samsung and LG Electronics (South Korea).

Assistant Professor of International Business Sangcheol Song, Ph.D., says the potential for such companies to thrive and grow flows from a capacity and willingness to adapt amid changeable circumstances. This business theory is known as “flexibility under uncertainty from the real options perspective.” Song received the 2014 Outstanding Research Award at the Global Conference on Business and Finance Research in Hawaii for his paper, “Value and Cost of Multinationality: Comparing International Diversification and Real Options.”

“Flexibility should be most important to companies in developing countries, where they can’t foresee their direction or performance because of unpredictable factors,” says Song.

“They may not be able to predict the demand for their product in another country’s market, anticipate how their technology will develop over time, or estimate the impact of political instability in their home country on their business.”

The key to sustaining a business during uncertain times is the ability to modify the company’s current strategy without taking on too much expense. For example, when the price of labor increased in Korea in the late 1990s, Samsung and LG moved their manufacturing to Malaysia, where the cost was lower. Song’s research delves into the details of this theory, exploring how companies can make these moves, and how they can better measure and define uncertainty, which he describes as “a cultural, political and economic issue that is very important for all levels and types of managers to understand.”

“I challenge my students to think about what we can do as managers to be more flexible,” says Song, who won the Teaching Innovation Award from the Middle Atlantic Association of Colleges of Business Administration last year. “I try to bring the realities of this theory into the classroom.”
A generous vacation policy can seal the deal for a prospective recruit negotiating the terms of a new job. Typically, the allocation includes a number of days designated as vacation, sick and sometimes, personal time. Some organizations conflate those categories into a single “bucket” of paid time off (PTO). Today, though, a movement toward providing employees with unlimited PTO is beginning to challenge the long-held standard of a set number of days. These policies are variously referred to as discretionary leave, unlimited PTO or more informally, “endless summer.”

Unlimited PTO requires only a notification of the intent to take time, and coordination with coworkers, rather than the reason for it. Companies such as the Virgin Group, Netflix, Evernote and Groupon have adopted the new and, as yet, rare type of policy, which Assistant Professor of Management Lucy Ford, Ph.D., has evaluated in her academic research and as a corporate consultant.

“You pay a salaried exempt [from overtime requirements] person to do a job, not to be present for a certain number of hours,” says Ford.

Employees benefitting from unlimited PTO plans have an increased level of privacy and freedom without having to disclose how they use their time outside the office.

Employers gain a financial benefit due to a reduction in the liability to pay accrued leave upon termination as well as a belief that employees are both more satisfied and productive.

Yet, no single plan can perfectly fit the diverse needs of every organization’s workforce, especially as issues of equity arise between more seasoned and younger workers. Traditionally, increased amounts of leave have been a perk of seniority.

But while most U.S. companies only offer two or three weeks of vacation for full-time staff, many employees don’t use their allotment of PTO. In 2014 the U.S. Travel Association found that 41 percent of the 1,300 staff and senior business leaders they surveyed did not plan to exhaust their available vacation time.

“The reality is that people’s willingness to take time off is driven by the corporate culture,” Ford says.

And in companies where taking time off is often frowned upon, it is unlikely that unlimited PTO, whether or not it becomes more common, will increase the amount of time employees spend away from the office.
In 2006, *Time* magazine chose the collective “You” as Person of the Year, given the “explosion of productivity and innovation” the World Wide Web had unleashed.

Crowdsourcing is a technique for harnessing this varied and collaborative “You” by inviting many people to share ideas, content or contributions, usually through the Internet. Mark Lang, Ph.D., assistant professor of food marketing, whose research looks at the power of crowdsourcing to improve business productivity, describes it as “an innovative way to tap into knowledge and information that is normally dispersed throughout an organization.”

Wikipedia uses the technique for its submission-based content, for example, and Coca-Cola’s “Where Will Happiness Strike Next?” series created short films and TV commercials based on customers’ social media contributions.

“In an organization, there are a lot of smart people, but a manager can’t speak to everyone to solve a problem or solicit ideas,” says Lang. “Crowdsourcing captures everyone’s thinking and aggregates it into one usable estimate.”

Lang’s research shows that crowdsourcing’s power comes from the generation of new, diverse information from both inside and outside the organization as well as the general accuracy derived from using an average of opinions.

Crowdsourcing leads to more accurate decisions and predictions, according to Lang, who says that companies use the practice to estimate production inventory and supply planning. “The best concepts are refined into products that really match consumers’ needs,” he says.

Lang, a food industry executive with Publix Supermarkets, Melitta Coffee, CIBC Bank and PricewaterhouseCoopers for more than 20 years, tested crowdsourcing in a live experiment with a *FORTUNE* 100 company focused on consumer-packaged goods. He extended 25 business questions to the organization’s staff and clients, asking about product preferences people would like and sales predictions, along with estimates of the weather and the price of gasoline.

His findings showed that the crowdsourcing results were more accurate than the company’s internal methods of decision-making and produced better results 75 percent of the time. The practice also reduced the company’s error rate by 40 percent.

“In a company that buys millions of cans or pounds of tomatoes, a 30 percent error in an estimate is major,” he says. “These mistakes translate into increased cost for the consumer.”
Their faces line a wall along the first floor of Mandeville Hall — shining examples of accomplishment for students on their way to class. But the portraits of the Haub School of Business Hall of Fame inductees, neatly framed and polished, can’t begin to capture the boundless entrepreneurial spirit that these men and women embody. The stories of their corporate ascension are fascinating and diverse — tales of dreamers, of innovators, of leaders — of men and women for others.
A member of FORTUNE magazine’s Top 50 Global Business Leaders of the Year in 2011, Mike Jackson ’71 began his career in the transportation industry as a stable boy at the age of 10. “I was paid one dollar per stall,” says the now CEO. “It taught me the value of a buck and the faster and harder I worked, the more I made.”

Today, Jackson leads AutoNation, the largest American automotive retailer, and the only retailer in history to have sold in excess of 9 million vehicles. Under his leadership, the company, which includes more than 23,000 associates and 286 new vehicle franchises, has been named “America’s Most Admired Automotive Retailer” by FORTUNE five times.

Before joining AutoNation, Jackson served as president and CEO of Mercedes-Benz USA, an $8 billion annual business that oversaw the German automaker’s U.S. sales operation. He moved to those positions after working as managing partner of Euro Motorcars in Bethesda, Md., and chairman of the Mercedes-Benz National Dealer Council.

Jackson broke into the auto industry right out of college as a technician at a Mercedes-Benz dealership in Cherry Hill, N.J., before moving to Washington, D.C., where he became an apprentice mechanic at another Mercedes-Benz dealership. By age 29, Jackson had become a managing partner of that dealership.

Jackson’s career path and perspective embody the entrepreneurial spirit that the Hall of Fame honors, and his leadership style has had a positive influence on those around him.

“I have a profound understanding of how challenging and difficult every job in automotive is because I have done them all myself,” says Jackson, now based in Florida. “As a leader, this ability to relate, connect and communicate with every associate in the company is a profound benefit.”

In April 2014, the husband and father of three children was honored for his admirable career path and extraordinary achievements when he was inducted into the Horatio Alger Association of Distinguished Americans during a ceremony at the U.S. Supreme Court. The association honors community leaders for accomplishments earned through “honesty, hard work, self-reliance and perseverance over adversity.”

“Mike Jackson’s personal and professional success is due, undoubtedly, to his incredible work ethic and diligence,” says HSB Dean Joseph A. DiAngelo Jr., Ed.D. ’70. “His story is one from which our students can learn.”
Jackson admits that although he was not a strong student, “Saint Joseph’s was vital in shaping who I am today.” His professors inspired him to see learning as “a lifelong quest,” he says, in particular the late Elwyn Chase, Ph.D. professor of political science from 1969 to 1996. Chase inspired him to “spend every day determined to be smarter than the day before,” says Jackson. “I will live my life with that goal until my last breath,” he adds. “And I have Saint Joseph’s to thank for that.”

There is much that Saint Joseph’s students, alumni and budding entrepreneurs can learn from Jackson and his fellow Hall of Famers. But perhaps this piece of advice from Jackson is the most important lesson of all: “The journey of career and life is to be enjoyed, with success a consequence, not the end goal. Success is to be earned every day.”

“The journey of career and life is to be enjoyed, with success a consequence, not the end goal. Success is to be earned every day.”

MIKE JACKSON ’71

An Evolution
OF BUSINESS ACHIEVEMENTS

In its 25 years, the Haub School Hall of Fame has honored 29 business leaders, representing more than a dozen industries and countless individual achievements. What sets these men and women apart is more than a long list of accolades — it’s the combination of their entrepreneurial spirit with the positive and tangible impact they have had on those around them.

“The SJU community has benefitted immeasurably from the leadership, direction and contributions of the professionals we have honored in the Hall of Fame throughout the years,” says DiAngelo. “It’s important for us to celebrate the achievements of our alumni and to look to them as leaders in the business community.”

HSB Hall of Fame awardees have been recognized for their philanthropy and innovation; many of their companies have been hailed as “best places to work” by reputable outlets; and each one of them has given back in some way to their alma mater. They have contributed to SJU as trustees and alumni association members, instructors and guest lecturers, mentors and recruiting partners, and
donors to scholarships and campus improvements. In their industries and their communities, these Hawks lead by example, upholding the mission of the Haub School of Business, and of the University.

The inaugural Hall of Fame was held in 1990 when Marketing Professor John B. Lord, Ph.D. ’71, then-dean of SJU’s College of Business and Administration, and Accounting Professor Joseph Ragan ’69 sought to create an opportunity to honor individuals who had contributed to both the business community and to the University. That first year, at the former Adam’s Mark Hotel in Philadelphia, Henry A. Quinn ’56, president of H.A. Quinn Enterprises, was the honoree and then Accounting Professor Edward Sutula was presented with a citation award, celebrating his many years of service and retirement.

“When we started the Hall of Fame, there were only four programs in the business school and half as many undergraduates as there are today,” says Lord. “And we had a much smaller alumni pool to draw from.” Many of the early inductees were graduates of the formerly all-male St. Joseph’s College, when accounting was one of the few business degrees offered.

The College of Business and Administration was renamed the Erivan K. Haub School of Business in 1997, and expanded its offerings to 23 undergraduate degree programs and 13 graduate programs by 2014. As it grew, so did the number of prominent alumni in the workforce from which to recognize for their industry achievements.

“The evolution and increasing diversity of the Hall of Fame is reflective of the growth of the business school and the University as a whole,” says Lord.

The annual reception honoring the inductees has also grown. Over the years, the Hall of Fame dinner has reunited many SJU alumni and friends, raised funds for endowment and programming and provided students an opportunity to network with successful alumni.

“When students see the quality of the Hall of Fame honorees each year, they are impressed,” says Lord. “It not only helps to build their appreciation for what a Saint Joseph’s education is worth, but it gives them an opportunity to say Hey, that could be me!”
The Erivan K. Haub School of Business at Saint Joseph’s University honors corporate citizens for their excellence in business management, entrepreneurship and ingenuity. These award recipients are extraordinary performers in their fields who have not only achieved success in business, but they have also had a positive and tangible impact on those they’ve led. Moreover, this select group of honorees embodies the integrity, steadfastness and self-reflection that the Haub School hopes to instill in its students.

1990
HENRY A. QUINN ’56 †
President, H.A. Quinn Enterprises

1991
EDWARD F. McCAULEY ’61
Partner, Deloitte & Touche

1992
JOHN P. GALLAGHER JR. ’63 †
President, Gallagher Tire, Inc.

1993
FRANCIS J. ERBRICK ’61
Senior Vice President, United Parcel Service

1994
THOMAS J. McPARLAND ’56
Retired Partner, KPMG

1995
BRIAN M. McADAMS ’66
Chairman, Stratvis Private Investments and
JOEL M. ZIFF ’56
Retired Partner, Arthur Anderson & Co.

1996
JOHN R. BELFI ’56
Retired Partner, Arthur Anderson & Co. and
WILLIAM F. LEAHY †
Executive Lecturer, Haub School of Business

1997
THOMAS E. BULLOCK ’68
President and CEO, Ocean Spray Cranberries

1999
JAMES E. KSANSNAK ’62
Vice Chairman, ARAMARK Corporation

2000
DAVID M. BRENNAN ’67
President, Brennan Financial Services and
MICHAEL J. EMMI
President, Systems & Computer Technology Corporation

2001
MICHAEL J. HAGAN ’85
President/CEO and Co-Founder, VerticalNet and
MICHAEL P. McNULTY ’85
Senior Vice President and Co-Founder, VerticalNet

2002
BRIAN C. DUPERREAULT ’69
Chairman and CEO, ACE Limited

2003
NICHOLAS S. RASHFORD, S.J.
President, Saint Joseph’s University

2004
JAMES J. MAGUIRE ’58
Chairman and Founder, Philadelphia Consolidated Holding Company

2005
ANTHONY A. NICHOLS SR. ’67
Chairman Emeritus, Brandywine Realty Trust
2006
JOSEPH J. OAKES III '64
President, Acorn Financial Services

2007
ROBERT D. FALESE JR. '69
President of Commercial and Investment Banking, Commerce Bancorp

2008
DANIEL J. HILFERTY III '78
President and CEO, The AmeriHealth Mercy Family of Companies

2009
THOMAS P. NERNEY '96 (MBA)
Chairman, President and CEO, United States Liability Insurance Group

2010
THE HAUB FAMILY: HELGA, ERVIAN K., KARL-ERVIAN, CHRISTIAN, AND GEORG
The Great Atlantic & Pacific Tea Company

2011
GERIANNE TRINGALI DiPIANO '92 (MBA)
President and CEO, FemmePharma Global Healthcare

2012
JAMIE MAGUIRE ’84
Chairman and CEO, Philadelphia Insurance Company

2013
JOSEPH J. McLAUGHLIN JR. ’81
Chairman and CEO, The Haverford Trust Company

2014
A. BRUCE CRAWLEY ’67
President and Principal Owner, Millennium3Management

2015
MIKE JACKSON ’71
Chairman, CEO and President, AutoNation

† Deceased

Titles listed are those from the time of award

HALL OF FAME HIGHLIGHTS

1990 Family members of Henry A. Quinn ’56, the first recipient of the Hall of Fame Award in 1990, gathered for the dedication of Quinn Hall on SJU’s Maguire Campus in 2010.

1992 Hall of Fame honoree John P. Gallagher Jr. ’63 has an endowed fund in his name that provides an annual full-tuition scholarship to the student selected as the Hawk mascot.

2001 The first classmate duo to be honored by the Hall of Fame, Michael J. Hagan ’85 and Michael P. McNulty ’85 started their company just 10 years after graduation.

2003 Nicholas S. Rashford, S.J., former president of Saint Joseph’s University, is the only Jesuit in the Hall of Fame.

2010 The College of Business and Administration was renamed the Erivan K. Haub School of Business in 1997, thanks to the generosity of the Haub family.

2011 Among the first cohort to receive an SJU MBA in pharmaceutical marketing, Gerianne Tringali DiPiano ’92 (MBA) was also the first woman to receive the Hall of Fame Award.

2014 The timing of the award for A. Bruce Crawley ’67 coincided with the 25th anniversary of his agency, Millennium3Management.
A national study by CareerBuilder in 2013 found that nearly half of college-educated workers said their first job after graduation was not related to their major — but that’s not a concern for students in the accounting department’s STAR (Students to Assist and Re-engineer) program in the Haub School of Business.

Chosen through a highly competitive process, STAR Scholars immerse themselves in high-level, technological accounting applications through a sequence of four courses integrating SAP’s financial software. SAP is the market leader in enterprise software, serving thousands of large and mid-size companies and institutions worldwide. Saint Joseph’s was one of the earliest members in its selective University Alliances program, which connects students around the world interested in SAP solutions, careers and research opportunities.

Brian Rizman ’06 attributes landing his first job at PricewaterhouseCoopers (PwC) largely to his STAR experience. Director of SAP Controls, Security and GRC (government, risk and compliance) solutions at PwC in New York, he became involved with STAR at the end of his first year as an SJU accounting major through senior year.

“STAR was essential to my placement at PwC,” says Rizman, who interned at the company when he was a junior. “After graduation, I started with the Risk Assurance group, which focused on working with clients who used systems like SAP. Since then, we’ve had a considerable following of STARs join our practice at PwC.”

About eight years ago, Joseph Ragan ’69, professor of accounting and STAR Scholars coordinator, invited Bob Clark, SAP controls, security and GRC leader at PwC, to talk to a class about how accounting information systems affect his clients. It was then that Clark says he learned about the STAR program, from which PwC has been recruiting students ever since.

“We have made at least one full-time hire each year since then and would like to hire even more,” says Clark. “PwC has worked closely with SJU in areas such as course development and market survey. We’ve even partnered and had some of the students on client site visits in the United States and abroad in Germany.”

The importance of integrating technology into business operations and changing tax laws and globalization have driven the accounting profession to evolve. Ragan predicts that the role of accountants in the future will become further intertwined with technology and says that graduates of SJU’s accounting program are one step ahead of the competition for job placement.

“We have achieved an unprecedented level of technology integration in all financial and managerial core courses for our majors,” says Ragan. “Other schools have SAP courses, but we are one of the only schools in the world that has been able to fully infuse SAP into the curriculum.”

The nation’s most prestigious business school accrediting body — AACSB International (the Association to Advance Collegiate Schools of Business) — affirmed Ragan’s confidence in the program when it granted reaccreditation to the Haub School’s undergraduate and master’s degree programs in accounting this year. Only 182 of the 13,000 business programs worldwide have earned a separate AACSB accreditation for their accounting programs.

HSB Dean Joseph A. DiAngelo Jr., Ed.D. ’70, says, “Our accounting department is 10 years ahead of other schools’ academic programs because of the way we incorporate technology into the curriculum.”

In the AACSB’s letter extending accreditation to the accounting program,
Board of Directors Chair, Linda Livingstone, states that “the department is to be commended for the use of SAP … . Knowledge of SAP is a skill highly sought by both public accounting firms and firms in industry.”

The accrediting body highlighted another element of the STAR program: its student-teaching component. As Scholars build their understanding of SAP each year, they assist the faculty in instructing other students in its applications.

“The effective utilization of students (STAR Scholars) to teach their peers enables them to learn supervisory skills and become more self-aware,” adds Livingstone.

STAR Scholars also engage with faculty for mentoring and to conduct research. Additionally, the accounting department emphasizes the importance of experiential learning for all of its majors through internships, as Rizman had with PwC.

Junior accounting major Christine Wolf is interning with Deloitte in Philadelphia this spring.

“I got my internship with Deloitte through the St. Joe’s Accounting Winter Internship program,” she says. “The department does a wonderful job of maintaining a strong relationship with many accounting firms in the area.”

Ragan says that the department’s mission is to provide academic preparation for a professional career.

“With the application of SAP in the curriculum, our accounting students have been highly sought for job placement,” he says. “The accounting program has had incredible placement in the “Big Four” accounting firms, as well as career opportunities in other areas. Integrating accounting with SAP, enabled by the STAR Scholars, differentiates Saint Joseph’s accounting majors.” Clark agrees.

“Undergraduates with knowledge of SAP have a definite advantage,” he says. “The ability to understand how a financial information system does things like initiate, authorize, record, process and report transactions into a company’s financial and decision making systems is a valuable asset coming out of university.”

Now an SJU alumnus, Rizman has stayed involved with the University as a member of the Accounting Advisory Board.

“If it weren’t for SAP and STAR, I wouldn’t be where I am in my career today,” he says. “Having exposure to something like SAP so early on in my college experience gave me the opportunity to set the course of my professional career.”

For more on STAR Scholars, visit www.sju.edu/magazine/hsbstar

For our accounting department is 10 years ahead of other schools’ academic programs because of the way we incorporate technology into the curriculum.”

— Joseph A. DiAngelo Jr., Ed.D. ’70

Accounting Graduates
421

STAR Scholars
31

97%
Job placement rate for STAR Scholars hired by “Big Four” firms

$67,500
Grants awarded for integration of SAP within current accounting courses

15
Academic papers co-authored

$32,000
Scholarship totals awarded to Star Scholars for summer research
The Servant Leader

TRANSFORMING EXECUTIVE STYLE

BY THOMAS GAILEY
SERVANT LEADERSHIP DEFINED:

“It begins with the natural feeling that one wants to serve, to serve first. Then conscious choice brings one to aspire to lead.” ROBERT GREENLEAF

Word of mouth is one of the most powerful forms of advertising. But this isn’t an article about advertising. It’s a story of how word of mouth sparked a program that is preparing seminarians to be more effective parish priests.

Howard Stoeckel was CEO of Wawa in 2011 when the beloved convenience store chain brought in the Haub School’s Center for Professional Development to conduct management training in “servant leadership,” a philosophy at the core of Wawa’s operations. The training, which ran through 2013, was very successful — so successful, in fact, that Stoeckel shared details about the experience with the Most Rev. Timothy Christian Senior during a meeting, shortly after Bishop Senior became rector of Saint Charles Borromeo Seminary.

St. Charles Seminary Training

Their conversation provided the impetus for the creation of a servant leadership program led by Haub School faculty and inaugurated last spring, for all third-year seminarians working toward a Master of Divinity. The training was tailored to the seminary’s needs and was based on the results of an extensive survey of Archdiocesan priests in parishes that had received newly ordained priests in the past decade.

“We want to equip our seminarians with the leadership skills needed to be more effective parish priests in the 21st century,” says the Rev. Joseph T. Shenosky, vice rector of the College Seminary.
The phrase servant leadership was coined by Robert K. Greenleaf in “The Servant as Leader,” an essay he first published in 1970. The philosophy is not found in many organizations, according to Ronald Dufresne, Ph.D., associate professor of management and a member of the team that worked with the seminarians.

“It’s the perspective that our role as leaders is to serve the needs of others and to make others’ lives better,” he says. “It really flies in the face of what, in many companies, defines leadership.”

Pope Francis has been called the epitome of a servant leader because of his desire to guide the largest Christian church in the world by making service to others his foremost priority.

“We understand the importance of introducing the principles of servant leadership to men in formation for the priesthood,” Bishop Senior says.

The seminary program consisted of five workshops highlighting leadership and managerial skills informed by the principles of the philosophy. Topics included inspiring and empowering people, delegating effectively, managing conflict, engaging in difficult communications, providing effective coaching, creating a shared vision and leading culture change.

“It’s not enough to be pastorally strong,” Dufresne says. “They have to be leaders of small organizations.”

Deacon Justin Fulton was one of 15 third-year theologians to participate in the training. Before entering the seminary, Deacon Fulton worked in financial services and as a political consultant.

“The skills garnered in the Saint Joseph’s University program were on par or exceedingly better than a good part of the education I received in my previous life,” he says.

After the spring workshops, the theologians (then transitional deacons) returned to their home dioceses for summer internship assignments where they implemented the principles of servant leadership.

“The Haub faculty did an excellent job in presenting the material and engaging the seminarians in the discussion and application of the principles, both to their lives and experience now in the Seminary, and to their future experiences in ministry,” Bishop Senior says.

When they came back in the fall to begin their fourth and final year of master’s degree curriculum, HSB faculty led a capstone session to discuss what the seminarians had learned and to assist them with personal leadership plans.

“The first year of the servant leadership program for our seminarians was a great success,” says Fr. Shenosky.

The training helped the seminarians understand the issues they might bring with them when leading parishioners.

“This program has given us and refined for us the tools we need to be approachable, open and loving change-agents for Christ and His people, the Church,” Deacon Fulton says.

The seminary is continuing the servant leadership program this spring for its current third-year Master of Divinity class.
“It’s the perspective that our role as leaders is to make others better and to make others’ lives better. It really flies in the face of what, in many companies, defines leadership.”

RONALD DUFRESNE, PH.D.

HSB’s Customized Offerings

The Haub School customizes its servant leadership program for each organization and offers the training in one-day sessions over a span of two to three months. At the outset, faculty usually work with participants to help understand their priorities. They also look at roles of power, authenticity and ethics, as well as building trust within a team, listening, managing conflict and providing feedback. The final workshop often concludes with a discussion on vision.

In addition to Dufresne, several management department faculty have participated in the programs at the seminary or Wawa and are currently involved with a training at Kennedy Health in New Jersey.

While HSB competes against leadership development companies and other universities that provide leadership education, Dufresne says Saint Joseph’s is uniquely suited to provide this training given the school’s Jesuit mission.

“Servant leadership, for us, represents a core strength,” he says. “We have faculty who understand, can apply and can teach the Jesuit ideal of being men and women with and for others.”

Dorothy Swartz, Wawa’s senior director of talent management and development, and Anneliese McMenamin, vice president of human resources for Kennedy Health, both cite the Haub School’s willingness to customize its training as one of the reasons for selecting Saint Joseph’s.

“The role as leaders is to make others better and to make others’ lives better, and it really flies in the face of what, in many companies, defines leadership.”

RONALD DUFRESNE, PH.D.

The Wawa Experience

The servant leadership philosophy is front and center at Wawa. Dorothy Swartz, the company’s senior director of talent management and development, says Wawa pursued this training to ensure the entire company was aligned around one leadership philosophy.

Over a nearly three-year period that ended in 2013, all directors, corporate managers and general managers in the field went through the training, along with current CEO Chris Gheysens ’05 (MBA). The company is now delivering the sessions to all of its newly promoted general managers, new corporate managers and those who join the company from other organizations.

“For us, the training was important because we wanted to have one leadership approach,” Swartz says.

Participants started to apply what they learned in the full-day sessions immediately.

“We received great feedback from all of the participants,” she adds. “It was a wonderful experience.”

Kennedy Health Begins

Kennedy Health, which operates three acute care hospitals serving Burlington, Camden and Gloucester counties in southern New Jersey, is beginning the training. The initial phase involves 100 Kennedy leaders. Ultimately, 200 members of the system will participate.

Anneliese McMenamin, vice president of human resources for Kennedy Health, says she became aware of the servant leadership program in a management class she took as a Master of Science student at SJU. The training, she says, is “about making sure people have the tools they need to do their jobs.”

Kennedy President and CEO Joseph Devine ‘85 (MBA) is an advocate of the servant leadership philosophy.

“He believes strongly that if you support the people who work for your organization, they will do what is necessary for your customers,” McMenamin says.

The HSB team has impressed the decision makers at Kennedy, according to McMenamin. Several of the faculty have healthcare experience, which she says has given them an insightful perspective. The sessions’ pre- and post-assignments and interaction among leaders have also been beneficial.

“We want this program to keep the leadership team moving in a positive direction,” she says.
Haub School alumni, friends and students enjoyed “A Taste of Stephen Starr” at Fretz Sub Zero and Wolf Showroom at the Philadelphia Navy Yard this past October during a Hawk2Hawk networking event.

Patrick Mullen ’00, ’01 (M.S.), vice president of Johnson Kendall & Johnson, is chair of the HSB Alumni Chapter, which hosted the event. He welcomed more than 140 guests and invited them to connect with each other as they sampled fare from well-known Starr restaurants and learned to make a Starr signature dish during a live demonstration.

“Don’t hesitate to take full advantage of the knowledge and connections here in this room to enlarge your professional circle,” said Mullen.

Under the leadership of Dean Joseph A. DiAngelo Jr., Ed.D., ’70, who also addressed the group, the Haub School emphasizes a comprehensive curriculum combined with real-world experience to provide graduates with the confidence and tools necessary for successful careers. Mullen says that is where the HSB Alumni Chapter plays a role.

“Our goal is to provide alumni the opportunity to meet, network and hopefully assist one another as they grow their careers,” explained Mullen, who says his continued involvement with Saint Joseph’s has had a direct and positive effect on his own career. “We have seen firsthand at my firm, Johnson, Kendall & Johnson, the impact of the SJU alumni network. We have met many people through HSB events and networked with them, and they have introduced us to companies that ultimately became clients.

“Our Hawk network is active, influential and powerful.”

Alumni Networking Event Features ‘A Taste of Stephen Starr’

For more information about the HSB Alumni Chapter and to get involved, contact:

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Haub School of Business Alumni Chapter

• Promotes student mentoring and networking among alumni and SJU community.
• Hosts events including Hawk2Hawk, Dinner with Hawks, game watches, happy hours, speakers and many more.
• Offers connectivity through LinkedIn and social media.
• Helps alumni stay connected and engaged with SJU.
The SJU Academy of Risk Management and Insurance (ARMI) honored Evan G. Greenberg, chairman, president and CEO of ACE Limited and ACE Group, as its Executive of the Year. He was recognized this past September at a dinner at the Union League in Philadelphia.

“Evan is recognized globally as a leading voice of the insurance industry,” says Mike Angelina, ARMI executive director. “Already established as one of the world’s preeminent multi-line property and casualty insurers, ACE continues to break new ground under his leadership as it enters into new markets in Asia and South America. Evan’s commitment to excellence exemplifies the qualities we seek to instill in our students.”

A 35-year veteran of the insurance industry, Greenberg has held various underwriting and management positions and gained significant insight in the global property, casualty and life insurance sectors. He was elected to his current position at ACE in May 2004, and to the additional title of chairman of the board of directors in May 2007. Prior to ACE, he spent 25 years at American International Group, where he served as president and chief operating officer from 1997 to 2000.

Proceeds from the event will help to fund the more than $150,000 provided in annual scholarships to SJU’s risk management and insurance students.
Financial Services Hosts Alumni Panel

The Financial Services Alumni Chapter offered a networking reception, followed by an alumni panel on “Global Industry Trends and the Implications in the Philadelphia Market,” on campus in January.

The Philadelphia Inquirer’s Joseph DiStefano moderated the panel, which included Paul Hondros ’70, president and CEO of AlphaOne Capital Partners, John Griffin Jr. ’78, director of Credit Suisse Securities (USA), and Steve Onofrio, senior vice president and market unit leader of SEI Advisor Network.

Participants discussed several industry trends, including: industry shifts in technology and how businesses are adapting to the changes; how the aging demographic affects firms, clients and employees; the investment environment, with stocks at all-time highs and interest rates at record lows; and the ways Philadelphia-area businesses are differentiating themselves.

Excellence.

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Family Business and Entrepreneurship

“Running a start-up while in school is challenging... . I’ve made some great connections with SJU alumni who helped me grow the company.”

A junior family business and entrepreneurship major from Havertown, Pa., Chris Caporale is more than a year from graduation but he has already started putting his education to good use. Caporale is president of Waterless Works, an 11-employee, eco-friendly, mobile car-washing service he founded in 2014 that uses 38 fewer gallons of water per wash than its more traditional competitors. The company donates five gallons of water per wash to Water is Life, a charity that provides clean and safe drinking water to people in developing countries.

Q: What makes your company unique?
A: Waterless Works was founded on the principles of care, convenience and luxury. We value service as a top priority. There really is no brand loyalty in the car wash industry right now. We want our brand to be the trusted company for all our customers’ car washing — and eventually detailing — needs.

Q: How does a “waterless car wash” work?
A: We use a unique solution on our clients’ cars that eats away the dirt and leaves a thin wax and sealant on the paint and windows. The most noticeable benefits of this method are a high shine on the car’s paint and a rain repellant coating on its windows. All the materials are organic, plant-based, nontoxic and made in the United States. We’re saving customers’ time and the environment simultaneously.

Q: How will you grow the company?
A: We are currently working on bringing our service to corporate campuses in the greater Philadelphia area. We offer employees the benefit of car cleaning without stepping foot outside of the office. Our plan is to secure contracts with corporations of all sizes, which will help introduce us to the residential market. In the months since we launched, we have attracted clients including the Archdiocese of Philadelphia, SEI, Maserati and Paychex, as well as two of the nation’s largest parking garage companies (Parkway and LAZ). We also offer residential service to customers on both a one-time and a subscription-based model, where we go to a customer’s home and treat the car.

Q: What lessons have you carried from your studies at SJU into your business?
A: I’ve learned how to manage my time. Running a start-up while in school is challenging, but the internships I completed as part of my major taught me that your career is your life, so you have to love your job to be fully happy. I’ve made some great connections with SJU alumni who helped me grow the company.

— Jeffrey Martin ’04, ’05 (M.A.)
For veterans, hard work, leadership and commitment are part of the job description. However, there can be obstacles for the heroic men and women who transition from the military to civilian life. That’s why Saint Joseph’s University has an office dedicated to serving the unique needs of this population. The Office of Veterans Services was created to help make the transition from combat to career a successful one. Our job is to create a welcoming environment for veterans and their families and to ensure Saint Joseph’s students gain access to all eligible federal, state and local programs and services.
Haub has it.