

NANCY SWANGER

Carson College of Business
Washington State University
Pullman, WA 99164-4736

DATE: January 19, 2024
RANK: Associate Professor
NAME OF DEPARTMENT: School of Hospitality Business Management

EDUCATION

Highest Degree: Ph.D. Education
Year Earned: 1998
Name of Institution: University of Idaho
Dissertation Title: Quick Service Chain Restaurant Managers: Temperament and Profitability

RESEARCH/SCHOLARLY ACTIVITY

Graduate Students

2020-present	Doctoral Dissertation Committee Co-Chair, Greg Denton
2019-present	Doctoral Dissertation Committee Member, Kin Wai (Kelvin) Chiang
2015-present	Doctoral Dissertation Committee Member, Junsung Park
2018-2022	Master of Science in Business Administration Committee Member, Hongwei Zhao
2019-2022	Master of Science in Business Administration Committee Member, Lu Yuan
2013-2016	Doctoral Dissertation Committee Member, Zihui Ma (Hospitality and Tourism, Business, Washington State University - UNLV)
2013-2016	Doctoral Dissertation Committee Member, Lu Lu (Hospitality and Tourism, Business, Washington State University - Temple)
2013-2015	Doctoral Dissertation Committee Member, Jenni Sandstrom (Hospitality and Tourism, Business, Washington State University - WSU)

2012-2015	Doctoral Dissertation Committee Chair, Tyler Stumpf (Hospitality and Tourism, Business, Washington State University – hired at Humboldt State University, Strategic Management/granted early tenure and promotion 2020)
2011-2014	Doctoral Dissertation Committee Member, Jeongdoo Park (Hospitality and Tourism, Business, Washington State University)
2009-2010	Doctoral Dissertation Editorial Reviewer, Yanjun Yu (Information Systems, Business, Washington State University)
2005-2009	Doctoral Dissertation Committee Member, Tom Mayburry, “Identification of Industry Needs with Hospitality Management Curriculum Development: A Delphi Study” (Education, University of Idaho - SSCC)
2004-2006	Doctoral Dissertation Committee Member, Lisa Benson, “An Analysis of Critical Factors Related to Environmental Education Practices for Hospitality Management Students, Consumers, and Hospitality Managers” (Education, University of Idaho)
2000	Doctoral Dissertation Committee Member, Michelle D’Arcy-Evans, “Birth Stories Across Three Generations” (Education, University of Idaho - LCSC)

Honors College Theses

2020	Alex Sedlack, Committee Chair (Pass with Excellence)
2020	Jennifer Warren, Committee Chair (Pass with Distinction)
2020	Emma Claire Spring, Committee Chair (Pass with Excellence)
2019-2020	Elyse Bennett, Committee Chair (Pass with Distinction)
2019	Katie Vinzinski Kime, Committee Chair
2019	Robert Packer, Committee Member
2018	Penny Nichols, Honors Thesis Evaluator, Viticulture and Enology Major
2015	Shanna Uskoski, Honors Thesis Evaluator
2010	Sarah Davenport, Honors Thesis Evaluator

- 2009 Caitlin MacKay, Honors Thesis Evaluator
- 2009 Christopher Mitchell, Honors Thesis Evaluator

Grants

Min, H., & Swanger, N., (2016). Summer Research Grant: Hospitality Hall of Fame Selection: A Delphi Study. Funded by WSU Carson College of Business, \$7500.

Sandstrom, J., & Swanger, N., (2015). Summer Research Grant – Leading a Successful Hotel: A Look at the General Manager’s Ability to Utilize Multiple Leadership Styles. Funded by WSU Carson College of Business, \$7500.

Min, H., Stumpf, T., & Swanger, N., (2014). Summer Research Grant: Longitudinal Study of Hospitality Curriculum, Round Three. Funded by WSU College of Business, \$7500.

Swanger, N., Stumpf, T., & Sandstrom, J., (2013). Summer Research Grant: Assessing the Theoretical Contributions of Grounded Theory Method Research in Tourism. Funded by WSU College of Business, \$7500.

Konkel, M., Rasco, B., & Swanger, N., (2011). Prevention of *Campylobacter jejuni* disease in humans by reducing cross-contamination of raw vegetables and fruits (USDA proposal rejected), \$499,640.

Gursoy, D., & Swanger, N., (2007). Phase II – Generational Differences among Employees and Managers. Funded by Red Lion Hotels Corporation, \$8,000.

Gursoy, D., & Swanger, N., (2006). Phase I – Generational Differences among Employees and Managers. Funded by Red Lion Hotels Corporation, \$7,000.

Swanger, N., (2006). Teaching Innovation Grant. Funded by the WSU College of Business, \$3,000.

Gursoy, D., & Swanger, N., (2005). Undergraduate Teaching and Learning Assessment: School of Hospitality Business Management Required Course Learning Outcomes and Assessments. Funded by Washington State University, \$10,000.

Gursoy, D., & Swanger, N., (2003). Improving Teaching and Learning in the Undergraduate Hospitality Curriculum. Funded by Washington State University \$17,000.

Swanger, N., (2003). Teaching Innovation Grant. Funded by the WSU College of Business, \$4,000.

Publications

Articles in Refereed Journals:

Decker, A., Weaver, R., Bolkan, C., and Swanger, N. (2023). Hospitality and Gerontology: A scoping review unveiling new frontiers for senior living, Journal of Aging and Environment, (under review)

Ma, Z., Kim, H., and Swanger, N. (2023). The Next Generation's Intent to Move into Senior Living Communities: A Study on the Role of Social Behavioral Attributes, International Journal of Hospitality & Tourism Administration Available online: <https://www.tandfonline.com/eprint/JQCSWBUJNQPRUZTSFKJK/full?target=10.1080/15256480.2023.258138> (ranking: Other)

Min, H., Swanger, N., and Kim, H. (2018). Honoring Alumni through a Hall of Fame, Journal of Hospitality and Tourism Education, 31, (1) 55-60. DOI: 10.1080/10963758.2018.1480382. Available online: <https://doi.org/10.1080/10963758.2018.1480382> (ranking: B)

Su, N., Min, H., Chen, M., and Swanger, N. (2018). Cultural Characteristics and Tourist Shopping Spending, Journal of Hospitality and Tourism Research, 42, (8) 1210-1231. (ranking: A-).

Stumpf, T., & Swanger, N. (2017). Institutions and Transaction Costs in Foreign-Local Hotel Ventures: A Grounded Investigation in The Developing Pacific, Tourism Management, 61, (August 2017) 1-12. (ranking: A-).

Stumpf, T., Sandstrom, J., and Swanger, N. (2016). Bridging the Gap: Grounded Theory Methods, Theory Development, and Sustainable Tourism Research, Journal of Sustainable Tourism, 24, (12) pp TBD, Available online: <http://dx.doi.org/10.1080/09669582.2016.1149183> (ranking: B+, proposed journal ranking list)

Min, H., Gursoy, D., and Swanger, N. (2016). A Longitudinal Investigation of The Importance of Course Subjects in Hospitality Curriculum: An Industry Perspective, Journal of Hospitality and Tourism Education, 28, (1) 10-20. Available online: <http://www.tandfonline.com/doi/full/10.1080/10963758.2015.1127168> (ranking: B)

Stumpf, T., and Swanger, N. (2014). Tourism Involvement-Conformance Theory: A Grounded Theory Concerning the Latent Consequences of Sustainable Tourism Policy Shifts. Journal of Sustainable Tourism, Available online: <http://dx.doi.org/10.1080/09669582.2014.959967> (ranking: B+, proposed journal ranking list)

Gursoy, G., Rahman, I., and Swanger, N. (2012). Industry's Expectations from Hospitality Schools: What Has Changed? Journal of Hospitality and Tourism Education, 24, (4) 32-42. (ranking: B)

Mayburry, T. and Swanger, N. (2011). Identification of Industry Needs for Baccalaureate Hospitality Graduates: A Delphi Study. Journal of Hospitality and Tourism Education, 23, (4) 33-45. (ranking: B)

Swanger, N. and Gursoy, D. (2010). An Industry-Driven Model of Hospitality Curriculum for Programs Housed in Accredited Colleges of Business: E-Assessment Tool (E-AT) – Part IV, Journal of Hospitality and Tourism Education, 22, (2) 5-19. (ranking: B)

Swanger, N., Aherin, L., and Paxson, C. (2009). Innovative Ecotourism Projects: Impact on Environmental Concern of Students in Introductory Hospitality Courses, Journal of Hospitality and Tourism Education, 21 (2), 24-29. (ranking: B)

Kim, H., Shin, K., and Swanger, N. (2009). Burnout and Engagement: A Comparative Analysis Using the Big Five Personality Dimensions, International Journal of Hospitality Management, 28 (1), 96-104. (ranking: A)

Swanger, N. and Gursoy, D. (2007). An Industry-Driven Model of Hospitality Curriculum for Programs Housed in Accredited Colleges Of Business: Program Learning Outcomes – Part III, Journal of Hospitality and Tourism Education, 19 (2), 14-22. (ranking: B) **2008 JHTE Article of the Year Award**

O’Fallon, M., Gursoy, D., and Swanger, N. (2007). To Buy or Not to Buy: Impact of Labeling on Purchasing Intentions of Genetically Modified Foods, International Journal of Hospitality Management, 26 (1), 117-130. (ranking: A)

Gursoy, D. and Swanger, N. (2007). Performance-Enhancing Internal Strategic Factors: Impacts on Financial Success, International Journal of Hospitality Management, 26 (1), 213-227. (ranking: A)

Swanger, N. (2006). Visible Body Modification (VBM): Operationalizing Grooming Standards, Florida International University Hospitality and Tourism Review, 24 (1), 69-76. (ranking: Other)

Swanger, N. (2006). Visible Body Modification (VBM): Evidence from Human Resource Managers and Recruiters and the Effects on Employment. International Journal of Hospitality Management, 25 (1), 154-158. (ranking: A)

Swanger, N. and O’Fallon, M. (2006). Beverage Alcohol Sales to Minors: The Risk Environment. Journal of Foodservice Business Research, 8 (3), 67-80. (ranking: Other)

Gursoy, D. and Swanger, N. (2005). An Industry-Driven Model of Hospitality Curriculum for Programs Housed in Accredited Colleges of Business – Part II. Journal of Hospitality and Tourism Education, 17 (2), 46-56. (ranking: B)

Gursoy, D. and Swanger, N. (2004). An Industry-Driven Model of Hospitality Curriculum for Programs Housed in Accredited Colleges of Business – Part I. Journal of Hospitality and Tourism Education, 16 (4), 13-20. (ranking: B)

Swanger, N., and Rutherford, D. (2003). Foodborne Illness: The Risk Environment for Chain Restaurants in the United States. International Journal of Hospitality Management, 23 (1), 71-85. (ranking: A)

Swanger, N., and Rutherford, D., (2002). Quick Service Restaurant (QSR) Drive-Thru Hot Beverages: Still a risk? Florida International University Hospitality and Tourism Review, 20 (2). (ranking: Other)

Harris, K., Swanger, N., Taylor, J., Thomas-Haysbert, C., Zhao, J. (2002). Revving Up for a New Year: Faculty Take to the Field. Journal of Hospitality and Tourism Education. 14 (4), 41-46. (ranking: B) **Awarded an Emerald Management Review Citation of Excellence (for readability)**

Swanger, N. (2001). Quick Service Chain Restaurant Managers: Temperament and Profitability. Journal of Restaurant and Foodservice Marketing. 4 (4), 303-319. (ranking: Other) (Journal name changed to Journal of Foodservice Business Research)

Other Scholarly Publications/Presentations:

Thompson, T., Harbour, J. & Swanger, N. (2022). Hospitality: Our World, Your Opportunity 2nd. Ed. Dubuque, IA: Kendall/Hunt. (digital textbook)

Decker, A., Weaver, R., Bolkan, C., and Swanger, N. (2022). Understanding the Unique Intersection between the Fields of Gerontology and Hospitality: A Scoping Review. American Society on Aging: New Orleans (refereed poster presentation)

Swanger, N., & Bagott, D. (2021). Rethinking the Business of Aging. Dubuque, IA: Kendall Hunt. (digital textbook)

Swanger, N. (2021). Senior Living as a Hospitality Segment. ICHRIE Annual Conference Roundtable Presentation. Virtual July 29. (peer-reviewed selection)

Stumpf, T., & Swanger, N. (2016). On the Role of Relational Contracting in Pacific Island Hotel Business Ventures. APacCHRIE 2016, Bangkok, Thailand (refereed conference proceedings)

Stumpf, T. S., & Swanger, N. (2016). Engaged Scholarship in Hospitality and Tourism: From Principle to Practice in A Developing Pacific Island Country. Western Federation CHRIE Regional Conference, Denver, CO, February 5 – 6, 2016.

Sandstrom, J., Swanger, N., & Umbreit, T. (2015). Why Do Hospitality Graduates Leave The Industry? A Qualitative Study. Twentieth Annual Graduate Student Research Conference in Hospitality and Tourism, (refereed conference proceedings)

Stumpf, T. S., & Swanger, N. (2015). Transaction Cost Economics as Meta-Theoretical Approach for Examining Hotel Management in Pacific Island Countries. Twentieth Annual Graduate Student Research Conference in Hospitality and Tourism, (refereed conference proceedings)

Stumpf, T. S., & Swanger, N. (2013). Change, Control and Consequence: A Comparative Analysis of Tourism Policy in the Developing Pacific, ICHRIE Conference. (refereed conference proceedings)

Stumpf, T. & Swanger, N., and Sandstrom, J. (2013). Grounded Theory Method, Theory Development, and Tourism Research, ICHRIE Conference. (refereed conference proceedings)

Harbour, J. & Swanger, N. (2012). Hospitality: Our World, Your Opportunity. Dubuque, IA: Great River Technologies, a division of Kendall/Hunt. (digital textbook)

Mayburry, T., and Swanger, N. (2010). Identification of Industry Needs for Baccalaureate Hospitality Graduates: A Delphi Study, ICHRIE Conference. (refereed conference proceedings)

Swanger, N. (2009). Various Definitions. In Abraham Pizam, Editor, International Encyclopedia of Hospitality Management, 2nd ed., Elsevier: Butterworth-Heinemann. (revised entries)

Kim, H.J., and Swanger, N.A. (2008). Burnout and Engagement: A Comparative Analysis Using Personality Traits, ICHRIE Conference. (refereed conference proceedings)

Kim, H.J., and Swanger, N.A. (2008). Burnout and Engagement: A Comparative Analysis Using Personality Traits, WSU Academic Showcase. (sub-committee abstract selection)

Powell, F., Gursoy, D., Chi, C., and Swanger, N. (2008). Leading the next generation, Thirteenth Annual Graduate Education and Graduate Student Research Conference in Hospitality & Tourism. (refereed conference proceedings)

Swanger, N. (2008). Quick service restaurant operations and management (revised). In Kathryn Hashimoto and Robert A. Brymer (Eds.), Hospitality & Tourism, 13th ed. Dubuque, IA: Kendall/Hunt. (book chapter)

Kim, H.J., Shin, K.H., and Swanger, N.A. (2007). Job Engagement and Job Burnout in Fast Food Restaurants: The Role of Big Five Personality Dimensions, Annual Asia-Pacific CHRIE Conference. (refereed conference proceedings)

Swanger, N., Benson, L., and Paxson, C. (2007). Innovative Ecotourism Projects: Impact on Environmental Concern of Students in Introductory Hospitality Courses, Annual EuroCHRIE Conference. (refereed conference proceedings)

Swanger, N. and Gursoy, D. (2006). An Industry-Driven Model Of Hospitality Curriculum For Programs Housed In Accredited Colleges Of Business – E-Assessment Tool (EAT), Proceedings of the International Council of Hotel, Restaurant, and Institutional Education Conference. (refereed conference proceedings)

Swanger, N. (2006). Quick Service Restaurant Operations and Management (revised). In Robert A. Brymer and Kathryn Hashimoto (Eds.), Hospitality & Tourism, 12th ed. Dubuque, IA: Kendall/Hunt. (book chapter)

Swanger, N. (2006). Crisis in the Food Court: A Case Study. In D. G. Rutherford, Editor, Hotel Management and Operations, 4th ed., New York: John Wiley & Sons, Inc. (book case study)

Gursoy, D., Umbreit, T., and Swanger, N. (2005). Chaotic Changes in Distribution Channels: Implications for Hospitality Companies, Annual EuroCHRIE Conference - Paris. (refereed conference proceedings)

Swanger, N., Gursoy, D., and DesRosier, T. (2005). An Industry-Driven Model Of Hospitality Curriculum For Programs Housed In Accredited Colleges Of Business – Program Learning Outcomes, Annual EuroCHRIE Conference - Paris. (refereed conference proceedings)

Swanger, N., and Gursoy, D., (2005). Organizational Success and Failure: An Empirical Test of a Structural Model, Manila International Conference on Business, Economics, and Information Technology. (refereed conference proceedings)

O'Fallon, M., Gursoy, D., and Swanger, N. (2005). To Buy or Not to Buy: Impact of Labeling on Purchasing Intentions of Genetically Modified Foods, Tenth Annual Graduate Education and Graduate Student Research Conference in Hospitality & Tourism. (refereed conference proceedings)

Swanger, N. (2005). Various Definitions. In Abraham Pizam, Editor, International Encyclopedia of Hospitality Management, Elsevier: Butterworth-Heinemann. (book chapter)

Gursoy, D. and Swanger, N. (2004). Curriculum Development: A Comparison of Industry Perspectives. Proceedings of the International Council of Hotel, Restaurant, and Institutional Education Conference. (refereed conference proceedings)

Gursoy, D. and Swanger, N. (2004). Assessment of Curriculum: Industry Perspectives. Proceedings of the International Society of Travel and Tourism Educator's Annual Conference – Hong Kong. (refereed conference proceedings)

Swanger, N. and O'Fallon, M. (2004). Beverage Alcohol Sales to Minors: The Risk Environment for Retail Operations in the United States. Proceedings of the 4th Annual Hawaii International Conference on Business (refereed conference proceedings)

Swanger, N. (2004). Quick Service Restaurants (revised). In Robert A. Brymer (Ed.), Hospitality & Tourism, 11th ed. Dubuque, IA: Kendall/Hunt. (book chapter)

Swanger, N. (2003). Service Learning Projects as Extra Credit. A volume in AAHE's Series on Service-Learning in the Disciplines (Hospitality). American Association for Higher Education, Washington, D.C. (book chapter)

Swanger, N. (2002). Quick Service Restaurants. In Robert A. Brymer (Ed.), Hospitality & Tourism, 10th ed. Dubuque, IA: Kendall/Hunt. (book chapter)

Swanger, N. (2001). Quick Service Chain Restaurant Managers: Temperament and Profitability. In H.G. Parsa and F.A. Kwansa (Editors), Quick Service Restaurants, Franchising and Multi-unit Chain Management. New York: The Haworth Hospitality Press. (book chapter)

Swanger, N. (2001). To Change or Not to Change: A Case Study at the Front Desk. In Rutherford, D.G., Editor, Hotel Management and Operations, 3rd ed., New York: John Wiley & Sons, Inc. (book case study)

Swanger, N., and Rutherford, D., (2001). Quick Service Restaurant Drive-Through Hot Beverages: An Updated Study of The Risk Environment. Proceedings of the Sixth Annual Graduate Education and Graduate Student Research Conference in Hospitality and Tourism, USA, 6, 400-402. (refereed conference proceedings)

Invited Presentations

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| 2024 | ZAHW Lake Week "Food Service Perspectives," Zurich |
| 2023 | Podcast with Suzanne Newman: Answers for Elders
https://answersforelders.com/courses-and-a-career-in-senior-living-management/ |
| 2023 | International Federation of Ageing 16 th Global Conference on Ageing – In Conversation with Dr. Catherine McMahon and Dr. Nancy Swanger: How We Will Advance Integrated Person-Centered Ear and Hearing Care (06/29 virtual) |

- 2023 McKnight's Senior Living Newsmakers Podcast: Building a Pipeline of Workers (with Lois Bowers)
<https://www.mcknightsseniorliving.com/home/resources/newsmakers-podcasts/building-a-pipeline-of-workers/> (06/08)
- 2023 Vision Centre – Panel Moderator: Let's Look at Where We are at with Leadership Diversity from an Association Perspective (06/08)
- 2023 Vallejo Rotary, Vallejo, CA – So, the World is Aging (05/11)
- 2023 Vision Centre – Senior Living Faculty: Challenges and Opportunities Webinar (04/12)
- 2023 Global Café Series: In Conversation with Nancy Swanger, International Federation on Ageing: <https://ifa.ngo/ifa-global-cafe/> (03/24)
- 2023 All Ears: Senior Living Success Podcast:
<https://www.youtube.com/watch?v=qSZ7F0gQuVo> (03/01)
- 2022 Workforce Development Panel, Argentum Senior Living Leadership Summit, Las Vegas (11/15)
- 2022 How Undergraduate Programs are Making Senior Living Better, Foresight TV with Steve Moran (09/23)
- 2022 Senior Action Network of Eastern Washington (SANEWA) – Senior Living at WSU (11/15)
- 2021 Program Director Panel, Vision 2025 – Senior Living at WSU (06/22)
- 2020 Argentum Executive Director Leadership Institute, Balancing Mission and Margin (11/12), Presenter
- 2020 Argentum Senior Living Executive Virtual Conference, Students Speak Out: Making Senior Living a #1 Academic and Career Choice (09/22), Panelist (with graduate Lydia Terjeson)
- 2020 Seniors Housing Business Webinar, Safeguarding Residents and Caregivers During COVID-19: Technologies that Prevent Infectious Disease Spread (06/03), Panelist – Sponsored by Phillips
- 2020 CougsWork Webinar, “Senior Living: Write Your Own Ticket for the Next 40 Years!” (06/02), Sponsored by WSU Professional Education and WSU Alumni Association

- 2020 Inaugural Virtual Faculty Fireside Chat: Senior Living (04/22), Sponsored by WSU Foundation
- 2020 Leadership Moscow – “What’s Wrong with These People?” (04/16)
- 2020 WSU Athletics Women’s Empowerment Panel, Zoom (03/30)
- 2019 Hackathon Panel, NIC – The Forgotten Middle (09/11)
- 2019 Academic Panel, Vision 2025 – Senior Living at WSU (06/19)
- 2019 CEO Dinner, Argentum – Senior Living at WSU (04/15)
- 2019 Foley Institute, WSU – Pizza & Politics with Andrew Zimbalist (panelist with Pat Chun – 03/28)
- 2019 Vancouver Rotary, Vancouver, WA – “What’s Wrong with These People?” (03/07)
- 2019 Palouse Industries Leadership, Pullman, WA – “What’s Wrong with These People?” (02/14)
- 2018 Vancouver Rotary, Vancouver, WA – “Who are These People and How Do I Deal with Them?” (11/14)
- 2018 National Agriculture Alumni and Development Association, Boise, ID – “Who are These People and How Do I Deal with Them?” (06/13)
- 2017 University of Idaho Advancement Retreat, Moscow, ID – “Who are These People and How Do I Get Their Money?” (02/16)
- 2017 CASE VIII Conference, Seattle, WA – “Who are These People and How Do I Get Their Money?” (02/02)
- 2016 Teak, Inc. dba Subway Development, Boise, ID – “Who are These People and Why Do I Have to Work with (and Feed) Them?”
- 2016 National Association of College and University Food Services, Pacific and Continental Regional Conference, Coeur d’ Alene, ID - “Who are These People and Why Do I Have to Work with Them?”
- 2015 Northern Trust Wealth Management, West Region – Phoenix, AZ, “Generations of Wealth”

- 2015 Columbia Hospitality Management Team – Seattle, WA, “Who are These People and Why Do I Have to Work with Them?”
- 2014 Cesar Ritz Colleges Commencement Address – Brig, Switzerland
- 2014 Presidents’ Luncheon – Skagit Valley College, Expansion of Hospitality to Everett
- 2014 Washington Health Care Association – Executive Leadership Conference, Seattle, WA – Senior Living Program
- 2013 Chancellor’s Seminar Series – WSU Vancouver, Expansion of Hospitality to Vancouver
- 2013 Hospitality Financial & Technology Professionals – Annual Convention and Tradeshow, Dallas, TX, “Generations in the Workplace”
- 2013 HSMIAI – Annual WA State Event, Seattle, WA, Hospitality Internship Panel (with Caroline Grotheer, 2013 WSU graduate)
- 2013 Assisted Living Federation of America HR Roundtable, Seattle, WA
- 2012 Assisted Living Federation of America, Dallas, TX, “Recruiting the Next Generation of Leaders in Senior Living”
- 2012 Hospitality Financial & Technology Professionals – Greater Puget Sound Chapter, Seattle, WA, “Generations in the Workplace”
- 2011 Washington Lodging Association, Tulalip, WA, “Generations in the Workplace”
- 2011 Presenter – Delta Sigma Pi, WSU
- 2011 Gritman Medical Center, Moscow, ID, “Generations in the Workplace”
- 2011 Bargreen-Ellingson, Pullman, WA, “Generations in the Workplace”
- 2011 Starwood University, Seattle, WA, “Generations in the Workplace”
- 2010 Presenter – Delta Sigma Pi, WSU
- 2010 Presenter – The Resort Academy (partnership with Lakeland High School and the Coeur d’ Alene Resort), Coeur d’ Alene, ID

- 2008 Scholarship and Service Awards Banquet, WSU Panhellenic and Interfraternity Councils, Pullman, WA, "A vs. C, or Should We All Get a B?"
- 2008 Subway Rally, Spokane, WA, "Hospitality: Building Your Business from the Inside Out" (Keynote Address)
- 2007 Subway Rally, Wilsonville, OR, "Hospitality: Building Your Business from the Inside Out" (Keynote Address)
- 2005 Presenter – Idaho Business Week, University of Idaho (07/25)
- 2004 Presenter – Idaho Business Week, University of Idaho (07/26)
- 2003 Presenter – Idaho Business Week, University of Idaho (07/30)
- 2003 Business Professionals of America, Regional Conference, University of Idaho (Opening Address)
- 2001 Business Law class, Pullman High School, Pullman, WA "Employment Law" (Guest Lecturer)
- 1999 Introduction to Business/Marketing/Economic Education class, University of Idaho, "Franchising/Business Ownership" (Guest Lecturer)
- 1998 Introduction to Management class, University of Idaho, "Franchising" (Guest Lecturer)
- 1987-1998 Chain Restaurant Management classes, Washington State University, Pullman, WA, Various Topics, (Guest Lecturer)
- 1998 Explorers class, Lewis-Clark State College, "Customer Service" (Guest Lecturer)
- 1997 Office of Admissions, Lewis-Clark State College, Lewiston, ID, "Making and Keeping Customers--On Both Sides of the Counter" (Presented Workshop)
- 1997 Nez Perce Tribal Casino, Lapwai, ID, "Making and Keeping Customers--On Both Sides of the Counter" (Paid Presenter)
- 1997 North Idaho Counselor Day, Lewis-Clark State College, Lewiston, ID (Technical Education Presenter)

- 1997 Lewis-Clark State College, Office of Admission-Information Sessions: Orofino, Lewiston, Grangeville (Technical Education Presenter)
- 1996 Marketing class, Lewiston High School, Lewiston, ID, “Franchising” (Guest Lecturer)
- 1996 Occupational Relations class, Lewis-Clark State College, Lewiston, ID, “Supervision” (Guest Lecturer)
- 1996 Fall Recruiting Tour, Lewis-Clark State College, Lewiston, ID, “Technical Programs” (Presenter)
- 1995 Introduction to Business class, Walla Walla Community College, Clarkston, WA, “Owning a Business” (Guest Lecturer)
- 1994 TacoTime International, Inc., Convention, Reno, NV, "Guest Service: The Whole Enchilada" (Keynote Address)
- 1994 National Restaurant Association - Restaurant, Hotel/Motel Show, Chicago, IL, “Project Hospitality: Building Foodservice Sales" with Professor Don Smith (Presenter)

CONSULTING/ADVISING/SERVICE ACTIVITIES

National/International Organizations

- 2023-present Healthcare Management Advisory Committee, Everett Community College
- 2023-present American Seniors Housing Association, Where You Live Matters Advisory Board (member)
- 2023-present Vision Centre, Board of Trustees (member)
<https://www.mcknightsseniorliving.com/home/companies/people-in-the-news-may-2/>
- 2023-present Vision Centre, Internal Review Committee (member)
- 2022-present Higher Hospitality Academy of Switzerland (industry expert)
- 2020-present Vision 2025 (now Vision Centre), Directory Task Force (member)
- 2020-present Board Member – Empower (Senior Living Foresight Initiative)
- 2022-2023 Pac-12 Council Executive Committee (president)

- 2022-2023 Pac-12 Gender Equity Assessment (workgroup member)
- 2022-2023 Vision Centre, Advisory Council (member)
- 2021-2022 Pac-12 Council Executive Committee (President-elect)
- 2019-2022 Pac-12 Budget & Finance Committee (Chair, 2020-2022)
- 2024 McKnights Senior Living January 19, 2024:
<https://www.mcknightsseniorkiving.com/home/news/partnership-leads-to-scholarship-opportunity-at-granger-cobb-institute-for-senior-living/?hmEmail=20bTkRumu42NzCGxXvcZ7Q%3D%3D&sha256email=76d763275afe2d74f50692dd8b56144ae45c44c415902140857c1626ad5be1f9>
- 2024 LCS Foundation January 18, 2024:
<https://www.lcsfoundationlcs.org/news-events/news-and-events/insights-detail/the-lcs-foundation-announces-annual-scholarship-to-support-students-at-the-granger-cobb-institute-for-senior-living>
- 2023 Interview with Erin Prater, *Fortune*, Booming eldercare industry, dizzying choices: 5 things to keep in mind when choosing a retirement home for Mom or Dad, December 4, 2023:
<https://fortune.com/well/2023/12/04/caregivers-guide-retirement-homes/>
- 2023 Article – *Columbia Basin Herald*: Senior living industry poised for growth, October 3, 2023:
<https://columbiabasinherald.com/news/2023/oct/03/senior-living-industry-poised-growth/>
- 2023 Ad hoc Paper Review – International Journal of Hospitality Management
- 2023 Interview with Lois Bowers, *McKnight's Senior Living* – A Few Minutes with Nancy Swanger (Building Bridges to the Future) [June edition]:
<https://www.qgdigitalpublishing.com/publication/?m=63004&i=793370&p=22&ver=html5>
- Longer version published online and in e-newsletter:
<https://www.qgdigitalpublishing.com/publication/?m=63004&i=793370&p=22&ver=html5>

- 2023 Article: <https://www.mcknights.com/news/vision-centre-publishes-first-directory-of-college-programs-for-ltc-administration-studies/>
- 2023 AACSB *Innovations that Inspire – Social Impact* Award (25 worldwide), GCISL
- 2022 United Nations Healthy Ageing 50 Award Media:

National Coverage:

- Lewiston Tribune Business Profile: https://lmtribune.com/business/a-better-way-to-age/article_fa0113eb-fb72-5e88-a67c-d5e92ee71c4e.html
- [Lewiston Tribune Biz Bits 10.18.22 WSU professor recognized for her work by United Nations](#)
- [McKnights Sr. Living website 10/4/22 UN Honors Cobb Institute Director Nancy Swanger for improving well-being of older adults](#)
- [Pullman Radio News 10.10.22 UN Recognized WSU Faculty Member for Working to Improve Wellbeing for Seniors.](#)
- [DailyFly.com 10.12.22 United Nations Recognizes Nancy Swanger Among World's Top 50 Leaders In Senior Living](#)
- [News NNK 10.10.22 United Nations recognizes Nancy Swanger amongst world's prime 50 senior living leaders – WSU Insider](#)
- [MtechNews.com 10.18.22 WSU professor recognized for her work by the United Nations](#)
- [Global Technology.com 10.08.22 WSU professor recognized for her work by the United Nations](#)
- [News Flexi.com 10.18.22 WSU professor recognized for her work by the United Nations](#)
- [Nolan Loans.com 10.18.22 WSU professor recognized for her work by the United Nations](#)
- [Trendepro.com 10.18.22 WSU professor recognized for her work by the United Nations](#)

International Coverage:

- [India EducationDiary.com 10.15.22 Washington State University: United Nations Recognizes Nancy Swanger Among World's Top 50 Leaders in Senior Living](#)
- [PantherPress.Live 10.10.22 United Nations recognizes Nancy Swanger amongst world's prime 50 senior living leaders – WSU Insider](#)
- [Darik.news/Wisconsin News 10.15.22 WSU professor recognized by the United Nations for his work Business](#)
- [Nouvelles du monde.com 10.10.22 Les Nations Unies reconnaissent Nancy Swanger parmi les 50 meilleurs leaders mondiaux vivants – WSU Insider](#)
- [Notinforma.com 10.10.22 Las Naciones Unidas reconocen a Nancy Swanger entre los 50 principales líderes del mundo viviente – WSU Insider](#)
- [Nyheter Idag.com 10.18.22 WSU professor recognized for his work by the United Nations](#)
- [Aktualnosci news.com 10.18.22 WSU professor recognized for his work by the United Nations](#)
- [Actualites-cyou.com 10.18.22 WSU professor recognized for her work by the United Nations](#)

2022	Ad hoc Paper Review – International Journal of Hospitality Management
2021	Argentum, Senior Living: Communities of Care Campaign, https://www.youtube.com/watch?v=Ld0QFRZgsE8&t=19s
2021	Article – National Investment Center, Finding Purpose and Opportunity in Senior Living, October: https://www.nic.org/insider/october-2021/
2021	Article – National Investment Center, A New Generation of Leaders, September: https://www.nic.org/insider/september-2021/
2021	Glowing Older Podcast with Nancy Griffin, 10/13, https://lnkd.in/gstdnGt5
2021	Article – Wall Street Journal , Innovative Approaches to Senior Living, 03/19 (pdf available upon request, no direct link)
2020	Program Review Team, Chair – BYU Hawaii: Hospitality and Tourism Management

- 2020 Ad hoc Paper Reviewer – Journal of Hospitality and Tourism Education
- 2020 Ad hoc Paper Reviewer – SAGE Open
- 2020 Article – Spokane Business Journal, 07/30,
<https://www.spokanejournal.com/special-report/wsu-to-debut-senior-living-major/>
- 2020 Media Quote – Senior Housing Business, 07/20,
<https://seniorshousingbusiness.com/are-you-technologically-prepared/>
- 2020 Live Radio Interview – KGMI Bellingham (07/15)
<https://kgmi.com/podcasts/new-wsu-senior-living-management-major/>
- 2020 Media Quote – McKnight’s Senior Living, (07/14)
<https://www.mcknightsseniorliving.com/home/news/new-senior-living-management-major-under-cobb-institute-to-address-industry-need/>
- 2020 Ad hoc Paper Reviewer – Multidisciplinary Business Review
- 2020 Media Quote – BestLife, (05/08)
<https://bestlifeonline.com/precautions-visiting-family/>
- 2019 Media Quote – Senior Housing News, (09/11)
<https://seniorhousingnews.com/2019/09/11/5-ways-senior-living-may-reach-the-middle-market/>
- 2017-2019 PAC-12 Diversity Leadership Initiative Review Standing Committee
- 2017-2019 PAC-12 Athletic Directors’ TV Subcommittee
- 2017 Ad hoc Paper Reviewer – Journal of Hospitality and Tourism Research
- 2017 Ad hoc Paper Reviewer – Journal of Hospitality and Tourism Education (2)
- 2016 Outside Reviewer – David Preece, Promotion to Associate Professor, BYU-Hawaii

- 2016 Ad hoc Paper Review – International Journal of Hospitality Management
- 2016 Ad hoc Paper Review – Journal of Hospitality and Tourism Research
- 2015 Outside Reviewer – Dr. Hugo Tang, Tenure and Promotion to Associate Professor, Purdue University
- 2015 Ad hoc Paper Review – International Journal of Hospitality Management
- 2014 Ad hoc Paper Review – International Journal of Hospitality Management
- 2013 Outside Reviewer – Dr. Mary Dawson, Tenure and Promotion to Associate Professor, University of Houston (Unofficial)
- 2013 Ad hoc Paper Review (2) – Journal of Hospitality and Tourism Education
- 2013 Ad hoc Paper Review (2) – Journal of Hospitality & Tourism Research
- 2013 Host – 18th Annual Graduate Education & Graduate Student Research Conference in Hospitality and Tourism, Seattle, WA
- 2009-2012 Awards Committee Member – International CHRIE
- 2012 Ad hoc Paper Review (2) – Journal of Hospitality and Tourism Education
- 2012 Ad hoc Paper Review (3) – International Journal of Hospitality Management
- 2011 Outside Reviewer – Dr. Godwin-Charles Ogbeide, Tenure and Promotion to Associate Professor, University of Arkansas
- 2011 Ad hoc Paper Review (1) – Journal of Hospitality and Tourism Research
- 2007-2010 Associate Editor – Journal of Hospitality Marketing and Management
- 2010 Session Moderator – International CHRIE Conference, San Juan, Puerto Rico

- 2010 Ad hoc Paper Review (1) – International Journal of Hospitality Management
- 2009 Ad hoc Book Review – Butterworth-Heinemann/Elsevier
- 2009 Ad hoc Paper Review (1) – International Journal of Hospitality Management
- 2009 Ad hoc Paper Review (Services Management and Marketing) – International CHRIE Conference, San Francisco, CA
- 2009 Paper Review Track Chair (Education) – Hospitality and Tourism Graduate Education and Research Conference, Las Vegas, NV
- 2008 Ad hoc Book Review – John Wiley & Sons, Inc.
- 2008 Paper Review Track Chair (Education) – Hospitality and Tourism Graduate Education and Research Conference, Orlando, FL
- 2006-2008 Mentor Committee Member – Women’s Foodservice Forum
- 2007 Ad hoc Study Guide Review – John Wiley & Sons, Inc.
- 2007 Ad hoc Paper Review (1) – International Journal of Contemporary Hospitality Management
- 2007 Ad hoc Paper Review (Human Resources) – International CHRIE Conference, Dallas TX
- 2007 Paper Review Track Chair (Education) – Hospitality and Tourism Graduate Education and Research Conference, Houston, TX
- 2006 Session Moderator – International CHRIE Conference, Washington, DC
- 2006 Paper Review Track Chair (Education) – Hospitality and Tourism Graduate Education and Research Conference, Seattle, WA
- 2005 Session Moderator – International CHRIE Conference, Las Vegas, NV
- 2004 Session Moderator – International CHRIE Conference, Philadelphia, PA

2003	Ad hoc Book Review – Prentice Hall Publishing
2000-2001	Idaho Representative – MarkED Consortium, Professional Development/Teacher Education Project
1994-1997	Vocational Education Advisory Committee Member – Lewiston High School, Lewiston, ID

Washington State University

2023 – present	Athletics Advisory Committee, Member https://news.wsu.edu/athletics-advisory-committee-to-help-navigate-future-athletics-conference-changes/?utm_source=WSUNews-newsletter&utm_campaign=wsunewsnewsletter&utm_medium=email
2017 – 2025	Athletics Council, Chair
2017 – 2025	University Compliance Committee, Chair
2023-2024	RFP Athletic Concessions Evaluation Team
2023	WSUAA Reunion Weekend – Innovations in Senior Living: Classroom to Community, Panel Member (06/02)
2023	WSUAA Reunion Weekend – Innovative Programs in the Carson College of Business, Panel Member (06/03)
2023	ARCH 503 Design Project Reviewer (downtown Pullman)
2023	Graduate Design Studio – Design & Construction (01/17)
2021 – 2022	Community Partner (GCISL), Pullman Community Council on Aging
2022	External Reviewer – John Snyder, Department of Criminal Justice and Criminology, WSU College of Arts and Sciences (promotion)
2022	Athletics CFO Search Committee Member
2021	Athletics Assistant AD of Compliance Search Committee, Member
2021	WSUAA Feast@Home Invited Table Dignitary (02/12)
2021	Admissions and Recruitment, Experience 2021, Video Interviewee:

https://app.wipster.io/Review/CSnjLgCMUzzaNIh1s4qQxXb-NSGdZQddas8QHULXWN_1V3UtyA

- 2020 – 2021 Athletics CFO Search Committee, Member
- 2020 – 2021 Athletics Assoc. AD Compliance Search Committee, Member
- 2020 WSUAA Feast@Home Invited Table Dignitary (12/06)
- 2018 – 2020 Athletics Strategic Planning Committee, Member
- 2017 – 2018 Registrar Search Committee, Member
- 2017 – 2018 Athletic Director Search Committee (Pat Chun), Member
- 2019 Athletics Hall of Fame Committee, Member
- 2019 Interview with Fara Gold, Seniors Housing Forum, (URL pending publication)
- 2019 Future Cougars of Distinction Dinner, Participant
- 2019 Interview with LeAnn Bjerken Spokane Journal of Business, February 04 Geriatric Care Managers (URL pending publication)
- 2018 Welcome Address – Experience WSU (12/01)
- 2018 Senior Associate Athletic Director External Search Committee, Member
- 2018 Interview with Jordan Friedman US News, March 22, 2018
<https://www.usnews.com/higher-education/online-education/articles/2018-03-22/boost-a-hospitality-career-with-online-courses-programs>
- 2018 Institute for Senior Living – Faculty Senate Approval
- 2018 Freshman Scholars Progressive (01/26)
- 2017 Welcome Address – Experience WSU (12/02)
- 2017 Interview with LA Weekly, College Certificates, July 2017
<http://flipbook.laweekly.com/2017/07-26-2017/index.html#p=2>
- 2017 Welcome Address – Out of State Experience WSU (03/25)
- 2017 PAWS – Donor Panel (02/22)

- 2017 Etiquette Dinner, WSU Men's Basketball Team (02/15)
- 2017 Table Host – Freshman Scholars Progression (01/27)
- 2015 – 2016 High-Achieving Students Workgroup
- 2015 – 2016 Institutional Effectiveness Council, Academic Support Services subgroup – Theme 2: Transformative Student Experience
- 2016 Foundation DevCab – Service Presentation (12/13)
- 2016 Guest Speaker – Alpha Kappa Psi “LinkedIn” (11/02)
- 2016 Crimson Spirit Trainer (08/31)
- 2016 Fall Move-In Day, Freshman (08/17)
- 2016 External Reviewer – Patty Cady, Department of English, WSU College of Arts and Sciences (promotion)
- 2016 Interview with Stacey Denny, Spokane Journal of Business, Senior Living Program
- 2016 Football Recruits Lunch – Carson College of Business Representative (01/23)
- 2016 Etiquette Dinner and Fashion Show Table Host – WSU Academic Success and Career Services (01/21)
- 2015 Etiquette Dinner and Fashion Show Table Host – WSU Academic Success and Career Services (01/21)
- 2015 Evenings of Excellence – Bellevue, WA
- 2015 Etiquette Dinner, WSU Men's Basketball Team
- 2015 Guest Speaker – Alpha Kappa Psi “Employment Readiness”
- 2015 Seattle Daily Journal of Commerce, Contributed Article: What's going on with hotels/restaurants? June 25, 2015
<http://www.djc.com/news/re/12078950.html?query=Swanger&searchtype=all>
- 2015 Spokane Journal of Business, Contributed Article: WSU Program Looks to Fill Hospitality Training: Online courses designed to

- help working students, April 09, 2015
<http://www.spokanejournal.com/local-news/ws-u-program-looks-to-fulfill-hospitality-training/>
- 2015 Out-of-State Destination Parent Reception, Carson College of Business representative (03/28)
- 2014 – 2016 WSU North Puget Sound at Everett Campus Building Planning Committee
- 2014 – 2015 Dean’s Search Committee, Carson College of Business
- 2015 Etiquette Dinner and Fashion Show Table Host – WSU Academic Success and Career Services (01/28)
- 2013 Interview with Joe Smith, KGW TV, Expansion of Hospitality to WSU Vancouver, November 01
<http://www.kgw.com/news/business/Hospitality-industry-bouncing-back-in-the-Northwest-230290211.html>
- 2013 Presentation to Congressional/State Staff Tour (08/15)
- 2013 Interview with Mike Williams, *Coast River Business Journal*, article on OR/WA tourism
- 2012 Interview with Kelsey Watts, KHQ News Spokane, Campus Hotel Project, August 28
- 2012 Presentation to Board of Regents Audit & Finance Committee, Campus Hotel Project, August 23 (quoted in *Daily News* article and on local radio broadcast on August 24)
- 2012 Interview with Elizabeth Ecker, *Senior Housing News* “Senior Living Education Attracting Students, Needs More Industry Support” July 30.
<http://seniorhousingnews.com/2012/07/30/senior-living-education-attracting-students-needs-more-industry-support/>
- 2012 CUB Restaurant RFP Selection Committee
- 2011 Presentation to Board of Regents, Focused Discussion-Hospitality Business Management, September 02
- 2011 Interview with Christine Rushton, *The Daily Evergreen* “School of Hospitality Ranks Globally” September 07. [Article regarding study placing SHBM ninth worldwide in hospitality research]

- 2011 Interview with Robert Strenge, WSU News “Four West Side Execs Provide Management Training in Senior Services at WSU” September 01. [Article regarding SHBM/Seniors Housing partnership to deliver course]
- 2011 Interview with Peter Neurath, *Puget Sound Business Journal* “Senior Living Firms Help Train Leaders at Washington State University” September 02. [Article regarding SHBM/Seniors Housing partnership to deliver course]
- 2010 Interview with Malia Jacobson (05/12), *Seattle Business* “Elevating Service – Hospitality Schools, and Their Graduates, Adjust to a New Environment” September 2010. [Article regarding changes and trends in hospitality and how hospitality education is preparing students to meet the changing needs of industry] <http://www.seattlebusinessmag.com/article/elevating-service?page=0,1>
- 2010 Interview with Pratik Joshi (04/20), *Tri-City Herald*, “Tri-city Restaurant Owners Feeling Cautious” April 25, 2010. [Article regarding the impact of the economy on restaurant operators]
- 2009 Interview with Allan Brettman (03/05), *The Oregonian*, “Burgerville to Try Beer and Wine Sales” March 09, 2009. [Article regarding the implications of a QSR adding alcohol choices to their menu]
- 2008 Guest Speaker – Center for Fraternity and Sorority Life, Ethical Leadership Series (12/03)
- 2008 Interview with Cheryl Sternman Rule (08/26), Freelance Food & Nutrition Writer for *Restaurants & Institutions*, “Business: Restaurant Menu Suggestions That Sell” October 01, 2008. [Article regarding the psychology of the menu and menu board design]
- 2007 Interview with Hope Tinney (August 14), *Washington CEO*, [article regarding corporate social responsibility in the College of Business]
- 2007 Interview with Elaine Porterfield, Washington State University College of Business *Dividend*, Vol. 21, pp. 12-15 [Hospitality Goes Green]

- 2007 Interview with Bill Spain (08/13), *MarketWatch* – Dow Jones, [article regarding the impact of foodborne illness on chain restaurants] Lead article in National Restaurant Association *SmartBrief* – August 31, 2007
- 2007 Cougar Pride Days
- 2002-2006 Faculty Advisor – Alpha Kappa Psi
- 2004-2005 Mentor – Washington Achievers Scholars Mentor Program
- 2005 Guest Speaker – Alpha Kappa Psi “Entrepreneurship”
- 2002 Guest Speaker – Alpha Kappa Psi “Ethics in Business”
- 2002 Freshman Seminar Faculty Participant, HA 181
- 2002 Interview with Bill Virgin, *Seattle Post-Intelligencer*, “The Lesson That Dave Thomas Taught Us” January 21, 2002.
- 2002 Interview with M. L. Diamond, *Asbury Park Press* (New Jersey), “Do You Have a Future in Fast-food?” January 21, 2002.
- 2001 Guest Speaker – Alpha Kappa Psi “Success in Entrepreneurship”
- 2001 Freshman Seminar Faculty Participant, HA 181
- 2001 Interview with Brenda Carlos, *Hospitality News*, “For Tomorrow’s Managers, Introduction to Hospitality” Fall 2001, Vol. 1, No. 1
- 2001 Interview with M.L. Lyke, *Seattle Post-Intelligencer*, “Five-day Fast-food Feast Sure is Filling—but Fulfilling?” June 13, 2001
- 2001 Interview with Elaine Williams, *Lewiston Morning Tribune*, “Cupboards Going Bare” March 4, 2001
- 2001 Interview with Elaine Williams, *Lewiston Morning Tribune*, “Maximum Minimum” December 16, 2001

College of Business

- 2023 Guest Speaker – HBM 131, Senior Living (fall)
- 2023 Guest Speaker – BA 102, Career Opportunities (spring, fall-2)
- 2023 CCB Faculty Engagement Panel (01/26)

2021 – 2022	Carson College Think Tank, Chair (Goal #4)
2015 – 2022	Dean’s Team Member
2022	Guest Speaker – BA 102, Career Opportunities (fall)
2022	Guest Speaker – MGMT 491, Strategy
2022	Guest Speaker – BA 102, Career Opportunities (4 sections, spring)
2019 – 2020	HBM 101 Course Design Team Lead
2019	Customer Service Presentation – Carson Center for Student Success (new student hires)
2016 – 2017	Facilities Committee – Todd Hall Refresh
2014 –2015	Dean’s Office Representative – Undergraduate Program Policy Committee
2014	Dean’s Development Firesides – Multiple dates/multiple locations
2014	Guest Speaker – MGMT 301, Cover Letters, Resumes, and References
2013	Advisor – Ethics Case Competition Team, University of Arizona
2013	Undergraduate Assessment Task Force
2013	Table Host – Etiquette Dinner, CUB
2013	Member – Search Committee, McClaskey Position, Vancouver
2011	Chair – Assistant Director of Development, Major Gifts Search Committee
2011	Judge – Business Plan Competition
2007-2011	Assessment Task Force (past Chair)
2006-2009	SHBM Representative – Undergraduate Program Policy Committee
2008	SHBM Representative – Faculty Governance Task Force

2008	Guest Speaker – Marketing 360, Franchising
2007	Participant – Cougar Pride Days
2007	Guest Speaker – Marketing 360, Franchising
2006	Guest Speaker – Marketing 360, Franchising
2005	Guest Speaker – Marketing 360, Franchising
2002	Member – Diversity Committee

School of Hospitality Business Management

2023-present	Member – SHBM Director Search Committee
2012-2020	Member – Assurance of Learning Committee
2008-2020	Member – Scholarship Committee
2017	85 th Celebration – Inaugural Hall of Fame Induction
2014	Guest Speaker – HBM 235, Big Picture Hospitality and Tourism
2014	Guest Speaker – HBM 280, Franchising
2014	Guest Speaker – HBM 182, Personal Brand and Internships
2014	Guest Speaker – HBM 494, Applied Service Philosophy
2007-2008	Member – SHBM Director Search Committee
2004-2007	Member – Hospitality Outcomes Design Committee
2006	Guest Speaker – Sigma Iota Hospitality Club
2006	Member – SHBM Catering Manager Search Committee
2004	Member – Benchmarking Committee
2003-2004	Member – Ivar Haglund Distinguished Professor Search Committee
2004	Guest Lecturer – HBM 495 Case Studies and Research, Entrepreneurship (02/17, 02/19)

2004	Guest Lecturer – HBM 311 Hospitality Law, Foodborne Illness Lawsuits (03/02)
2003	Guest Lecturer – HA 311 Hospitality Law, Foodborne Illness Lawsuits (03/04)
2002	Presenter – Hospitality Business Alliance (Oregon Educators)
2002	Presenter – Hospitality Business Alliance Summer Institute
2001-Fall	personally advised 16 students
2001-Spring	personally advised 27 students
2000-Fall	personally advised 32 students
2000-Fall	met with several potential students and their parents to discuss HBM at WSU during two different Future Cougar Day receptions

Community, County, State, and Regional

2015-2019	Comfort at Christmas – Pajama/book drive for Alternatives to Violence on the Palouse
2010-2019	Board Member – Family and Consumer Science Advisory Committee, Pullman High School, Pullman, WA
2008-2014	Washington Restaurant Association Education Foundation, Past President
2005-2014	Advisory Board Member – South Seattle Community College, BAS Curriculum Design
2011-2013	Member, Executive Committee – Board of Directors, Washington Restaurant Association
2015	Guest Speaker – Girl Scouts, Pullman, WA (01/06), Entrepreneurship and Customer Service
2013	Judge – Idaho Business Professionals of America Regional Conference, University of Idaho (01/25)
2012	Review Team Member for South Seattle Community College’s Hospitality Management BAS program
2009	Scholastic Judge – Lewiston Junior Miss Program, Lewiston, ID

2009	Judge – Idaho Regional DECA Conference, Moscow, ID (12/10)
2009	Judge – Washington ProStart Invitational, Olympia, WA (03/08)
2009	Judge – Idaho State DECA Conference, Lewiston, ID (03/06)
2009	Judge – Idaho Business Professionals of America Regional Conference, University of Idaho (01/23)
2008	Judge – Idaho Regional DECA Conference, Lewiston, ID (12/11)
2003-2008	District 1 Trustee – Troy School District #287
2005-2008	Appointed Member – Curricular Materials Selection Committee (K-12), Idaho State Board of Education
2004-2007	Board of Directors, Secretary – Edward Ramsdale Scholarship Fund, Inc.
2007	Judge – Idaho Regional DECA Conference, University of Idaho (12/06)
2007	Judge – Idaho Business Professionals of America Regional Conference, University of Idaho (01/26)
2006	Judge – North Idaho Regional DECA, University of Idaho (12/07)
2002-2006	Member – Parent Advisory Committee, Troy High School
2005-2006	Mentor – Pullman High School Senior Project, Katie Freeman
2005	Judge – Idaho Business Professionals of America Regional Conference, University of Idaho (01/21)
2004-2005	Appointed Member – Latah County Youth Advocacy Council, Latah County Commissioners
2004	Judge – Idaho Regional DECA Conference, University of Idaho (12/07)

- 2003 Board of Directors – Latah Economic Development Council
- 2002-2004 Secretary and Co-founder – Moscow Cal Ripken Baseball Association
- 2003 Judge – Idaho Regional DECA Conference, University of Idaho (12/09)
- 2003 Judge – Idaho Business Professionals of America Regional Conference, University of Idaho (01/24)
- 2002 Judge – Idaho Regional DECA Conference, University of Idaho (12/12)
- 2002 Judge – Troy Jr. Miss Program (03/31)
- 2002 Judge – Idaho State Delta Epsilon Chi (DEX) Career Development Conference (02/21)
- 2001 Judge – Idaho Regional DECA Conference, University of Idaho (11/29)
- 2001 Presenter – Career Fair, McDonald Elementary School, Moscow, ID (04/20)
- 2001 Workplace Host – Career Shadow Day, Moscow Junior High School, Moscow, ID (04/11)
- 2001-2002 Board Member – Moscow Bear Boosters
- 1997-2002 5th Grade Sunday School Teacher – St. Mary’s Catholic Church
- 2000 Judge – Idaho Regional DECA Conference, University of Idaho (11/30)
- 2000 Testing Coordinator – Idaho Career Development Conference (State High School DECA Competition), Boise, ID
- 2000 Judge – Verbal Communications: Extemporaneous II Event, Business Professionals of America Regional Competition, Lewiston, ID
- 1996 Idaho Representative – National Restaurant Association Public Affairs Conference, Washington, D.C.

HONORS AND RECOGNITIONS

2023	Nominated – Women of Distinction Award, Washington State University
2023	AACSB, Innovations that Inspire Award (Societal Impact 1/25 worldwide)
2022	Healthy Ageing 50 : United Nations Decade of Healthy Ageing initiative honoree
2022	Outstanding Service Award, WSU Foundation Volunteer Awards
2021	Mather Institute, Innovation at Work Award (GCISL)
2010-2019	W. Terry Umbreit Distinguished Professor
2017	Adopted Coug (WSU Alumni Association)
2017	College of Business Dean’s Excellence Fellow, Washington State University
2012	Ranked 15 th in Research Productivity Tiers for Prolific Hospitality Authors 2001-2010 ¹
2012	HBM 497 Senior Living Management – Assisted Living Federation of America 2012 Best of the Best Award (category: Human Resources and Staff Development)
2010	College of Business Dean’s Excellence Fellow, Washington State University
2009	College of Business Dean’s Excellence Fellow, Washington State University
2008	<u>Journal of Hospitality and Tourism Education</u> Article of the Year Award
2008	College of Business Dean’s Excellence Fellow, Washington State University
2006	Granted Tenure and Promoted to Associate Professor, College of Business, Washington State University

¹ Way, K.A., Harrington, R.J., & Ottenbacher, M.C. (2012). Hospitality Author and University Productivity in the 21st Century, Journal of Culinary Science & Technology, 10 (3), 239-258.

2005	College of Business Dean's Excellence Fellow, Washington State University
2005	Nominated – Women of Distinction Award, Washington State University
2005	Who's Who among America's Teachers – nominated by Karina Sparks
2004	College of Business Dean's Excellence Fellow, Washington State University
2003	Faculty Distinguished Service Learning Award, Washington State University
2002	Emerald Management Review Citation of Excellence – manuscript in the <u>Journal of Hospitality & Tourism Education</u>
1999	Associated Students of Lewis-Clark State College Outstanding Teaching Award
1998	President's Award for Outstanding Teaching, Lewis-Clark State College

TEACHING LOADS/EVALUATION SCORES

Teaching Evaluations for Nancy Swanger						
Course Prefix #	Semester Taught	Number of Students	Course Rating	Department Average	College Average	Adjusted Score*
HBM 375-FTF	F-23	11/14 – 78.57%	4.5	4.5	4.4	
HBM 375-GC	SMR-23	4/21 – 19.05%	4.5	4.6	4.4	
HBM 375-FTF	S-23	5/16 – 31.25%	5.0	4.6	4.4	
HBM 375-FTF	F-22	4/13 – 30.77%	4.2	4.5	4.4	
HBM 375-GC	SMR-22	16/26 – 61.54%	4.50	4.50	4.40	
HBM 375-FTF	S-22	20/38 – 52.63%	3.70	4.50	4.40	
HBM 375-FTF	F-21	7/22 – 31.82%	4.40	4.50	4.40	
HBM 375-GC	SMR-21	7/19 – 36.84%	4.60	4.50	4.40	
HBM 375-P V E	S-21	32/53 – 60.38%	4.70	4.50	4.40	
HBM 375-GC	F-20	21/38 – 55.26%	4.20	4.50	4.30	
Did not teach S20 – position transition, HBM 101 oversight for Next Carson Coug						
HBM 101-01	F-19	30/33	4.40	4.40	4.30	
HBM 101-02	F-19	30/34	4.50	4.40	4.30	

HBM 101-03	F-19	17/27	4.20	4.40	4.30	
HBM 101	S-19	57/64	4.60	4.30	4.30	
HBM 101	F-18	72/84	4.60	4.30	4.20	
HBM 101	S-18	45/76	4.60	4.50	4.20	
Honors 198-11	F-17	24/24	4.20	NA	NA	NA
HBM 101	F-17	61/70	4.56	4.34	4.30	4.58
HBM 101	S-17	52/60	4.54	4.34	4.28	4.46
HBM 101	F-16	65/76	4.62	4.48	4.32	4.61
HBM 497-03 (Stonebridge)	F-16	10	NR			
HBM 182-01	S-16	63/83	4.73	NA	NA	4.92
HBM 182	F-15	87/114	4.30****	4.25	4.25	NA
HBM 182	S-15	105/126	3.52	NA	3.19	3.52
HBM 375	S-15	23/27	3.32	3.45	3.41	3.32
HBM 375	S-14	14/20	3.71	3.63	3.38	3.71
HBM 497-05 (HotelDev)	S-13	20	3.69	3.50	3.37	3.68
HBM 497-01 (SrLivMgmt)	F-12	15/16	3.74	3.36	3.30	3.73
HBM 497-02 (SrLivMgmt)	S-12	27/33	3.79	3.55	3.27	3.78
HBM 497-01 (SrLivMgmt)	F-11	13/14 (in-class) 5/14 (online)	3.89 3.93	3.51	3.29	3.88 3.93
HBM 182	S-11	68/85	3.61	NA	3.13	3.63
HBM 131	F-10	107/105**	2.79	NA	3.30	2.90
HBM 358-1	S-10	28/29	3.52	3.59	3.25	3.48
HBM 358-2	S-10	28/28	3.17	3.59	3.25	3.22
HBM 358-1	F-09	22/23	3.49	3.44	3.10	3.51
HBM 131-2	F-09	82/90	3.57	3.42	3.10	3.59
HBM 358-1	S-09	38/43	3.60	3.48	3.18	3.63
HBM 358-2	S-09	35/37	3.36	3.48	3.18	3.39
HBM 131-2	F-08	97/109	3.67	3.58	3.15	3.69
HBM 358	F-08	38/42	3.45	NA	3.15	3.66
HBM 358-1	S-08	26/32	3.18	3.49	3.19	3.47
HBM 358-2	S-08	30/30	3.21	3.49	3.19	3.58
HBM 131-2	F-07	125/132	3.06	3.29	3.14	3.20
HBM 358	F-07	56/58	3.10	NA	3.14	3.21
HBM 280	S-07	66/73	2.96	3.54	3.11	3.00

HBM 358	S-07	68/76	3.13	NA	3.11	3.15
HBM 131-1	F-06	102/102	3.17	NA	3.10	3.28
HBM 131-2	F-06	92/99	3.32	NA	3.1	3.30
HBM 131-1	S-06	65/67	3.44	3.42	3.11	
HBM 131-2	S-06	65/67	3.51	3.42	3.11	
HBM 131-1	F-05	114/119	3.06	NA	3.20	3.07
HBM 131-2	F-05	107/113	2.99	NA	3.20	3.15
HBM 181-1	S-05	68/72	3.41	3.38	3.01	3.53
HBM 181-2	S-05	61/68	3.34	3.38	3.01	3.39
HBM 181-1	F-04	97/110	3.39	3.23	2.96	3.44
HBM 181-2	F-04	92/104	3.56	3.23	2.96	3.62
HBM 381	S-04	43/46	3.32	NA	3.00	3.38
HBM 181	S-04	89/89	3.48	NA	3.00	3.43
HBM 181-2	F-03	70/85	3.62	NA	2.93	3.63
HBM 181-1	F-03	77/90	3.35	NA	2.93	3.41
HA 381	S-03	39	3.42	3.26	2.84	3.30***
HA 181	S-03	75	3.39	3.50	2.77	3.31
HA 181-2	F-02	40	3.49	3.42	2.45	3.39
HA 181-1	F-02	62	3.45	3.42	2.45	3.37
HA 381	F-02	36	2.88	2.99	2.69	3.08
HA 381	S-02	32	3.40	3.54	2.80	3.33
HA 182	S-02	75	3.27	3.34	2.73	3.17
HA 181	S-02	82	3.42	3.34	2.73	3.18
HA 181-1/2	F-01	60	3.31	3.46	2.61	3.15
HA 181-3	F-01	39	3.60	3.46	2.61	3.40
HA 220	F-01	31	3.10	3.49	2.88	3.08
HA 280	S-01	46	3.43	3.11	2.82	3.38
HA 220	S-01	76	2.95	3.11	2.82	3.08

HA 280	F-00	37	3.32	2.90	2.64	3.11
HA 220	F-00	46	3.37	2.90	2.64	3.30

*as determined by students earning an A or B in the course (F03-present)

** includes 2 University of Idaho students not counted in WSU system

***summary scores from Question 40 on previous evaluation format (F00-S03)

****changed to a 5-point scale F15, using Blue online evaluations

Instructional Experience

01/20 to present	Founding Director, Granger Cobb Institute for Senior Living: Pullman, WA
08/00 to present	Associate Professor, School of Hospitality Business Management, Washington State University: Pullman, WA
	<p>Courses Taught:</p> <ul style="list-style-type: none"> Introduction to Hospitality Professional Development Hospitality Systems Foodservice Systems and Control Hospitality Leadership and Organizational Behavior Introduction to Senior Living Management ST: Hotel Development ST: Modular Hotel Construction Honors/Business Innovation/Leadership
05/17 to present	Faculty Athletics Representative, Washington State University: Pullman, WA
01/20 to 12/22	Associate Dean, Internal Partnerships
07/16 to 12/19	Associate Dean and Director, Carson College of Business, Washington State University: Pullman, WA
08/09 to 12/19	Director, School of Hospitality Business Management, Washington State University: Pullman, WA
08/15 to 07/16	Associate Dean for Strategic Initiatives, Carson College of Business, Washington State University, Pullman, WA
08/14 to 08/15	Interim Associate Dean for Undergraduate Programs, Carson College of Business, Washington State University, Pullman, WA
08/99 to 05/00	Visiting Assistant Professor, Business/Marketing Education, University of Idaho: Moscow, ID

Courses Taught: Machine Calculation
Administrative Office Procedures
Teaching Marketing Education
Computer Skills
Business Communication

01/94 to 05/99 Associate Professor, Hotel/Restaurant Management, Lewis-Clark
State College: Lewiston, ID

Courses Taught: Principles of Speech
Basic Sanitation
Food/Beverage Cost Controls
Hospitality Supervision
Front Office Operations
Housekeeping Management
Security Management
Hospitality Marketing
Human Resources Management
Hospitality Law

PROFESSIONAL

Instructional Currency/Qualifications

2023	Vision Centre Symposium, Chicago
2023	Merrill Gardens Annual Meeting, Semiahmoo
2023	Pac-12 Council, Phoenix
2023	ASHA Annual Conference, Scottsdale
2023	Pac-12 Spring Conference, Virtual
2022	Argentum Leadership Summit, Las Vegas
2022	FARA Annual Conference, Indianapolis
2022	Pac-12 Fall Conference, San Francisco
2022	NIC for Seniors Housing and Care Conference, Washington, DC
2022	Argentum, Annual Conference, Minneapolis
2022	Pac-12 Spring Council, Phoenix

2021	NIC for Seniors Housing and Care Conference, Houston
2021	Pac-12 Fall Conference, Virtual
2021	Argentum, Annual Conference, Phoenix
2021	Pac-12 Spring Conference, Virtual
2021	Senior Living Foresight, Evolve 2021: Reimagine Life Enrichment, Virtual
2021	NCAA Annual Convention, Virtual
2021	Pac-12 Winter Conference, Virtual
2020	Pac-12 Fall Conference, Virtual
2020	NIC (National Investment Center) for Seniors Housing and Care Conference, Virtual
2020	Argentum, Annual Conference, Virtual
2020	Seniors Housing News, Active Adult Summit, Virtual
2020	American Seniors Housing Association, Mid-Year Leadership Meeting, Virtual
2020	Pac-12 Spring Conference, Virtual
2020	Senior Living Foresight, Our Time to Shine Summit, Virtual
2019	FARA Annual Meeting, Bellevue, WA
2019	Pac-12 Fall Conference, San Francisco, CA
2019	NIC (National Investment Center) for Seniors Housing and Care Conference, Chicago, IL
2019	Vision 2025, Chicago, IL
2019	Pac-12 Student-Athlete Health Conference, Las Vegas, NV
2019	Pac-12 Spring Conference, Scottsdale, AZ
2019	Argentum, San Antonio, TX

2019 Young Hoteliers Summit, Lausanne, Switzerland

2019 NCAA Annual Convention, Orlando, FL

2018 Pac-12 Fall Conference, San Jose, CA

2018 NIC (National Investment Center) for Seniors Housing and Care Conference, Chicago, IL

2018 Enquire Summit, Denver, CO

2018 Seniors Housing News Summit, Hollywood, CA

2018 NCAA Annual Convention, Indianapolis, IN

2017 NIC (National Investment Center) for Seniors Housing and Care Conference, Chicago, IL

2017 Pac-12 Fall Conference, San Francisco, CA

2017 1A FAR Conference, Washington, DC

2017 Pac-12 Spring Conference, Phoenix, AZ

2015 NIC (National Investment Center) for Seniors Housing and Care Conference, Washington, DC

2015 MUFSO (Multi-Unit Foodservice Operators) Conference, Dallas, TX

2014 19th Annual Graduate Education & Graduate Student Research Conference in Hospitality and Tourism, Houston, TX

2013 Hospitality Financial & Technology Professionals – Annual Convention and Tradeshow, Dallas, TX

2013 18th Annual Graduate Education & Graduate Student Research Conference in Hospitality and Tourism, Seattle, WA

2012 Assisted Living Federation of America Annual Conference, Dallas, TX

2010 Accelerated Wine and Beverage Certificate Program Informational Program – Culinary Institute of America at Greystone, St. Helena, CA

- 2010 International CHRIE Conference, San Juan, Puerto Rico
- 2010 Northwest Food Show, Seattle, WA
- 2010 15th Annual Graduate Education & Graduate Student Research Conference in Hospitality and Tourism, Washington, DC
- 2010 Washington Lodging Association Conference,
2009 Seattle, WA
- 2009 International CHRIE Conference, San Francisco, CA
- 2009 Salute to Excellence – National Restaurant Association, Chicago, IL
- 2009 National Restaurant Association
2005-2007 Restaurant, Hotel-Motel Show,
1999-2003 Chicago, IL
1992-1997
- 2008 AACSB Assessment Workshop, Seattle, WA
- 2007 Keynote Address/Assessment Workshops – presented by Dr. Tom Angelo, Washington State University
- 2007 Women’s Foodservice Forum, Leadership Luncheon, Chicago, IL
- 2007 Interactive Learning Systems Institute (Pacific Crest), Lewis-Clark State College
- 2007 Facilitator’s Workshop (Pacific Crest), Lewis-Clark State College
- 2006 Performance Measure Workshop (Pacific Crest), Washington State University
- 2006 Women’s Foodservice Forum, Regional Connects, Seattle, WA
- 2006 International CHRIE Conference (poster presentation), Washington, DC
- 2006 Women’s Foodservice Forum, Summer Committee Meeting, Oak Brook, IL (McDonald’s Hamburger University)
- 2006 International Pizza Expo, Las Vegas, NV

- 2005 EuroCHRIE Conference (two paper presentations), Paris
- 2005 Assessment Institute (Pacific Crest), University of Idaho
- 2004 International Society of Travel and Tourism Educator's Annual Conference (poster presentation), Hong Kong
- 2004 International CHRIE Conference (poster presentation), Philadelphia, PA
- 2004 International CHRIE Red Lobster Faculty Internship – Orlando, FL
- 2001 International CHRIE Marriott Faculty Internship – Marriott International, Inc., (orientation), Federal Way Courtyard, Sea-Tac Marriott (on-site visits, one week each)
- 2000 Enhancing Grantsmanship Writing with Dr. Robert Lowman, Pullman, WA
- 1987-2000 Chain Restaurant Management Conference, Washington State University, Pullman, WA
- 1999 Idaho Business Education Association-Annual Meeting, Post Falls, ID
- 1998 Developing Web-Centric Courses, Lewis-Clark State College, Lewiston, ID
- 1998 Lessons in Leadership-Dr. Robert K. Cooper, Eastern Washington University, Spokane, WA
- 1997 Franklin Time Quest, Spokane, Washington
- 1996-1997 International CHRIE Educator/Industry Forum, Chicago, IL

Industry Experience

- 09/08 to 12/23 Owner – Gambino's: Moscow, ID
- 06/17 to 06/23 Owner – Varsity Diner: Moscow, ID
- 08/88 to 06/17 Owner – Subway: Moscow, ID
- 10/91 to 12/07 Owner – Subway: Clarkston, WA, Lewiston, ID (2 locations)
- 08/95 to 01/06 Owner – Miss Molly's Ice Cream Shoppe: Colfax, WA

08/95 to 01/06 Owner – Subway: Colfax, WA
01/90 to 01/06 Owner – Subway: Pullman, WA (2 locations)
10/02 to 12/05 Owner – Checkpoint Convenience Center: Pullman, WA
12/99 to 10/05 Owner – TCBY Treats: Moscow, ID
12/79 to 12/93 District Manager – Happy Day Restaurants: Lewiston, ID

Certification/Licensure

2017 Mental Health First Aid USA (recertified)
2013 Mental Health First Aid USA Certification
2012 Discrimination and Sexual Harassment Prevention, Washington State University
2011 ServSafe® Certification, National Restaurant Association #7567562
2006 ServSafe® Alcohol Certification, National Restaurant Association #4804960
2006 Liquor Control Board Class 12 Mixologist Permit, State of Washington #120295824
2002 Foodservice Management Professional (FMP), National Restaurant Association
2001 Human Subjects Research Certification, Washington State University
1999 Advanced Occupational Specialist Certification (Hospitality/Vocational Marketing), State of Idaho

Current Memberships

- Member – AACSB Women Administrators in Management Education Affinity Group
- Member – National Restaurant Association
- Member – International Council on Hotel, Restaurant, and Institutional Education
- Member – Benefactor, Washington State University Foundation
- Member – Heritage Society, Washington State University Foundation
- Member – Cougar Athletic Fund, Washington State University

- Member – President’s Associates, Washington State University Foundation