

Mike HART

Curriculum Vitae

Biographical details

Place of Birth	Malton, Yorkshire, England
Marital status	Married, one son
Driving Licence	1970 to date.

Secondary Education

1956-1959	Thornleigh College, BOLTON, Lancashire
1959-1961	St. Michael's College, LEEDS, Yorkshire

Higher Education

1965-1968	Manchester University
1968-1969	Salford University

Qualifications Obtained

1961-62	10 GCE 'O'-levels		
	<u>GCE 'A'-levels</u>		
1963	English Literature	Grade D	} Gained as a result of independent, part-time study
1965	Economics	Grade A	
1965	Logic	Grade B	
1968	BA(Econ) Honours -II(i)	Sociology	
1969	M.Sc.	Sociology of Science	
1997	Ph.D.	[De Montfort University]	

Membership of Professional Institutes

1983	FSS	(Fellow -	Royal Statistical Society)
1983	MCMI	(Member -	Chartered Management Institute)
1983	MIMIS	(Member -	Institute for the Management of Information Systems)
1993	MBCS	(Member -	British Computer Society)

Employment (most recent first)

1997 -2007	Professor of Business and Informatics King Alfreds College (now University of Winchester) WINCHESTER SO22 4NR
1976 -1997	Principal Lecturer Leicester Polytechnic (now De Montfort University), LEICESTER The Gateway LEICESTER LE1 9BH
1974-1976	Senior Lecturer Leicester Polytechnic, LEICESTER
1971-1974	Lecturer II Leicester Polytechnic, LEICESTER
1969-1971	Lecturer Elizabeth Gaskell College of Education, MANCHESTER
(1965-1969	... Full time education in universities of Manchester, Salford)
1964-1965	Clerical Officer Central Office of Information, LONDON
1962-64	Scientific Assistant National Lending Library for Science and Technology (now British Library - Lending Division) BOSTON SPA, Yorkshire
1962	Clerk Skanda Wallpaper Co. Ltd., HARROGATE, Yorkshire

Publications/Research/Scholarship

Attached are two lists of publications:

Mike HART : Computing and Statistics

Many of the articles here, written in the 1980's, were technical articles demonstrating the use of machine code programming whilst I was developing my expertise in this area. The culmination of this programming effort is to be found in the programs MICROSTATS (similarly to Minitab) and TURBOSTATS (similar to SPSS) which have been published as software accompanying the books indicated in the CV.

Mike HART: Social Science

This selection from my CV details articles written in the main in the 1990's, with a particular focus on the research interest around which I wrote my Ph.D i.e. the measures and deployment of quality improvement techniques in the NHS.

More recently (2002-7), I have written in the fields of e-learning and researched into the issues of Quality Management in UK Business Schools

Hobbies and Recreational Interests

Fell-walking (particularly in the English Lake District)

Classical Music and Opera

Gardening

Extending my knowledge/appreciation of Hispanic culture by travelling in Mexico and more latterly in some of the remoter regions of Spain.

Courses Taught

Since 1997, teaching has been concentrated in the areas of:

- Public Sector Management (principally but not exclusively upon the Certificate/Diploma in Public Services Information Management)
- Quality Management
- Thinking About Management (3rd year core course)
- Research Methods and Statistics
- Final Year Project preparation

Open University teaching experience (1972-1981)

D283	The Sociological Perspective
E352	Education, Economy and Politics
DE351	People and Work
DE206	Social Work, Community Work and Society
DE304	Research Methods in Education and the Social Sciences
D101	Team Leader: Housing Interdisciplinary module (Summer schools at York, Nottingham, Cardiff, Warwick)

Textbooks demonstrating innovation in Teaching

The third and fourth editions of the textbook:

Curwin, J. and Slater, R. : Quantitative Methods for Business Decisions
(Chapman and Hall, 1991; International Thomson Business Press, 1996)

incorporate a statistical program (MICROSTATS) written by myself. This program, which is similar in philosophy and operation to MINITAB, is the most successful interactive statistical program to be sold on the undergraduate market in the UK. So far, total sales of the 3rd edition, including MICROSTATS, have exceeded 25,000 copies confirming its position as a market leader.

In 1993 I wrote

Survey Design and Analysis using TURBOSTATS
(Chapman and Hall, 1993)

which is a textbook, complete with an integrated suite of programs, designed to facilitate the conduct and statistical analysis of surveys after the minimum of learning time. TURBOSTATS performs many of the same functions as SPSS (Statistical Package for the Social Sciences) but is much easier to learn and to use. This has been constantly updated and refined in the light of teaching the package to successive cohorts of students and now contains some sixteen modules.

The combination of MICROSTATS and TURBOSTATS has brought cheap, portable statistical computing power to British students for the first time. They can be seen as 'liberating' in that once students have bought the relevant book including the software (each about £16-00), the packages are useable on any IBM compatible personal computer to which they have access, either at home or at work. TURBOSTATS, in particular, is used by many of my former colleagues to assist in the statistical analysis of their own survey work as well as many undergraduate and postgraduate courses at De Montfort University (where I was employed until 1997).

I have also written EZESTATS which is a Computer Assisted Learning Package in elementary statistical concepts for business and social science students. This is available in both interactive (computer program) form and in text form. The EZESTATS program is incorporated in:

Curwin, Slater with Mike Hart: Numerical Techniques in Business
(Chapman and Hall, 1994)

External Examining

1991-1994 Chief External Examiner on the BA(Hons) Business Administration degree at the University of Huddersfield

Responsibility for the following papers:

Human Resource Management
Managing Business Operations
Managerial and Administrative Approaches to Decision Making)

1991-1995 External Examiner on the BA(Hons) Public Administration degree at Manchester Metropolitan University

Responsibility for the following papers:

Information Systems
Computing Applications in Public Administration
Research methods
Statistics
Administrative Practice Seminars

1994 - External Examiner on the BA(Hons) Business Administration degree (University of Wales Institute, Cardiff - University of Wales)

Responsibility for the following papers:

Information Systems Management
People, Organisations and Society
Public Sector Management
Britain and Europe-Strategic Policy Conflicts
Strategic Management II
Managing Social Policy

Course Management experience

1971-1978 Year Tutor BA(Hons) Degree in Business Studies

1978-1985 Course Leader BA(Hons) Degree in Social Sciences (PT)

1985 - Year Tutor BA(Hons) Degree in Public Administration and Managerial Studies

1997-2001 Head of Group Business and Informatics Group
King Alfred's College
(now Business School, University of Winchester)

International Links

In the Spring of 1990, I accepted an invitation to be Visiting Professor in Information Technology in the Facultad de Ciencias Políticas y Sociología at the Universidad Complutense de Madrid where I taught several courses (in Spanish) to social science students.

In May, 1994, I taught the Quantitative Methods and Information Technology core course on De Montfort University's MBA course in Jakarta, Indonesia.

I have been an active member of the European Group of Public Administration's Quality and Productivity in the Public Sector working group and have given papers to meetings at Bad Tadsmannsdorf, Austria (in 1994), the Erasmus University, Rotterdam, The Netherlands (in 1995) and the Catholic University, Leuven, Belgium (in 1997).

I have had experience in helping to organise and to supervise ERASMUS exchange links with the Complutense University of Madrid and the University of Granada, Spain. I have personal contacts in several Spanish (and Spanish speaking) universities including the Universities of Seville, Granada, Cadiz, La Coruña, Complutense (Madrid) and Carlos III (Madrid) as well as the Universidad de las Americas, Puebla, Mexico.

I have also conducted some cross-cultural research utilising the SERVQUAL methodology with Pirkko Vartiainen from the University of Vaasa (principally by email!) and presented the results to an international conference in Edinburgh in 1996.

Research activities

In the 1980's, the principal thrust of 'scholarly activity' in which I was engaged was writing a series of some 60 articles, often of a technical nature (e.g. machine code utilities for CBM machines written in 6502 assembler) which helped to establish my academic credibility in the field of Information Technology. In addition, I acquired valuable programming skills which were come to fruition in the writing of the large statistical packages MICROSTATS (similar in operation to MINITAB) and TURBOSTATS (similar in operation to SPSS). These activities were in addition to a large teaching load, which typically included evening teaching to part-time degree students and with no research 'remission'.

Since 1992, I have been conducting investigations into Quality Improvement in NHS Outpatient Clinics. The papers resulting from these investigations have been read to different groups of professionals (healthcare evaluators, public administrators, experts in TQM) principally at international conferences and the majority of them have appeared, or are scheduled to appear, in refereed journals or edited books of conference proceedings.

A brief perusal of my CV reveals that I left school (for financial reasons) immediately after GCE 'O'-levels and worked in commerce and the civil service for nearly four years before gaining my 'A'-levels by independent study and attending university. Within one year of graduating, I had acquired a Master's degree and immediately entered my first teaching post in higher education, in which I had a full and heavy teaching load. This continued apace when I was recruited to Leicester Polytechnic where considerable emphasis was then placed upon course development rather than research activities 'per se'. Consequently, I did not have the opportunity at that time to pursue a conventional Ph.D programme.

In September, 1994, De Montfort University revised its Higher Degree Regulations to allow candidates to present a series of published, refereed papers, linked by a substantial exposition document, for presentation as a PhD by published works. I am one of the first individuals in the university to have availed themselves of the new procedures and have taken the opportunity to present a Ph.D on the theme of 'Quality Improvement in NHS Outpatient Clinics'. This was formally presented in March, 1997 and approved by the Examiners (two external, one internal) in May 1997.

Most recently, my research interests have been in the field of:

- e-Learning (some 30+ papers)
- Quality Management

- In 2004-2006 my colleague, Dr. David Rush, and I formed the research team from University of Winchester as one of the six collaborating business schools in the QUBE (Quality in Business Education) HEFCE FDTL-5 funded project (£250,000)

- In 2006-07 Dr David Rush and I successfully bid for a £30,000 grant to research and present a report on :
'Strategies for generating 'transformative quality' at sub-institutional level'
Final Report delivered to Higher Education Academy

Research Funding

Many of the research activities detailed in my CV have been conducted on the basis of consultancy rather than research grant. To some extent, this may have been a reflection of a teaching load in which there were limited opportunities to undertake research in a climate in which the Research Assessment Exercise had not assumed its current salience.

However, with the increasing recognition of the importance of research to the profiles of individuals and colleges, I recognise the importance of securing research funding for projects and for postgraduate students. I am currently preparing a submission for the funding of future developments in the development of Communities of Practice with particular reference to the public sector.

Contracts have been secured in the past as follows :

1986	£1,500	Leicester City Council Contract secured to investigate 'Ethnic Minorities and the Planning Processes in Leicester - a re-examination' (Statistical examination of refusals of planning applications submitted by members of ethnic minorities in Leics.)
1990	£2,000	King's Fund, London (Hospital discharge procedures in Northamptonshire)
1991-1994	£2,000	Leicester General Hospital (Statistical tracking and Monitoring of Outpatients)
1993	£2,000	Oadby and Wigston Borough Council (Analysis of 'Youth Needs' Survey)
(1986-88	£5,000	Leicester City Council 'Leisure, Pleasure and Jobs: Developing a Strategy to Attract Tourists and Visitors to the City' (group project))
(1989	£4,000	Department of Employment, Enterprise in Higher Education Initiative 'An investigation of Public Administration Students Attitudes in Relation to Enterprise' (group project))
2001	£2,000	King Alfred's College Teaching and Learning Committee to fund an investigation into 'How Business Students Learn'
2002	£3,000	King Alfred's College HEIF (Higher Education Initiative Fund) to assist in the development of an internal communications strategy for Hampshire County Council (which has 20,000+ full-time equivalent employees and a budget of £16.3 billion)

2004-06	£25,000	assist in the development of an internal communications strategy for Hampshire County Council (which has 20,000+ full-time equivalent employees and a budget of £16.3 billion)
2004-2006	£250,000 (part)	Together with my colleague, Dr. David Rush, I represented the University of Winchester as one of the six collaborating business schools in the QUBE (Quality in Business Education) HEFCE FDTL-5 funded project (£250,000)
2006-07	£29,800	Successful bid to Higher Education Academy [HEA] for bid for a grant to research and present a report on : 'Strategies for generating 'transformative quality' at sub-institutional level' Final Report delivered to Higher Education Academy

Additional Information

Achievements whilst at University of Winchester

Course Development

- BA(Hons) Business Management with Business Communications (FT)
(Innovative features: Work placements, languages provision)
- BA(Hons)Public Services Management
(shares Research Methods, ICT strands with the above : validated February, 1999)
- Higher National Diploma in Public Services Management
(validated May, 1999)
- BA(Hons)Business Administration & BA(Combined Hons) Business
(validated November, 1999).
- Certificate in Public Services Information Management
(in collaboration with Hampshire County Council- validated January, 2001)
- Major Contributions to
 - BA(Hons) Tourism and Heritage Management
 - KAC part-time degree (Business field)
 - BA(Hons) Sports Studies
 - BA(Hons) Sports Development
 - M.Sc Medical Informatics
- Minor Contribution to - postgraduate Certificate in Teaching and Learning in Higher Education
- Drafted and lead (successful) submission team for MSc In Business Studies

Editorial Boards

I was appointed to the editorial board of International Journal of Health Care Quality Assurance in January, 1998.

Quality Assurance Agency report, (February 2001)

My colleagues and I were awarded a mark of 22 out of 24 for Business and Management provision (which equates to Excellent in the previous exercise). This was the highest grade achieved within the college at the time.

Teaching

Since appointment, I have been teaching four modules per semester, including evening teaching (BA(Hons) Business Administration - part-time). Innovations within my own teaching style (and which some colleagues are now adopting) includes:

- Statistical profiling of modules
- Individualised feedback on assignments
- New forms of assessment feedback

College Responsibilities

- Chair - Business and Applied Sciences School Quality Committee (January 1998-February,2000)
- Member - Academic Standards Committee
- Acting Head - Business and Applied Sciences (April-August 1998)
- Chairman of Validation panels for :
 - MA(Local History and Archaeology) - Final stage event
 - PGCE (Primary) - First stage event
 - MA Religion
- Chair - Winchester Project

Websites developed

<http://final-year-projects.com>

has been on-line since March, 2002 and has attracted a total of 289,000+ visitors.

A collection of tutorial and teaching resources can also be found on the following website (which is a source of links into associated websites) at:

<http://mch-web.co.uk>

My personal webpage can be accessed at:

<http://mikehart.com>

which contains downloadable versions of recently delivered conference papers