



The Inauguration *of* MICHAEL D. JOHNSON, PH.D.

As the Twenty-Fifth President of John Carroll University

Thursday, September 6, 2018
1 John Carroll Boulevard, University Heights, Ohio

Due to print deadlines, the contents of this program, including names of all delegates and dignitaries, are accurate as of August 28, 2018.

A DESCRIPTION OF THE INSTALLATION CEREMONY

The academic procession originates in the O'Malley wing of the Administration Building, moves along the walkway by Grasselli Library and onto the Hamlin Quadrangle.

In the procession, the governing and ecclesiastical authorities, and the directors of the University, together with the students, faculty, staff, alumni, and special guests accompany the new president, his faculty colleagues, officers of the University, and the representatives of other higher education institutions. These latter delegates march in order of the founding of their schools.

Seated on the stage with the new president are the platform party of speakers and invited guests, directors, University officers, and Jesuits. The last group of delegates to enter, before the platform party, are the presidents and representatives of the Association of Jesuit Colleges and Universities (AJCU), comprising most of the other twenty-seven American Jesuit colleges and universities.

The symbols of John Carroll University's presidential authority rest upon the table on stage. They are: the charter granted in 1890, in time for the first graduation; the seal used to authorize official documents; and the keys of the University. The keys symbolically unlock all of the University buildings, including Grasselli Library and Saint Francis Chapel, to indicate the importance of both the academic and the spiritual. The final symbol of authority is the presidential collar or chain of office, which is worn around the neck.



COLOR GUARD

Cadets of the U.S. Army Reserve Officer Training Corps

MACE BEARER

Denise Ben-Porath, Ph.D. Professor of Psychology 2018 Distinguished Faculty Award

University Marshals

Margaret Farrar, Ph.D.

Dean of the College of Arts and Sciences

Alan Miciak, Ph.D.

Dean of the John M. and Mary Jo

Boler College of Business

Sherri Crahen, Ph.D.

Associate Vice President for Student Affairs and Dean of Students

STUDENTS

Jacob Schupp '19 Senior, Finance STUDENT MARSHAL

> Graduate Students Student Union Officers

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Officers of Student Organizations

Student Athletes

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Professor of History

FACULTY MARSHAL

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STAFF

Eric Eickhoff, M.Ed.

Associate Director of Alumni Relations

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Michele A. Kisthardt '85, M.B.A.

Owner/Founder, Hudson Integrated Marketing, LLC

PRESIDENT OF THE JOHN CARROLL UNIVERSITY ALUMNI ASSOCIATION

Class Representatives

1944-1946 Donald E. McDonald

1951 Daniel C. Sussen

1953 Joseph D. Sullivan

1955 Raymond R. Rhode

1956 Albert J. DeGulis

1957 Richard G. Huberty

1958 Robert C. Maynard

1959 John S. Lloyd, Ph.D.

1960 Gerald J. Schweickert, Ph.D.

1961 Jack T. Hearns, Ed.D.

1962 Gerald P. O'Malley

1963 Frederic Misischia

1964 Thomas K. Leahy

1965 David M. La Guardia, Ph.D.

1966 James G. Adair

1967 Peter R. Bernardo

1968 Lawrence P. Kennard, C.F.P.

1969 Robert A. Valente, C.F.P.

1970 James Kadlubak

1971 Carol Schockley Kadlubak

1972 Robert Quart

1973 Robert S. Larocca

1974 Ronald A. Deneweth

1975 Mary Kay Hutchinson Malone

1976 John R. Simon

1977 Bill W. Gagliano

1978 George Lewandowski

1979 Gina Restifo Dalessandro

1980 Matthew F. Holtz

1981 David W. Short

1982 Barbara O'Brien Brown

1983 Mark G. Schroeder

1985 Michele Barry Kisthardt

1986 Christine O'Brien Kramer

1987 Mary Kesicki McDermott

1988 John A. Davidson

1989 Claudia A. Wenzel

Class Representatives

1990 Christopher Wenzler

1991 Mark J. Waner, Ph.D.

1993 Brian M. Glowe

1994 Anne R. Wetzel Buda

1995 Anne R. Hummer DePerro

1996 Jeffrey A. Kadlub

1997 Annmarie M. Tirpak

1998 Lisa M. Zone

1999 William A. Schneider

2000 David A. Vitatoe

2001 James C. Burrows

2002 Nicholas A. Soeder

2003 Lori S. Misischia Culliton

2004 Jennifer L. Kramer

2005 Carla J. Lauer Gall

2006 Rory L. O'Neil

2007 Brittany A. Bush

2008 Abby C. Joyce

2009 Christina M. Anderson Sobh

2010 Jurell G. Sison

2011 Maura F. Jochum

2012 Gregory R. Sloat

2013 Natalie J. Winer

2014 Tyler A. McTigue

2015 Steven G. Henderson

2016 Mary Ellen Riley

2017 Jacob N. Chabowski

2018 Tainne M. Dallas

DELEGATES

Colleen Treml, J.D.

General Counsel

Presidents and Delegates of 42 Colleges and Universities and Learned Societies

JESUIT COLLEGES AND UNIVERSITIES

Rev. Michael J. Sheeran, S.J., Ph.D.

President Association of Jesuit Colle

President, Association of Jesuit Colleges

and Universities

Presidents and Delegates of 17 other Jesuit institutions of higher education

BOARD OF DIRECTORS

Annette Haile '74, M.B.A.

Retired Vice President, IBM

CHAIR OF THE STUDENT AFFAIRS COMMITTEE

OF THE BOARD OF DIRECTORS

Members of the Board of Directors

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Edward J. Peck, Ph.D.

Vice President for Mission and Identity

Vice Presidents and Deans

Special Guests

Speakers

Richard P. Bagozzi, Ph.D.

Dwight F. Benton Professor of Behavioral Science in Management, University of Michigan

Ian Lapp, Ph.D.

Dean of the Undergraduate School,

Babson College

J. Edward Russo, Ph.D.

S.C. Johnson Family Professor of

Management, Cornell University

The Most Rev. Neal J. Buckon,

Bishop, Archdiocese for the Military Services, USA

Rev. Daniel C. McDonald, S.J.

Provincial Assistant for Higher Education, Midwest Province of the Society of Jesus

The Very Reverend Brian Paulson, S.J. Provincial of the Midwest Province

of the Society of Jesus

Michael J. Merriman '78

Operations Advisor,

Resilience Capital Partners, LLC Chair of the Board of Directors

Michael D. Johnson, Ph.D.

President



PROCESSIONAL

Processional Music: "Overture in F Major" by Ulrich Nehls Performed by Fanfares and Flourishes

CALL TO ORDER

Michael J. Merriman '78 Operations Advisor, Resilience Capital Partners, LLC Chair of the Board of Directors

ANTHEM

"America the Beautiful" by Samuel Augustus Ward Words by: Katharine Lee Bates

Led by The John Carroll University Chorus under the direction of Cynthia A. Caporella, Ph.D.

O beautiful for spacious skies,
For amber waves of grain,
For purple mountain majesties
Above the fruited plain!
America! America! God shed His grace on thee,
And crown thy good with brotherhood
From sea to shining sea!

INVOCATION

Rev. Thomas Pipp, S.J. Director of Ignatian Formation and Rector of the John Carroll University Jesuit Community

INAUGURAL REFLECTIONS

William Donnelly '83
Executive Vice President, Mettler Toledo
Vice Chair of the Board of Directors and
Chair of the Advancement Committee

INTELLECT

Daniel Kilbride, Ph.D. Professor of History Chair of Faculty Council

CHARACTER

Michele A. Kisthardt '85, M.B.A. Owner/Founder, Hudson Integrated Marketing, LLC President of the John Carroll University Alumni Association

LEADERSHIP

Eric Eickhoff, M.Ed. Associate Director of Alumni Relations Chair of Staff Council

SERVICE

Jacob Schupp '19 Senior, Finance President of Student Union

INSPIRED LEADERSHIP

Richard P. Bagozzi, Ph.D. Dwight F. Benton Professor of Behavioral Science in Management, University of Michigan

Music Interlude

"Be Thou My Vision"
SLANE (Irish Melody)
Arranged by James Biery
Led by The John Carroll University
Chorus under the direction of
Cynthia A. Caporella, Ph.D.

MISSIONING

The Very Reverend Brian Paulson, S.J. Provincial of the Midwest Province of the Society of Jesus

PRESENTATION OF A MEDAL OF SAINT IGNATIUS LOYOLA BLESSED BY POPE FRANCIS

Rev. Michael J. Sheeran, S.J., Ph.D. President, Association of Jesuit Colleges and Universities

Installation of the President And Presentation of THE Symbols of Office

Michael J. Merriman '78 Operations Advisor, Resilience Capital Partners, LLC Chair of the Board of Directors

Doreen Knapp Riley, M.S. Vice President for University Advancement and Corporate Secretary Presentation of the Charter

Dennis Hareza '81, M.B.A.

Executive Vice President and Chief Financial Officer $Presentation\ of\ the\ Seal$

Mark McCarthy, Ph.D. VICE PRESIDENT FOR STUDENT AFFAIRS Presentation of the Keys

James Krukones, Ph.D.
INTERIM ACADEMIC VICE PRESIDENT
Presentation of the Chain of Office

INAUGURAL ADDRESS

Michael D. Johnson, Ph.D. President

BENEDICTION

Angela Aviquivil '19 Senior, Psychology

"The Alma Mater"

Words and music by: J.A. Kiefer, S.J. Led by The John Carroll University Chorus under the direction of Cynthia A. Caporella, Ph.D.

Hail to Carroll, gather near her,
Let your joyful anthem ring;
Sound your mother's praise, revere her,
Her fair name full proudly sing.
Loyal ever brave and true
Daughters, sons of Carroll U.
Pledge our love to Alma Mater, to the Gold and Blue.
Pledge our love to Alma Mater, to the Gold and Blue.

RECESSIONAL

"Concert Praludium" by August Todt

Guests are asked to remain standing until the academic procession has left the area of the inauguration.

All guests are invited to lunch in the D.J. Lombardo Student Center following the installation ceremony.



JOHN CARROLL UNIVERSITY BOARD

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Audrey Gilbert Ratner Community Leader Cleveland and Chicago

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Barbara S. Schubert '62, '67G, '80G, M.S., M.A. Retired Associate Director The Ohio Ballet

Joseph D. Sullivan '53, J.D. Retired Partner Calfee, Halter and Griswold, LLP

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Dean of the College of Arts and Sciences

Alan Miciak, Ph.D. Dean of the John M. and Mary Jo Boler College of Business

Sherri A. Crahen, Ph.D. Associate Vice President for Student Affairs and Dean of Students

Representatives from Jesuit Colleges and Universities

1789 | Georgetown University

Washington, D.C.

Jean Feerick, Ph.D., Associate Professor of English, John Carroll University

1831 | Xavier University

Cincinnati, Ohio

David Mengel, Ph.D., Dean of the College of Arts and Sciences

1841 | Fordham University

Bronx, New York

Michael Dowell, Ph.D., Science Teacher, Summit County School District

1843 | College of the Holy Cross

Worchester, Massachusetts Philip J. Metres, Ph.D., Professor of English and Director of Peace, Justice, and Human Rights, John Carroll University

1851 | St. Joseph's University

Philadelphia, Pennsylvania Sarah Quinn, M.B.A., Assistant Vice President and Chief of Staff

1851 | Santa Clara University

Santa Clara, California William John Schubert, Owner of Headfooters Outside Gallery

1863 | Boston College

Boston, Massachusetts Tom Zlatoper, Ph.D., Professor of Economics, John Carroll University

1870 | Loyola University Chicago

Chicago, Illinois

Jo Ann Rooney, J.D., LL.M., Ed.D., President

1877 | University of Detroit Mercy

Detroit, Michigan

Andrew Moore, J.D., Professor of Law

1881 | Marquette University

Milwaukee, Wisconsin Andrew Detesco, Jr., Past President, Marquette University Alumni Association

1888 | University of Scranton

Scranton, Pennsylvania Thomas Gildea, M.D., Pulmonary Medicine, Cleveland Clinic

1904 | Loyola University New Orleans

New Orleans, Louisiana Tania Tetlow, J.D., President

1910 | Rockhurst University

Kansas City, Missouri Thomas Frew, Ph.D., Professor Emeritus of Teacher Education, Cleveland State University

1942 | Fairfield University

Fairfield, Connecticut Marc R. Nemec, Ph.D., President

1946 | Le Moyne College

Syracuse, New York Samuel McCrimmon, Director of Major and Annual Giving

1954 | Wheeling Jesuit University

Wheeling, West Virginia Mark Drnach, PT, M.B.A. Acting Vice President of Academic Affairs

1970 | Association of Jesuit Colleges and Universities

Washington, DC Rev. Michael Sheeran, S.J., Ph.D., President



Delegates from Other Colleges and Universities and Learned Societies

1749 | Washington and Lee University

Lexington, Virginia

Richard D. Goddard, Partner, Calfee, Halter & Griswold, LLP

1809 | Miami University

Oxford, Ohio

Jude Killy '95, Deputy Director of Athletics

1819 | Maryville College

Maryville, Tennessee

Erica Collins, Philanthropist

1826 | Case Western Reserve University

Cleveland, Ohio

Elizabeth Swenson, Ph.D.,

Professor of Psychology, John Carroll University

1835 | Marietta College

Marietta, Ohio

William N. Ruud, Ph.D., President

1837 | Muskingum University

New Concord, Ohio

Nancy J. Evangelista, Provost

1842 | University of Notre Dame

Notre Dame, Indiana

Frank J. Navratil, Ph.D., Retired Professor of Economics and Finance, John Carroll University

1845 | Baldwin Wallace University

Berea, Ohio

Steven D. Stahl, Ph.D., Provost

1846 | Bucknell University

Lewisburg, Pennsylvania

Michael E. Flowers, Esq., Attorney, Steptoe & Johnson PLLC and member of the Bucknell University Board of Directors

1846 | Grinnell College

Grinnell, Iowa

Robert Eckardt, Retired Executive Vice President, The Cleveland Foundation

1846 | Saint Vincent College

Latrobe, Pennsylvania

The Honorable William H. Baughman, Jr., U.S. Magistrate Judge, U.S. District Court-Northern District of Ohio

1848 | Saint Mary Seminary and Graduate School of Theology

Wickliffe, Ohio

Rev. Mark Latcovich, Ph.D., President-Rector

1850 | Hiram College

Hiram, Ohio

Judy Muyskens, Ph.D., Interim Vice President of Academic Affairs and Dean of the College

1850 | University of Dayton

Dayton, Ohio

Paul Venard '97, J.D., Associate Professor of Law

1855 | Berea College

Berea, Kentucky

Faramarz Ismail-Beigi, M.D., Ph.D., Professor of Medicine, Case Western Reserve University School of Medicine

1855 | Butler University

Indianapolis, Indiana

James M. Danko, Ph.D. '79, President

1855 | Elmira College

Elmira, New York

Dr. Lloyd Cook, M.D., Assistant Medical Director, Medical Mutual, and Member of the Elmira College Alumni Board

1856 | Lake Erie College

Painesville, Ohio

Brian Posler, Ph.D., President

1858 | University of Mount Union

Alliance, Ohio

John Frazier, M.A., Vice President of Student Affairs and Dean of Students

1859 | Valparaiso University

Valparaiso, Indiana

Peter Hessler, J.D., Partner, Wegman, Hessler and Vandenburg, and Chair of the Valparaiso University National Council

Delegates from Other Colleges and Universities AND LEARNED SOCIETIES

1871 | Ohio Northern University

Ada, Ohio

Dr. Robert C. Smith, Chair Emeritus Board of Trustees, and Cerity Partners

1871 | Ursuline College

Pepper Pike, Ohio

Sister Christine De Vinne, Ph.D., M.A., President

1874 | Westminster College

Salt Lake City, Utah

Robin Gooch, Vice President of Human Resources, Value Added Metals, and Westminster College Board of Trustees

1876 | Juniata College

Huntington, Pennsylvania Lauren Bowen, Ph.D., Provost

1878 | Ashland University

Ashland, Ohio

Teresa Durbin-Ames '89,

Associate Professor of Theatre

1878 | Duquesne University

Pittsburgh, Pennsylvania

Charles Weiss, Retired Pharmacist

1897 | Lincoln Memorial University

Harrogate, Tennessee

Rod Keen, Vice President and General

Counsel, Greenstar Management Corporation

1899 | College of Saint Elizabeth

Morristown, New Jersey

Linda Coletta

1899 | Elizabethtown College

Elizabethtown, Pennsylvania

Steven J. DeGrazi, Marketing Manager,

The Lubrizol Corporation

1901 | Millikin University

Decatur, Illinois

Lori Kerans, Director of Alumni Engagement

1915 | Marywood University

Scranton, Pennsylvania

Mary Lynn Del Fino, Admissions Counselor,

Kent State University

1920 | Kent State University

Kent, Ohio

Mark M. Polatajko, Ph.D.,

Senior Vice President of Administration

1911 | Ohio Dominican University

Columbus, Ohio

Robert Gervasi, Ph.D., President

1922 | Notre Dame College

South Euclid, Ohio

Thomas Kruczek, M.B.A., President

1929 | Southern Vermont College

Bennington, Vermont

Jane Baldwin, Spiritual Life Coordinator,

St. Ambrose Parish

1937 | Pepperdine University

Malibu, California

Joan Burda, J.D., Attorney at Law, Case

Western Reserve University School of Law

1946 | Utica College

Utica, New York

Michelle M. Droll, Senior IT Business Systems

Analyst, Dominion Energy

1950 | The Ohio Foundation of Independent Colleges

Columbus, Ohio

William Spiker, President

1963 | Lorain County Community College

Elyria, Ohio

Jonathan Dryden, Provost and Vice President for Academic Affairs

1964 | Cleveland State University

Cleveland, Ohio

Meredith Bond, Ph.D., Dean of the College of

Sciences and Health Professions

1969 | Association of Independent Colleges and Universities of Ohio

Columbus, Ohio

C. Todd Jones, J.D., President and General Counsel

1973 | Northeast Ohio Medical University

Richard J. Kasmer, Pharm.D., J.D., Dean and Vice President of the College of Pharmacy



Academic Regalia

ACADEMIC COSTUME

The distinctive academic dress has its origin in the universities of the Middle Ages. At that time they were a common form of dress and were retained by the clergy when the laity adopted more modern styles. The early European universities were founded by the Church; the students, being clerics, were obliged to wear the prescribed gowns at all times.

The usual color for academic gowns in the United States is black, although occasionally one sees other colors. The bachelor's gown is worn closed and has long pointed sleeves. Master's gowns, which can be worn open, have a distinct oblong sleeve with an arc cut in the front. Doctor's gowns, which can be worn open as well, have a bell-shaped sleeve and are marked with velvet facing in the front and velvet bars on the sleeve. The cap traditionally worn is the black mortar board, although the tam and the Elizabethan may also be seen. The tassel is most often black; doctors frequently wear gold.

The hood is lined with the colors of the college or university that awards the degree. The trimming or collar of the hood is of a color which designates the degree: dark blue for philosophy, drab for business, white for arts and letters, light blue for education, purple for law, golden yellow for science, and scarlet for theology.

THE PRESIDENTIAL COLLAR

The presidential collar, or chain of office, was made anew in 1986, the year of John Carroll University's centennial celebration. The golden medallion in the center is one of approximately 100 Centennial Medals struck during that year and awarded to outstanding persons associated with the University. The obverse of the medallion bears the image, in relief, of Archbishop John Carroll, for whom the University is named and who was the first Roman Catholic bishop elected in the United States. The reverse has the image of Grasselli Tower, the University landmark, and the date of the founding, 1886. The medal was designed, as was the bust of Archbishop Carroll

on the Quadrangle, by William McVey. The new collar has a second medallion in the back, at the nape of the neck, which bears the image of St. Ignatius of Loyola, the founder of the Society of Jesus. That medallion came from an earlier president's collar. The two medallions are joined by a gold chain woven through with a blue ribbon representing the John Carroll University colors of blue and gold.

THE UNIVERSITY MACE

The University Mace, a symbol of the authority of the University, is carried at the head of all academic processions. The design at its tip derives from the coat of arms on the University seal, emblems of St. Ignatius of Loyola, founder of the Society of Jesus. Surmounted by a cross, two bronze wolves on either side of a brass cauldron stand for the Loyolas. The Onaz clan, his maternal side, is signified by fourteen alternating red and gold bands of enameled copper, set at an angle around the head of the mace. Beneath is the inscription in Latin: John Carroll University 1886. From the cross at the top to the horn button at the base, the mace is 46 inches tall; it weighs 100 ounces. The main shaft of the mace is ebony in the form of fasces of fourteen rods, with a slight tapering at either end. The bindings of the rods, and the head and base of the mace, are all silver. A node on the base is engraved with the episcopal seal of Archbishop John Carroll. It depicts the Blessed Virgin Mary with a scepter and crown holding the Christ Child, thirteen stars for the thirteen states surrounding them, the crossed keys of St. Peter beneath, and the inscription in Latin: John, Bishop of Baltimore, 1790. Inside the base is a copy of the Articles of Incorporation of the University and its charter, granted by the State of Ohio in 1890 in time to authorize the University's first degrees.

The University Mace, a gift of the John Carroll University Alumni Association, was given in memory of Rev. Michael J. Lavelle, S.J., twenty-first president of John Carroll University (1988-1995).

PAST PRESIDENTS OF JOHN CARROLL UNIVERSITY

Rev. John B. Neustich, S.J., 1887-1888 Rev. Henry Knappmeyer, S.J., 1888-1893 Rev. Joseph P. LeHalle, S.J., 1893-1897 Rev. Godfrey Schulte, S.J., 1897-1902 Rev. John Zahm, S.J., 1902-1906 Rev. George J. Pickel, S.J., 1906-1910 Rev. John B. Furay, S.J., 1910-1915

Rev. William B. Sommerhauser, S.J., 1915-1919 Rev. Thomas J. Smith, S.J., 1919-1925 Rev. Murtha J. Boylan, S.J., 1925-1928 Rev. Benedict J. Rodman, S.J., 1928-1937

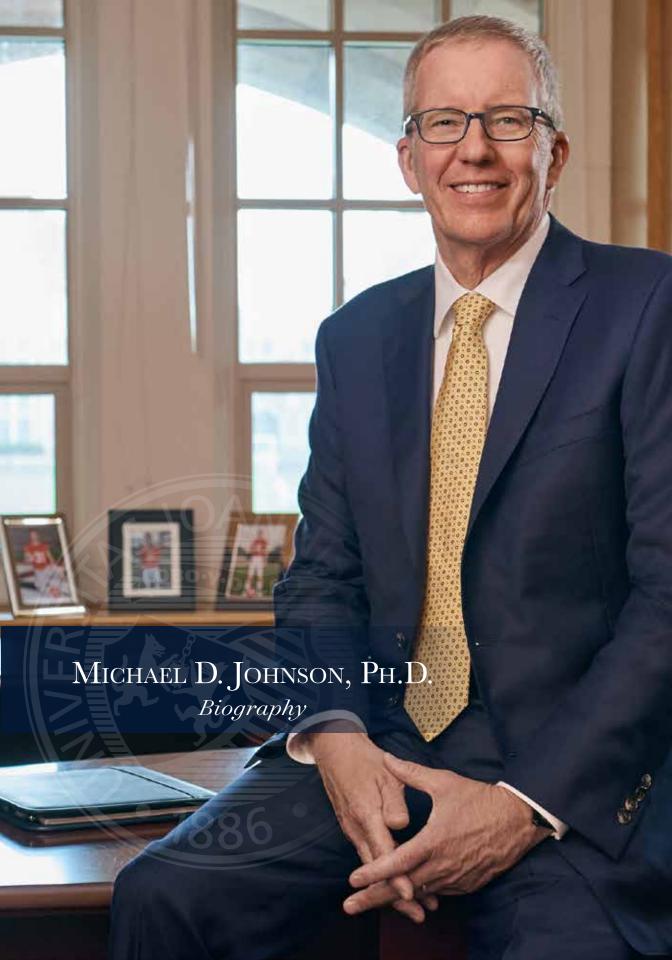
Rev. George J. Pickel, S.J., 1937

Rev. William M. Magee, S.J., 1937 Rev. Edmund C. Horne, S.J., 1937-1942 Rev. Thomas J. Donnelly, S.J., 1942-1946 Rev. Frederick E. Welfle, S.J., 1946-1956 Rev. Hugh E. Dunn, S.J., 1956-1967 Rev. Joseph O. Schell, S.J., 1967-1970 Rev. Henry F. Birkenhauer, S.J., 1970-1980 Rev. Thomas P. O'Malley, S.J., 1980-1988 Rev. Michael J. Lavelle, S.J., 1988-1995 Rev. John J. Shea, S.J., 1996-1998 Rev. Edward Glynn, S.J., 1998-2005 Rev. Robert L. Niehoff, S.J., 2005-2017

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With thanks to the other members of the University community who generously assisted the committee in its work.



ichael D. Johnson became the 25th President of John Carroll University on June 1, 2018. The University's Board of Directors elected him to the position on December 6, 2017. Dr. Johnson also joined the Boler College of Business as a Professor in the Department of Management, Marketing and Supply Chain.

A social scientist by training, Dr. Johnson most recently served as the Provost of Babson College, where he was Professor of Marketing. Appointed in 2016, he was the senior academic officer of the College and led all academic affairs, including oversight of the Undergraduate School, the F.W. Olin Graduate School of Business, and the Babson Executive and Enterprise Education division. He was responsible for the vision and overall coordination for academic and student affairs, including academic operations, accreditation, student services, career services, centers and institutes, institutional research, athletics, and academic budgeting.

Prior to becoming Provost at Babson, Dr. Johnson served as Dean, E.M. Statler Professor and Professor of Marketing at Cornell University's School of Hotel Administration (SHA) for ten years. As Dean at Cornell he focused on investing in faculty, expanding students' learning and career opportunities, increasing diversity, building an effective fundraising organization, and growing the school's global platform. His accomplishments included:

• Hiring approximately two-thirds of the school's tenure-track and lecturer faculty members: diversity of the faculty, student body and staff increased under Dr. Johnson's leadership with a particular emphasis on increasing the diversity of the school's faculty.

- The expansion and enrichment of academic programs, learning, and career opportunities: during his tenure, SHA undergraduate students graduated with the highest rated educational experience and highest career placement rates at Cornell University.
- Building external relationships and fundraising opportunities: Dr. Johnson led the school's capital campaign, completed in 2015, raising more than \$160 million. He strengthened the school's ties to both its alumni network and the greater hospitality industry through the growth of formal industry events, partnerships, and sponsorships.
- Growing the school's global platform:
 Dr. Johnson extended the School's worldwide reach and influence with an emphasis on international business and faculty development.

Dr. Johnson was previously at the University of Michigan, where he was the D. Maynard Phelps Collegiate Professor of Business Administration and Professor of Marketing at the Stephen M. Ross School of Business. A distinguished scholar, he focused his research on the development of customer information systems and how they can be utilized to craft strategy and manage customer relationships.

As a Professor at the University of Michigan, he published more than 100 academic articles and multiple books, and taught undergraduate, graduate, and executive programs. He served as a consultant for a diverse range of companies and public agencies, including Promus Hotels, Northwest Airlines, the National Association of Convenience Stores, Dell Corporation, Schering Pharmaceutical, and Volvo.

Born in Bottineau, North Dakota, Dr. Johnson grew up in Madison, Wisconsin. He is married to Jill Kobus Johnson. They have three sons: Alexander, Andrew, and Thomas.

