

## Faculty Roster Form

### Qualifications of Full-Time and Part-Time Faculty

Name of Institution: University of Louisville

Name of Primary Department, Academic Program, or Discipline: Management & Entrepreneurship Department, College of Business

Academic Term(s) Included: Fall/Spring

Date Form Completed: June 15, 2022

<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>
NAME (F, P)	COURSES TAUGHT Including Term, Course Number & Title, Credit Hours	ACADEMIC DEGREES & COURSEWORK Relevant to Courses Taught, Including Institution & Major List specific graduate coursework, if needed	OTHER QUALIFICATIONS & COMMENTS Related to Courses Taught
Kathleen Gosser (F)	Fall 2021, MGMT 315 Collaboration, 3  Fall 2021, MGMT 410 Franchise Fundamentals & Law, 3  Fall 2021, FRAN 601 Franchising Fundamentals, 1.5  Spring 2022, MGMT 315 Collaboration, 3  Spring 2022, FRAN 601 Franchising Fundamentals, 1.5  Spring 2022 MGMT 413 Franchise Growth & Support, 3	Ph.D. Educational Leadership & Organizational Development (2011), UofL Dissertation topic – Predictors of Intent to stay of hourly employees in the Fast Food Industry.  MBA, UofL, 1993.	35-year career at Yum! Brands (largest franchisor in the world) with the following experience: <ul style="list-style-type: none"> <li>• Leading compliance to standards audit programs</li> <li>• Leading franchise advisory council focused on operations excellence</li> <li>• Last 7 years led Learning and Development for KFC US – 95% franchised at time.</li> <li>• Created standards for system</li> <li>• Global experience – 6 years leading operational excellence for the 5 brands at the time (KFC, Taco Bell, Pizza Hut, Long John Silvers, and A&amp;W).</li> <li>• Led teams for 33 of the 35 years</li> </ul> Currently the director of the Yum! Center for Global Franchise Excellence.  Host bi-weekly podcast with franchise leaders.

Susan Zimmerman (P)	<p>Fall 2021, MGMT 409 Franchise HR Infrastructure and Leading Teams, 3</p> <p>Spring 2022, FRAN 630 Franchise HR Infrastructure, 1.5</p>	MA, Human Resource Management, Webster University, 2009.	<p>Currently VP of Learning &amp; Development at Jackson-Hewitt, a franchise tax system.</p> <p>Over 30 years' experience at KFC working with franchisees in HR and training.</p>

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