

Applied Research for Organizational Solutions (AROS)

AROS is a consulting group within Louisiana Tech University’s Industrial-Organizational Psychology doctoral program. The group is managed by faculty and leverages the energy, enthusiasm, and creativity of its graduate students. AROS’ purpose is to assist organizations in managing and enhancing their human capital. In partnership with client organizations, AROS develops innovative, yet practical solutions to develop, utilize, and broaden the experiences and contributions of people at work. AROS has executed projects for global, regional, and local organizations across multiple industries. With dual core competencies in applied psychology and research methods, AROS can assist organizations with developing solutions to complex issues.

Overview of Services

- Data Services: Cleaning, Processing, and Coding
- Custom Research Services:
 - Qualitative research (e.g., executive interviews, focus groups)
 - Quantitative research (e.g., employee climate surveys, customer satisfaction surveys)
- Personnel Selection
- Performance Appraisal systems, including 360° Feedback
- Organizational Development (e.g., team-building, leadership workouts, process consultation)

Recent Project Experience

Data Cleaning and Processing	<ul style="list-style-type: none"> ▪ Conducted data validation, including identification of outliers. ▪ Merged multiple data sets to facilitate subsequent analyses. ▪ Provided data reformatting, conversion, standardization and cleaning services. ▪ Created custom reports per client requests.
Data Coding	<ul style="list-style-type: none"> ▪ Developed a coding system for interpreting open-ended responses to employee climate survey. ▪ Coded over 34,000 open-ended comments with superior inter-rater reliability (90% or higher agreement).
Qualitative Research	<ul style="list-style-type: none"> ▪ Conducted qualitative interviews with 50 key management stakeholders across 30+ countries to identify both the company’s change management strengths and potential barriers to system adoption. ▪ Conducted socio-political, economic, and cultural evaluations of 25 African countries to assess receptivity to the implementation of a new global management information system.
Quantitative Research	<ul style="list-style-type: none"> ▪ Analyzed responses to employee satisfaction and organizational climate survey. ▪ Analyzed employee perceptions of quality of life in the community. ▪ Designed and analyzed feedback from management training programs, including effectiveness of individual presenters and the training program overall. ▪ Conducted a fit and suitability assessment for the current selection system. ▪ Conducted job analyses, formulated linkage matrices, and identified critical knowledge, skills, and abilities to establish transportability.
Personnel Selection	<ul style="list-style-type: none"> ▪ Redesigned promotion exam for state troopers. ▪ Evaluated the current selection system used by a regional bank to provide evidence for legal defensibility and validity.
Organizational Development	<ul style="list-style-type: none"> ▪ Designed and conducted team-building activity for computer services company.

Expertise

Project teams are composed of doctoral students, supervised by faculty.

Faculty qualifications are summarized in the following table:

	Tilman L. Sheets, Ph.D.	Mitzi Desselles, Ph.D.	Frank Igou, Ph.D.
AROS Experience	Founder 2010 - Present	Director 2010 - Present	Senior Faculty 2010 - Present
Prior Experience	Louisiana Tech University Associate Professor Consulting Experience Assess Systems Bramer Engineering Midwest Wireless ePredicts (now SHL) Sverdrup Technologies Franke Industries	Apter Research Principle & Director of Research ExxonMobil Corporation Global Research Director DDB Needham VP, Multinational Research & Planning Purdue University Assistant Professor	Center for Business & Economic Development – Montgomery, AL Business Consultant Cities of Atlanta, GA & Mobile, Montgomery, & Selma, AL E.E.O. Compliance Consultant State of Wisconsin Office of Employment Relations Primary Psychometrician City of Orlando, FL Civil Service Administrator
Education	University of Southern Mississippi, Ph.D.	Louisiana State University, Ph.D., B.S.	Auburn University, Ph.D., M.S.

Why AROS?

Expertise	<p>Broad and Deep Experience</p> <ul style="list-style-type: none"> Faculty with practical project experience Previous clients include local, regional, national, and global organizations operating in a range of industries Specialized skills in selection, talent management, training design, program evaluation, employee engagement, and executive development
Availability	<p>Alignment with Business Needs</p> <ul style="list-style-type: none"> 12-month accessibility Responsive



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