

# Management Faculty and Students Win Teaching Award

**12/04/2018**

A teaching case written by Professor Mike Dixon and graduate students Luis Armenta and Justin Canova was recognized as the 2018 Best Teaching Case by the Decision Sciences Institute. The case 'America First Credit Union: High-Quality Transactions and Customer Satisfaction' was designed for use with graduate students, and challenges them to generate solutions to customer service issues in a call-center environment. Professor Dixon regularly works with students to develop case studies that are used in his classrooms. He recently worked with a student to write a case study about O.C. Tanner in Salt Lake City and is currently working on another case about the 10th West Scare House in Logan. According to Professor Dixon, working with students allows them to gain experience with and exposure to leaders in the community, and to see how classroom material is relevant to managerial decision making. He also enjoys forming strong mentoring relationships with students during the case writing process.