

January 15, 2024

Members of the Dean Search Committee
Harbert College of Business
Auburn University

Dear members of the search committee,

I am writing to express my interest in the Dean position at the Harbert College of Business. With over 25 years of experience in academic leadership roles, including international exposure, I am excited about the opportunity to contribute to Auburn University. I am attracted to this position because of the opportunities described in the position profile and the strength I see in the college to seize these opportunities. The college's mission and vision nicely blend a commitment to public higher education, and pursuit of excellence, consistent with the stature of an elite institution. This dual commitment reflects my values, and adds to my interest in the dean role.

In my leadership roles I have navigated a broad spectrum of operational challenges and gained a strong understanding of the various facets of a business school. I have reviewed the position profile and believe my prior experience and expertise prepares me well for the opportunities and expectations for leadership you describe.

Continue the College's Positive Momentum and Envision its Future

Through my experience in four schools of business in two countries, plus visiting appointments in Europe and Hong Kong, I have developed a broad understanding of the landscape of higher education. I am particularly sensitive to the current challenges facing higher education, including changing demographics and public sentiment that threaten enrollment, and rapid changes in technology that support – and require – changes in the means by which we deliver on our missions.

Strategy development and implementation has been a core part of my leadership roles. As senior associate dean for faculty affairs and research, I led the Carson college's efforts in support of the two research-related strategic goals. Working with the dean's leadership team, chairs and directors and various faculty committees, we launched multiple initiatives to increase our recognition within our disciplines and to share our research insights and critical thought with the business and policy communities of the Pacific Northwest. Those initiatives resulted in a substantial increase in high-quality publications, with four of our seven disciplines ranked in the top third of our AACSB peer set and only one ranked below the median.

Since my appointment as interim dean, and in preparation for our 2024 AACSB CIR visit, I've been working with the dean's leadership team to finalize a mid-course review of our college strategic plan, critically assessing our goals, initiatives, and success metrics. Once the plan is drafted, I will be sharing it with various constituent groups within the college to ensure it represents our collective direction.

Ensure an Excellent Student Experience

At the Ivey Business School (Ivey), as Assistant Director of HBA Student Relations, I had primary responsibility for the students once they were admitted to the program. I worked with a

professional staff of academic counselors, placement advisors, and with the program faculty to ensure an exceptional student experience.

At WSU, I have also been actively involved in the strategic redesign of our undergraduate curriculum and co-curriculum, a key initiative of our 10-year strategic plan. We followed an inclusive process for this redesign, gathering insights from faculty, staff, students, and alumni to shape our initial design, and then using feedback from the same groups to refine the program plan. The new curriculum, launched in 2019, has shown encouraging results in enhancing students' professional skills and college affiliation.

Support Faculty Research, Teaching and Outreach Efforts

My role as senior associate dean for faculty affairs and research directly addressed this role. I led the college's processes for hiring, promotion and tenure, annual review, and professional leave. During my tenure as associate dean, we successfully hired over 35 faculty members (more than 20 were net new hires). I've shared best practices for enhancing the diversity of candidate pools with search committees, implemented a comprehensive faculty onboarding program and conducted targeted salary reviews as ways to enhance faculty recruitment and retention.

I supported research through summer research funding, provision of tools and data, and constant reinforcement of the importance of high-quality research to our college mission, including leading by example through my own research efforts. I've implemented multiple means to support teaching, including annual (approximately) teaching development workshops to help build capabilities for active learning, development on an online onboarding program for new teachers (in conjunction with the senior associate dean of academic affairs), and through development and delivery of a doctoral seminar that prepares PhD students to be effective teachers.

Outreach has been a challenging area for us, but we have made progress through annual surveys that focus on topics of interest to our external constituencies, development of processes for faculty to share research with our marketing team and have media articles written to promote them, and crafting of policy to explicitly recognize practice-oriented scholarship, especially for our non-tenure-track faculty.

Engage Alumni and External Partners

Since assuming the role of interim dean, I have dedicated substantial effort to development activities, working with various stakeholders to build our college's "case for support" and strengthening relationships with our most senior alumni. A key aspect of this effort has been reassuring our alumni that despite the leadership transition, the college remains committed to its mission and programs. Moreover, as WSU embarks on a 10-year capital campaign, I am identifying and cultivating potential alumni leaders for our college campaign committee. My engagement with alumni spans various platforms, from tailgate events at football games to leading our national board of advisors' meetings and conducting one-on-one discussions. I am on track to have our campaign committee operational by April, with early fundraising results anticipated in the first half of 2024.

I am also working to strengthen our corporate engagement, employing targeted tactics to connect with the business community, especially in the Seattle area, through event sponsorships, participation, and media engagement. I have also been working with our director of corporate engagement since July to expand our efforts from student-facing initiatives (company tours, placement, recruitment for MBA) and ensuring representation of key partners in our national board of advisors to also include corporate philanthropy.

In summary, I believe my experiences demonstrate my potential to lead the Harbert College of Business through the development and implementation of its next strategic plan and the furtherance of its aspiration to "be recognized nationally as one of the elite public business schools in the country." I look forward to learning more about the school and the dean role, and would be pleased to provide any additional information you require.

Sincerely,

A handwritten signature in blue ink that reads "Deborah Compeau". The signature is fluid and cursive, with the first name "Deborah" and last name "Compeau" clearly distinguishable.

Deborah Compeau
Interim Dean & Hubman Distinguished Professor in Information Systems
Carson College of Business, Washington State University

Curriculum Vitae

Dr. Deborah R. Compeau

Interim Dean

Hubman Distinguished Professor of Information Systems

Carson College of Business

EDUCATION

Doctor of Philosophy, *Business Administration*, The University of Western Ontario, 1992.

Honours Bachelor of Arts, *Business Administration*, The University of Western Ontario, 1987.

FACULTY APPOINTMENTS

Hubman Distinguished Professor of Information Systems 2015 – present
Carson College of Business, Washington State University

Ivey Business School, Western University 2000 –2015
○ Associate Professor (2000-2009); with tenure since July 1, 2002
○ Full Professor (2009-2015)

Visiting Professor, ESSEC Business School, France 2012-2014

Associate Professor, Faculty of Management, University of Calgary 1998 –2000

Adjunct Professor, School of Business, Queen’s University January – May 1998

School of Business, Carleton University 1991 –1998
○ Associate Professor (1997-1998)
○ Assistant Professor (1992-1997); Appointment with tenure, July 1, 1996
○ Lecturer (1991-1992)

ACADEMIC LEADERSHIP

Interim Dean, Carson College of Business, Washington State University July 2023 - present

- Lead multi-campus college with approximately 100 faculty and 90 staff, 5 departments, 6 centers and institutes
- Manage an annual budget of approximately \$40M
- Develop and sustain relationships between the college and alumni, business and industry, and other public and private stakeholders

- Develop campaign priorities, volunteer committee, and case for support for the Carson College of Business in the university's capital campaign, with a \$100M target
- Collaborate with university colleagues and leadership to achieve college and university strategic goals
- Key Initiatives
 - Lead the preparation for AACSB Continuous Improvement Review, scheduled for April 2024
 - Support the college's council on diversity, equity and inclusion
 - Council appointed in 2023; Completing a survey of staff and faculty to identify issues of concern; Will be conducting a survey of students in 2024
 - Evaluate market opportunity to develop non-credit programs
 - Publish a bi-weekly newsletter (the Dean's Dispatch) to maintain connection with Carson College faculty and staff

**Senior Associate Dean for Faculty Affairs and Research
Carson College of Business, Washington State University**

2018 – 2023

- Reporting to the Dean, provided leadership in key areas of the college's operations, including promotion and tenure, annual performance review, faculty hiring, monitoring college metrics for research performance, promoting faculty research and thought leadership to the business and policy communities of the Pacific Northwest.
- As a member of the Dean's Leadership Team, participated in the determination of the college strategy and the support of its implementation, across all areas (from academic affairs to budget).
- Served on the university's research council, collaborating with other associate deans for research and the university's central leadership in support of the college and university research programs
- Served on the Activity Insight Steering Committee, a group which set policy for the use of Watermark's faculty reporting tool
- Chaired the search committee for the Carson College's Senior Director of Development (Chair)
- Accomplishments
 - **Hiring.** During the period from 2018-2022, hired and onboarded 38 new faculty. This includes replacements for retirements (9 faculty), resignations/non-renewals (13 faculty) and faculty growth (16 new positions).
 - **Promotion and Tenure.** Led the college promotion and tenure process, overseeing 28 applications (12 tenure and promotion to associate, 5 promotion to full professor, 11 promotion of career track faculty). I have worked closely with the department chairs in organizing the review process at the department level, chaired (ex officio) the college's promotion and tenure committee, and am delegated to write the dean's recommendations for our college. All but one of our college recommendations has been upheld by the provost's committee.
 - **AACSB Continuous Improvement Review.** Coordinated development of the 2018-9 CIR report. Drafted the sections on research and faculty, with input from various individuals. Led the development of the visit schedule, in consultation with the dean.
 - **Development and Implementation of "Next Carson Cougar" Curriculum.** From 2016-2019, I was a member of a multi-disciplinary committee charged with redesigning the core business program for the Carson College of Business. We conducted a thorough review and benchmarking of our curriculum against peer and aspirant peer programs and developed a revised curriculum and co-curricular program. Key elements of the new curriculum include a

new introduction to business class at the first year level which is delivered via the case method, earlier certification into the degree, 2 new modular courses at the sophomore level, smaller class sizes to promote more active learning methods. The co-curricular program builds students' professional readiness through required activities in each of four "tiers" over the four years of the program. The program launched in 2019. I have played a significant role in implementation through hiring, course scheduling, teaching development opportunities, and ongoing shaping of policies and procedures to reflect the new expectations of faculty for active learning.

- **Policy Creation/Updating**
 - Rewrote the **promotion and tenure** documents of the college to build a single document for both tenure track and career track faculty. Creating a single document was important to signal that we are a single faculty, with different roles but equal value to the college.
 - Revised the college **Workload Policy**, clarifying expectations in each area of research, teaching and service and adding a formal "definition of scholarship" to reflect the different types of scholarly activity (discipline, practice, or teaching focused) in which faculty engage.
 - Revised the college's **AACSB Faculty Qualifications Document**, resolving problems in the SP and PA standards, and incorporating new aspects of scholarship (e.g., editorial responsibilities) that were not previously considered in the SA standard.
 - Developed new **journal guidance** document to replace outdated journal list. Guidance directs faculty to consider market recognition of journals through the consideration of multiple external lists, thus linking our journal guidance more strongly to our promotion and tenure expectations.
- **Data-driven decision making.** Championed the introduction of Academic Analytics tools for benchmarking within the college. Carson College acted as a pilot site for Academic Analytics, which was subsequently adopted by the university and rolled out across the institution.

Interim Department Chair – Management, Information Systems & Entrepreneurship **2019 – 2020**
Carson College of Business, Washington State University

- Following the unexpected departure of the department chair, I took on the role of interim department chair for one year.
- Coordinated the activities of the department with the assistance of two associate directors (one each in the disciplines of Information Systems and Management) who provided leadership on the class scheduling and student-facing activities.
- Led the faculty-related processes (hiring, annual review, etc.).
- Managed succession for the role, eventually appointing one of the associate directors to the permanent chair position.

PhD Coordinator for Information Systems, Washington State University **2015-2018**

- Managed the operations of the IS doctoral program, for approximately 10 students and 5 faculty.
- Led the processes for admitting new students, evaluating students' progress (annual), and updating the program curriculum.
- Advised students regarding courses to take, formation of supervisory committees, management of program workload, and career planning.

- Participated in governance of the program through the college's Doctoral Programs and Policy Committee (DPPC)
- Supported Assurance of Learning (AoL) processes through the DPPC

PhD Program Director, Ivey Business School

2007-2011

- Managed the PhD program for the school of business.
- Supervised 2 staff members and oversaw the programs for approximately 70 students across 6 disciplines.
- Managed a budget of approximately \$750,000 per year (including all instructional costs).
- Led the development of program policies for assessing student progress,
- Co-led the development of a revised PhD curriculum. Consulted with a variety of stakeholders internal to Ivey, reviewed PhD programs at other schools, and consulted with the Faculty of Graduate Studies. In the end, two new courses were added, to replace existing program level courses. The two new courses focus on Cross-Disciplinary Research and on Business School Teaching.

Director of HBA Student Relations, Ivey Business School

2005-07

- Responsible for student facing activities in the undergraduate business program.
- Supported growth of the program from 300 to 450 students.
- Developed exam procedures to ensure integrity of the examination environment.
- Handled student conduct issues and student concerns. Reviewed student appeals.
- Coordinated with teaching faculty to help support a strong student experience.

HONORS AND AWARDS

Best Paper Award, Association for Information Systems Special Interest Group on Health IS Research (SIG-Health), 2022.

Fellow of the Association for Information Systems, 2018.

MBA '83 Faculty Fellow, Ivey Business School – 2007-2010.

F.W.P. Faculty Fellowship, Ivey Business School 2002-2005

Dean's Commendation for Teaching, Ivey Business School, 2002, 2003, 2013.

USC Teaching Honour Roll Award of Excellence, 2002-3, 2006-07, 2012-13.

Honourable Mention Award, The Administrative Science Association of Canada (Information Systems Division), 2004.

Best Paper Award, The Administrative Science Association of Canada (Information Systems Division), 2003.

Best Paper Award, The Administrative Science Association of Canada (Information Systems Division), 2002.

First Runner Up, The Administrative Science Association of Canada (Case Track), May 2002.

MIS Quarterly, Reviewer of the Year, 1997

Carleton University Commerce Society's *Excellence in Teaching Award*, 1996-97.

Best Paper Award, New Zealand Computer Conference, Wellington NZ, August 23-25 (paper later published in the New Zealand Journal of Computing).

Winner of the Administrative Science Association of Canada, Best Ph.D. Dissertation in the Administrative Sciences, 1993.

Finalist in the International Conference on Information Systems, Doctoral Dissertation Contest, 1993.

Doctoral Fellowship, The Social Science and Humanities Research Council of Canada, 1991.

Ontario Graduate Scholarship, 1990.

Nominated to the Doctoral Consortium, The International Conference on Information Systems, Copenhagen Denmark, December 1990.

Doctoral Fellowship, The National Centre for Management Research and Development, 1990.

RESEARCH AND PUBLICATIONS

Research Grants (TOTAL: \$479,136)

Social Sciences and Humanities Research Council of Canada. "Generating Value from Information Technology Projects: Capabilities, Shared Domain Knowledge, and Representational Gaps," \$61,725, with Nicole Haggerty as co-investigator, 2009.

Social Science and Humanities Research Council of Canada. "The Role of Technical Support in User Learning," \$ 83,550, with Nicole Haggerty as principal investigator, 2004.

Social Science and Humanities Research Council of Canada. "Individuals and Information Technology Infusion," \$91,336, File Number 410-2003-463, with Darren Meister as co-investigator, 2003.

Social Science and Humanities Research Council of Canada. "What Have We Learned about Learning with Laptops," \$116,125, with Abhijit Gopal as Principal Investigator and Fernando Olivera as co-investigator. 2002.

Social Science and Humanities Research Council of Canada. "Organizational Facilitation of Innovation Adoption by Individuals," \$59,900, File Number 410-98-0979, with Darren Meister as co-investigator, 1998.

Social Science and Humanities Research Council of Canada. "A Self-Management Approach to Continuous Learning of IT Skills" \$40,500, File Number 410-98-0781 with Barbara Marcolin as Principal Investigator and Sid Huff and Malcolm Munro as co-investigators, 1998.

Carleton University, GR-6. "End User Sophistication & Individual Performance," \$3,000, 1997.

Carleton University, GR-6. "End User Support in Organizations," \$2,500; 1996.

Carleton University, GR-6. "Understanding Effective Trainer Behaviour," \$3,000; 1994.

Carleton University, GR-6. "Understanding Individual Reactions to Computing Technology from a Social Cognitive Theory Perspective," \$2,500; 1993.

The GR-6 grants from Carleton University represent amounts awarded from the university's allocation of SSHRCC Institutional Grants.

Social Science and Humanities Research Council of Canada. "Understanding Individual Reactions to Computing Technology from a Social Cognitive Theory Perspective," \$10,000, 1991.

Carleton University, GR-6. "Individual Reactions to Computing Technology," \$5,000; 1991.

Edited Books

1. Fang, Y., Neufeld, D.J., Compeau, D.R., 2012, *Profiting from information Resources: China Practices and Global Trends*. Beijing Normal University Press: Beijing, China.

Refereed Book Chapters

1. Compeau, D. R., Olivera, F. (2015). From "theory light" to theorizing: A reaction to Avison & Malaurent. *Formulating Research Methods for Information Systems: Volume 1* (pp. 262-272). *Formulating Research Methods for Information Systems: Volume 1*. (reprinted from *Journal of Information Technology* publication, listed under refereed journal publications)
2. Thompson, R., Compeau, D., Higgins, C., & Lupton, N. (2007). Intentions to use information technologies: An integrative model. In S. Clarke (ed.) *End User Computing Challenges Technologies: Emerging Tools and Applications* (Chapter VI: 79-101), Hershey, PA: Information Science Reference.

This is an updated version of a paper that appeared in the Journal of Organizational and End User Computing (listed below under refereed journal articles). We were invited by the editor to submit it for the book series. It was also further reprinted as:

Thompson, R., Compeau, D., Higgins, C., & Lupton, N. (2008). Intentions to use information technologies: An integrative model. S. Clarke (ed). End User Computing: Concepts, Methodologies, Tools and Applications (Chapter 4.11: 1469-1488), Hershey, PA: Information Science Reference.

3. Compeau, D., Gravill, J., Haggerty, N., & Kelley, H. (2006). Computer self-efficacy: A review. In P. Zhang & D. Galletta (eds.). *Human-Computer Interaction in Management Information Systems: Foundations*. Vol. 4, Advances in Management Information Systems. Armonk, NY: M. E. Sharpe, Inc., 2006, 225-261.

I was invited to contribute a book chapter as part of a collection of articles on Human Computer Interaction (HCI). The piece was refereed. I felt it was important to write this chapter because of my earlier work on computer self-efficacy, which has been widely cited in the field. I involved three former PhD students who had done work related to this topic.

Refereed Journal Articles

1. Torres, C., Correia, J., Compeau, D., & Carter, M. (2022). Computer Self-Efficacy: A Replication After Thirty Years. *AIS Transactions on Replication Research*, 8(1), article 5, DOI: 10.17705/1attr.00076.
2. Tacco, F., Sanchez, O., Connolly, R., & Compeau, DR (2023). Understanding Engagement in Online Health Communities: A Trust Based Perspective. *Journal of the Association for Information Systems*, 24(2), 345-378, DOI: 10.17705/1jais.00491.
3. Compeau, D., Correia, J., & Thatcher, J. (2022). When Constructs Become Obsolete: A Systematic Approach to Evaluating and Updating Constructs for Information Systems Research. *MIS Quarterly*, 46(2), 679-712, DOI: 10.25300/MISQ/2022/15516.

4. Jewer, J. & Compeau, D. (2022). Re-establishing a Hybrid View of IS Success – A Case Study. *European Journal of Information Systems*, 31(5), 577-596, DOI: 10.1080/0960085X.2021.1890529. Selected as Best Paper for SIG-Health, 2022.
5. Sun, Z., Compeau, D., & Carter, M. (2021) Mapping the Landscape of Health Information Exchange (HIE) Networks in the United States. *Communications of the AIS*, 49, DOI: 10.17705/1CAIS.04924.
6. Tsai, P. & Compeau, D. (2021). Understanding and Measuring Formal Communication Quality for Technology Implementation: A Test During the Anticipation Stage. *The Journal of Strategic Information Systems*, 30(3), DOI: 10.1016/j.jsis.2021.101669.
7. Qureshi, I., Fang, Y., Haggerty, N., Compeau, D., & Zhang, X. (2018). IT-mediated socializing interactions and knowledge sharing: Role of competence-based trust and background heterogeneity. *Information Systems Journal*, 28(5), 929-955.
8. Tsai, P., & Compeau, D. (2017). Change-related communication and employees' responses during the anticipation stage of IT-enabled organizational transformation: A case study. *The Data Base for Advances in Information Systems*. 48(4), 30-50.
9. Compeau, D. & Terry, A. (2017). Connecting medical records: An evaluation of benefits and challenges for primary care practices. *BMJ Health & Care Informatics*, 24(2), 204-215.
10. Tsai, P., Compeau, D., & Meister, D. (2017). Voluntary use of information technology: An analysis and synthesis of the literature. *Journal of Information Technology*, 32(2), 147-162. doi:10.1057/jit.2016.6.
11. Booth, R. Andrusyszyn, Iwasiw, C., Donelle, L., & Compeau, D. (2016). Actor-network theory as a socio-technical lens to explore the relationship of nurses and technology in practice: Methodological considerations for nursing research. *Nursing Inquiry*, 23(2), 109–120. doi:10.1111/nin.12118
12. Nursing Inquiry is published in the UK by Wiley-Blackwell. It is rated as #19/108 journals in Nursing. Its 2-year impact factor (accessed November 5, 2022) is 2.658.
13. Walter, N., Öksüz, A., Compeau, D., Vogl, R., Rudolph, D., Distel, B., Becker, J. (2015). Sync & Share North Rhine-Westphalia: A Case on a University-based Cloud Computing Service Provider. *Journal of Information Technology Teaching Cases*, 5(1), 20-26.
14. Compeau, D., & Olivera, F. (2014). From “theory light” to theorizing: A reaction to Avison & Malaurent. *Journal of Information Technology*, 29(4), 346-349.
15. Kelley, H., Compeau, D., Higgins, C., & Parent, M. (2013). Advancing Theory through the Conceptualization and Development of Causal Attributions for Computer Performance Histories. *The Data Base for Advances in Information Systems*, 44(3), 8-33.
16. Compeau, D., Marcolin, B., Kelley, H., & Higgins, C.A. (2012). Generalizability of Information Systems Research Using Student Subjects – A Reflection on Our Practices and Recommendations for Future Research, *Information Systems Research*, 23(4), 1093-1109.
17. Wan, Z., Haggerty, N., & Compeau, D. (2012). The Effects of Self-regulated Learning Processes on E-Learning Outcomes in Organizational Settings. *Journal of Management Information Systems*, 29(1), 301-333.
18. Qureshi, I., Fang, Y., McCole, P., Ramsay, E., Ibbotson, P. & Compeau, D. (2009) Understanding online customer repurchasing intention and the mediating role of trust – an empirical investigation in two developed countries. *European Journal of Information Systems*. 18, 205-222.

19. Qureshi, I. & Compeau, D. (2009). Assessing Between Groups Differences in IS Research – A Comparison of Covariance and Component based SEM. *MIS Quarterly*. 33(1), 199-216.
20. Gravill, J. & Compeau, D. (2008). Self-regulated learning strategies and software training. *Information and Management*. 45(5), 288-296.
21. Compeau, D., Meister, D., & Higgins, C. (2007). The perceived characteristics of innovating: A reconsideration. *Journal of the Association for Information Systems*. 8(8), Article 1, 409-439.
22. Tsai, P., Compeau, D., & Haggerty, N. (2007). Of races to be run and battles to be won: Technical skill-updating, stress and coping of IT professionals. *Human Resource Management*, 46(3), 395-409.
23. Gravill, J., Compeau, D., & Marcolin, B. (2006). Experience effects on the accuracy of self-assessed user competence. *Information and Management*. 43(3), 378-394.
24. Thompson, R., Compeau, D., & Higgins, C. (2006). Intentions to use information technologies: An integrative model. *Journal of Organizational and End User Computing*, 18(3), 25-43.
25. Heslop, Louise A., Papadopoulos, Nicolas, Dowdles, Melissa, Wall, Marjorie, and Compeau, Deborah, (2004). Who Controls the Purse Strings: A Study of Consumers' and Retail Buyers' Reactions in an Americas FTA Environment," *Journal of Business Research*, 57(10), 1177-1188.
26. Compeau, D. R. (2002). The role of trainer behavior in end user software training. *Journal of End User Computing*, 14(1), 21-30.
27. Marcolin, B., Compeau, D., Munro, M., & Huff, S. (2000). Assessing user competence: Conceptualization and measurement. *Information Systems Research*, 11(1), 37-60.
28. Compeau, D., Higgins, C., & Huff, S. (1999). Social cognitive theory and individual reactions to computing technology: A longitudinal study. *MIS Quarterly*, 23(2), 145-158.
29. Munro, M., Huff, S., Marcolin, B., & Compeau, D. (1997) Understanding and measuring user competence. *Information and Management*, 33(November 1997), 45-57.
30. Webster, J., & Compeau, D. R. (1996). Computer assisted versus paper-and-pencil administration of questionnaires. *Behavior Research Methods, Instruments & Computers*, 28(4), 567-576.
31. Compeau, D. R., & Higgins, C. A. (1995). Application of social cognitive theory to training for computer skills. *Information Systems Research*, 6(2), 118-143.
32. Compeau, D. R., & Higgins, C. A. (1995). Computer self-efficacy: Development of a measure and initial test. *MIS Quarterly*, 19(2), 189-211 (earlier drafts of this paper were presented at the Administrative Science Association of Canada and the International Conference on Information Systems in 1991 - shown under refereed conference proceedings).
33. Huff, S. L., Munro, M., Marcolin, B., & Compeau, D. (1995). End user computing: Examining user sophistication. *New Zealand Journal of Computing*, 6(1A), 181-188.

Articles/Cases in Refereed Conference Proceedings

1. McParland, C., Connolly, R., Sanchez, O., & Compeau, D. (2022). Under a Microscope: Examining the Impact of Digital Location Tracking in the Irish Police Force. *Proceedings of the International Conference on Information Systems*, Copenhagen, Denmark, December 2022.
2. Sarabadani, J., Carter, M., & Compeau, D. (2020). An Investigation of IT Users' Emotional Responses to Technostress Creators. *Proceedings of the Hawaii International Conference on System Sciences*.

3. Carter, M., Petter, S., & Compeau, D. (2019). Identifying with IT in a Digital World, *Proceedings of the International Conference on Information Systems*, Munich, Germany, December 15-18, 2019.
4. Li, Yafang, Crossler, R. E., Compeau, D. R. (2019). Regulatory Focus in the Context of Wearable Continuance, *Proceedings of the Americas Conference on Information Systems (AMCIS)*, Cancun, Mexico, August 15-17, 2019.
5. Carter, M., Compeau, D., & Schmalz, M. (2018). The Ambivalent Potential of IT Identity: Me, Not-Me, and Conflicted Me in a Digital World, *Proceedings of the Special Interest Group on Adoption of Information Technologies (SIGADIT)*, San Francisco, CA, December 13, 2018.
6. Tacco, F., Sanchez, O., Connolly, R., & Compeau, DR (2018). An Examination of the Antecedents of Trust in Facebook Online Health Communities, *Proceedings of the European Conference on Information Systems*, Portsmouth, UK, June 23-28, 2018.
7. Sarabadani, J., Carter, M., & Compeau, D. (2018). Ten Years of Research on Technostress Creators and Inhibitors: Synthesis and Critique, *Proceedings of the Americas Conference on Information Systems (AMCIS)*, New Orleans, LA, August 16-18, 2018.
8. Compeau, D., Correia, J., & Thatcher, J. (2017). Implications of Technological Progress for the Measurement of Technology Acceptance Variables: The Case of Self-efficacy. *Proceedings of the International Conference on Information Systems*, Seoul, December 2017.
9. Jewer, J., Compeau, D. & Besworth, M. (2017). Understanding IS Adoption and Success: Integration of IS Success and Technology Adoption Research. *Proceedings of the Americas Conference on Information Systems*, August 10-12, 2017, Boston, MA.
10. Carter, M., Compeau, D., Kennedy, M., & Schmalz, M. (2017) The Content and Context of Identity in a Digital Society. *Proceedings of the 25th European Conference on Information Systems*, June 5-10, 2017, Guimarães, Portugal.
11. Correia, J., & Compeau, D. (2017). Information Privacy Awareness (IPA): A Review of the Use, Definition, and Measurement of IPA, *Proceedings of the 50th Hawaii International Conference on System Sciences*, Waikoloa, HI.
12. Correia, J., Compeau, D., and Thatcher, J. (2016). Implications of Technological Progress for the Measurement of Technology Acceptance Variables: The Case of Self-efficacy. *Proceedings of the Special Interest Group on Adoption of Information Technologies (SIGADIT)*, Dublin, December 2016.
13. Sun, Z., & Compeau, D. (2016). Multilevel Research in Information Systems: An Exploration of Causal Linkages. *Proceedings of the Americas Conference on Information Systems*, August 10-14, 2016, San Diego, CA.
14. Kennedy, M., & Compeau, D. (2016). Towards a Structural Model of Green Information Systems. *Proceedings of the Americas Conference on Information Systems*, August 10-14, 2016, San Diego, CA.
15. Haggerty, N., & Compeau, D. (2015). Investigating Ruptures in Shared Understanding as Recursive Cycles of Mutual Adaptation During Implementation. *Proceedings of the European Conference on Information Systems*, May 26-29, 2015, Münster, Germany.
16. Pastoll, C., Rochwerg, T., Vlaar, B., & Compeau, D. (2014). Starbucks Canada: The Mobile Payments Decision. *Proceedings of the International Conference on Information Systems*, December 14-17, 2014, Auckland, NZ.

17. Walter, N., Öksüz, A., Compeau, D., Vogl, R., Rudolph, D., Distel, B., Becker, J. (2014). Sync & Share North Rhine-Westphalia. *Proceedings of the European Conference on Information Systems*, June 9-11, 2014, Tel Aviv, Israel.
18. Qureshi, I., Fang, Y., Haggerty, N. & Compeau, D. (2012). Technology-Enabled Social Interactions and Knowledge Sharing in a Chinese High-Tech Company. *Proceedings of the International Association for Chinese Management Research Conference*, June 20-24, 2012, Hong Kong, China.
19. Qureshi, I., Fang, Y., Haggerty, N., & Compeau, D. (2009). Knowledge Sharing Through Computer Mediated Social Ties. *Pacific-Asia Conference on Information Systems (PACIS)*, Hyderabad, India, July 10-12, 2009.
20. Compeau, D., Marcolin, B., Saunders, C. & Milley, R. (2007). eStore at Shell Canada Limited. In *Proceedings of the Administrative Science Association of Canada*, Case Track. **Winner of the Laurier Business & Economics Best Case Award.**
21. Rasmussen, H., Haggerty, N., Compeau, D. (2006). Marshalling support: How computer users negotiate technical problems. *Proceedings of the HCI Research in MIS Workshop*, December 9, 2006, Milwaukee, WI.
22. Tsai, P., Compeau, D., & Meister, D. (2006). Social influence on individual acceptance of a new IT innovation. In K. Hassanein (ed). *Proceedings of the Administrative Science Association of Canada*, 27(4), June 2006.
23. Bell, C., Compeau, D.R., Olivera, F. (2005). Developing a model of perceptions of technological multitasking." *Proceedings of the Americas Conference on Information Systems: Humanity Downstream: Effects of Adoption and Diffusion on its Users Division*. Omaha, Nebraska, USA, August 2005 (**Best Paper Nomination**).
24. Marcolin, B., Compeau, D., & Ross, A. (2004). Development of user competence. In C. Bernier ed). *Proceedings of the Administrative Science Association of Canada*, 25(4), June 2004
25. Tsai, P., Compeau, D., & Meister, D. (2004). On voluntariness. In C. Bernier (ed). *Proceedings of the Administrative Science Association of Canada*, 25(4), June 2004. (**selected as the honorable mention paper in the Information Systems Division**).
26. Gravill, J., & Compeau, D. (2003). Self-regulated learning strategies and computer software training. In A. Massey and S. March (eds) *Proceedings of the International Conference on Information Systems*, Seattle, WA, December 2003, 788-793.
27. Marcon, T., & Compeau, D. (2003). Information systems research on individual IT adoption: Time for a change? In A. Gopal (ed.) *Proceedings of the Administrative Science Association of Canada*, 24(4). (**selected as the best paper in the Information Systems Division**).
28. Haggerty, N., & Compeau, D. (2002). A social cognitive view of technical support and its influence on user learning. Accepted for publication *Proceedings of the International Conference on Information Systems*, Barcelona, December 2002.
29. Gravill, J., Compeau, D., & Marcolin, B. (2002). Metacognition and IT: The influence of self-efficacy and self-awareness. In *Proceedings of the Americas Conference on Information Systems*, Dallas, TX, 1055-1064.
30. Meister, D., & Compeau, D. (2002). Infusion of innovation adoption: An individual perspective. In M. Hurt (ed.) *Proceedings of the Administrative Science Association of Canada*, 23(4), 23-33. (selected as the best paper in the Information Systems Division).

31. Compeau, D., Schneberger, S., & Gravill, J. (2002). Waterloo Regional Police Services: The CIMS Project. In *Proceedings of the Administrative Science Association of Canada*, Case Track. **(selected as first runner up in the Case Track)**.
32. Gravill, J., Compeau, D., & Marcolin, B. (2001). Frame-of-reference effects on the accuracy of self-assessed user competence. In *Proceedings of the International Conference on Information Systems*, New Orleans, December 2001, 525-530.
33. Haggerty, N., & Compeau, D. (2001). Help! I need somebody: New directions in IT support. *Proceedings of the Americas Conference on Information Systems*, Boston, MA, August 2001, 1693-1700.
34. Compeau, D., Marcolin, B., & Kelley, H. (2001). Generalizability of technology acceptance research using student subjects. In A. Ramirez (ed.) *Proceedings of the Administrative Science Association of Canada*, 22(4), 35-47.
35. Heslop, L. A., Papadopoulos, N., Wall, M., Dowdles, M., & Compeau, D. (2001). Modeling consumer views of AFTA countries and their products. In R. Manchanda (ed.) *Proceedings of the Administrative Science Association of Canada*, 22(3), pp 32-41.
36. Marcolin, B., Compeau, D., & Munro, M. (2000). Understanding the antecedents of user competence. In Y. Chan & A. Croteau (eds.) *Proceedings of the Administrative Science Association of Canada*, 21(4), 57-66
37. Kelley, H., Compeau, D., & Higgins, C. (2000). Linking attribution theory and self-efficacy theory: A bridge for investigating IS success. In Y. Chan & A. Croteau (eds.) *Proceedings of the Administrative Science Association of Canada*, 21(4).
38. Kelley, H., Compeau, D., & Higgins, C. (1999). Attribution analysis of computer self-efficacy. *Proceedings of the Americas Conference on Information Systems (AMCIS)*, Milwaukee, WI.
39. Compeau, D.R., & Lyn, A. (1997). Design of instructional materials for end user training: An experimental investigation. In J. Parsons (ed.) *Proceedings of the Annual Conference of the Administrative Science Association of Canada*, 18(4).
40. Gagliardi, P., & Compeau, D. R. (1995). The effects of group presentations on intentions to adopt smart card technology: A diffusion of innovations approach. In D. Compeau (ed.), *Proceedings of the Annual Conference of the Administrative Science Association of Canada, Information Systems Division*, 16(4), 20-32.
41. Marcolin, B. L., Huff, S. L., Compeau, D. R., & Munro, M. C. (1993). End user sophistication: A multitrait-multimethod analysis. In B. Gallupe & P. Todd (eds.), *Proceedings of the Annual Conference of the Administrative Science Association of Canada, Information Systems Division*, 14(4), 110-121.
42. Compeau, D. R. & Higgins, C. A. (1991). A social cognitive theory perspective on individual reactions to computing technology. In J. DeGross, I. Benbasat, G. DeSanctis, & C. Beath (eds.) *Proceedings of the Twelfth International Conference on Information Systems*, New York, NY, 187-198.
43. Compeau, D. R. & Higgins, C. A. (1991). The development of a measure of computer self-efficacy. In G. Moore (ed.) *Proceedings of the Annual Conference of the Administrative Science Association of Canada, Information Systems Division*, 12(2), 34-48.

Non-refereed Journal Articles

1. Tsai, P., & Compeau, D. (2010). Go Tell It On The Mountain: How Word Of Mouth Can Lead To Buy-In Of A Technology. *Ivey Business Journal*. Reprint 9B10TB09. March/April 2010.
2. Compeau, D., Olfman, L., Sein, M., & Webster, J. (1995) End user training and learning - Guest Editor's Introduction to the Special Issue. *Communications of the ACM*, 38(7), 24-26.

Technical Reports/Contract Research

The Institute for Government Information Professionals. Review of Curriculum. 1997.

Work Under Review & in Preparation

1. Compeau, D., & Haggerty, N. (conditional acceptance). IT-Business Partnering as Sociomaterial Sensemaking during Digital Transformation. *MIS Quarterly*. Submitted March 13, 2020; returned for pre-review edits & resubmitted May 19, 2020; R&R received August 10, 2020; resubmitted June 4, 2021; Second R&R received August 16, 2021; resubmission May 2022; Third R&R received August 31, 2022; resubmitted September 2023; conditional acceptance received November 2023; resubmitted December 2023.
2. Correia, J., Compeau, D., & Carter, M. Mind the Gap: Delineating the Influences of Eastern and Western Mindfulness on Negative Outcomes from IT Use. Submitted to *Information Systems Research*, Rejected so revising for a new outlet.

Refereed Conference Presentations

1. Marcon, T., & Compeau, D. (2015). Constructing the meaning of software exports in India: A Foucauldian history. 2015 Organizations and Society in Information Systems (OASIS) Pre-ICIS Workshop, Fort Worth, TX, December 12, 2015.
2. Booth, R. Andrusyszyn, M-A., Iwasiw, C., Donelle, L., & Compeau, D. (2012). Nurses' conceptualization and learning of health technology used in practice: An actor-network theory and analysis. 11th International Congress on Nursing Informatics, Montreal, QC, June 24-27, 2012.
3. Tsai, P., Haggerty, N., & Compeau, D. (2011). How technology conceptualizations create challenges in health information technologies adoption: CPOE as a case study. Presented at a workshop of the Special Interest Group on Adoption of Information Technologies (SIGADIT), Shanghai, China, December 2011.
4. Information Technology Training for a Globalized Workforce – Challenges, Tools and Research Directions. Panel (Radhika Santhanam, Mun Yi, Guillermo Rodríguez Abitia, Deborah Compeau) at the *Americas Conference on Information Systems*, Lima Peru, August 13 2010.
5. Tsai, P., Compeau, D., & Meister, D. (2009). Go Tell it on the Mountain: The Impact of Communication on Technology Acceptance. Paper presented at the Diffusion Group on Information Technology (DIGIT) workshop (pre-ICIS), Phoenix, December 2009.
6. Bell, C., Compeau, D., & Olivera, F. (2009). The Glory and Gall of Gadgets in Groups: A Multilevel Theory of the Impact of Information & Communication Technologies on Group Processes. Poster presentation at the Administrative Sciences Association of Canada, Niagara Falls, June 2009.
7. Qureshi, I., Wang, Y., Compeau, D., & Meister, D. (2008). Capturing the Dynamics of Adoption through Latent Curve Modeling. Paper presented at the Diffusion Group on Information Technology (DIGIT) workshop (pre-ICIS), Paris, December 2008.

8. Tsai, P., Compeau, D., & Meister, D. (2008). Negative Emotion and Seeking Social Support during the Early Stage of System Implementation: A Case Study. Paper presented at the Diffusion Group on Information Technology (DIGIT) workshop (pre-ICIS), Paris, December 2008.
9. Qureshi, I., Fang, Y., Haggerty, N., & Compeau, D. (2008) Computer mediated social ties and knowledge sharing. Poster Presentation at SIGHCI Workshop (pre-ICIS), Paris, December 2008.
10. Rasmussen, H. Haggerty, N. & Compeau, D. (2007). I'm a social worker not a technician: An exploratory study of the technician identity on the technology user, Presented at a workshop of the Special Interest Group on the Adoption and Diffusion of Innovation (SIGADIT), Montreal, PQ, December 9, 2007.
11. Marcon, T., Gopal, A., Compeau, D., & Saeed, A. (2005). Fragmented voices: Challenges in multi-stakeholder research. Presented at the International Symposium on Research Methods (ISRM), Las Vegas, NV, December 11, 2005.
12. Bell, C., Compeau, D., & Olivera, F. (2005). Understanding the social implications of technological multitasking: A conceptual model. Presented at the Fourth Annual Workshop on HCI Research in MIS, Las Vegas, NV, December 10, 2005.
13. Qureshi, I., Compeau, D., & Meister, D. (2005). Modeling infusion as multidimensional construct: Conceptual and methodological issues. Presented at a workshop of the Diffusion Interest Group on Information Technology, Las Vegas, NV, December 11, 2005.
14. Haggerty, N., & Compeau, D. (2003). Studying everyday events: Behavioural observation and the investigation of user learning outcomes from technical support. Presented at the International Research Methods Symposium, Seattle WA, December 13, 2003.
15. Participated in a panel (with Trevor Moores, chair, University of Las Vegas, Nevada; Izak Benbasat, University of British Columbia and Wynne Chin, University of Houston) entitled What I think about Reviewing: Confessions of a panel of expert reviewers at the International Conference on Information Systems, New Orleans, December 2001.
16. Participated in a symposium (with Jeff Parsons, chair, Memorial; Lolan Merklinger, SSHRC; Marie Emond, NSERC) entitled Information systems research funding in Canada: SSHRC versus NSERC at the Administrative Science Association of Canada, London, ON, May 2001.
17. Heslop, Louise A., Papadopoulos, Nicolas, Dowdles, Melissa, Wall, Marjorie, Liefeld, John, and Compeau, Deborah, (2000) A comparison of consumer and retail Buyers country-product images in an expanding NAFTA setting, The Third Retail Strategy and Consumer Decision Research Seminar, Society for Marketing Advances, Orlando, Florida, November 8 - 9.
18. Compeau, D. R., & Meister, D. B. (1997). Measurement of perceived characteristics of innovating: A reconsideration based on three empirical studies. Presented at a workshop of the Diffusion Interest Group on Information Technology, Atlanta, GA, December 13, 1997.
19. Organized and Chaired a Panel (with Sid Huff, UWO; Barbara Marcolin, University of Calgary; & Michael Wybo, McGill University) entitled: Teaching the introductory MIS course at the Administrative Science Association of Canada, Halifax, NS: June 1994.
20. Organized and Chaired a Panel (with Lorne Olfman, Claremont Graduate School; Maung Sein, Florida International University; & Jane Webster, University of Waterloo) entitled: Understanding the software training process: What's really important? at the International Conference on Information Systems, Dallas, TX: December 1992.

21. Higgins, C. A., Howell, J. M., & Compeau, D. R. (1990). An empirical test of Bandura's model of innovation adoption. Presented at a workshop of the Diffusion Interest Group on Information Technology, Copenhagen, Denmark.

Invited Talks and Non-Refereed Conference Presentations

1. "Information Technology Adoption and Diffusion for the Next Generation". Panelist at the Diffusion Interest Group on Information Technology (DIGIT) 2022 Workshop, Copenhagen, December 2022.
2. "Embracing the conference theme of challenges: What to tackle, how to tackle it, and how to do so as a research community?" Panelist at the Diffusion Interest Group on Information Technology (DIGIT) 2021 Workshop, Austin, TX, December 2021.
3. "IT Business Partnering as Sociomaterial Sensemaking." Presentation at Culverhouse College of Business, University of Alabama. November 2019.
4. "IT Business Partnering as Sociomaterial Sensemaking." Presentation at ESSEC Business School. April 2019.
5. "Learning from a Clinical Transformation Project: A Longitudinal Assessment of a Multi-Site Cerner Implementation." Invited Presentation at the Cerner Collaboration Forum, Niagara Falls, Canada, May 2015.
6. "Publishing without Perishing: Achieving Goals of High Quality Publishing without Sacrificing Ourselves or Our Ideas." Workshop at ESSEC Business School. May 2013.
7. "Teaching with Cases: Myths, Realities and Opportunities." Presentation at ESSEC Business School, May 2012.
8. "Generalizing from Student Subjects - Time to Throw Away the Script" (based on updated paper co-authored with Barbara Marcolin and Helen Kelley). Presentation at the University of Houston. March 2007
9. "Generalizing from Student Subjects - Time to Throw Away the Script" (based on a paper co-authored with Barbara Marcolin and Helen Kelley). Presentation to the Groupe de Recherche en Systemes d'Information: HEC Montréal. February 10, 2005.
10. "Individual Infusion of Information Technology Innovations" – Presentation at City University of Hong Kong, November 2003.
11. "The Wireless Classroom: A Case Study" – Presentation to the Spring Perspectives on Teaching Conference at the University of Western Ontario, May 17, 2002 (with Abhijit Gopal).
12. "Getting Funded" – Presentation to Administrative Sciences Association of Canada Doctoral Consortium, Richard Ivey School of Business, The University of Western Ontario, May 2001 (with Lolan Merklinger, Program Officer – SSHRC).
13. Visiting Scholar – City University of Hong Kong (May 2000)
 - "Developing User Competence"
 - "Extending Innovation Diffusion Theory in Information Systems"
 - "On the Generalizability of Research Using Student Subjects: A Research Proposal"
14. "Developing User Competence" - Presentation to the Applied Technology in Business Program, Oakland University, October, 1999.

15. "Understanding Effective Trainer Behaviour: An Act-Frequency Approach Part II" - Presentation to the Capital Human Computer Interaction Interest Group of the Association for Computing Machinery (CapCHI), February, 1996.
16. "End User Training: A Social Cognitive Theory Perspective" - Seminar presentation to the Groupe de Recherche en Systemes d'Information, Ecole des Hautes Etudes Commerciales: Montreal, PQ, February 1994.
17. "Understanding Effective Trainer Behaviour: An Act-Frequency Approach Part I" - Seminar Presentation for the MIS Speaker Series, Faculty of Management, University of Calgary: Calgary, AB, May 1994.

Media Interviews/Reports

1. National Post (September 13, 2011). Education's Evolution, by Mary Teresa Bitti (<http://www.financialpost.com/todays-paper/Education+Evolution/5392166/story.html>)
Discussion of the changing face of management education.
2. CBC News (May 8, 2008). The Computer is my Oyster, by Georgie Binks (http://www.cbc.ca/news/viewpoint/vp_binks/20080507.html).
Discussion of the challenges of technological multitasking, based on research with Fernando Olivera and Carlie Bell.
3. The New York Times (December 16, 2007). How to Defang Scary Technology, by Phyllis Korkki.
Description of my ongoing research on user competence and user training/learning.
4. IT Updating Study Coverage; study by Phoebe Tsai, Deborah Compeau and Nicole Haggerty (August 2007)
 - Montreal Gazette article "IT, business must talk the same language"
 - Edmonton Journal article "IT, business gap needs closing"
 - National Post article "Blending IT skills with business brains"
 - The Telegram story on study on IT help desks
 - Vancouver Sun article "Businesses and IT units urged to align objectives"
 - Calgary Herald article "IT often lost in translation"
 - SearchCIO.com (IT website) story on study on IT help desks
 - The bMighty Blog (small and mid-size business IT site) article about IT help desks
 - eWeek.com story about study on IT help desks
 - IT World Canada story on study on IT help desks
 - Globe and Mail article "The help desk needs its own help desk," August 31, 2007
 - Montreal Gazette article "Ignore IT workers' stress at your own risk, firms told; Higher costs; Employee turnover a factor, study says," August 31, 2007
5. Profit Magazine, June 2007. Discussion of research on user competence in Instant MBA Guide (p. 14).
6. Microsoft Canada Midsize Business Centre

- “Easy ways to bolster your company’s defences,” February 5, 2007
(<http://www.microsoft.com/canada/midsizebusiness/businessvalue/local/waysbolster.msp>)
 - “You have the collaboration tools you need, are you using them,” November 13, 2006
(<http://www.microsoft.com/canada/midsizebusiness/businessvalue/local/collabtools.msp>)
7. Globe and Mail, February 27, 2006. “You think you’re being efficient, they think you’re rude”. Monday Morning Manager. *Description of research with Fernando Olivera and Carlie Bell on the use of laptops in group meetings.*
 8. Commentary on the issues in using technology to facilitate workplace collaboration following a Microsoft Roundtable:
 - Edge (Executives in a Global Digital Economy). February 2005. “The human equation”.
 - Computing Canada. February 2005.
 9. Hamilton Spectator. Commentary on offshoring.

TEACHING

Courses Taught – Degree Programs

<u>YEAR</u>	<u>TITLE</u>
<u>Washington State University</u>	
2022-23	Seminar in Management Teaching (1 section, PhD required course)
2021-22	Seminar in Management Teaching (1 section, PhD required course) MIS Research Topics (1 section, team taught with IS faculty)
2020-21	Seminar in Management Teaching (1 section, PhD required course)
2019-20	Seminar in Management Teaching (1 section, PhD required course) MIS Research Foundation (1 section, MIS PhD required seminar)
2018-19	Seminar in Management Teaching (1 section, PhD elective) Proposal Development Seminar (1 section, MIS PhD required seminar)
2017-18	Strategic Information Systems Leadership (2 sections, senior undergraduate elective) Seminar in Management Teaching (1 section, PhD elective)
2016-17	Strategic Information Systems Leadership (1 section, senior undergraduate elective) Enterprise Business Development (1 section, online, undergraduate required course for MIS Major) Seminar in Management Teaching (1 section, PhD elective) Proposal Development Seminar (1 section, MIS PhD required seminar)
2015-16	Strategic Information Systems Leadership (1 section, senior undergraduate elective) MIS Research Foundations (1 section, MIS PhD Required Seminar)

Seminar in Management Teaching (1 section, PhD elective)

Proposal Development Seminar (1 section, MIS PhD Required Seminar)

Ivey Business School

2014-15	Leveraging Information Technology (1 section MBA core IS course; 1 section HBA core IS course) End User Database Management (HBA elective) – ¼ course Research to Practice: Foundations of Management Teaching (1 section, required PhD course) – ½ course
2013-14	Leveraging Information Technology (1 section MBA core IS course) End User Database Management (HBA elective) – ¼ course Research to Practice: Foundations of Management Teaching (1 section, required PhD course) – ½ course
2012-13	Information Systems (2 sections HBA core IS course) Learning Through Action Research to Practice: Foundations of Management Teaching (1 section, required PhD course) – ½ course
2010-11	Leveraging Information Technology (2 sections MBA core IS course) Research to Practice: Foundations of Management Teaching (1 section, required PhD course) – ½ course
2009-10	Information Systems (2 sections HBA core IS course) Research to Practice: Foundations of Management Teaching (1 section, required PhD course) – ½ course
2008-09	Research Methods (1 section, required PhD course) – full year course Research to Practice: Foundations of Management Teaching (1 section, required PhD course) – ½ course
2007-08	Research Methods (1 section, required PhD course) – full year course Research to Practice: Foundations of Management Teaching (1 section, required PhD course) – ½ course Information Systems (1 section EMBA core IS course in Hong Kong; co-taught with Nicole Haggerty)
2006-07	Information Systems II (1 section MBA core IS course, continued from year 1) International Issues in Business (3 sections, MBA integrated course, 5/20 sessions) Information Systems (1 section HBA core IS course) Information Systems (1 section – EMBA core IS course –JD Irving)
2005-06	Information Systems II (1 section MBA core IS course, continued from year 1)

	International Issues in Business (1 section, MBA integrated course, 5/20 sessions)
	Information Systems I (1 section MBA core IS course)
2004-05	Information Systems (1 section – EMBA core IS course –Hong Kong)
	Information Systems I (1 section MBA core IS course)
	Ivey Client Field Project (3 projects)
2003-04	Information Systems Special Fields (1 sections – PhD core IS course)
	Information Systems (2 sections – EMBA core IS course – Toronto & Hong Kong)
2002-03	Statistics (1 section – PhD core course)
	Information Systems (2 sections – EMBA core IS course – Toronto & Hong Kong)
	Information Systems (1 section HBA core IS course)
2001-02	Statistics (1 section – PhD core course)
	Information Systems Special Fields (1 sections – PhD core IS course)
	Information Systems (1 section – EMBA Hong Kong core IS course)
	Information Systems (1 section MBA core IS course)
2000-01	Business Data Communications (2 sections - MBA elective, undergraduate elective)
	Information Systems (2 sections – MBA core IS course)

University of Calgary

1999-00	Implementing ERP Systems (senior MBA elective)
	Fundamentals of Information Systems Analysis and Design (undergraduate elective)
	Research Methods in Management (required for MBA thesis program)
	Advanced Research Methodology and Methods (required Ph.D. course)
1998-99	Information Systems Special Fields (Ph.D. course)
	Research Methods in Management / Advanced Research Methodology and Methods (combined MBA/Ph.D. level course)
	Information Systems in Business Organizations (undergraduate required)
	Fundamentals of Information Systems Analysis and Design (2 sections - undergraduate elective)

Carleton University

1996-97	Programming for Business Students I (2 sections – undergraduate required)
	Introduction to Information Systems (2 sections – undergraduate required)
	Programming for Business Students II (undergraduate elective)
1995-96	Thesis Tutorial (required research methods course in Masters program)
	Management of Information Systems (undergraduate elective)

	Inter-collegiate Business Competition (undergraduate elective)
1994-95	Seminar in Management Information Systems (graduate elective)
	Introduction to Computers for Business Students (2 sections – undergraduate required)
	Business Information Systems (2 sections – undergraduate required)
Summer 1994	Business Information Systems (undergraduate required)
1993-94	Business Information Systems (4 sections – undergraduate required)
	Management of Information Systems (undergraduate elective)
1992-93	Introduction to Computers for Business Students (2 sections – undergraduate required)
	Business Information Systems (2 sections – undergraduate required)
	Management of Information Systems (undergraduate elective)
1991-92	Introduction to Computers for Business Students (3 sections – undergraduate required)

Undergraduate Honors Theses

Lawrence, Allie. "Technology: Creating a New Identity." Washington State University, Defended April 2018.

McGuire, Abigail. "Emotional, Cognitive and Communicative Aspects of Technology Change." Washington State University, Defended December 2017.

Directed Studies

Dekker, Steve. "The ASP Market – Past and Present." MBA Direct Project (2003).

Kealey, Nicole. "Product Country Images - Testing a Model of Consumer Perceptions" (Winter 1997).

This project was supervised by Louise Heslop. I participated in the data analysis, providing expertise on the use of PLS.

Holdham, David "The Psychology of Project Management." (Fall 1995)

This project was part of the Integrated Science Studies program. It included a literature review on the issues involved in management of information systems projects, and a set of interviews with project leaders in a variety of local organizations.

Sadler, James "Report on the Implementation of a Computer Resource: Dunton Tower 811." (Fall 1995)

This project was completed as a Directed Studies course within the School of Business. It involved a review of literature on implementing computing facilities, significant setup work to get the technology up and running, and a feedback survey to gauge student reactions to the new facility.

Courses Taught: Executive Development Programs

Ivey High Potential Management Development Program

2009	Information Systems (1 session)
2007, 2008	Information Systems (6 sessions)

Management Development Program for Women (Carleton University)

The Management Development Program for Women (MDPW) is a one year, certificate program aimed at providing broadly based business and management skills to lower and mid-level managers, primarily from the public service.

1992-98	Management Information Systems (2 or 3 3-hour blocks per year) <i>This course introduced the fundamentals of information technology and information systems in organizations. We discussed both the roles of IS in organizations and the issues involved in developing and managing information systems.</i>
1996-98	Program Evaluation (2 or 3 3-hour blocks per year) <i>This course examined the issues involved in evaluating organizational and social programs. We examined issues in the planning, development and implementation of evaluations.</i>

External Teaching

Case Teaching & Learning

2013-2015	Workshops on case teaching and case writing for the Master's in Public Health Program at Western University
2009 – 2015	Guest Teacher for Graduate Studies 9500 – Theory and Practice of University Teaching (put on by UWO Teaching Support Centre)
2011-2014	University of Münster; 2-day workshop on case learning with undergraduate and master's students; 1-day workshop with PhD students on case teaching
2009	Two-day workshop on case teaching at Arizona State University

Learning Materials Development

1. Catherine's Canine Cookies (A) and (B). Short cases developed for and used in B_A 100. Summer 2019.
2. NASDAQ OMX: The Facebook Debacle. (with Craig Dunbar, Michael King and Ken Mark). Ivey Publishing Number 9B13E006. Teaching Note: 8B13E006
3. Facebook, Inc.: The Initial Public Offering. (with Craig Dunbar, Michael King and Ken Mark) Ivey Publishing Number 9B12N031. Teaching Note: 8B12N031; Student Spreadsheet 7B12N031.
4. Plagiarism and Discipline. (with Liliana Lopez Jiminez). Ivey Publishing Number 9B12C017. Teaching Note 8B12C017.
5. The Business Plan Presentation (with Yves Plourde). Ivey Publishing Number 9B12C014. Teaching Note 8B12C014.

6. Privacy Issues and Monetizing Twitter. (with Nicole Haggerty and Shady Fraiha). Ivey Publishing Number 9B11E002. Teaching Note 8B11E002.
7. Google in China (B). (with Majela Yin and Yulin Fang). Ivey Publishing Number 9B10E011. Teaching Note: 8B10E11.

This case was listed as one of the 15 most popular cases in the Knowledge, Information and Communication Systems discipline for 2010 (<http://www.ecch.com/about/ecch-best-sell-11-4.cfm#kic>).

8. IBM Canada Ltd.: Implementing Global Strategy (with Ken Mark). Ivey Publishing Number 9B10E008. Teaching Note in development.
9. Unimicron Technology Corporation (with Eugenia Huang). Ivey Publishing Number 9B10E003. Teaching Note: 8B10E03.
10. Taiwan Taxi's iCall: Realizing the Value of GPS-Dispatch (with Rueylin Hsiao and Sheng-Tsung Hou). Ivey Publishing Number 9B09E021. Teaching Note: 8B09E21.
11. Molson Canada: Social Media Marketing (with Israr Qureshi). Ivey Publishing Number 9B08A014. Teaching Note: 8B08A14.

This case was featured by the Aspen Centre for Business Education in their January 2011 newsletter (Vol. III No. 11 - <http://www.aspenbce.org/newsletterarchive/January11.html>) and by ecch in September 2012 (www.ecch.com/molsoncanada).

12. Richter: Information Technology at Hungary's Largest Pharma (with Jordan Mitchell). Ivey Publishing Number 9B07E021. Teaching Note: 8B07E21.
13. Google in China. (with Prahar Shah). Ivey Publishing Number 9B06E019. Teaching Note 8B06E19.
14. Waterloo Regional Police Services: The CIMS Project (B). (with Jane Movold). Ivey Publishing Number 9B07E008. Teaching Note: 8B01E13 originally written with WRPS (A), updated 2007.
15. Waterloo Regional Police Services: The CIMS Project (C). (with Jane Movold). Ivey Publishing Number 9B07E009. Teaching Note: 8B01E13 originally written with WRPS (A), updated 2007.
16. Waterloo Regional Police Services: Reassessing the CIMS Project. (with Jane Movold). Ivey Publishing Number 9B07E010. Teaching Note: 8B07E10

The preceding cases were written to update an earlier case on WRPS. The (B) and (C) cases are designed to be used with the original case. The "Reassessing the CIMS Project" case can be used either with the original case or as a stand-alone case. The content of the (B) and (C) cases and the reassessing case are substantially the same.

17. EPOST: Evolving an Online Business. (with Jane Gravill). Ivey Publishing Number 9B07E001. Teaching Note 8B07E01.
18. eStore at Shell Canada Limited. (with Chad Saunders and Barbara Marcolin). Ivey Publishing Number 9B06E020. Teaching Note 8B06E20. **Winner of the Laurier Business & Economics Best Case Award, ASAC 2007.**
19. RBC Royal Bank: Service Platform Implementation. (with Phoebe Tsai). Ivey Publishing Number 9B05E001. Teaching Note 8B05E01.

20. Developing Information Systems: An Exercise with Building Blocks. (with Barb Marcolin). Ivey Publishing Number 9B04E025. Teaching Note 8B04E25.
21. Golden Tulip. (with Darren Meister). Ivey Publishing Number 9B04E022.
22. ZS Associates. (with Arfat Qayyum). Ivey Publishing Number 9B02E007. Teaching Note 8B02E07.
23. Meyers Norris Penny: Practice Management System. (with Helen Kelley). Ivey Publishing Number 9B02E006 Teaching Note 8B02E06.
24. Tissage et Broderie. Ivey Publishing Number 9B01E025. Teaching Note 8B01E25.
25. Birch Point Lodge (With Joe Compeau). Ivey Publishing Number 9B01E024. Teaching Note 8B01E24.
26. Waterloo Regional Police Services: The CIMS Project (A) (with Jane Gravill & Scott Schneberger). Ivey Publishing Number 9B01E013. Teaching Note 8B01E13 – revised in 2007 to incorporate two follow up cases.
27. Those *@!* Wireless Network Cards (with Derrick Neufeld, Peter Newson, Michael Parent & Scott Schneberger). Ivey Publishing Number 9B00E020.
28. Happy Valley Kennels. Published in a collection of cases to accompany Dennis & Haley's Systems Analysis and Design textbook (John Wiley and Sons).
29. Workbook for Visual Basic Workshop. A combination of overheads, instructions and exercises for learning the fundamentals of programming in the graphical environment of VB 6. 1999.
30. Windemere Trust Company - Rebuilding the MIS Function (with Sid Huff). Ivey Publishing: Number 9-90-E001.
31. St. Ann's Hospital in M.R. Leenders, H.E. Fearon, A.E. Flynn, & P.F. Johnson eds. *Purchasing and Supply Management* (12th edition). New York: McGraw-Hill Irwin, 2002.

COURSE DEVELOPMENT

Programs

Undergraduate Business Program (WSU) – see entry under Senior Associate Dean for Faculty and Research

PhD Curriculum Review (Ivey) – with Mitch Rothstein – see entry under PhD Program Director, Ivey Business School

Bachelor of Commerce Concentration in Information Systems (Carleton University) – with Darren Meister

Developed and implemented a 10 half credit concentration in Information Systems within the BComm program. Introduced 5 new courses in support of the concentration. Formed an advisory group of IS managers to aid in curriculum development. Enrolment went from 8 students in the “stream of interest” to 30 in the concentration within 2 years.

Courses

BA 100 - Introduction to Business (Washington State University) – with various faculty

This is the first course in the new undergraduate curriculum. I chaired the course design team to develop this course, including the refinement of the learning objectives, selection of the textbook, the design of the modules, selection of cases for each module and the development of learning assessments.

BA 590 - Seminar in Management Teaching (Washington State University)

This course was adapted from Business 9830 at the Ivey Business School. It was extended to 15 sessions and refocused to emphasize active learning broadly rather than a stricter focus on case teaching. The course was substantially redesigned in 2020 to adopt a hybrid format.

MIS 400 - Strategic Information Systems Leadership (Washington State University)

This is a new course at WSU, which I have adapted from my teaching at the Ivey Business School. The course relies extensively on the case study method, and challenges students to examine the strategic role of IT in organizations and the key decisions involved in managing IS/IT to achieve business value. It is offered to seniors in the college of business, mostly MIS majors. I have taught it 3 times, twice under a special topics course number (MIS 426) and most recently as a newly approved elective (MIS 400).

Business 9830 - Research to Practice: Foundations of Management Teaching (Ivey Business School)

This course was introduced as part of the new PhD curriculum. It is a twelve session course that includes two “micro-teaching” practice sessions as well as readings/discussion sessions on topics such as learning theory, effective delivery in different formats, evaluation of students, managing student relationships, and using technology in delivery. The course was delivered in Winter 2008 to 5 students and has been required for all students entering the program after Fall 2007.

Business 685 - International Issues in Business (Ivey Business School) – with various faculty colleagues

International Issues in Business was introduced in 2005-06. Darren Meister led the initial development of the elective but ended up not teaching the course. Abhijit and I revised the information systems module, based on conversations with the other faculty teaching IIB, and delivered the inaugural sections.

For 2006-07, the course was significantly revised based on student feedback. Working with Stephen Sapp Larry Menor, Kevin Boeh and Shi Fen Chen, we moved the course from a functional orientation towards a more integrative view of international business issues.

Business 526/666 - IS Core Course (Ivey Business School) – with Derrick Neufeld

In 2004-05 the IS core course was separated into two courses. This necessitated some modifications to the design we had completed in 2002. We resequenced and repositioned material and introduced about 6 new cases into the 25 sessions.

Business 326/526 - Information Systems (Ivey Business School) – with Abhijit Gopal, Nicole Haggerty, Darren Meister and Derrick Neufeld

In response to an impending redesign of the MBA curriculum, and weak student responses to the core course in prior years, we undertook a complete redesign of the MBA core course. We began by conducting a Delphi study with Ivey alumni, to ascertain the critical topics that managers need to know about information systems. We also

conducted a review of the core offerings of other highly regarded business schools. On the basis of this information, we restructured the course into modules around the critical challenges in IS – Acquiring and Implementing Systems, Leveraging Information, Managing the IS Function, Understanding the Business of IT, and Realizing the Value of IS Investments. Following this redesign, student evaluations of the course increased significantly. Development of new cases to support this course structure is ongoing by all members of the group.

Business 42.140* - Introduction to Computers for Business Students (Carleton University) – with Rob Riordan and Greg Schmidt

Significant redesign for the 1994-95 year. Moved from DOS-based, programming intensive to Windows-based, applications and programming. Course was team taught with each person developing a section.

Business 42.240* - Introduction to Information Systems (Carleton University) – with Darren Meister

Redesigned in 1995-96. Introduced new projects and new material. This course became the foundation course for the concentration introduced in 1996-97.

Business 42.142* - Programming for Business Students I (Carleton University) – with Rob Riordan

New course developed for the concentration in Information Systems. An applied programming course, using MS Visual Basic. Combination of lecture and lab material.

Business 42.242* - Programming for Business Students II (Carleton University)

New course developed for the concentration in Information Systems. An applied programming course, using C on a UNIX platform, with a small component of COBOL. Combination of lecture and lab material.

Business 42.440* - Management of Information Systems (Carleton University)

Redesigned as a case course in 1992. New cases and readings introduced. Emphasis on the CIO's view of IS within the firm. Taught 3 times.

Business 42.540* - Seminar in Information Systems (Carleton University)

This course was designed to provide students in the research-based Master's program (the MMS) with an overview of the field of IS. The course was developed as an intensive investigation of current IS research.

Management Information Systems 333 – Systems Analysis and Design (University of Calgary)

This was a fairly established course. Development here involved expanding the lecture materials and introducing a systems development simulation, designed around an ongoing case. As instructor, I played various roles in the organization for which the students were developing a computer-based information system.

Management Studies 701 & 790 – Research Methods in Management (University of Calgary)

These courses, one for MBA Thesis students and one for PhD students, were taught together at the University of Calgary. After teaching them for one year, I proposed to separate them, in order that each could focus more clearly on their target audience. For the MBA Thesis course, the focus was changed to be more methods or technique based, providing concrete examples on how to do research of particular kinds. This focus made sense for students who were doing small projects with more applied rather than

theoretical focus. I also introduced a series of developmental assignments that would lead the participants through the various stages of developing their Masters Thesis proposal. Each week or two weeks, the students were required to submit a different element of their proposed research (the problem statement, the literature review, the proposed model, etc.). By the end of the term, students had completed a project proposal, with feedback at each stage. For the PhD course, the focus on scholarly research was increased, since these students would need a more in-depth knowledge of research methods. We spent more time discussing philosophy of science issues, issues of validity in research, and scholarly publishing. The students in this course also completed a research proposal, but the focus was different than that for the MBA students. The reaction of students to both courses was positive, and the courses have continued to be taught as separate since my departure from the University.

GRADUATE STUDENT PARTICIPATION

Graduate Supervisions - Masters

- **Completed**

Elliott, M. Exploring the effectiveness of the computer support function. Completed 2002.

Colaço, T. Training end users: A study of current practices. Completed 1998.

Dowdles, M. (co-supervisor with L. Heslop) NAFTA: A comparison of Canadian consumer and retail buyer product country images. Completed 1997.

Farmar, J. (co-supervisor with G. Haines). The effects of anonymity on individuals using group decision support systems. Completed 1997.

Lyn, A. T. Training end users: The application of cognitive theory to learning computer skills. Completed 1997.

Gagliardi, P. The effect of group presentations on intentions to adopt smart card technology: A diffusion of innovations approach. Completed 1994.

Graduate Supervisions - Ph.D.

- **In Progress**

Huang, Xuemei. (Co-supervisor with Michelle Carter). Working on dissertation proposal in the area of monitoring in the context of gig workers.

- **Completed**

Sarabadani, Jalal. (Co-supervisor with Richard D. Johnson). Linking After-Hours Work Connectivity with Job Satisfaction: A Stress and Coping Perspective. Washington State University. 2023.

Sun, Zuan. Investigating U.S. Hospitals' Use of Community HIE Networks: Efficiency- And Legitimacy-Oriented Perspectives. Washington State University. 2019.

Correia, John. Mindfulness: A Potential Mitigating Mechanism for Conditioned Problematic Social Media Use. Washington State University. 2019.

Kennedy, Mike. Conceptualizing and Defining Green Information System Capabilities. Washington State University. 2019.

Rasmussen, Hannah (co-supervisor with Nicole Haggerty). Nursing Identity and the Computer: The Impact of Care Realities on Information Systems Use. Western University, 2012.

Fraiha, Shady. (co-supervisor with Nicole Haggerty). The Impact of Human Capital and Organizational Characteristics on the Business Value of Information Technology. The University of Western Ontario, 2011.

Wan, Zeying (co-supervisor with Nicole Haggerty). E-learning Inputs, Processes and Outcomes: Theoretical Development and Empirical Investigations. The University of Western Ontario. 2010.

Tsai, Phoebe (co-supervisor with Darren Meister). Social Influence on Individual Acceptance of a New IT Innovation. The University of Western Ontario. 2009.

Qureshi, Israr. (co-supervisor with Nicole Haggerty). Influence of Computer Mediated Communication on Social Capital: A Disaggregated Approach. The University of Western Ontario. 2008.

Beaubien, Louis. (co-supervisor with Abhijit Gopal). Accounting for Workability: An Examination of Practice in Information Systems. The University of Western Ontario. 2008.

Haggerty, Nicole. Towards an Understanding of Post-Training User Learning Through IT Support. The University of Western Ontario. 2004.

Gravill, Jane. Self-Regulated Learning Strategies and Computer Software Training. 2004.

Kelley, Helen. (co-supervisor with Chris Higgins) Attributional Analysis of the Spiralling Nature of Computer Self-efficacy. The University of Western Ontario. 2001.

Graduate Thesis Committee Membership - Masters

Watson, L. Privacy of personal information on the internet: Do privacy concerns affect on-line consumer transactions. Completed 1999.

Duran, X. Outsourcing of human resource functions. Completed 1998

Nadeau, J. Product-country images of Canadian retail buyers for NAFTA countries. Completed 1998

Turner, A. Developing an understanding of the use of marketing databases in Canadian industry. Completed 1998

Wang, A. A comparison of email adoption in financial institutions in Canada and Taiwan. Completed 1997.

Knapp, K. Organizational culture in Germany. Completed 1997.

Johnson, K. A work and family perspective on the effects of shiftwork. Completed 1997.

Smith, F. An investigation of the dimensions of prototype management that affect the outcomes of software development projects. Completed 1996.

Szamosi, L. Eastern Europe and country-of-origin: Analysis of Canadian, American and Australian consumer preferences. Completed 1995.

Appiah, K. Strategic information systems planning in organizations. Completed 1994.

Collin, A. Factors affecting implementation success of CAD/CAM technologies: operating level personnel's perspective. Completed 1994.

Ghiara, K. Skills and knowledge of design and manufacturing personnel in concurrent engineering teams. Completed 1993.

Ramsay, D. Toward a predictive model of human resource requirements for while collar crime investigations. Completed 1993.

Graduate Thesis Supervisory Committee Membership – Ph.D.

Stachofsky, Julia. Presently working on dissertation proposal.

Li, Yafang. Defended 2022. Commit to Be Fit: Antecedents and Consequences of Goal-Directed Health and Fitness Technology Use.

Jafarijoo, Mina. Defended 2019. How Do Firms Drive Value from Cloud Computing Investment? An Exploratory Study on the Role of IT Governance.

Booth, Richard. Defended 2013. Nurses' Learning and Conceptualization of Technology used in Practice, Nursing, Western University.

McInnis, Kate. Defended 2012. Psychological Contracts in the Workplace: A Mixed Methods Design Project. Psychology, Western University.

Cho, Jacob. Defended 2008. Service Alignment and Performance in E-Service Operations. Business, Operations Management, Western University

Trudel, Marie-Claude. Defended Fall 2008. Challenges to Personal Information Sharing in an Inter-Organizational Setting: Learning from the Initiation of a Provincial Health Information Infrastructure in Quebec. Business, Information Systems, Western University.

Graduate Thesis Examination Committee Membership - Ph.D.

Lopez Jimenez, Liliana. Small Businesses Encounters with Information Technology, Western University, 2014.

Macmillan, Karen. Leaders, Followers, and the Space Between: A Three Dimensional View of Leader Attention and Decision-Making, Western University, 2013.

Ben Boubaker, Karim. Towards the Development and Validation of a Research Model Based on Technology Characteristics, HEC Montréal, 2013.

Cho, Jacob. Service Alignment and Performance in E-Service Operations, The University of Western Ontario, 2008.

Trudel, Marie-Claude. Challenges to Personal Information Sharing in an Inter-Organizational Setting: Learning from the Initiation of a Provincial Health Information Infrastructure in Quebec, The University of Western Ontario, Fall 2008.

Tingling, P. Institutional and Decision Theory Evaluation: Rationality and Myths of Technology Selection, Richard Ivey School of Business Administration, The University of Western Ontario, Thesis Defence, January 2005.

Ethier, Jean. HEC Montréal, 2005.

Dong, Linying. Management Influence on Information Systems (IS) Implementation Effectiveness, Richard Ivey School of Business Administration, The University of Western Ontario, 2003.

Volkoff, O. A Grounded Process Model of Enterprise System Implementation, Richard Ivey School of Business Administration, The University of Western Ontario, 2001.

Van Loon, W. Correlates of Computer Literacy Among Adult Students, The Fielding Institute, Santa Barbara, CA (in progress).

Momtahan, K. Introducing New Technology Into Hospitals: A Case Study of the Introduction of an Automated Oral Solids Dispensing Machine, Carleton University, Department of Psychology, July 28, 1997.

FACULTY SERVICE

Committees

Washington State University

2018-2023	WSU Research Council
2018-2023	WSU Activity Insight Steering Committee
2018-2019	Search Committee for Senior Director of Development (Chair)
2015-2018	Doctoral Programs and Policy Committee
2016-2019	Undergraduate Curriculum Review Committee (RUGBEE)
2015-2017	Dean's Research Advisory Committee
2015-2016	Promotion and Tenure Committee (alternate)

Ivey Business School, Western University

2001-05, 2012-2015	Promotion and Tenure Committee
2007-2011	Ivey Research Ethics Board
2009-2011	Research Policy Committee
2005-08, 2010, 2012	Annual Performance Evaluation Committee
2008-2011	Graduate Education Council, School of Graduate and Postdoctoral Studies
2008-2010	Faculty Supervisor for Ivey-Israel Business Mission (includes trip organization as well as assessment of student reflection papers for credit)
2009, 2003-4	Workload Committee
2005-07	IT Strategy Development Committee
2005-07	Appointments Committee
2004-2007	Internal SSHRC Granting Committee (The University of Western Ontario).
2005-06	Faculty Supervisor for Ivey Connects Consulting Project – "The New COTANET" Prepared by K. Spence, N. Montecalvo, R. Viswanathan, S. Srikandarajah, S. Velji
2004-05	ICFP Course Evaluations Committee – Chair
2003-04	MBA Curriculum Implementation Teams – Big Picture 1 & Term 4

2001-2015 Information Systems Area Coordinator
2001-2002 R&D Committee

University of Calgary

1999-2000 Co-leader, SAP University Alliance Initiative.
1998-2000 Member, Graduate Thesis Programs Committee
1998-2000 Faculty of Management Representative to the Faculty of Education Council (University of Calgary)
1998-1999 Member, Information Technology Committee

Carleton University

1993 – 1998 Faculty Advisor, School of Business Inter-collegiate Business Competition teams (co-advisor with Jacques Maurice)
1993 – 1997 Coordinator, MIS Teaching Area
1993 – 1997 Coordinator, Mentoring Program for First Year Students
1995 – 1997 Faculty Advisor to Student Societies in the School of Business
1996 – 1997 *School of Business Today*, Newsletter Committee
1996 – 1997 Coordinator, School of Business Alumni Survey
1996 – 1997 Member, Hiring Committee - School of Business
1995 – 1996 Member, Director Search Committee - School of Business
1994 –1995 Member, Promotion & Tenure Committee
1993 –1994 External Member, Director Search Committee - School of Computer Science
1992 – 1993 Member, Promotion & Tenure Committee
1992 – 1993 Member, Curriculum Review Committee
1992 – 1993 Member, Director Search Committee
1991 – 1992 Member, Computing Committee

Editorial Responsibilities

Senior Editor, *AIS Transactions on Replication Research* (2017-present).

Member of the Editorial Review Board, *Journal of the Association for Information Systems* (2018-2019).

Preeminent Editorial Board, *The Data Base for Advances in Information Systems* (2014-present).

Senior Editor, *MIS Quarterly* (2003 – 2005).

Associate Editor, *MIS Quarterly* (1998 – 2002).

Associate Editor, *Information Systems Research* (2000 - 2002).

Member of the Editorial Review Board, *Journal of Global Information Management* (1998-2000).

Co-editor (with Jane Webster, Maung Sein and Lorne Olfman) Special Issue of *Communications of the ACM* on End User Training and Learning, July 1995.

Editor, Proceedings of the Administrative Science Association of Canada, IS Division. Volume 16, Number 4, 1995.

External Referee

Journals

MIS Quarterly
Information Systems Research
Journal of the Association for Information Systems

Conferences

Administrative Science Association of Canada.
International Conference on Information Systems.
Hawaii International Conference on Systems Science
- European Conference on Information Systems

Research Grant Proposals

Social Science and Humanities Research Council of Canada.
Fonds pour la Formation de Chercheurs et l'Aide à la Recherche

Other

Chaire de gestion stratégique des TI. École des Hautes Études Commerciales, External reviewer for continuation of chair.

Other Professional Activities

Member, AIS College of Senior Scholars, 2018-present.

Faculty Mentor, Doctoral Consortium, Hawaii International Conference on Systems Sciences, January 2023 and January 2024.

Mentor, MIS Quarterly Scholarly Development Academy, inaugural cohort of pre-tenure women faculty.

Faculty Mentor, Junior Faculty Consortium, ICIS 2021, Austin, TX, December 2021.

Faculty Mentor, Doctoral Consortium, ICIS 2020, virtual conference, December 2020.

Co-Chair, Early Career Faculty Consortium, AMCIS 2019, Cancun, Mexico, August 2019.

Faculty Mentor, Junior Faculty Consortium, ICIS 2017, Seoul, South Korea, December 2017.

Co-Track Chair – Panels Track, International Conference on Information Systems 2015.

Faculty Mentor, Doctoral Consortium, ICIS 2010, St. Louis, MO, December 2010.

Member of the eHealth Steering Committee for the Southwest Local Health Integration Network (LHIN 2). 2006-2013.

Co-Track Chair – Education and Development, International Conference on Information Systems 2008.

Member of the Microsoft Vision Team (a group of both academics and practitioners who provide regular advice to and comment for Microsoft on its unified communications strategy), 2005-2007.

Co-chair, Doctoral Consortium (with Chris Higgins), AMCIS 2008, Toronto, ON. August 2008. Member of the Organizing Committee for AMCIS 2008.

Chair, Junior Faculty Consortium, ICIS 2007, Montreal, PQ. December 2007. Member of the Organizing Committee for ICIS 2007.

Co-chair, OLKC PhD Workshop (with Nicole Haggerty). June 2007, London, Ontario.

Faculty Mentor, Junior Faculty Consortium, ICIS 2006, Milwaukee WI. December 10, 2006.

Faculty Mentor, Doctoral Consortium, AMCIS 2006. Acapulco, Mexico. August 2006.

Member of the Program Committee, International Conference on Information Systems, 2000.

Member of the Adjudication Committee, Social Science and Humanities Research Council of Canada, Committee 14, 1998-2001 (Chair, 2001).

Co-chair, Canadian Information Processing Society, IS Accreditation Council, 1997-2000.

Division Chair, IS Division of the Administrative Science Association of Canada, 1996.

Program Chair, IS Division of the Administrative Science Association of Canada, 1995.

Member of the Program Committee, Conference of the Special Interest Group on Computer Personnel Research (SIGCPR), 1995.

Member of the Program Committee, International Conference on Information Systems, 1994.

Member of the Management Board, Centre for Research and Education on Women and Work; Professor on the Management Development Program for Women (1991 - present).