

# Curriculum Vitae

January 11, 2014

## Dr. Deborah R. Compeau

Professor of Information Systems

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## EDUCATION

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

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

## EMPLOYMENT

Professor, Ivey Business School, Western University July 2000 – present  
(*appointment with tenure July 1, 2002; promotion to Full Professor July 1, 2009*)

Visiting Professor, ESSEC Business School, France March – May 2012; April – June 2013

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

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

Associate Professor, School of Business, Carleton University July 1997 – June 1998

Assistant Professor, School of Business, Carleton University October 1992 – June 1997  
(*appointment with tenure, July 1, 1996*).

Lecturer, School of Business, Carleton University. July 1991 – September 1992

Research Assistant for "Organizational Champions and Technological Innovation" Project, School of Business Administration, The University of Western Ontario. May 1987 – August 1988

## HONOURS AND AWARDS

Two papers in the *MIS Quarterly* list of the top 50 most cited articles

(<http://www.misq.org/skin/frontend/default/misq/pdf/MISQStats/MostCitedArticles2012.pdf>)

*My 1995 paper (with Chris Higgins) was the sixth most cited article with 718 Web of Science and 2590 Google Scholar citations. My 1999 paper (with Higgins and Huff) was 26th, with 368 and 1196 citations respectively.*

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Recognized as one of the leading researchers in number of citations to work published between 1990 and 2004.

*In a paper by Lowry et al (2007)<sup>1</sup>, the most cited Information Systems research articles from 1990 to 2004 are assessed. I am listed (appendix 5) as the 15<sup>th</sup> (out of 100) most cited author, with 340 citations to my work. When citations are weighted by number and order of authors, I am listed as the 8<sup>th</sup> most cited. Western appears 17<sup>th</sup> out of 100 schools in terms of citations to work published by affiliated authors.*

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.

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.

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<sup>1</sup> Lowry, P. B., Karuga, G.G., & Richardson, V.J. (2007) Assessing Leading Institutions, Faculty, and Articles in Premier Information Systems Research Journals, *Communications of AIS*, Volume 20, Article 16.

## 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. 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.*

2. 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. 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.
2. 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.
3. 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.
4. 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.
5. 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.
6. Gravill, J. & Compeau, D. (2008). Self-regulated learning strategies and software training. Information and Management. 45(5), 288-296.
7. 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.
8. 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.
9. Gravill, J., Compeau, D., & Marcolin, B. (2006). Experience effects on the accuracy of self-assessed user competence. Information and Management. 43(3), 378-394.
10. 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.

11. 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.
12. Compeau, D. R. (2002). The role of trainer behavior in end user software training. Journal of End User Computing, 14(1), 21-30.
13. Marcolin, B., Compeau, D., Munro, M., & Huff, S. (2000). Assessing user competence: Conceptualization and measurement. Information Systems Research, 11(1), 37-60.
14. 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.
15. Munro, M., Huff, S., Marcolin, B., & Compeau, D. (1997) Understanding and measuring user competence. Information and Management, 33(November 1997), 45-57.
16. Webster, J., & Compeau, D. R. (1996). Computer assisted versus paper-and-pencil administration of questionnaires. Behavior Research Methods, Instruments & Computers, 28(4), 567-576.
17. Compeau, D. R., & Higgins, C. A. (1995). Application of social cognitive theory to training for computer skills. Information Systems Research, 6(2), 118-143.
18. 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).
19. 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. 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.
2. 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.
3. 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.**
4. 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.
5. 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.
6. 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**).

7. 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
8. 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 honourable mention paper in the Information Systems Division).
9. 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.
10. 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).
11. 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.
12. 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.
13. 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).
14. 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)**.
15. 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.
16. 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.
17. 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.
18. 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.
19. 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
20. 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).

21. Kelley, H., Compeau, D., & Higgins, C. (1999). Attribution analysis of computer self-efficacy. Proceedings of the Americas Conference on Information Systems (AMCIS), Milwaukee, WI.
22. 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).
23. 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.
24. 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.
25. 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.
26. 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**

- 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.
- 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**

1. Tsai, P., Compeau, D., & Meister, D. (revise and resubmit). On Voluntariness. *Journal of Information Technology*.
2. Tsai, P., Compeau, D., & Meister, D. (revise and resubmit). Social information processing, emotional responses and behavioural response to new information technologies in a community healthcare organization. *Information Systems Journal*.
3. Qureshi, I., Fang, Y, Haggerty, N., & Compeau, D. (under review). Knowledge Sharing Through Information and Communication Technology-Mediated Social Ties. Rejected from *Information Systems Research* (June 2012), *Management Information Systems Quarterly*.

#### **Refereed Conference Presentations**

1. 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. 11<sup>th</sup> International Congress on Nursing Informatics, Montreal, QC, June 24-27, 2012.

2. 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.
3. 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.
4. 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.
5. 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.
6. 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.
7. 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.
8. 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.
9. 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.
10. 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.
11. 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.
12. 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.
13. 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.
14. 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.



15. 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.
16. 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.
17. 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.
18. 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.
19. 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.
20. 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. "Publishing without Perishing: Achieving Goals of High Quality Publishing without Sacrificing Ourselves or Our Ideas." Workshop at ESSEC Business School. May 2013.
2. "Teaching with Cases: Myths, Realities and Opportunities." Presentation at ESSEC Business School, May 2012.
3. "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
4. "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.
5. "Individual Infusion of Information Technology Innovations" – Presentation at City University of Hong Kong, November 2003.
6. "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).
7. "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).
8. 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”
9. "Developing User Competence" - Presentation to the Applied Technology in Business Program, Oakland University, October, 1999.
  10. “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.
  11. “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.
  12. “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**

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.*

CBC News (May 8, 2008). The Computer is my Oyster, by Georgie Binks  
[http://www.cbc.ca/news/viewpoint/vp\\_binks/20080507.html](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.*

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.*

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

Profit Magazine, June 2007. Discussion of research on user competence in Instant MBA Guide (p. 14).

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>)

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.*

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.

Hamilton Spectator. *Commentary on offshoring.*

## TEACHING

### Courses Taught – Degree Programs

<u>YEAR</u>	<u>TITLE</u>
<u>Ivey Business School</u>	
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	Information Systems (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)

### **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 Management Development Program

2009	Information Systems (1 session)
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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)

*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.*

1996-98 Program Evaluation (2 or 3 3-hour blocks per year)

*This course examined the issues involved in evaluating organizational and social programs. We examined issues in the planning, development and implementation of evaluations.*

**External Teaching**

Case Teaching & Learning

- 2009 – present Guest Teacher for Graduate Studies 9500 – Theory and Practice of University Teaching (put on by UWO Teaching Support Centre)
- 2011-present 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. NASDAQ OMX: The Facebook Debacle. (with Craig Dunbar, Michael King and Ken Mark). Ivey Publishing Number 9B13E006. Teaching Note: 8B13E006
2. Facebook, Inc.: The Initial Public Offering. (with Craig Dunbar, Michael King and Ken Mark) Ivey Publishing Number 9B12N031. Teaching Note: 8B12N031; Student Spreadsheet 7B12N031.
3. 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>).*

4. IBM Canada Ltd.: Implementing Global Strategy (with Ken Mark). Ivey Publishing Number 9B10E008. Teaching Note in development.
5. Unimicron Technology Corporation (with Eugenia Huang). Ivey Publishing Number 9B10E003. Teaching Note: 8B10E03.
6. Taiwan Taxi's iCall: Realizing the Value of GPS-Dispatch (with Rueylin Hsiao and Sheng-Tsung Hou). Ivey Publishing Number 9B09E021. Teaching Note: 8B09E21.

7. 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.aspenbe.org/newsletterarchive/January11.html>) and by ecch in September 2012 ([www.ecch.com/molsoncanada](http://www.ecch.com/molsoncanada)).*
8. Richter: Information Technology at Hungary's Largest Pharma (with Jordan Mitchell). Ivey Publishing Number 9B07E021. Teaching Note: 8B07E21.
9. Google in China. (with Prahar Shah). Ivey Publishing Number 9B06E019. Teaching Note 8B06E19.
10. 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.
11. 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.
12. 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.*
13. EPOST: Evolving an Online Business. (with Jane Gravill). Ivey Publishing Number 9B07E001. Teaching Note 8B07E01.
14. 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.**
15. RBC Royal Bank: Service Platform Implementation. (with Phoebe Tsai). Ivey Publishing Number 9B05E001. Teaching Note 8B05E01.
16. Developing Information Systems: An Exercise with Building Blocks. (with Barb Marcolin). Ivey Publishing Number 9B04E025. Teaching Note 8B04E25.
17. Golden Tulip. (with Darren Meister). Ivey Publishing Number 9B04E022.
18. ZS Associates. (with Arfat Qayyum). Ivey Publishing Number 9B02E007. Teaching Note 8B02E07.
19. Meyers Norris Penny: Practice Management System. (with Helen Kelley). Ivey Publishing Number 9B02E006 Teaching Note 8B02E06.
20. Tissage et Broderie. Ivey Publishing Number 9B01E025. Teaching Note 8B01E25.
21. Birch Point Lodge (With Joe Compeau). Ivey Publishing Number 9B01E024. Teaching Note 8B01E24.
22. 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.
23. Those \*@!\* Wireless Network Cards (with Derrick Neufeld, Peter Newson, Michael Parent & Scott Schneberger). Ivey Publishing Number 9B00E020.

24. Happy Valley Kennels. Published in a collection of cases to accompany Dennis & Haley's Systems Analysis and Design textbook (John Wiley and Sons).
25. 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.
26. Windemere Trust Company - Rebuilding the MIS Function (with Sid Huff). Ivey Publishing: Number 9-90-E001.
27. St. Ann's Hospital in M.R. Leenders, H.E. Fearon, A.E. Flynn, & P.F. Johnson eds. *Purchasing and Supply Management* (12<sup>th</sup> edition). New York: McGraw-Hill Irwin, 2002.

## Course Development

### Programs

PhD Curriculum Review (Ivey) – with Mitch Rothstein

*Led a review and modification to the Ivey PhD program curriculum to bring it more into line with Ivey strategy. The process involved consultation with a variety of stakeholders internal to Ivey, review of PhD programs at other schools, and consultation 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.*

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

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

*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 (IS Component) – 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 proposed 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 – 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 have 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.*

## ACADEMIC AND PROFESSIONAL CONTRIBUTIONS

### 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.

- **Completed**

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**

- **Completed**

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 white collar crime investigations. Completed 1993.

#### **Graduate Thesis Supervisory Committee Membership – Ph.D.**

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

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

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

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).

#### **Graduate Thesis Examination Committee Membership - Ph.D.**

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, 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, 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.

#### **School Committees/Service Responsibilities**

##### Ivey

2001-05, Promotion and Tenure Committee  
2012-present

2007-2011 PhD Program Director

2007-2011	Ivey Research Ethics Board
2009-2011	Research Policy Committee
2005-08, 2010, 2012	Annual Performance Evaluation Committee
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	Director of HBA Student Relations
2005-07	IT Strategy Development Committee
2005-07	Appointments Committee
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-present	Information Systems Area Chair
2001-2002	R&D Committee

#### University of Calgary

1999-2000	Co-leader, SAP University Alliance Initiative.
1998-2000	Member, Graduate Thesis Programs Committee
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	<i>School of Business Today</i> , 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
1992 – 1993	Member, Promotion & Tenure Committee
1992 – 1993	Member, Curriculum Review Committee

- 1992 – 1993 Member, Director Search Committee  
 1991 – 1992 Member, Computing Committee

### University Committees

- 2008- Graduate Education Council, School of Graduate and Postdoctoral Studies  
 2004-2007 Internal SSHRC Granting Committee (The University of Western Ontario).  
 1998-2000 Faculty of Management Representative to the Faculty of Education Council (University of Calgary)  
 1993 –1994 External Member, Director Search Committee - School of Computer Science (Carleton University)

### Editorial Responsibilities

- 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
- International Journal of Human Computer Interaction
- Journal of the Association for Information Systems Database
- IEEE Transactions on Engineering Management
- Management Science
- Organizational Behavior and Human Decision Processes

#### Conferences

- Administrative Science Association of Canada (1992-1994, 1997, 2000-present).
- International Conference on Information Systems (1993, 1995, 2001).
- Hawaii International Conference on Systems Science (1999)

#### Research Grant Proposals

- Social Science and Humanities Research Council of Canada (1993, 1995, 2004, 2005).
- Fonds pour la Formation de Chercheurs et l'Aide à la Recherche (1997, 1998)

## Other

Chaire de gestion stratégique des TI. École des Hautes Études Commerciales, External reviewer for continuation of chair, 2008.

## **Other Professional Activities**

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-present.

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).