John D. Wells

Associate Dean for Professional Programs
Professor of Operations and Information Management

BIOGRAPHY AND CURRICULUM VITAE

John D. Wells is Associate Dean for Professional Programs and a Professor in the Department of Operations and Information Management in the Isenberg School of Management at the University of Massachusetts Amherst. He received his B.B.A. degree in Management from the University of Oklahoma and M.S. and Ph.D. degrees in Management Information Systems from Texas A&M University. He has worked as a systems engineer for Electronic Data Systems and the Oklahoma State Senate.

As Associate Dean for Professional Programs, Dr. Wells oversees both the Online/Blended MBA as well as the Online BBA programs. In this role, Dr. Wells has managed strategic partnerships with corporations/associations that seek to provide its employees/members with educational opportunities to enhance their professional development. Other key responsibilities include providing instructors with the tools and techniques that are conducive to online learning as well as guiding marketing initiatives aimed at program growth and development.

Professor Wells has successfully delivered both face-to-face and online courses at the undergraduate, MBA, Executive MBA levels in areas such as B2B and B2C eCommerce, IT Strategy, IT Infrastructure and Security. At the Ph.D. level, Professor Wells has taught in the areas of Interface Design, Research Methods, and Behavioral Theory in MIS. His research has focused on the influence of system design characteristics on human perceptions and behavior in areas such as online consumer behavior, information security and privacy, information accessibility, and information presentation. Research on information security has addressed how online consumers react to the techniques/policies that an organization utilizes to protect their privacy (e.g., encryption standards, credibility seals, etc.). Research on information presentation has addressed how website design characteristics and aesthetics influence online consumer's perceptions of the quality of the goods and services being offered, helping organizations understand the relationship between design, perceptions, and behavior. His work has appeared in such journals as *Management Information Systems Quarterly, Information Systems Research*, *Journal of Management Information Systems*, *Decision Sciences*, and *Journal of the Association for Information Systems* as well as in leading international conferences. Professor Wells has been honored with numerous awards including Outstanding Research Award, MIS Professor of the Year, MBA Professor of the Year, and acknowledged as a Dean's Excellence Fellow (excellence in all areas of research, teaching, and service) on multiple occasions.

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CURRICULUM VITAE

Isenberg School of Management
University of Massachusetts Amherst
121 Presidents Drive
University of Massachusetts
Amherst, MA 01003
Email: jwells@isenberg.umass.edu

Education

Ph.D.   Texas A&M University, awarded: August, 1999
            Major Area -- Management Information Systems
            Supporting Area -- Marketing

M.S.   Texas A&M University, awarded: December, 1994
            Major Area -- Management Information Systems
            Supporting Area -- Telecommunications

B.B.A. University of Oklahoma, awarded: May, 1988
            Major Area -- Management Information Systems

Academic Appointments

University of Massachusetts Amherst
        Associate Dean for Professional Programs: 2011-Present
        Professor: 2012–Present
        Associate Professor: 2010–2012

Washington State University
        Director, Center for Behavioral Business Research: 2008-2010
        Associate Professor: 2006–2010
        Assistant Professor: 2000-2006

Oregon State University
        Assistant Professor: 1999-2000

Research Interests

General Focus: Behavioral Research in Information Systems, Marketing, and Management

Specific Areas of Focus:

- Online Consumer Behavior
- Human-Computer Interaction (HCI)
- Electronic Commerce Strategy

Research

Refereed Journal Articles:

Campbell, D., Parks, C., and Wells, J.D., "Examining the Strengths and Boundaries of Discriminant Validity Analysis Techniques for Cross-Sectional Data in IS Research," *Journal of Information Technology Theory and Application,* 2015, 16(1).

Campbell, D., Wells, J.D., and Valacich, J.S., "Breaking the Ice in B2C Relationships: Understanding Pre-Adoption eCommerce Attraction," *Information Systems Research*, 2013, 24(2), pp. 219-238.

Wells, J.D., Valacich, J.S., and Hess, T.J. "What Signal are you Sending? How Website Quality Influences Perceptions of Product Quality and Purchase Intentions," *MIS Quarterly,* 2011, 35(2), pp. 373-396.

Wells, J.D., Parboteeah, D., and Valacich, J.S., "Online Impulse Buying: Understanding the Interplay Between Consumer Impulsiveness and Website Quality," *Journal of the Association for Information Systems,* 2011, 12(1), pp. 32-56

Wells, J.D., Campbell, D., Valacich, J.S., and Featherman, M., "The Effect of Perceived Novelty on the Adoption of Information Technology (IT) Innovations: A Risk/Reward Perspective," *Decision Sciences,* 2010, 41(4), pp. 813-843.

Featherman, M. and Wells, J.D., "Perceptions of E-Service Intangibility: Effects on Perceived Risk and Acceptance," *The Database for Advances in Information Systems* 2010, 41(2), pp. 110-131.

Koch, H., Van Slyke, C., Watson, R., Wells, J.D, and Wilson, R., "Best Practices for Increasing IS Enrollment: A Program Perspective," *Communications of the Association for Information System,* 2010, 26(22), pp. 477-492.

Campbell, D., Wells, J.D., and Valacich, J.S., "Understanding Online Customer Relationships: B2C Relationship Stage Theory," *AIS Transactions on Human-Computer Interaction*, 2009, 1(4), pp. 108-132.

Parboteeah, D., Valacich, J.S., and Wells, J.D., (Equal Co-Authors – Authorship listed alphabetically) "The Influence of Website Characteristics on a Consumer's Urge to Buy Impulsively," *Information Systems Research,* 2009, 20(1), pp. 60-78.

Valacich, J.S, Parboteeah, D., and Wells, J.D., "Not All Interface Characteristics are Created Equal: The Online Consumer's Hierarchy of Needs," *Communications of the ACM,* 2007, 50(9), pp. 84-90.

Featherman, M., Valacich, J.S., and Wells, J.D., "Perceived Artificiality: Understanding Consumer Perceptions of Risk in E-Service Encounters," *Information Systems Journal*, 2006, 16(2), pp. 107-134.

Wells, J.D., Fuerst, W.L., and Palmer, J.W., "Designing Consumer Interfaces for Experiential Tasks: An Empirical Investigation," *European Journal of Information Systems* 14(3) September 2005, pp.273-287.

Dehning, B., Richardson, V.R., Urbaczewski, A., and Wells, J.D. (Equal Co-Authors – Authorship listed alphabetically), "Reexamining the Value Relevance of E-commerce Initiatives," *Journal of Management Information Systems* 21(1), Summer 2004, pp. 53-82.

Sarker, S. and Wells, J.D., "Understanding Mobile Hand-Held Device Use and Adoption," *Communications of the ACM* 46(12), December 2003, pp. 35-40.

Wells, J.D. and Gobeli, D.H., "The 3R Framework: Improving eBusiness Strategy Across the Dimensions of Reach, Richness, and Range," *Business Horizons* 46(2), March-April 2003, pp. 5-14.

Wells, J.D. and Hess, T.J. (Equal Co-Authors), "Understanding Decision-Making in Data Warehousing and Related Decision Support Systems: An Explanatory Study of a Customer Relationship Management Application," *Information Resources Management Journal* 15(4), Oct.-Dec. 2002, pp. 17-33.

Wells, J.D., Fuerst, W.L., and Choobineh, J., "Managing Information Technology (IT) for One-to-One Customer Interaction," *Information and Management,* 35(1), January 1999, pp. 53-62.

Selected Work in Progress:

Wright, R.T., Valacich, J.S., and Wells, J.D., **"**Online Consumer Motivation: A Task-Technology Fit Perspective," Status: Initial submission to peer-reviewed journal – preparing of resubmission based on editorial feedback

Wells, J.D., Wright, R.T., and Hess, T.J., "The Influence of Website Quality and Expectancy-Disconfirmation on Assessments of Service Quality: A Signaling Theory Perspective," Status: Data collected, write-up, Target Journal: TBD.

Hess, T.J. and Wells, J.D., "Decision-Making and Calibration with Text and Spatial Data in Experiential Interfaces", Status: Conducting data analysis, Target Journal: TBD

Wells, J.D. and Radighieri, J., "The eCommerce Signaling Universals: Brand, Retailer Reputation, Price, and Website Quality," Status: Data collected, write-up, Target Journal: TBD.

Refereed Proceedings:

Johnson, N. and Wells, J.D., "The Effect of Website Quality on Information Disclosure: A Cue Utilization Theory Perspective," *Proceedings of Seventeenth Americas Conference on Information Systems*, Detroit, MI, 2011.

Hess, T.J., Tang, F., and Wells, J.D. "Calibration and Confidence with Online Shopping," *Proceedings of the Eighth Annual SIG IS Cognitive Research Exchange Workshop*, Phoenix, December 15th, 2009.

Wells, J.D., Wright, R.T., and Carignan, T., "The Influence of Website Quality and Expectancy-Disconfirmation on Assessments of Service Quality: A Signaling Theory Perspective," *Proceedings of Thirteenth Americas Conference on Information Systems*, Keystone, CO, 2007.

Wells, J.D., Palmer, J.W., and Patterson, O.V., "Experiential Fit: Applying Task-Technology Fit Theory to Experiential Consumer Tasks" *Proceedings of Tenth Americas Conference on Information Systems*, New York, 2004.

Dehning, B., Richardson, V.R., Urbaczewski, A., and Wells, J.D "Reexamining the Value Relevance of E-commerce Initiatives" *American Accounting Association Annual Meeting*, Honolulu, Hawaii, August 2003.

Refereed Proceedings, cont'd:

Wells, J.D., Urbaczewski, A., and Sarker, S., "Studying Customer Evaluations of Electronic Commerce Applications: A Review and Adaptation of the Task-Technology Fit Perspective." *Proceedings of the Thirty-Sixth Hawaii International Conference on System Sciences*, 2003.

Sarker, S., Urbaczewski, A., and Wells, J.D., "Understanding Hybrid Wireless Device Use and Adoption: An Integrative Framework Based On An Exploratory Study.*" Proceedings of the Thirty-Sixth Hawaii International Conference on System Sciences*, 2003. (** Nominated for Best Paper in *Collaborative Systems and Technology* Track)

Wells, J.D. and Fuerst, W.L. "Designing Business-To-Consumer (B2C) Interface Metaphors: An Empirical Investigation," *Proceedings of the 1st Annual Workshop on HCI Research in MIS*, Barcelona, December 14th, 2002.

Urbaczewski, A., Wells, J.D., Sarker, S., and Koivisto, M., "Cultural Differences in Creating the Global Mobile Internet: A Theoretical Basis and Program of Research." *Proceedings of the Thirty-Fifth Hawaii International Conference on System Sciences*, 2002.

Hess, T.J. and Wells, J.D., "Understanding How Metadata and Explanations Can Better Support Data Warehousing and Related Decision Support Systems: An Exploratory Case Study." *Proceedings of the Thirty-Fifth Hawaii International Conference on System Sciences*, 2002. (** Nominated for Best Paper in *Organizational Systems and Technology* Track)

Wells, J.D., Urbaczewski, A., and Croasdell, D.T., "Electronic Partnerships: When Power Takes the Form of a Barrier to Adoption," *Proceedings of Seventh Americas Conference on Information Systems*, Boston, 2001.

Wells, J.D. "Systems Analysis and Design for EBusiness: Implications for Research," *Proceedings of Sixth Americas Conference on Information Systems*, Long Beach, 2000.

Wells, J.D. and Fuerst, W.L. "Domain-Oriented Interface Metaphors: Designing Web Interfaces for Effective Customer Interaction," *Proceedings of the Thirty-Third Hawaii International Conference on System Sciences*, 2000. (** Nominated for Best Paper in *Internet and Digital Economy* Track)

Wells, J.D. "User Oriented Interface Metaphors: A Comparative Analysis," *Proceedings of Fourth Americas Conference on Information Systems*, Baltimore, 1998, p. 1171.

Wells, J.D. and Croasdell, D.T. "Redefining the Fundamental Dimensions for Intangible Services through Electronic Commerce," *Proceedings of Fourth Americas Conference on Information Systems*, Baltimore, 1998, pp. 372-4.

Wells, J.D. "Postmodernism and Information Technology: Philosophical Perspectives and Pragmatic Implications," *Proceedings of Second Americas Conference on Information Systems*, Phoenix, 1996, pp. 602-4.

Presentations/Workshops:

"Signaling Theory: Understanding How Consumer-Facing Technology Conveys Unobservable Quality"
Presented at the *2nd Annual JAIS Theory Building Workshop*, Seattle, WA, December 2003.

"An Electronic Commerce Primer: Implications for the Accounting Profession," Presented to *The Oregon Society of Certified Public Accountants (Benton-Linn Chapter)*, November 1999.

Teaching

Course Design and Development:

- Extensive experience in designing courses for online learning environments such as WebCT (subsequently Blackboard) and Angel. Further, leveraged online learning environments in purely face-to-face environments (see Teaching Innovation Grant in 2nd bullet point), hybrid (i.e., face-to-face/online) environments (see Executive MBA course in 5th bullet point), and purely online environments (see MIS441 DDP course in 3rd bullet point).
- As part of a Teaching Innovation Grant received in 2003, redesigned the Electronic Commerce MIS441 (Formally MIS375) course to be delivered in a more collaborative setting (i.e., the WSU Boeing Wireless Classroom).
- Designed the Electronic Commerce MIS441(Formally MIS375) Distance Degree Program (DDP) course and assumed the role of primary instructor.
- As part of the redesigned Ph.D. course sequence, designed and delivered the initial MIS Research Methods course (2005 and 2006).
- Developed a new Executive MBA course on Information Systems Strategy that was delivered in both face-to-face and online formats.

Doctoral Level Teaching Experience:

- <u>Research Methods in MIS (MIS597)</u>, Washington State University
    - Course Description: A doctoral seminar with an emphasis on the following key methodological orientations used in IS research: experimental, quasi-experimental, survey, secondary data, simulation, and qualitative.
    - Course Delivery: Taught in spring 2005 and 2006 – average evaluation of 3.84 (4.0 scale)

Doctoral Student Mentoring:

- <u>Dhanila (Veena) Parboteeah</u>, Washington State University, Completed summer 2005
    - Dissertation Topic: A Study of the Effect of Online Store Atmospherics on Impulse Buying on the Web
    - Committee Member: Played a key role in applying Environmental Psychology Theory to an online website atmospherics context, administering the experimental methodological approach, and analyzing the results using both SEM and MANOVA statistical techniques. Key contributions from this dissertation have been published in *Information Systems Research, Journal of the Association for Information Systems,* and *Communications of the ACM*.
- <u>Chunming (Victor) Shi</u>, Washington State University, Completed summer 2007
    - Dissertation Topic: Newsvendors and Supply Chain Coordination under Satisficing Objectives and Multiple Objectives
    - Committee Member: As a supporting area committee member, provided advice and direction on packaging the results from this study to have important implications for eCommerce strategy, particularly from a practitioner perspective.
- <u>Damon Campbell</u>, Washington State University, Completed spring 2008
    - Dissertation Topic: Diagnosing and Managing Online B2C Relationships: Toward a B2C Relationship Stage Theory and Empirical Investigation of an eCommerce Attraction Model
    - Committee Co-Chair: Played a key role in applying Stage Theory to an eCommerce customer relationship management (CRM) context. Contributions from this dissertation have been published in *AIS Transactions on Human-Computer Interaction* with another published in *Information Systems Research*.

Doctoral Student Mentoring (cont'd):

- <u>Ryan Wright</u>, Washington State University, Completed spring 2009
  - Dissertation Topic: Online Consumer Motivation: Towards an Understanding of a priori Motivations in Ecommerce Interactions
  - Committee Member: Played a key role in applying Motivation Theory to decompose Task Technology Fit (TTF) Theory within an eCommerce context. Empirical results from this dissertation are being submitted to *MIS Quarterly.*
- <u>Phil Longstreet</u>, Washington State University, Completed spring 2012
  - Dissertation Topic: Decomposing Visual Appeal to Understand Online Consumer Perceptions of Website Aesthetics
  - Committee Co-Chair: Provided initial guidance for identifying an appropriate theoretical foundation for conducting a fine-grained analysis of website aesthetics.
- <u>Nathan Johnson</u>, Washington State University, In-progress, Completed spring 2013
  - Dissertation Topic: Enterprise Mobility Infrastructure
  - Committee Member: Provided initial guidance for identifying an appropriate theoretical foundation for examining issues related to mobility.

Executive MBA and MBA Level Teaching Experience:

- <u>Information Management (SCH-MGMT632)</u>, University of Massachusetts Amherst
  - Course Description: MBA course focusing on the management of information technology (IT) resources and how they are successfully integrated into an organization. Topics include electronic commerce, network computing, supply chain management, enterprise resource planning, transaction processing systems, customer relationship management, information security and other relevant topics.
  - Course Delivery: Taught face-to-face 2011-2015, 2017 and online 2011
- <u>IT-Enabled Operations (SCH-MGMT597IT)</u>, University of Massachusetts Amherst
  - Course Description: MBA course focusing on the integration of business operations and information technology (IT). Key concepts include identifying and leveraging emerging information technologies to improve the efficiency and effectiveness of an organization's business operations (from both product and service perspectives).
  - Course Delivery: Taught in fall 2010 –course evaluation of 5.0 (5.0 scale)
- <u>Information Systems Management (MIS580)</u>, Washington State University
  - Course Description: Executive MBA course focusing on information systems (IS) strategy. Course is heavily oriented towards both online and in-class case discussions about how organizations successfully leverage IS for strategic purposes. Final project is designed to provide students with an understanding of how net-enabled innovations can be leveraged by their particular organization for strategic advantage.
  - Course Delivery: Taught in fall 2009 – course evaluations not administered
- <u>Electronic Commerce and Business Telecommunications (MIS574)</u>, Washington State University
  - Course Description: MBA course focusing on eCommerce strategy and telecommunications infrastructure/management. Key topics include consumer privacy/security, information security policies/procedures, digital certificates, certificate authorities, and data encryption.
  - Course Delivery: Taught in summer 2001 – course evaluation of 3.24 (4.0 scale)
- <u>Electronic Commerce and the Internet (MIS575)</u>, Washington State University
  - Course Description: Building off of the MIS574 course - MBA course focusing on more in-depth eCommerce strategic issues such as digital rights management, mass customization, and strategic partnerships.
  - Course Delivery: Taught in fall 2004 and 2005 – average course evaluation of 3.62 (4.0 scale)

Executive MBA and MBA Level Teaching Experience (cont'):

- Information Management (BA571), Oregon State University
  - Course Description: Core MBA course that included the following: the strategic role of IT, the impacts of IT, and the implementation of IT.
  - Course Delivery: Taught in summer 2000 – course evaluation of 3.78 (4.0 scale)

Undergraduate Level Teaching Experience:

- Advanced Operations Management (FINOPMGT348), University of Massachusetts Amherst
  - Course Description: Core course focusing on the integration of business operations and information technology (IT). Key concepts include identifying and leveraging emerging information technologies that organizations can use to improve the efficiency and effectiveness of their business operations (from both product and service perspectives).
  - Course Delivery: Taught in fall 2010 –course evaluation of 3.8 (5.0 scale)
- Electronic Commerce (MIS441 (formally MIS375) – Cross-listed with ENTRP441 and IBus441), Washington State University
  - Course Description: Comprehensive course on eCommerce strategy, customer interaction, and technical infrastructure. Strategic issues include digital rights management, mass customization, and strategic partnerships. Customer interaction concepts include a strong focus effective website design techniques. Technical infrastructure concepts cover key IT architecture considerations for organization operating in IT-mediated environments including security/privacy policies and procedures, public key encryption architecture, and data transmission standards such as XML.
  - Course Delivery: Taught 22 times from 2000-2009 – average course evaluation of 3.37 (4.0 scale)
- Managing Information Technology (MIS250), Washington State University
  - Course Description: Survey course (~450 students) on core concepts of management information systems including enterprise systems, IT architecture, networking, security policies/practices, hardware/software, eCommerce, and systems analysis and design. The course also contains a lab component providing students with hands-on experience with Microsoft Office.
  - Course Delivery: Taught 12 times from 2006-2009 – average course evaluation of 3.20 (4.0 scale)
- Management Information Systems (BA471), Oregon State University
  - Course Description: Survey course for non-MIS majors that included the following: the strategic role of IT, the impacts of IT, and the implementation of IT.
  - Course Delivery: Taught in fall 1999 – course evaluation of 3.80 (4.0 scale)
- Management of Information Technologies for E-Business (BA483), Oregon State University
  - Course Description: Course grounded in the systems development life cycle (SDLC), covering the following topics: eCommerce strategy, customer interaction, and customer-centric systems.
  - Course Delivery: Taught in spring 2000 – course evaluation of 3.54 (4.0 scale)
- Business Data Systems Concepts (INFO207), Texas A&M University
  - Course Description: Survey course on core concepts of management information systems as well as hands-on experience with Microsoft Office.
  - Course Delivery: Taught 4 times from 1996-1998 – average course evaluation of 4.42 (5.0 scale)

Undergraduate Level Teaching Experience (cont'd):

- Small Business Computing Systems (INFO332):, Texas A&M University
    - o Course Description: Technically focused course with emphasis on the Internet, PC Hardware, Operating System Environment, Windows and GUI development using Visual Basic.
    - o Course Delivery: Taught twice from 1997-1998 – average course evaluation of 4.36 (5.0 scale)
- Systems Analysis and Design (INFO320):, Texas A&M University
    - o Course Description: Course grounded in the systems development life cycle (SDLC) that focused on developing computer-based information systems.
    - o Course Delivery: Taught 4 times from 1998-1999 – average course evaluation of 4.42 (5.0 scale)

Industry Experience

Systems Analyst, January 1995 - August 1995
> **Oklahoma State Senate,** Oklahoma City, OK.
> Converted the Senate's financial voucher system from FoxBase to Foxpro. Designed the registration system for the 1995 Southern Legislative Conference. Responsible for the configuration of laptops for use by State Senators. Setup and tested both hardware and software components of the Senate's remote access system.

Systems Engineer, 1989 - 1994
> **Electronic Data Systems (Financial Services),** Plano, TX.
> Performed analysis, design, coding, and testing tasks for the development and maintenance of a collections and foreclosure subsystem which interfaces with an integrated mortgage system. Utilized PACBASE (Fourth Generation Language) and COBOL to code batch and online programs in a VSAM and CICS environment (1991 - 1994)

> **Electronic Data Systems (Health and Benefits),** Plano, TX.
> Performed analysis, design, coding, and testing tasks for the development of a health care membership system. Utilized PACBASE and COBOL to code batch and online programs in an IMS and CICS environment. (1989 - 1991)

Customer Support Liaison, 1988 - 1989
> **Electronic Data Systems (Blue Cross/Blue Shield Insurance),** Phoenix, AZ.
> Coordinated testing of several main processes during the implementation of a new claims system at Blue Cross/Blue Shield of Arizona.

External Service

Journal Editorial Board Responsibilities:

- Editorial Board, *Journal of the Association for Information Systems*, 2013-Present
- Associate Editor, *MIS Quarterly*, 2011-2012
- Associate Editor, *European Journal of Information Systems*, 2009-2011
- Editorial Review Board, *Journal of Database Management*, 2005-2012

Conference Leadership Responsibilities:

- *Americas Conference on Information Systems* (AMCIS)*,* Co-Chair, MIS Camp, Planning Committee for Boston AMCIS 2017
- *International Conference on Information Systems* (ICIS), Associate Editor, 2014
- *Americas Conference on Information Systems* (AMCIS)*,* Co-Chair, Doctoral Consortium, 2012
- *Hawaii International Conference on System Sciences* (HICSS) Human-Computer Interaction (HCI) Mini-Track Co-Chair, 2007- 2010
- *European Conference on Information Systems* (ECIS): Associate Editor, Human-Computer Interaction (HCI) Track, 2006, 2008
- *International Conference on Information Systems* (ICIS), Co-Chair, Volunteer Committee, 2003
- Pre-ICIS SIGHCI (Special Interest Group on Human-Computer Interaction) Workshop Program Committee, 2004-2005

Reviewing Activities:

- AMCIS Conference: 1996, 1998-2005, 2011
- ECIS Conference: 2006
- HICSS Conference: 2001-2006
- ICIS Conference: 2004-2005
- National Science Foundation (NSF): 2008, 2010
- Communications of the ACM (CACM)
- Decision Support Systems (DSS)
- Electronic Markets (EM)
- European Journal of Information Systems (EJIS)
- Information Resources Management Journal (IRMJ)
- Information Systems Research (ISR)
- International Journal of Electronic Commerce (IJEC)
- International Journal of Human-Computer Interaction (IJHCI)
- International Journal of Human-Computer Studies (IJHCS)
- International Journal of Retail and Distribution Management (IJRDM)
- Journal of the Association for Information Systems (JAIS)
- Journal of Database Management (JDM)
- Journal of Electronic Commerce Research (JECR)
- Journal of Management Information Systems (JMIS)
- Journal of Organizational Computing and Electronic Commerce (JOCEC)
- Management Information Systems Quarterly (MISQ)
- Management Science (MS)

Professional Memberships

- Association for Information Systems, Member, 1998-Present
- AIS SIGHCI (Special Interest Group on Human-Computer Interaction), Member, 2002-Present

Internal Service

Departmental Service Activities:

- Mu Iota Sigma Faculty Advisor, MIS Student Club Organization, 2003 – 2007: As part of these duties, played an instrumental role in redefining this organization to be more professional (rather than social) in orientation.
- IS Advisory Board/Alumni Coordinator, 2007-2010: Responsibilities include recruiting advisory board members, organizing annual board meetings, and maintaining relationships with existing board members.
- Seattle Professional Development Event (PDE), Creator and Coordinator, 2005-2010: Initiated the inaugural PDE in 2005 and have successfully coordinated the event in subsequent years. The event is held at Safeco Field (2 hours prior to a Seattle Mariner game) and is designed to provide both students and faculty the opportunity to interact with WSU alumni who are currently employed as IS professionals in the Seattle area.
- Faculty Recruiting Committee, Member: Hired Pratim Datta (2002), Kent Marett (2003), and Jenny Zhong (2004)
- Faculty Recruiting Committee, Chair: Hired Paul Clay (2005)

College Service Activities:

- Assessment Task Force, 2009-2010: This task force recommends learning assessment goals to the Undergraduate Program Policy Committee (UPPC) that will be used for AACSB accreditation reporting purposes.
- Center for Behavioral Business Research (CBBR) Planning Committee, 2008-2009: Responsible for designing the planning the construction of the CBBR that included audio/video infrastructure and usability hardware/software.
- CIO Summit, 2008-2010: Played an instrumental role in the inaugural CIO Summit and have coordinated all subsequent events. The goal of this event is to invite Seattle-area CIOs to campus for a moderated discussion that covers a range of topics that are of interest to students who are studying information systems or related fields.

University Service Activities:

- Vice Provost for CPE Search Committee, Spring 2016
- CPE Bundled Service Provide RFP Committee, Fall 2015
- Graduate Studies Committee, Member, Fall 2007
- WSU Extension Website Task Force, Member, 2006-2007
- WSU Extension Website Coordinator Search Committee, Member, 2007

Honors

College Outstanding Research Award
Isenberg School of Management
University of Massachusetts Amherst – 2010-2011

Dean's Excellence Fellow[#]
College of Business
Washington State University – 2004, 2007, 2008, 2009

Honorary Member
Delta Sigma Pi - Business Student Fraternity
Washington State University - Fall 2009

MBA Professor of the Year
College of Business
Washington State University – 2005-2006

Teaching Innovation Grant
College of Business
Washington State University - 2003

MIS Professor of the Year
MIS Club (Student Organization)
Washington State University - 2001-2002

Outstanding Faculty Member
Alpha Kappa Psi - Business Student Fraternity
Texas A&M University - Fall 1998

Department of Information and Operations Management Ph.D. Teaching Scholarship
Texas A&M University - 1997-1998

Dean's Distinguished Teaching Award by a Doctoral Student
Lowry Mays College & Graduate School of Business
Texas A&M University - 1997-1998

[#] Dean's Excellence Fellow is awarded to WSU College of Business faculty members who have "exceeded expectations" on their annual performance evaluation on the respective dimensions of research, teaching, and service.