LORNE OLFMAN

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GENERAL INFORMATION

1. Areas of Specialization in Information Systems

User training, e-Learning systems, knowledge management and organizational memory, social technologies

2. Post-secondary Education

PhD (Business -- MIS), Indiana University: 1987.
MBA, Indiana University: 1986.
MA (Economics), The University of Calgary: 1980.
BSc (Computing Science), The University of Calgary: 1970.

3. Employment History

Director/Acting Director/Associate Director, Claremont Graduate University, Center for Information Systems and Technology, 2013-.
Faculty Lead for Online Program Development, Claremont Graduate University, Center for Information Systems and Technology, 2017-.
Professor, Claremont Graduate University, School of Information Science/School of Information Systems and Technology/Center for Information Systems and Technology: 1998-.
Fletcher Jones Chair in Technology Management, Claremont Graduate University, School of Information Science/Information Systems and Technology: 2003-2012.
Dean/Department Chair, Claremont Graduate University, School of Information Systems and Technology/School of Information Science/ Information Science: 1998-2008.
Associate Professor, The Claremont Graduate School/University, Information Science: 1993-1998.
Assistant Professor, The Claremont Graduate School, Information Science: 1987-1993.
Research Associate, Developmental Training Center, Indiana University: 1986-1987.
Instructor, School of Business, Indiana University: 1983-1986.
Planning Analyst, British Columbia Telephone Company, Vancouver, Canada: 1981-1983.
Economist, Transport Canada Air Administration, Edmonton, Ottawa and Toronto, Canada: 1974-1980.
Teaching Assistant, Department of Economics, The University of Calgary: 1973-1974.
Computer Programmer, Bercov Computer Consultants Limited, Calgary, Canada: 1969, 1970-1971.

4. Personal Information

Birthdate: November 29, 1948.
Birthplace: Calgary, Alberta, Canada.

Citizenship: USA.
Marital Status: Married, 2 adult children.

5. Notes

The Claremont Graduate School changed its name to Claremont Graduate University on July 1, 1997. The School of Information Science changed its name to School of Information Systems and Technology on July 1, 2005 and to the Center for Information Systems and Technology on July 1, 2012.

PUBLICATIONS

1. Journal Articles

Alismail, Sarah, & *Olfman, Lorne* (2020). Tailored motivational messages for an mHealth Sleep Behavioral Change Support System to promote CPAP use among OSA patients: Development, content validation and testing. JMIR Mhealth Uhealth (forthcoming).

Williams, Kevin, Li, Yan, & *Olfman, Lorne* (2020). DRT – A novel tool for data archiving. IEEE Software (forthcoming).

Al-Busaidi, Kamla, & *Olfman, Lorne*. (2017). Knowledge sharing through inter-organizational knowledge sharing systems. VINE Journal of Information and Knowledge Management Systems, 47, 1, 110-136.

Yuan, Xinwei, *Olfman, Lorne*, & Yi, Jingbing. (2016). How do institution-based trust and interpersonal trust affect interdepartmental knowledge sharing? Information Resources Management Journal (Special Issue), 29, 1, 15-38.

Kang, Inwon, Han, Shin, Lee, Jiwon, & *Olfman, Lorne*. (2016). An evolutionary perspective of opportunism in high-technology alliance: The evidence from South Korean companies. Asia Pacific Business Review, 22, 2, 238-261.

Alrushiedat, Nimer, & *Olfman, Lorne*. (2014). Anchoring for self-efficacy and success: An anchored asynchronous online discussion case. Journal of Information Systems Education, 25, 2, 107-116.

Alrushiedat, Nimer, & *Olfman, Lorne*. (2014). Supporting learning conceptions through anchored asynchronous online discussions. European Journal of Management, 14, 1, 65–74.

Kim, Rosemary, *Olfman, Lorne*, Ryan, Terry, & Eryilmaz, Evren. (2014). Leveraging a personalized system to improve self-directed learning in online educational environments. Computers & Education, 70, 150-160.

Alrushiedat, Nimer, & *Olfman, Lorne*. (2013). Aiding participation and engagement in a blended learning environment. Journal of Information Systems Education, 24, 2, 133-146.

Alrushiedat, Nimer, & *Olfman, Lorne*. (2013). Assisting collaboration and peer learning: case of anchored asynchronous online discussions. European Journal of Management, 13, 4, 93–100.

Turetken, Ozgur, & *Olfman, Lorne* (2013). Introduction to the special issue on human-computer interaction in the web 2.0 era. AIS Transactions on Human-Computer Interaction, 5, 1, 1-5.

Kasemvilas, Sumonta, & *Olfman, Lorne* (2013). Improvement of MediaWiki to support mandatory collaboration. Interactive Technology and Smart Education, 10, 3, 230-246.

San Nicolas-Rocca, Tonia, & *Olfman, Lorne* (2013). End user security training for identification and access management. Journal of Organizational and End User Computing, 25, 4, 74-101.

Reynoso, Juan Manuel Gómez, *Olfman, Lorne*, Ryan, Terry, & Horan, Tom (2013). An information systems design theory for an expert system for training. Journal of Database Management, 24, 3, 31-50.

Kim, Daekil, & *Olfman, Lorne* (2011). Determinants of corporate web services adoption: A survey of companies in Korea. Communications of the Association for Information Systems, 29 (Article 1). Online journal: http://cais.isworld.org.

Zhang, Sonya, & *Olfman, Lorne* (2010). Studios, mini-lectures, project presentations, class blog and wiki: A new approach to teaching web technologies. Journal of Information Technology Education, 9, IIP 187-199.

Raman, Murali, Ryan, Terry, Jennex, Murray E., & *Olfman, Lorne* (2010). Wiki technology and emergency response: An action research study. International Journal of Information Systems for Crisis Response and Management, 2, 1, 49-69. (Reprinted in Murray Jennex (ed.), Managing Crises and Disasters with Emerging Technologies: Advancements, IGI Global, 2012, 50-70.)

Coulson, Antony, *Olfman, Lorne*, Ryan, Terry, & Shayo, Conrad (2010). Enterprise systems training strategies: Knowledge levels and user understanding. Journal of Organizational and End-User Computing, 22, 3, 22-39.

Al-Busaidi, Kamla, *Olfman, Lorne*, Ryan, Terry, & Leroy, Gondy (2010). Sharing knowledge to a knowledge management system: Examining the motivators and the benefits in an Omani organization. Journal of Organizational Knowledge Management (online journal), Article ID 325835, 12 pages.

Kasemvilas, Sumonta, & *Olfman, Lorne* (2009). Design alternatives for a Mediawiki to support collaborative writing. Journal of Information, Information Technology, and Organizations, 4, 87-106.

Kasemvilas, Sumonta, & *Olfman, Lorne* (2009). Design alternatives for a Mediawiki to support collaborative writing in higher education classes. Issues in Informing Science and Technology, 6 (Part 1), 45-64.

Jang, Heehyoung, *Olfman, Lorne*, Ko, Ilsang, Koh, Joon, & Kim, Kyungtae (2008). The influence of online brand community characteristics on community commitment and brand loyalty. International Journal of Electronic Commerce, 12, 3, 57-80.

Charoen, Danuvasin, Raman, Murali, & *Olfman, Lorne* (2008). Improving end user behaviour in password utilization: An action research perspective. Systemic Practice and Action Research, 21, 55-72 (published online October 13, 2007).

Zhang, Sonya Xuesong, *Olfman, Lorne*, & Ractham, Peter (2007). Designing ePortfolio 2.0: Integrating and coordinating Web 2.0 services into ePortfolio systems for enhancing users' learning. Journal of Information Systems Education, 18, 2, 203-214.

Quiñonez, Ruben, Ryan, Terry, & *Olfman, Lorne* (2007). Designing CBT systems with errors in mind: Avoidance, seeding, and tolerance. Journal of Information Technology Education, 6, 65-80.

Chen, Charlie C., Ryan, Terry, & *Olfman, Lorne* (2006). Online behavior modeling: An effective and affordable software training method. International Journal of Web-Based Learning and Teaching Technologies, 1, 4, 36-53.

Yang, Samuel C., & *Olfman, Lorne* (2006). The effects of international telecommunication investment: Wireline and wireless technologies, 1993-1998. Telecommunications Policy, 30, 5 & 6, 278-296.

Ryan, Terry, Field, Richard H. G., & *Olfman, Lorne* (2006). Discontinuous change in university web sites: The relative importance of reasons for change. Journal of Information, Information Technology, and Organizations, 1, 43-57.

Raman, Murali, Ryan, Terry, & *Olfman, Lorne* (2006). Knowledge management systems for emergency preparedness: The Claremont University Consortium experience. International Journal of Knowledge Management, 2, 3, 33-50.

Jennex, Murray E., & *Olfman, Lorne* (2006). A Model of knowledge management success. International Journal of Knowledge Management, 2, 3, 51-68.

Raman, Murali, Ryan, Terry, & *Olfman, Lorne* (2005). Designing knowledge management systems for teaching and learning with wiki technology. Journal of Information Systems Education, 16, 3, 311-320.

Al-Busaidi, Kamla, & *Olfman, Lorne* (2005). An investigation of the determinants of knowledge management systems success in Omani organizations. Journal of Global Information Technology Management, 8, 3, 6-27.

Liu, Shih-Chen, *Olfman, Lorne*, & Ryan, Terry (2005). Knowledge management success: Empirical investigation of a theoretical model. International Journal of Knowledge Management, 1, 2, 68-87.

Jennex, Murray E., & *Olfman, Lorne* (2005). Assessing knowledge management success. International Journal of Knowledge Management, 1, 2, 33-49.

Chen, Charlie C., *Olfman, Lorne*, & Harris, Al (2005). Differential impacts of social presence on a behavior modeling approach. International Journal of Technology and Human Interaction, 1, 2, 64-83.

Ryan, Terry, Field, Richard, H.G., & *Olfman, Lorne* (2003). The evolution of U.S. state government homepages from 1997 to 2002, International Journal of Human-Computer Studies, 59, 4, 403-430.

Ives, Blake, …, *Olfman, Lorne*, … (39 authors in total). (2002). What every business student needs to know about information systems. Communications of the Association for Information Systems, 9 (Article 30). Online journal: http://cais.isworld.org (invited).

Olfman, Lorne (2001). We ARE doing relevant IS research: It's the truth. Communications of the Association for Information Systems, 6 (Article 19). Online journal: http://cais.isworld.org (invited).

Shayo, Conrad, & *Olfman, Lorne* (1999). The role of training in preparing end users to learn related software. Journal of End-User Computing, 12, 1, 3-13.

Shayo, Conrad, *Olfman, Lorne*, & Teitelroit, Ricardo (1999). An exploratory study of the value of pre-training end-user participation. Information Systems Journal, 9, 1, 55-79.

Sein, Maung K., Bostrom, Robert P., & *Olfman, Lorne* (1999). Rethinking end-user training strategy: Applying a hierarchical knowledge-level model. Journal of End User Computing, 11, 1, 32-39. (Reprinted in: Neil G. Shaw (ed.), Strategies for Managing Computer Software Upgrades, IGI-Global, 2001, Chapter 11, 153-164.)

Olfman, Lorne (1999). Introduction to the special issue on organizational memory systems. Journal of Organizational Computing and Electronic Commerce, 9, 2&3, 101-103.

Curl, Steven, *Olfman, Lorne*, & Satzinger, John (1998). An investigation of the roles of individual differences and user interface on database usability. Data Base, 29, 1, 50-65.

Satzinger, John, & *Olfman, Lorne* (1998). User interface consistency across end-user applications: The effects on mental models. Journal of Management Information Systems, 14, 4, 167-193.

Mandviwalla, Munir, Gray, Paul, & *Olfman, Lorne* (1997). The meta environment: A new group support system structure. Journal of Organizational Computing and Electronic Commerce, 7, 1, 35-55.

Park, Hung, Gray, Paul, & *Olfman, Lorne* (1996). International negotiation support systems. Journal of International Information Management, 5, 2, 23-37.

Compeau, Deborah, *Olfman, Lorne*, Sein, Maung, & Webster, Jane (1995). End-user training and learning. Communications of the ACM, 38, 7, 24-26.

Satzinger, John, & *Olfman, Lorne* (1995). Computer support for group work: Perceptions of the usefulness of support scenarios and specific tools. Journal of Management Information Systems, 11, 4, 115-148.

Olfman, Lorne, & Mandviwalla, Munir. (1995). An experimental analysis of end-user software training manuals. Information Systems Journal, 5, 1, 19-36.

Mandviwalla, Munir, & *Olfman, Lorne* (1994). What do groups need? A proposed set of generic groupware requirements. ACM Transactions on Computer-Human Interaction, 1, 3, 245-268.

Olfman, Lorne, & Mandviwalla, Munir (1994). Conceptual versus procedural software training for graphical user interfaces: A longitudinal field experiment. MIS Quarterly, 18, 4, 405-426.

Bostrom, Robert P., *Olfman, Lorne*, & Sein, Maung K. (1993). Learning styles and end-user training: A first step. MIS Quarterly, 17, 1, 118-120.

Sein, Maung K., *Olfman, Lorne*, Bostrom, Robert P., & Davis, Sidney A. (1993). The importance of visualization ability in predicting learning success. International Journal of Man-Machine Studies, 39, 4, 599-620.

Olfman, Lorne, & Bostrom, Robert P. (1992). Innovative teaching materials and methods for systems analysis and design. Data Base, 23, 2, 7-12.

Olfman Lorne, & Bostrom, Robert P. (1991). End-user software training: An experimental comparison of methods to enhance motivation. Journal of Information Systems, 1, 249-266.

Bostrom, Robert P., *Olfman, Lorne*, & Sein, Maung K. (1990). The importance of learning style in end-user training. MIS Quarterly, 14, 1, 101-119.

Gray, Paul, & *Olfman, Lorne* (1989). The user interface in group decision support systems. Decision Support Systems [Special Issue on Group Decision Support Systems], 5, 2, 119-137.

Olfman, Lorne, & Bostrom, Robert P. (1988). Recommendations for designing end-user software training. Office Knowledge Engineering [Special Issue on End-User Computing], 2 (1 & 2), 26-39.

Sein, Maung K., *Olfman, Lorne*, & Bostrom, Robert P. (1987). Training end users to compute: Cognitive, motivational and social issues. INFOR, 25, 3 [Special Issue on End-User Computing], 236-255. (Reprinted in R. Ryan Nelson (ed.), End-user

    Computing: Concepts, Issues and Applications, New York, John Wiley & Sons, 1988, 137-156.)

Olfman, Lorne (1984). Research issues in systems development prototyping. Computer Personnel, 9, 4, 6-16.

2. Chapters in Books and Monographs

Yuan, Xinwei, *Olfman, Lorne*, & Jingbing Yi (2020). How do institution-based trust and interpersonal trust affect interdepartmental knowledge sharing? In Clarke, S., Jennex, M. E. & Anttiroiko, A.-V. (Eds.), Information Diffusion and Knowledge Sharing: Breakthroughs in Research and Practice (Ch. 21, pp. 424-451), IGI Global. [Reprint]

Ko, Ilsang, *Olfman, Lorne*, & Choi, Sujeong (2011). The impacts of electronic collaboration and information exploitation capability on firm performance: Focusing on suppliers using buyer-dominated inter-organizational information systems. In Kock, N. (Ed.), E-Collaboration Technology and Organizational Performance: Current and Future Trends (Ch. 6, pp. 81-100), IGI Global.

Gray, Paul, & *Olfman, Lorne* (2009). Careers in and education for information system work. In Bates, M. J. & Maack, M. N. (Eds.), Encyclopedia of Library and Information Sciences (3rd ed.), CRC Press.

4 chapters in Jennex, M. (Ed.) (2008), Knowledge Management: Concepts, Methodologies, Tools and Applications, IGI Global:
    Jennex, Murray E., & *Olfman, Lorne*. A model of knowledge management success.
    Jennex, Murray E., & *Olfman, Lorne*. Assessing knowledge management success.
    Liu, Shih-Chen, *Olfman, Lorne*, Ryan, Terry, & Jennex Murray. Knowledge management system success: Empirical assessment of a theoretical model.
    Raman, Murali, Ryan, Terry, & *Olfman, Lorne*. Emergency preparedness and information systems—a case study using wiki technology.

Chen, Charlie, C., Harris, Albert L., & *Olfman, Lorne* (2007). Impacts of behavior modeling in online ayschronous learning environments. In Stahl, B. C. (Ed.), Issues and Trends in Technology and Human Interaction (Ch. VI, pp. 128-151). Hershey, PA: IRM Press.

Olfman, Lorne, Bostrom, Robert P., & Sein, Maung K. (2006). Developing training strategies with an HCI perspective. In Galletta, D. & Zhang P. (Eds.), Human-Computer Interaction and Management Information Systems, (Vol. II, Ch. 10, pp. 258-283). M. E. Sharpe, Inc.

Shayo, Conrad, & *Olfman, Lorne* (2006). The learning objects economy: What remains to be done? In Galletta, D. & Zhang P. (Eds.), Human-Computer Interaction and Management Information Systems, (Vol. II, Ch. 11, pp. 284-312). M. E. Sharpe, Inc.

Shayo, Conrad, *Olfman, Lorne*, & Iriberri, Alicia (2006). The virtual society: It's driving forces, arrangements, practices, and implications. In Gackenbach, J. (Ed.), Psychology and the Internet: Intrapersonal, Interpersonal, and Transpersonal Implications (2nd Ed., Ch. 10). San Diego, Academic Press.

Shayo, Conrad, & *Olfman, Lorne* (2002). The role of training in preparing end users to learn related software packages. In Mahmood, M. A. (Ed.), Advanced Topics in End User Computing, V. 1 (Ch. VII, pp. 94-115). Hershey, PA: Idea Group Publishing. (Updated reprint of published paper listed in Journal Articles section.)

Jennex, Murray, & *Olfman, Lorne* (2002). Organizational memory. In Holsapple, C. W. (Ed.), <u>International Handbook on Knowledge Management 1: Knowledge Matters</u> (Chapter 11, pp. 207-234). Berlin: Springer-Verlag.

Igbaria, Magid, Shayo, Conrad, *Olfman, Lorne*, & Gray, Paul (2001). Going virtual: The driving forces and arrangements. In Chidambaram, L, & Zigurs, I. (Eds.), <u>Our Virtual World: The Transformation of Work, Play and Life Via Technology</u> (pp. 9-38). Hershey, PA: Idea Group Publishing.

Olfman, Lorne, & Pitsatorn, Proadpran (2000). End-user training research: Status and models for the future. In Zmud, B. (Ed.), <u>Framing the Domains of IT Management: Projecting the Future Through the Past</u> (pp. 129-146). Cincinnati, OH: Pinnaflex Educational Resources, Inc.

Igbaria, Magid, Shayo, Conrad, *& Olfman, Lorne* (1998). Virtual societies: Their prospects and dilemmas. In Gackenbach, J. (Ed.), <u>Psychology and the Internet: Intrapersonal, Interpersonal, and Transpersonal Implications</u> (pp. 227-252). San Diego, Academic Press.

Olfman, Lorne, & Sein, Maung K. (1997). Ten lessons for end-user trainers. <u>Information Systems Management Series</u> (94-00-07), Boston, MA: Auerbach.

Curl, Steven, *Olfman, Lorne*, & Satzinger, John (1995). Leveraging the graphical user interface: Improving the effectiveness of database queries. In Amoroso, D. (Ed.), <u>PRIISM '95 Conference</u>. Los Alamitos, CA: IEEE Computer Society.

Gray, Paul, Mandviwalla, Munir, *Olfman, Lorne*, & Satzinger, John (1993). The user interface in group support systems. In Jessup, L. M., & Valacich, J. S. (Eds.), <u>Group Support Systems: New Perspectives</u> (pp.192-213). New York: MacMillan Publishing Company.

Gray, Paul, Alter, Steven, DeSanctis, Gerardine, Dickson, Gary W., Johansen, Robert, Kraemer, Kenneth, *Olfman, Lorne*, & Vogel, Douglas R. (1992). Group decision support systems. In Stohr, E. A., & Konsynski, B. R. (Eds.), <u>Information Systems and Decision Processes</u> (pp. 75-135). Los Alamitos, CA: IEEE Computer Society Press.

Olfman, Lorne, Bostrom, Robert P., & Sein, Maung K. (1991). The effects of training on motivation to use and self-reported use of an electronic mail system. In Jane M. Carey (Ed.), <u>Human Factors in Information Systems: An Organizational Perspective</u> (pp. 309-320). Norwood, NJ: ABLEX Human/Computer Interaction Series.

Sein, Maung K., *Olfman, Lorne*, & Bostrom, Robert P. (1989). Training end users to compute: Cognitive, motivational and social issues. In R. Ryan Nelson (Ed.), <u>End-User Computing: Concepts, Issues and Applications</u> (pp. 137-156). New York: John Wiley & Sons. (Reprint of published paper listed in Journal Articles section.)

Gray, Paul, *Olfman, Lorne*, & Park, Hung (1988). The interface problem in international group DSS. In Joey F. George, & Jay F. Nunamaker, Jr. (Eds.), <u>Group Decision Support Systems in Pacific Rim Nations</u> (Monograph, 61-89). Honolulu: Pacific Rim Institute for Information Systems Management (PRIISM), University of Hawaii.

Bostrom, Robert P., *Olfman, Lorne*, & Sein, Maung K. (1988). End-user computing: A research framework for investigating the training/learning process. In Jane M. Carey (Ed.), <u>Human Factors in Management Information Systems</u> (pp. 221-250). Norwood, NJ: ABLEX Human/Computer Interaction Series.

3. Refereed Conference Proceedings

Chipidza, Wallace, Kim, Mark, Moss, Frank, Suksa-Ngiam, Watanyoo, Mbugua, Kimani, *Olfman, Lorne*, & Ryan, Terry. (2020). All together now: A framework for research on mob programming. In <u>Proceedings of 2020 Americas Conference on Information Systems</u>.

Njunge, Chris, Hilton, Brian, Hilton, June, & *Olfman, Lorne*. (2020). Home field advantage in major league soccer. In <u>Proceedings of 2020 Americas Conference on Information Systems</u>.

Alrushiedat, Nimer, & *Olfman, Lorne*. (2019). Experience with using anchored asynchronous online discussions in business analytics courses. In <u>Proceedings of 2019 Americas Conference on Information Systems</u>.

Sirithumgul, Pornpat, Suksa-Ngiam, Watanyoo, Prasertsilp, Pimpaka, & *Olfman, Lorne*. (2019). An ontology-based framework as a foundation of an information system for generating multiple-choice questions. In <u>Proceedings of 2019 Americas Conference on Information Systems</u>.

Firpo, Daniel, Zhang, Sonya, *Olfman, Lorne*, Sirisaengtaksin, Kittisak, & Roberts, Joe. (2019). System design for an online social networking app with a notification and recommender system to build social capital in a university setting. In <u>Proceedings of the Fifty-Second Annual Hawaii International Conference on System Sciences,</u> Los Alamitos, CA: IEEE Computer Society Press.

Chi, Tai-Yin, *Olfman, Lorne*, & Berger, Dale E. (2017). Computer skill acquisition: The effects of computer-aided self-explanation on knowledge retention and transfer. In <u>Proceedings of the Fiftieth Annual Hawaii International Conference on System Sciences,</u> Los Alamitos, CA: IEEE Computer Society Press.

Cordes, Victor, & *Olfman, Lorne*. (2016). Sports analytics: Predicting athletic performance with a genetic algorithm. In <u>Proceedings of the 22nd Americas Conference on Information Systems</u>, CD-ROM.

Longoria, Lisa, Alobud, Omar, Black, Hunter, & *Olfman, Lorne*. (2015). Educator development as predicted by the use of wikis in an e-learning environment. In <u>Proceedings of E-Learn: World Conference on E-Learning in Corporate, Government, Healthcare, and Higher Education 2015</u> (pp. 615-625), Chesapeake, VA: AACE (Association for the Advancement of Computing in Education).

Sirisaengtaksin, Kittisak, *Olfman, Lorne*, & Alrushiedat, Nimer. (2015). A notification and recommender mobile app for educational online discussion: A design research approach. In <u>Proceedings of 17th International Conference on Human-Computer Interaction</u>.

Sirisaengtaksin, Kittisak, & *Olfman, Lorne* (2014). A design for a notification and recommender mobile app for educational online discussion. In <u>Proceedings of the 20th Americas Conference on Information Systems</u>, Research-in-progress, CD-ROM.

Al-Busaidi, Kamla Ali, & *Olfman, Lorne* (2014). Knowledge workers' attitudes towards an inter-organizational knowledge-sharing system in the education sector. <u>Proceedings of the 19th UKAIS Conference on Information Systems, Oxford, England</u>.

Alrushiedat, Nimer, & *Olfman, Lorne* (2014). Anchoring for self-efficacy and success. In <u>Proceedings of the Forty-Seventh Annual Hawaii International Conference on System Sciences,</u> Los Alamitos, CA: IEEE Computer Society Press, CD-ROM.

Chi, Tai-Yin, *Olfman, Lorne*, & Lin, Frank. (2014). Exploring the feasibility of conducting software training in a peer learning context with the aid of student-produced screencasts. In Proceedings of the Forty-Seventh Annual Hawaii International Conference on System Sciences, Los Alamitos, CA: IEEE Computer Society Press, CD-ROM.

Prasertsilp, Pimpaka, & *Olfman, Lorne* (2014). Effective teacher training for tablet integration in K-12 classrooms. In Proceedings of the Forty-Seventh Annual Hawaii International Conference on System Sciences, Los Alamitos, CA: IEEE Computer Society Press, CD-ROM.

Sirithumgul, Pornpat, & *Olfman, Lorne* (2013). A model for measuring knowledge constructions of students in online discussions. In Proceedings of the 24th Australasian Conference on Information Systems.

Alrushiedat, Nimer, & *Olfman, Lorne* (2013). Facilitating collaboration and peer learning through anchored asynchronous online discussion. In Proceedings of the 19th Americas Conference on Information Systems, CD-ROM.

Samuel-Ojo, Olusola, *Olfman, Lorne*, Reinen, Linda A., Flenner, A., Oglesby, D. D., & Funning, G. J. (2013). Design methodology for construction of mapping applications. In Proceedings of the 8th International Conference on Design Science Research in Information Systems and Technology (DESRIST).

Kasemvilas, Sumonta, & *Olfman, Lorne* (2013). Design collaboration mechanisms for MediaWiki. In Proceedings of the IADIS International Conference: Information Systems 2013.

Alrushiedat, Nimer, & *Olfman, Lorne* (2012). Anchored asynchronous online discussions: Facilitating participation and engagement in a blended learning environment. In Proceedings of the Forty-Fifth Annual Hawaii International Conference on System Sciences. Los Alamitos, CA: IEEE Computer Society Press, CD-ROM.

Alrushiedat, Nimer, *Olfman, Lorne*, Kung, Mabel & van der Pol, Jaako (2010). Knowledge Sharing Motivations and Anchoring Effects for Perceived Usefulness of Asynchronous Online Discussions. In Proceedings of the 16th Americas Conference on Information Systems, CD-ROM.

Zhang, Xuesong (Sonya), & *Olfman, Lorne* (2010). Using Blogs to Support Constructivist and Social Learning – a Case Study in a University Setting. In Proceedings of the 16th Americas Conference on Information Systems, CD-ROM.

Alrushiedat, Nimer, *Olfman, Lorne*, Ryan, Terry, Kung, Mabel & van der Pol, Jakko (2010). Perception of cognitive, affective, and psychomotor learning from using aplia and asynchronous online discussions. In C. Crawford et al. (Eds.), Proceedings of Society for Information Technology & Teacher Education International Conference 2010 (pp. 272-277). Chesapeake, VA: AACE.

Evren Eryilmaz, Van der Pol, Jakko, Kasemvilas, Sumonta, Mary, Justin, & *Olfman, Lorne (2010).* The role of anchoring discussion in mediating effective online interaction for collaborative knowledge construction. In Proceedings of the Forty-Third Annual Hawaii International Conference on System Sciences. Los Alamitos, CA: IEEE Computer Society Press, CD-ROM.

San Nicolas-Rocca, Tonia, and *Olfman, Lorne* (2009). Implementing two-factor authentication within higher education. In Proceedings of the Fourth Annual AIS SIGSEC Workshop on Information Security & Privacy (WISP 2009) (pp. 5--1-5--8), Phoenix, AZ.

San Nicolas-Rocca, Tonia, Rhee, David, and *Olfman, Lorne* (2009). Designing a knowledge management system: A case study of a global telecommunications company. In <u>Proceedings of the 15th Americas Conference on Information Systems</u>, CD-ROM.

Alrushiedat, Nimer, Eryilmaz, Evren, Ryan. Terry, & *Olfman, Lorne*. (2009). The impact of standard and anchored online discussions on students' exam performance, critical thinking, and learning. In Proceedings of the Annual ISOneWorld Conference, CD-ROM.

Al-Busaidi, Kamla, *Olfman, Lorne*, Ryan, Terry, & Leroy, Gondy (2008). The motivators and benefits of sharing knowledge to a KMS repository in an Omani organization. In <u>Proceedings of the 10th IBIMA Conference on Innovation and Knowledge Management in Business Globalization</u>, CD-ROM.

Charoen, Danuvasin, *Olfman, Lorne*, & Ryan, Terry (2007). Winning the IT security battle with guerilla tactics. In <u>Proceedings of the Australia New Zealand Systems Conference 2007</u>, CD-ROM.

Ko, Ilsang, *Olfman, Lorne*, & Choi, Sujung (2007). The Impacts of Electronic Collaboration and Information Exploitation Capability on Firm Performance. In <u>Proceedings of the 13th Americas Conference on Information Systems</u>, CD-ROM.

Al-Busaidi, Kamla, *Olfman, Lorne*, Ryan, Terry, & Leroy, Gondy (2007). Revealing the antecedents and benefits of KMS use: An exploratory study in a petroleum company in Oman. In <u>Proceedings of the 9th International Conference on Decision Support Systems</u>, CD-ROM.

Wilcox, Marlene, & *Olfman, Lorne* (2006). Interorganizational learning through information technology use in partner networks. In <u>Proceedings of the First Midwest United States Association for Information Systems</u>, CD-ROM.

Gómez Reynoso, Juan Manuel, *Olfman, Lorne*, Ryan, Terry, & Horan, Tom (2006). An information systems design theory for an expert system for training. In Chatterjee, S. (Ed.), In <u>Proceedings of the First International Conference on Design Science Research in Information Systems and Technology</u>, CD-ROM.

Raman, Murali, Ryan, Terry, & *Olfman, Lorne* (2006). Knowledge management system for emergency preparedness: An action research study. In <u>Proceedings of the Thirty-Ninth Annual Hawaii International Conference on System Sciences</u>. Los Alamitos, CA: IEEE Computer Society Press, CD-ROM.

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4. Other Publications

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Satzinger, John, *Olfman, Lorne*, & Mandviwalla, Munir (1990). Interface consistency for multiple application group support systems. Information Science Applications Center, Working Paper #05-90.

Jenkins, A. Milton, & *Olfman, Lorne* (1984). An annotated bibliography of prototyping. Indiana University Graduate School of Business, Discussion Paper #259.

A number of journal articles, conference proceedings, and book chapters listed above have been issued (in earlier form) as Working Papers by The Claremont Graduate School/University, Indiana University, The University of Georgia, and Florida International University.

Miscellaneous

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Olfman, Lorne (1980). A Theory and Application of Airport Pricing. Unpublished Master's Thesis, The University of Calgary, 1980.

1. Courses

Data Science Practicum (IST343), Center for Information Systems and Technology, Claremont Graduate University, 2018.

Data Analytics and Information Vizualization (IST344), Center for Information Systems and Technology, Claremont Graduate University, 2017 (new course), 2018 (co-taught one section with Sonya Zhang), 2019 (online, co-taught with Nagla Alnosayan), 2020 (revised).

Strategy & Innovation Practicum (IST323), Center for Information Systems and Technology, Claremont Graduate University, 2016, co-taught with Kittisak Sirisaengtaksin.

Qualitative Research Methods (IST503), Center for Information Systems and Technology, Claremont Graduate University, 2015-2020.

Quantitative Research Methods (IST504), Center for Information Systems and Technology, Claremont Graduate University, 2015, co-taught with June Hilton.

e-Learning (TNDY404S/IST380), Center for Claremont Graduate University, 2014 (new course), 2016 (renumbered as IST325), 2017.

Knowledge Management & Social Media (IST320, TNDY405D), Center for Information Systems and Technology, Claremont Graduate University, 2013-2014.

Programming (IST300), School of Information Systems and Technology, Claremont Graduate University, 2012.

Social Technologies (IS346), School of Information Systems and Technology, Claremont Graduate University, 2007 (new course) co-taught with Mete Cetiner, 2008 co-taught with Sonya Zhang, 2009.

Transdisciplinary Course: The Role of Shared Leadership in Capital, Poverty, and Ethics (TDNY401E), Claremont Graduate University, co-Taught with Michelle Bligh and Craig Pearce, 2005 (new course).

Doctoral Dissertation Research Seminar (IS368), School of Information Systems and Technology, Claremont Graduate University, 2004-.

Knowledge Management (IS371), School of Information Systems and Technology, Claremont Graduate University, 2002-2004, 2006-2007, 2009-2011.

Information Systems Policy (IS329), School of Information Systems and Technology, Claremont Graduate University, 2000-2001, 2006.

Organizations as Information Processing Systems/Organizations and IS&T (IS303/IST301), Information Science Department/School, The Claremont Graduate School/University, 1996-1997, 2000, 2011 (Chennai), 2012, 2013.

Organizational Memory Systems (IS325), Information Science Department, The Claremont Graduate School, 1995 (new course).

Research Seminar in Information Systems (IS364) – General (2001-2002), Human Computer Interaction (1994), Organizational Learning (1996, 1999), End-User Training (1998), Information Science Department/School, The Claremont Graduate School/University.

Large Scale Systems (IS342), Information Science Department, The Claremont Graduate School, 1993.

Data Base Concepts (IS302), Information Science Department, The Claremont Graduate School, 1991, 1997.

Principles of Information Science Research/Introduction to IS&T Research (IS360/IST500), Information Science Department, The Claremont Graduate School/University, 1990 (new course) co-taught with Israel Spiegler, 1992-1997, 1999, co-Taught with Terry Ryan 2007, 2008-2009, 2013.

End-User Computing (IS346), Information Science Department, The Claremont Graduate School, 1990 (new course), 1992, 1995.

Seminar in Quantitative Research Methods (IS366/IS362R/IST501), Information Science Department/School, The Claremont Graduate School/University, 1989-1991, 1993-1994, 1996, 2003-2006, 2008, 2010-11, 2013.

Information Systems Analysis and Design (IS305), Information Science Department/School, The Claremont Graduate School/University, 1988-1991, 1993-1994, 1996-1998, 2000.

Systems Planning (IS328), Information Science Department, The Claremont Graduate School, 1987-1993,1995-1996.

Independent Study (IS398/497/498). Information Science Department, The Claremont Graduate School/University, 1987-2006.

The Practicum (IS330), Information Science Department/School, The Claremont Graduate School/University, 1988-1990, 1993, 1999-2000.

Computer Tools for Business (K502), School of Business, Indiana University, 1984, 1986.

Computers in Business (K201), School of Business, Indiana University, 1983-84, 1986.

2. Doctoral Dissertations

Completed

Chair, Swati Ramani (Information Systems and Technology), August 2020.
Chair, Allan Gitobu (Information Systems and Technology), August 2020.
Co-Chair, Abdulrahman Alzahrani (Information Systems and Technology), August 2020.
Chair, Maram Almufareh (Information Ssytems and Technology), August 2020.
Chair, Latifa Almusfar (Information Sytems and Technology), May 2020.
Chair, Osama Mujallid (Information Systems and Technology), May 2020.
Chair, Yaser Alhasawi (Information Systems and Technology), January 2020.
Chair, Khalaf Alsalem (Information Systems and Technology), August 2019.
Chair, Faris Alruweili (Information Systems and Technology), August 2019.
Chair, Yael Antebi-Tirosh (Information Systems and Technology), August 2018.
Chair, Robert (B. J.) Johnson (Information Systems and Technology), May 2018.
Co-Chair, Glourise Haya (Information Systems and Technology), January 2018.
Chair, Daniel Firpo (Information Systems and Technology), May 2017.
Chair, Tai-Yin (Matt) Chi (Information Systems and Technology), January 2017.
Chair, Erik Krogh (Information Systems and Technology), August 2016.
Chair, Pornpat Sirithumgul (Information Systems and Technology), August 2016.
Chair, Kittisak Sirisaengtaksin (Information Systems and Technology), May 2016.
Chair, Kevin Williams (Information Systems and Technology), May 2016.
Chair, Victor Cordes (Information Systems and Technology), May 2016.
Chair, Pimpaka Prasertsilp (Information Systems and Technology), January 2016.
Co-Chair, Christian Ogwo (Information Systems and Technology/Political Science), January 2016.
Chair, Olusola Samuel-Ojo (Information Systems and Technology), January 2015.
Chair, Farnaz (Farah) Piepkorn (Information Systems and Technology), January 2012.

Chair, Sumonta Kasemvilas (Information Systems and Technology), August 2011.
Chair, Nimer Alrushiedat (Information Systems and Technology), August 2011.
Chair, Tonia San Nicolas-Rocca (Information Systems and Technology), May 2010.
Chair, Daekil Kim (Information Systems and Technology), January 2010.
Chair, Barbara Usher (Information Systems and Technology), January 2010.
Chair, Jun Gee Cho (Information Systems and Technology), August 2008.
Chair, Robert Judge (Information Systems and Technology), May 2008.
Chair, Xuesong (Sonya) Zhang (Information Systems and Technology), August 2007.
Chair, Albert Sargent (Information Systems and Technology), January 2007.
Chair, John Harrell (Information Systems and Technology), May 2006.
Chair, Danuvasin Charoen (Information Systems and Technology), May 2006.
Chair, Haijin Li (Information Science), January 2006.
Chair, Juan Gómez Reynoso (Information Science), August 2005.
Chair, Kamla Al-Busaidi (Information Science), May 2005.
Chair, Wonjin Jung (Information Science), January 2005.
Chair, Ahmed Elmorshidy (Information Science), May 2004.
Chair, Pat Ames (Education/Information Science), August 2003.
Chair, Shih-Chen (Viva) Liu (Information Science), August 2003.
Chair, Proadpran Pitsatorn (Information Science), August 2003.
Chair, Chien-Hung (Charlie) Chen (Information Science), May 2003.
Chair, Marlene (Davidson) Wilcox (Information Science), May 2003.
Chair, Ricardo Teitelroit (Information Science), May 2003.
Chair, Abraham Asher (Information Science), January 2003.
Chair, Antony Coulson (Information Science), August 2002.
Chair, Gemal Seede (Information Science), May 2002.
Chair, Mumtaz Kutty (Information Science), May 2002.
Chair, Ruben Quiñonez (Information Science), January 2002.
Chair, Leroy Lambright (Information Science), August 2001.
Chair, Samuel Yang (Information Science), August 2001.
Chair, Carlos Navarrete (Information Science), May 2001.
Chair, Pituma Panthawi (Information Science), January 1999.
Chair, Dana Edberg (Information Science), January 1999.
Chair, Stan Clark (Information Science), January 1998.
Chair, Andy Cohen (Information Science), January 1997.
Chair, Murray Jennex (Information Science), January 1997.
Chair, Myungsub Lee (Information Science), January 1997.
Chair, Mary Ann Dase (Information Science), January 1996.
Chair, Kathleen Hayden (Information Science), May 1995.
Chair, Bill McCarty (Information Science), May 1995.
Chair, Subbu Murthy (Information Science), May 1995.
Chair, Conrad Shayo (Information Science), May 1995.
Chair, David Harris (Information Science), January 1995.
Chair, Steven Curl (Information Science), May 1994.
Chair, Kent Sandoe (Information Science), January 1994.
Chair, Munir Mandviwalla (Information Science), January 1994.
Chair, Jim Riha (Information Science), May 1992.
Chair, Richard Buckner (Information Science), January 1992.
Chair, Robert Hurt (Management), May 1991.

Chair, John Satzinger (Information Science), January 1991.
Chair, Alex Coman (Information Science), January 1990 (1st Information Science PhD).
Member, Kimani Mbugua (Information Systems and Technology), May 2020.
Member, Sarah Osailan (Information Systems and Technology), May 2020.
Member, Husam Lahza (Information Systems and Technology), May 2020.
Member, Abdullah Aleissa (Information Systems and Technology), May 2020.
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Member, Watanyoo Suska-Ngiam (Information Systems and Technology), January 2020.
Member, Ahmed Alzahrani (Information Systems and Technology), January 2020.
Member, Jake Campbell (Politics and Economics), May 2019.
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Member, Yazeed Alsuhaibany (Information Systems and Technology), January 2019.
Member, Chris Njunge (Information Systems and Technology), August 2018.
Member, Guillaume Faddoul (Information Systems and Technology), August 2018.
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Member, Hind Bitar (Information Systems and Technology), August 2018.
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Member, Omar Alobud (Information Systems and Technology), January 2018.
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Member, Mehraneh Shantiaei (Information Systems and Technology), August 2015.
Member, Nagla Alnosayan (Information Systems and Technology), May 2015.
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Member, Justin Mary (Behavioral and Organizational Sciences), August 2014.
Member, Agi Horspool (Behavioral and Organizational Sciences), January 2014.
Member, Lei Lei (Information Systems and Technology), August 2013.
Member, Fadi Al-Buhairan (Information Systems and Technology), January 2013.
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Member, Larisa Preiser-Houy (Information Science), January 1999.
Member, Pat Olson (Information Science), January 1999.
Member, Dan Manson (Information Science), January 1998.
Member, Rudolf Neuhaus (Psychology), September 1997.
Member, Prasad Rallapalli (Information Science), May 1997.
Member, Chuck Morrisey (Executive Management), January 1997.
Member, Ben Mortagy (Information Science), January 1997.
Member, Ralph Westfall (Information Science), January 1997.
Member, Scott Feder (California School of Professional Psychology), September 1996.
Member, Justus Schlichting (Information Science), May 1996.
Member, Jungki Min (Information Science), January 1996.
Member, Kyu Park (Information Science), January 1996.
Member, Donna Schaeffer (Information Science), January 1996.
Member, Fred Sherman (Information Science), January 1996.
Member, Annabelle Treacy (Education), January 1996.
Member, Barbara Bashein (Information Science), January 1995.
Member, Jonathan Palmer (Information Science), January 1995.
Member, Susan Suchocki (Information Science), January 1995.
Member, Charles Elledge (Information Science), May 1994.
Member, Ruth Guthrie (Information Science), May 1994.
Member, Diane Manuel (Psychology), May 1993.
Member, Lowell Shira (Psychology), January 1992.
Member, Fred Condo (Information Science), January 1992.
Member, Hung Park (Information Science), May 1990.
External Examiner, Andy Nguyen (University of Auckland), 2019.
External Examiner, Ricardo Anderson (University of West Indies, Mona), 2018.
External Examiner, Sharmini Gopinathan (Multimedia University, Malaysia), 2017.
External Examiner, Adepapo Oluwaseyi Ojo (Multimedia University, Malaysia), 2014.

Opponent, Katarina Elevant (Royal Institute of Technology, Sweden), 2013.
External Examiner, Zeying Wan (University of Western Ontario, Canada), 2010.
Outside Reader, Yopawadee Laoledchai (University of New South Wales, Australia), 2012.
Outside Reader, Christy Cheung Mei Kwan (City University of Hong Kong), 2007.
Outside Reader, Orasa Tetiwat (Victoria University of Wellington, New Zealand), 2004.
Outside Reader, Timo Käkölä (University of Turku, Finland), 1996.

*In Progress (students with * are unlikely to complete their dissertations)*
Chair, Mitch Cochran (Information Systems and Technology), ABD – expected 2020.
Chair, Sarah Alismail (Information Systems and Technology), ABD – expected 2021.
Chair, Abdullah Alsadoon (Information Systems and Technology), ABD – expected 2020.
Chair, Gloria Page (Educational Studies) – expected 2021.
Chair, Patrick Ward (Information Systems and Technology) – expected 2021.
Chair, Sarah Alkurdi (Information Systems and Technology), expected 2021.
*Chair, Sawsan (Sozana) Altammar (Information Systems and Technology), ABD.
*Chair, Bob McQuaid (Information Systems and Technology), ABD.
*Chair, Jeanne Holm (Information Systems and Technology), ABD.
Member, Hamzah Ibrahim (Information Systems and Technology), ABD – expected 2020.
Member, Hengwei (Rachel) Zhang (Information Systems and Technology), ABD – expected 2020.
Member, Catherine Lee (Information Systems and Technology and Psychology) – expected 2020.
Member, Ali Bazarah (Information Systems and Technology), expected 2021.
Member, Neelam Raigangar (Information Systems and Technology), ABD – expected 2021.
*Member, Cleon McLean (Educational Studies), ABD.
*Member, Alla Alkurdi (Information Systems and Technology), ABD.
*Member, Rachaneewan Nilmanat (Information Systems and Technology), ABD.

Quals
Member, Sue Feldman (Information Systems and Technology and Educational Studies), 2010.
Member, Tracy Ward (Educational Studies), 2010.
Member, Annabelle Treacy (Education), 1995.

3. Masters Theses
Completed
Outside Reader, PoPo Poon Po Kwan, City University of Hong Kong, 1999.
Member, Catherine Lee (Psychology), 2016.

PRESENTATIONS

Ongoing participation in and coordination of the "Brown Bag, Information Science Seminar and EDGE Series", School of Information Systems and Technology, Claremont Graduate University.

Bicycle and Pedestrian Count Data Analysis for Caltrans. Data Science Federation Quarterly Meeting (April, 2019).

Assessing the Value of City of LA Public Art Projects. Data Science Federation Social Good Salon (October, 2017).

The Impact of Social Media on Political Influence and Policy Outcomes: The Nigerian Experience. Social Movements and IT Symposium, 50th Hawaii International Conferences on System Sciences (January, 2017).

Training Developers to Design Interfaces. Media Studies Seminar, Royal Institute of Technology, Stockholm, Sweden (October, 2013).

Panel: How CPR is Like Madonna: 50 Years of Reinvention A Discussion Reflecting on the Past, Present, and Future. ACM SIGMIS Computers and People Research Conference 2012 (with Monica Adya, Catherine Beise, Bob Bostrom, & Maung Sein).

Workshop on End-User Training Research. INFORTE sponsored workshop presented at Helsinki School of Economics (with Maung K. Sein) (May, 2009).

Social Learning Software Lab ([SL]^2). Chonnam National University, Gwangju, South Korea (June 2010), University of Auckland Business School, Monash University (Caulfield, Melbourne campus) School of Information Technology, University of Sydney School of Information Technologies (March 2009), Nanyang Technological University Business School (Singapore), Multimedia University Business School (Cyberjaya, Malaysia), Chulalongkorn University Faculty of Engineering (Bangkok), University of Agder Department of Information Systems (April 2009), Tel Aviv University School of Business, The College of Management Academic Studies (Tel Aviv) (May 2009).

The Claremont Conversation Online and Related Social Software Research. Congress of Exact Sciences, Autonomous University of Aguascalientes, November 2008.

The Claremont Conversation. Workshop on socialware, Hawaii International Conference on System Sciences, Waikoloa, Hawaii, January 2007.

On Building and Sustaining a Small, Agile, Multi-Skilled Research Collaborative. Presentation to City University (Hong Kong) Information Systems Department Seminar, October 2006.

Enhancing the Claremont conversation in the 21st Century. Presentation to the Claremont Graduate University Board of Trustees (with Terry Ryan), January 2006.

Information Systems and Technology: Roots, branches, and leaves. Presentation to TNDY401F, Claremont Graduate University, November 2005.

Workshop on socialware for learning environments. Hawaii International Conference on System Sciences, Waikoloa, Hawaii, January 2005; January 2006.

CGU-IS CIO Roundtable presentation on e-Learning, September 2005.

The doctoral program in Information Science at CGU. DeVry University, Long Beach, CA, September 2004.

Knowledge Management, Keynote Address, 5th Global Information Technology Management Association World Conference, June 2004.

The efficacy of using errors in software training. Presentation to the Accounting and Information Systems Research Seminar, Business School, University of Kansas, February 2004; virtually, Research Seminar, Terry School of Business, University of Georgia, March 2004.

Research on current KM issues at CGU's School of IS. DSI 2002 Panel MI-8 (with Kimberly Cass and Murray Jennex). San Diego, CA, November.

Center for Applied Informatics: A Research Agenda for the School of Information Science at Claremont Graduate University. DeVry University, Long Beach, CA, August 2002.*Running a PhD program in information systems: issues of size, advising, full time/part time status, and placement.* Temple University, October 2001.

Training with a business focus: A best practice. University of Bath, September 2001.

Using online tools to support graduate education. 2000 Executive MBA Conference, Newport Beach, CA, October 2000 (with Wes Balda).

Guest on "Education Today" (KUCR, KVCR) radio program talking about the Master of Science in Electronic Commerce program, December 1999.

Why we started an E-Commerce degree. Claremont McKenna College Alumni Leadership Council, September 1999.

Panel on "IS Development". 1999 Information Systems Development Conference (with Maung Sein and others), Boise ID, August 1999.

End-user training strategies. Agder College, Norway, August 1998 (with Bob Bostrom).

Organizational memory systems -- Are they "real"? Moderated session for the IS World Net Virtual Meeting Center, April 1998.

Panel on "Distance Education". GTE University Educational Summit, Ontario, CA, March 1998.

Panel on "CGU's Niche in Advanced Education". CGU Retreat, January 1998.

Panel on "The Conference of the Future". 1996 ACM Computer Science Conference, Philadephia, PA, February 1996 (with Munir Mandviwalla and others).

An experimental examination of organizational forms of memory. Agder College, Norway, May 1995 (invited) **and** Temple University, February 1996 (invited) **and** California State University, San Bernardino, November 1996 (invited).

Tutorial on organizational memory. 28th Hawaii International Conference on System Sciences, Maui, HI, January 1995 (with Joline Morrison).

Discussant of research paper. Fifteenth International Conference on Information Systems, Vancouver, Canada, December 1994.

Panel on training for groupware. 1994 ACM SIGCPR Conference, Alexandria, VA, April 1994 (with Munir Mandviwalla, John Satzinger, & Maung Sein).

Using computers and networks to enhance graduate teaching. CGS Academic Computing Presentation Series, February 1994 (invited).

Chair of paper session. Fourteenth International Conference on Information Systems, Orlando, FL, December 1993.

The PhD program in the management of information systems at CGS. Florida International University IS research seminar, December 1993 (invited).

What should people really learn during software training? Victoria University of Wellington (New Zealand), Department of Management Information Systems, October 1993 (invited) **and** University of Auckland, Department of Management and Information Systems, October 1993 (invited).

What should people really learn during software training? "Social and Organizational Psychology Seminar", Psychology Department, Claremont Graduate School, September, 1993 (with Conrad Shayo).

Concept-based versus Procedure-based training. UC Irvine (CRITO), March 1993 (invited), **and** UC Riverside, June 1993 (invited), **and** UCLA IS Colloquium, January 1994 (invited).

Panel on understanding the software training process: what's really important? Thirteenth International Conference on Information Systems, Dallas, TX, December 1992 (with Debbie Compeau, Maung Sein, & Jane Webster).

The user interface in group support systems. Group Support Systems: New Perspectives Conference, Bloomington, IN, May 1992.

Panel on publishing in MIS and *paper discussant.* 1991 ACM Special Interest Group on Computer Personnel Research Conference, Athens, GA, April 1991.

Topic table chair and *paper discussant.* Decision Sciences Institute Annual Meeting, San Diego, CA, November 1990.

The Information Science decision room. "Social and Organizational Psychology Seminar", Psychology Department, Claremont Graduate School, October, 1990.

Computer support for group work: Perceived usefulness of support scenarios and specific tools. University of Georgia, Department of Management, April 1990 (invited) **and** Florida International University, Department of Decision Sciences and Information Systems, April 1990 (invited).

An empirical analysis of the Technology Acceptance Model and its application to software training research. Panel on Measurement Issues in End-User Computing, Conference on Desktop Information Technology, Ithaca, NY, June 1989.

Time and decision structure effects for AHP supported decisions. CORS/TIMS/ORSA joint meeting, Vancouver, BC, May 1989 **and** "Cognitive Lunch," Psychology Department, The Claremont Graduate School, February 1989 (with Alex Coman).

A system specification of a group decision-making support system. CORS/ORSA/TIMS joint meeting, Vancouver, BC, May 1989.

Using CASE tools in the classroom. Indiana University, April 1988 (invited).

Panel on end-user training. 1988 ACM Special Interest Group on Computer Personnel Research Conference, College Park, MD, April 1988.

The interface problem in international group DSS. 21st Hawaii International Conference on System Sciences, Kona, HA, January 1988.

Comparison of end-user training methods. "Cognitive Lunch," Psychology Department, The Claremont Graduate School, October 1987.

PROFESSIONAL ACTIVITIES

1. Professional Society Membership

Association for Information Systems (Charter Member)
   Special Interest Group on Human-Computer Interaction
Association for Computing Machinery
   Special Interest Group on Management Information Systems
Decision Sciences Institute (1984-2009)
INFORMS (1984-2009)
The Computer Society of the IEEE (1984-2009)
Southern California Chapter of the Society for Information Management (2000-2008)

2. Editorship

Associate Editorship/Editorial Boards
AIS Transactions on Human-Computer Interaction (Senior Editor), 2008-.

International Journal of Knowledge Management, 2004-.
e-Service Journal, 1999-.
Computer Personnel Research, 1992-.
Journal of Business and Economics Perspectives, 1988-2003.
Special Issue (on end-user training and learning) Co-editor, Communications of the ACM
 (with Debbie Compeau, Maung Sein, and Jane Webster), 1994-1995.
Special Issue (on organizational memory systems) Editor, Journal of Organizational
 Computing and Electronic Commerce, 1996-1998.

Conference Administration
Co-Chair (with Damien Joseph), ACM SIGMIS Computers and People Research 2015
 Doctoral Consortium, 2015.
Co-Chair (with Tim Hill), 15th Americas Conference on Information Systems Doctoral
 Consortium, 2009.
Co-Coordinator (with Cathy Dwyer and Chris Lott), Mini-track on Social Software as
 Disruptive Technology, 41st (2008) Annual Hawaii International Conference on
 System Sciences.
Co-Coordinator (with Roxanne Hiltz and Catherine Dwyer), Mini-track on Social
 Computing/Mobile Devices, 40th (2007) Annual Hawaii International Conference
 on System Sciences.
General Co-Chair, 1st International Conference on Design Science Research in
 Information Systems and Technology (2006), and 2nd (2007).
Co-Coordinator (with Chris Wagner, Terry Ryan, Todd Richmond and John Seely
 Brown), Workshop on Socialware for Education, 38th (2005), 39th (2006) Annual
 Hawaii International Conference on System Sciences.
Conference Chair, 1996 Conference of the ACM Special Interest Group on Computer
 Personnel Research/Special Interest Group on Management Information Systems.
Program Chair, 1995 Conference of the ACM Special Interest Group on Computer
 Personnel Research.
Co-Coordinator (with Munir Mandviwalla and Maung Sein), Mini-track on Training and
 Use of Emerging Technologies, AIS Americas 1997 Conference.
Co-Coordinator (with Joline Morrison), Mini-track on Knowledge Management (KM),
 Organizational Memory (OM) and Organizational Learning (OL), 27th – 31st (1994
 - 1998 – OM), 32nd (1999 – OM & KM), 33rd (2000), and 34th (2001) Annual
 Hawaii International Conference on System Sciences.
Co-Coordinator (with Murray Jennex), Mini-track on Knowledge Management,
 Organizational Memory and Organizational Learning, 35th (2002) Annual Hawaii
 International Conference on System Sciences.
Coordinator, Mini-track on Information Systems/Research Programs, 26th Annual
 Hawaii International Conference on System Sciences, 1993.
Co-Coordinator (with Paul Gray), Mini-track on Group Decision Support Systems, 23rd
 (1990), and 24th (1991) Annual Hawaii International Conference on System
 Sciences.

Referee
ACM Transactions on Computer-Human Interaction, 1997-.
ACM Transactions on (Office) Information Systems, 1993-.
ACM Transactions on Management Information Systems, 2013-.

African Educational Research Journal, 2017-
Behaviour and Information Technology, 2005-.
Communications of AIS, 2000-.
Communications of the ACM, 1989-.
Computer Supported Cooperative Work, 2001-.
Computers and Education, 2014-.
Data Base, 1992-.
Decision Support Systems, 1995-.
European Journal of Information Systems, 2008-.
Group Decision and Negotiation, 1995-.
Human Resource Management, 2005-.
IEEE Transactions on Education, 2016-.
Information Sciences, 201
Information Systems Journal, 1991-.
Information Systems Research, 1990-.
International Journal of Human-Computer Studies, 1992-.
International Journal of Information Technology and Decision Making, 2008-.
Journal of Educational Technology Systems, 2009-.
Journal of Information Science, 2011-.
Journal of the Association of Information Science and Technology, 2014-.
Journal of the Association of Information Systems, 2009-.
Journal of Organizational and End User Computing, 1998-.
Journal of Management Information Systems, 1992-.
Journal of Organizational Computing and Electronic Commerce, 1994-.
Management Information Systems Quarterly/Discovery, 1989-.
Management Science, 1991-.
Omega, 1995-.
Small Group Research, 1993-.
Technology Studies, 1992-.
The Decision Sciences Journal of Innovative Education, 2015-.
VINE Journal of Information and Knowledge Managaement Systems, 2017-.

Reviewer
Bulletin of the ACM Special Interest Group on Computer Science Education, 2008.
University of Hong Kong research program, 2005, 2007-2009, 2010-.
Kentucky Science And Engineering Foundation, 2002.
City University of Hong Kong research program, 1999-2001, 2005, 2007-2009, 2010-.
National Science Foundation, 1998.
Canadian Social Sciences and Humanities Research Council, 1993-2007.
Merrill Publishing Company, 1989-1990.
McGraw-Hill, 1990.
Hawaii International Conference on System Sciences, 1989-.
International Conference on Information Systems, 1991-1994, 1996-1998, 2002-2003,
     2007-2008.
Administrative Sciences Association of Canada Annual Meeting, 1997.
DSS-91, 1991.
Decision Sciences Institute Annual Meeting, 1988, 1990, 1993.
Conference on Desktop Information Technology, 1989.

Third Symposium on Human Factors in Management Information Systems, 1990.
Second Symposium on Human Factors in Management Information Systems, 1989.

3. International Conference Committees

Member, 22nd Americas Conference on Information Systems Junior Faculty Consortium, 2016.
Program Committee, IFIP WG 9.4 Conference Researching ICT4D, 2011.
Member, 14th Americas Conference on Information Systems Doctoral Consortium, 2008.
The International Conference on E-Government, 2005.
Conference Committee, European Conference on Information Systems, 2002.
Program Committee, Eleventh International Conference on Information and Knowledge Management, 2002.
Conference Committee, 7th Mini EURO Conference, 1996.
Hawaii International Conference on System Sciences, Information Systems Advisory Board, 2001-2007.
Program Committee, Information Systems Development Conference, 2000-2001, 2007.
Program Committee, International Conference on Information Systems, 1993, 2000, 2004, 2007-2008, 2010.
Program Committee, ACM Special Interest Group on Computer Personnel Research Conference, 1989-1994, 1997-2003, 2005, 2009-2011, 2013.
Program Committee, IFIP WG8.2 Conference on Desktop Information Technology, 1989.
Conference Committee, 10th Australasian Conference on Information Systems, 1999.
Program Committeee, International Conference on Information Systems Development, 2000, 2001.

4. CGU Committees

Member, Strategic Planning Committee, 2017-.
Member, FEC, Spring 2014, Spring 2015, 2017-2020.
Member, Board Chair Advisory Committee, 2016-2018.
Member, Institutional Review Board, Fall 2013.
Chair, FEC and Faculty, 2011-2013.
Member, Steering Committee for CGU Accreditation, 2012.
Chair, FEC Task Committee for Evaluation of Vice Provost, 2011.
Member, CGU Executive Vice President for Academic Affairs Search Committee, 2011.
Member, FEC Task Committee on Governance, 2011.
Chair, FEC Task Committee for Evaluation of VP for Finance and Treasurer, 2010.
Member, Appointment, Promotion, and Tenure Committee, 2008- (Chair) 2011.
Member, FEC Task Committee for Evaluation of Provost, 2005.
Member, President Search Committee, 2004-2005.
Member, Institute Policy Committee, 2003-2004.
Member, Commencement Committee 2003-2004.
Member, IT Strategic Planning/Academic Computing Committee, 2002-2013.
Secretary to the Information Technology Committee of the Board, 2001-2005.
Member, Instructional Technology Committee, 2000-2002.
Member, Faculty Executive Council/Strategic Planning Committee, 1999-2008.
Member, Administrative Review Committee, 1998.
Member, Task Force on Technology, 1997-1998.

Member, Charlotte Committee, 1996-2000.
Chair/Member, Affirmative Action and Diversity Committee, 1990-1991, 1996-1999, Spring 2015.
Member, Faculty Executive Committee (FEC) Subcommittee on Math, 1996.
Chair, Writing Center Advisory Committee, 1993-94.
Member, Research Committee, 1993-94.
Chair/Member, Grievance Committee, 1993-96.
Member, Academic Standards Committee, 1993.
Member, Computer and Information Technology Committee, 1992-1994, 1997-2001.
Participant, Human Subjects Review Board, 1991-1994.
Chair, Diversity and Equity Committee, 1991-1992.
Member, Graduate Council, 1989-91.
Chair/Member, Equity and Grievance Committee, 1989-1991.
Chair, Subcommittee, Computer Committee, 1987-1988.

5. Other

Member, Board of Directors, Techies Without Borders (non-profit), 2018-
Member, Board of Directors, Amigos de Chocolá (non-profit), 2016-
Member, National Advisory Board, Information Systems Job Index, 2012-.
Visiting Scholar, University of Agder, Norway, April 2009.
Visiting Professor, University of Paris Dauphine (Summer), 2007-2008.
Visiting Scholar, City University, Hong Kong, China, October 2006.
Co-Director, Social Software Learning Lab ($[SL]^2$), 2004-.
Evaluator, College of Business and Public Administration self-study and 5-year review of degree programs, February 2002.
Member, McNair Scholar Program Faculty (at CGU), 1993-1997.
Member, Graduate Faculty in Psychology, Claremont Graduate University, 1989-.
Sycamore Elementary School Parent-Faculty Association Board, 1991-1999.
Associate faculty member, Xerox Astronaut Program, 1990.
External evaluator for California State University API Project at Cal Poly, Pomona, 1989-1990.
Associate member of the Information Systems and Decision Processes task force on group decision support systems, 1988-90.
Associate Faculty Member, Meeting of the Egyptian Ministry of Cabinet Affairs Support Office, August 1988.
Participant, "MIS Camp" (an informal mini-conference of MIS faculty), August, 1988.
Associate Faculty Member, American Assembly of Collegiate Schools of Business Advanced MIS Institute, 1985.

HONORS AND AWARDS

1. Funded Projects

Co-PI (with Samir Chatterjee and Richard Parker) on NSF Award: High-Performance Internet-2 Connection for the Claremont Colleges, 2002-2004.
Irvine multidisciplinary planning grant (with Charles Kerchner), 1998.

Society for Information Management Advanced Practices Council grant ($50,000) (with Maung Sein and Robert Bostrom): "Best practices in end-user training", 1998-2000.

Fletcher-Jones faculty research grants, The Claremont Graduate School, 1989, 1990, 1991, 1992.

2. Honors

CGU Board Chair's Advisory Group, 2016-2018.

Global Information Technology Management Association, Organizational Leadership Award, 2004.

Commencement Faculty Marshall, 2009-2012.

CGU Alumni Citation of Special Recognition, 1998.

Listed in *Who's Who in Finance and Industry*, 1991.

Listed in *Who's Who in the West*, 1991.

Listed in *Who's Who*, 1990.

Richard D. Irwin Fellowship, 1986-87.

IBM Fellowship, Indiana University, 1985.

Indiana University Fellowship, 1983-1986.

Member of ICIS'85 Doctoral Consortium.

Elected to the Beta Gamma Sigma honorary society.