

## SUSAN A. BROWN

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Eller College of Management  
Management Information Systems Department  
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### Education

- Ph.D.** University of Minnesota, 1997  
Major: Management Information Systems  
Minor: Speech Communication
- M.B.A.** Syracuse University, Syracuse, NY, 1991  
Concentrations: Management Information Systems and Organizational Management
- B.A.  
with Honors** Keuka College, Keuka Park, NY, 1983, Magna Cum Laude  
Major: Mathematics

### Experience

- **University of Arizona**, Eller College of Management, Tucson, AZ. 2005 – present.  
*Professor*, Management Information Systems Department, 2013 – present  
Department Head, Spring 2017 - present  
Interim Department Head, Spring 2016 – Spring 2017  
Stevie Eller Professor 2022 - present  
APS Professor of MIS 2018 - 2022  
McClelland Professor of MIS, 2013 – 2017  
*Associate Professor*, Management Information Systems Department, 2005 - 2013  
McCoy-Rogers Fellow 2009-2013
- **Hong Kong University of Science and Technology**  
Department of Information Systems and Operations Management  
*Visiting Professor*, Summer 2013-2019  
*Visiting Scholar*, Summer 2007, 2010-2012
- **Indiana University**, Kelley School of Business, Bloomington, IN. Fall 1996 – 2005.  
*Assistant Professor*, (Accounting and) Information Systems Department (1997-2005).  
*Convertible Lecturer*, Accounting and Information Systems Department (1996-1997).
- **University of Minnesota**, Carlson School of Management, Minneapolis, MN. 1991-1996.  
*Teaching/Research Assistant*, Information and Decision Sciences Department.
- **Syracuse University**, School of Management, Syracuse, NY. 1988-1991.  
*Teaching Assistant and Adjunct Instructor*, Quantitative Methods Department

- **Mutual of New York** Credit Union, Syracuse, NY. 1991  
*Systems Consultant.*
- **A. L. Lee Memorial Hospital**, Fulton, NY. 1984-1988.  
*Data Processing Manager* 1985-1988  
*Programmer/Analyst* 1984-1985

## Research

### Publications in Refereed Journals

- JP1. Brown, S.A. and Sias, R., “The Fault in our Stars: Molecular Genetics and Technology Adoption,” accepted at *MIS Quarterly*.
- JP2. Shao, Zhen; Zhang, Lin; Brown, Susan A.; and Zhang, Rui, "Understanding Users' Trust Transfer Mechanisms in a Blockchain-Enabled Platform: A Mixed Methods Study," accepted at *Decision Support Systems*.
- JP3. Hoehle, H., Venkatesh, V., Brown S.A., Tepper, B., and Kude, T. “Customer Reactions to Compensation as a Data Breach Response: A Mixed Methods Investigation,” *MIS Quarterly*, 2022, Vol. 46(1), pp 299-340.
- JP4. Xie, J., Zhang, B., Brown, S.A., and Zeng, D. “Write Like a Pro or an Amateur? Effect of Medical Language Formality,” *ACM Transactions on MIS*, 2021, Vol. 12(3), article 24, pp. 1-25. <https://doi.org/10.1145/3458752>
- JP5. Yin, J., Luo, J., and Brown, S.A. Co-chair “Learning from Crowdsourced Multi-labeling: A Variational Bayesian Approach,” *Information Systems Research*, 2021, Vol. 32(3), pp. 752-773. <https://doi.org/10.1287/isre.2021.1000>
- JP6. Chan, F., Thong, J., Brown, S.A., and Venkatesh, V., “Service Design and Citizen Satisfaction with Electronic Public Services: A Multidimensional Perspective,” *Public Administration Review*, 2021, Vol. 81(5), pp. 874-894. DOI: 10.1111/puar.13308.
- JP7. Dang, Y., Zhang, Y., Brown, S.A., and Chen H., “Examining the Impacts of Mental Workload and Task Technology Fit on User Acceptance of the Social Media Search System,” *Information Systems Frontiers*, 2020, Vol. 22, pp. 697-718. <https://doi.org/10.1007/s1079g-018-9879-y>.
- JP8. Dennis, A.R., Valacich, J.S., and Brown, S.A., “A Comment on “Is Information Systems a Science?”” *Communications of the AIS*, 2018, Vol. 43, Article 14. DOI: 10.17705/1CAIS.04314
- JP9. Durcikova, A., Lee, A.S., and Brown, S.A. “Making Rigorous Research Relevant: Innovating Statistical Action Research,” *MIS Quarterly*, 2018, 42(1), pp. 241-263; DOI: 10.25300/MISQ/2018/14146.
- JP10. Zhang, G., Dang, Y., Brown, S.A., and Chen, H. Investigating the Impacts of Avatar Gender, Avatar Age, and Region Theme on Avatar Physical Activity in the Virtual World,” *Computers in Human Behavior*, 2017, Vol. 68, pp. 378-387.

- JP11. Matook, S. and Brown, S.A., "Delineating Characteristics of IT Artifacts: A Systems Thinking Framework," *Information Systems Journal*, 2017, Vol. 27(3), pp. 309-346. doi: [10.1111/isj.12108](https://doi.org/10.1111/isj.12108).
- JP12. Goode, S., Hoehle, H., Venkatesh, V., and Brown, S.A., "Understanding User Compensation as a Data Breach Recovery Action: An Investigation of the Sony Playstation Network Breach," *MIS Quarterly*, 2017, Vol. 41(3), pp. 703-727.
- JP13. Maruping, L., Bala, H., Venkatesh, V. and Brown, S.A. "Going Beyond Intention: Integrating behavioral Expectation into the Unified Theory of Acceptance and Use of Technology (UTAUT)," *Journal of the American Society for Information Systems and Technology*, 2017, Vol. 68(3), 623-637. doi:10.1002/asi.23699
- JP14. Brown, S.A., Fuller, R.M., and Thatcher, S.M.B. "Impression Formation and Durability in Mediated Communication," *Journal of the Association for Information Systems*, 2016, Vol. 17(9), Article 1.
- JP15. Fuller, Robert M., Vician, M., and Brown, S.A., "Longitudinal Effects of Computer-Mediated Communication Anxiety on Interaction in Virtual Teams," *IEEE Transactions on Professional Communication*, 2016, Vol. 59 (3), pp. 166-185. \*Rudolph J. Joenk, Jr. Award for Best Paper in the *IEEE Transactions on Professional Communication*
- JP16. Venkatesh, V., Brown, S.A., and Sullivan, Y.W. "Guidelines for Conducting Mixed-methods Research: An Extension and Illustration," *Journal of the Association for Information Systems*, 2016, Vol. 17(7) Article 2. Available at: <http://aisel.aisnet.org/jais/vol17/iss7/2>
- JP17. Brown, S.A., Massey, A.P., and Ward, K. "Handle Mergers and Acquisitions with Care: The Fragile Nature of the User IT-Service Provider Relationship," *European Journal of Information Systems*, 2016, Vol. 25(2), pp. 170-186. First published online: 04 AUG 2015 | DOI: 10.1057/ejis.2105.10.
- JP18. Brown, S.A., Venkatesh, V., and Hoehle, H. "Technology Adoption Decisions in the Household: A Seven Model Comparison," *Journal of the American Society for Information Systems and Technology*, 2015, Vol. 66, No. 9, pp. 1933-1949. First published online: 2 DEC 2014 | DOI: 10.1002/asi.23305
- JP19. Giboney, J., Brown, S.A., Lowry, P. and Nunamaker J., "User Acceptance of Knowledge-Based System Recommendations: Explanations, Arguments, and Fit," *Decision Support Systems*, 2015, Vol. 72, pp. 1-10. First published online: 20 FEB 2015 | DOI: 10.1016/j.dss.2015.02.005
- JP20. Matook, S., Brown, S.A., and Rolf, J. "Will She or Won't She? Recommendation Acceptance in Online Social Networks," *European Journal of Information Systems*. 2014. Vol. 24, No. 1, pp. 76-92. doi:10.1057/ejis.2013.28; published online October 15, 2013.
- JP21. Brown, S.A., Venkatesh, V. and Goyal, S. "Expectation Confirmation: A Test of Six Competing Models," *MIS Quarterly*, Vol. 38, No. 3, 2014, pp. 729-756.
- JP22. Dang, Y., Zhang, Y., Hu, P.J-W., Brown, S.A., Ku, Y., Wang, H. and Chen, H. "An Integrated Framework for Analyzing Multilingual Content in Web 2.0 Social Media," *Decision Support Systems*, Vol. 61, May 2014, pp. 126-135.

- JP23. Brown, S.A., Dennis, A.R., Burley, D., and Arling, P. "Knowledge Sharing and Digital Network Avoidance: The Role of Knowledge Type and Social Network Size in Bypassing the Digital Network," *Journal of the American Society for Information Systems and Technology*. 2013, Vol. 64, No. 10, pp. 2013-2023. Article first published online: 10 JUL 2013 | DOI: 10.1002/asi.22888
- JP24. Carl, K., S. Brown, M. Dror, A. Durcikova, Bicycle Tours: Perceived Exertion of a Daily Path, *Journal of Quantitative Analysis in Sports*, Vol. 9, No. 2, 2013, 203-216.
- JP25. Venkatesh, V., Brown, S.A., and Bala, H. "Bridging the Qualitative-Quantitative Divide: Guidelines for Mixed-Method Research," *MIS Quarterly*, 2013. Vol. 37, No. 1, pp. 21-54. \*Emerald Citation of Excellence Award, 2016.
- JP26. Brown, S.A., Venkatesh, V. and Goyal, S. "Expectation Confirmation in Technology Use," *Information Systems Research*, Vol. 23, No. 2, June 2012, 474-487.
- JP27. Dang, Y., Zhang, Y., Chen, H., Brown, S.A., Hu, P. J-H, and Nunamaker, J. "Theory-Informed Design and Evaluation of an Advanced Search and Knowledge Mapping System in Nanotechnology," *Journal of MIS*, Vol. 28, No. 4, Spring 2012, 99-128.
- JP28. Thatcher, S.M.B., Brown, S.A., and Jenkins, J.L. "E-Collaboration Media Use and Diversity Perceptions: An Evolutionary Perspective of Virtual Organizations," *International Journal of e-Collaboration*, Vol. 8, No. 2, 2012, 28-46.
- JP29. Chen, Y., Brown, S.A., Hu, P., King, C.-C., and Chen, H., "Managing Emerging Infectious Diseases with Information Systems: Reconceptualizing Outbreak Management through the Lens of Loose Coupling," *Information Systems Research*, Vol. 22, No. 3, September 2011, pp. 447-468.
- JP30. Venkatesh, V., Thong, J.Y.L., Chan, F.K.Y., Hu, P. J.-H., and Brown, S.A., "Extending the Two-Stage Information Systems Continuance Model: Incorporating UTAUT Predictors and the Role of Context," *Information Systems Journal*, Vol. 21, 2011, 527-555. DOI: 10.1111/j.1365-2575.2011.00373.x)
- JP31. Zhang, X., Venkatesh, V., and Brown, S.A., "Designing Collaborative Systems to Enhance Team Performance," *Journal of the Association for Information Systems*, Vol. 12, No. 8, August 2011.
- JP32. Zhang, Y., Dang, Y, Chen, H., Hu, P. and Brown, S.A., "Knowledge Mapping in Rapidly Evolving Engineering Domains: A Design Science Approach," *Decision Support Systems*, Vol. 50, No. 2, January 2011, 415-427.
- JP33. Chan, F.K.Y., Thong, J.Y.L., Venkatesh, V., Brown, S.A., Hu, P. J.-H., and Tam, K.Y. "Modeling Citizen Satisfaction with Mandatory Adoption of an e-Government Technology," *Journal of the AIS*, Vol. 11, No. 10, 2010, 519-549.
- JP34. Brown, S.A., Dennis, A.R., and Venkatesh, V., "Predicting Collaboration Technology Use: Integrating Technology Adoption and Collaboration Research," *Journal of Management Information Systems*, Vol. 27, No. 2, 2010, 9-54.
- JP35. Thatcher, S.M.B. and Brown, S.A. "Individual Creativity in Teams: The Importance of Communication Media Mix," *Decision Support Systems*, Vol. 49, No. 3, 2010, 290-300.

- JP36. Fadel, K. J. and Brown, S.A. "Information Systems Appraisal and Coping: The Role of User Perceptions," *Communications of the Association for Information Systems*: Vol. 26, Article 6, 2010.
- JP37. Dang, Y., Zhang, Y., Chen, H., Hu, P. J-H, Brown, S.A., and Larson, C. "Arizona Literature Mapper: An Integrated Approach to Monitor and Analyze Global Bioterrorism Research Literature," Vol. 60, No. 7, *Journal of the American Society for Information Systems and Technology*, 2009, pp. 1466-1485.
- JP38. Hu, P.J.-H., Brown, S.A., Thong, J.Y.L., Chan, F.K.Y., and Tam, K.Y., "Determinants of Service Quality and Continuance Intention of Online Services: The Case of eTax," Vol. 60, No. 2, *Journal of the American Society for Information Systems and Technology*, 2009, pp. 292-306.
- JP39. Venkatesh, V., Brown, S.A., Maruping, L., and Bala, H. "Predicting Different Conceptualizations of System Use: The Competing Roles of Behavioral Intention, Facilitating Conditions, and Behavioral Expectation," Vol. 32, No. 3, *MIS Quarterly*, September 2008, pp. 483-502.
- JP40. Fadel, K.J., Brown, S.A., and Tanniru, M. "A Theoretical Framework for Knowledge Transfer in Process Redesign," Vol. 39, No. 3, *The Database for Advances in Information Systems*, 2008, pp. 21-40.
- JP41. Brown, S.A., "Household Technology Adoption, Use, and Impacts: Past, Present, and Future," Vol. 10, No. 4, *Information Systems Frontiers*, 2008, pp. 397-402.
- JP42. Brown, S.A., Venkatesh, V., Kuruzovich, J., and Massey, A. P. "Expectation Confirmation: An Examination of Three Competing Models," Vol. 105, No. 1, *Organizational Behavior and Human Decision Processes*, 2008, pp. 52-66.
- JP43. Brown, S.A., Chervany, N.L., and Reinicke, B. "What Matters When Introducing New Information Technology?" Vol. 50, No. 9, *Communications of the ACM*, September 2007, pp. 91-96.
- JP44. Brown, S.A., Venkatesh, V. and Bala, H. "Household Technology Use: Integrating Household Lifecycle and the Model of the Adoption of Technology in Households," Vol. 22 No. 4, *The Information Society*, September-October 2006, pp. 205-218.
- JP45. Hasty, B., Massey, A.P. and Brown, S.A. "Asymmetric Knowledge Transfer in Virtual Teams: An Exploratory Study," *Group Decision and Negotiation*, Summer/Fall 2006, Vol. 15, No. 4, pp. 367-387.
- JP46. Fuller, R., Vician, C., and Brown, S.A., "E-Learning and Individual Characteristics: The role of computer anxiety and communication apprehension," *Journal of Computer Information Systems*, summer 2006, 46:4, pp. 103-115.
- JP47. Venkatesh, V., Maruping L., and Brown, S.A. "Time and the Self-Prediction of Behavior," Vol. 100, No. 2, *Organizational Behavior and Human Decision Processes*, 2006, pp. 160-176.
- JP48. Brown, S.A. and Venkatesh V., "Model of Adoption of Technology in Households: A Baseline Model Test and Extension Incorporating Household Lifecycle," *MIS Quarterly*, Vol. 29, No. 3, September 2005, pp. 399-426.

- JP49. Ward, K.W., Brown, S.A., and Massey, A.P. "Organisational Influences on Attitudes toward Mandatory System Use: A Longitudinal Study," *International Journal of Business Information Systems*, Vol. 1, Nos. 1/2, 2005, pp. 9-30.
- JP50. Brown, S.A., Fuller, R., and Vician, C. "Who's Afraid of the Virtual World? The Role of Anxiety in Computer-Mediated Communication Use and Satisfaction," *Journal of the Association for Information Systems*, 5:2, February 2004, pp. 81-109.
- JP51. Brown, S.A. and Venkatesh, V. "Bringing Non-Adopters Along: The Challenge Facing the PC Industry," *Communications of the ACM*, 46:4, April 2003, pp. 76-80.
- JP52. Brown, S.A., Massey, A.P., Montoya-Weiss, M., and Burkman, J. "Do I Really Have To: Understanding Technology Acceptance when Use is Mandatory," *European Journal of Information Systems*, 11:4, December 2002, pp. 283-295.
- JP53. Massey, A.P., Montoya-Weiss, M., and Brown, S.A., "Reaping the Benefits of Innovative IT: The Long and Winding Road," *IEEE Transactions for Engineering Management*, 48:3, August 2001, pp. 348-357.
- JP54. Venkatesh, V. and Brown, S.A., "A Longitudinal Investigation of Personal Computers in Homes: Adoption Determinants and Emerging Challenges," *MIS Quarterly*, 25:1, March 2001, pp. 71-102.
- JP55. Vician, C. and Brown, S.A. "Re-engineering Participation Through On-Line Learning Environments: An Examination of Communication Apprehension, Choice, and Performance," *Journal of Computer Information Systems*, 42:1, 2001, pp. 26-36.
- JP56. Massey, A.P. and Brown, S.A., "IN-QUOTES: Development of a Decision-Aiding System to Support Manufacturing Cost Quotation," *International Journal of Intelligent Systems in Accounting, Finance, and Management*, 7, 1998, pp. 153-171.
- JP57. Agarwal, R., Brown, S.A., and Tanniru, M., "Assessing the Impact of Expert Systems - The Experiences of a Small Firm," *Expert Systems with Applications*, (7:2) 1994, pp. 249-257.

### **Papers Currently Under Review**

- UR1. Chan, F., Thong, J., Venkatesh, V., and Brown, S.A., "Understanding the Effects of Design Characteristics on Service Experience: The Case of e-Government Services," under review (2<sup>nd</sup>) at *Government Information Quarterly*.
- UR2. Terlizzi, M., Sanchez, O., Brandimarte, L., and Brown, S.A., "The Unexplored Consequences of Fear Appeal in Mobile Banking Privacy," under review (2<sup>nd</sup>) at *Journal of the AIS*.

### **Working Papers**

- WP1. Tourinho, A.L., Sanchez, O. and Brown, S.A., "Organizational Analytical Competence: Conceptualization and Instrument Development".
- WP2. Suntwal, S., Brown, S.A., and Patton, M. "True News Versus Fake News: How Information Spreads Online," for submission to *MIS Quarterly*.
- WP3. Thatcher, S.M.B., Hymer, C., and Brown, S.A., "Virtual Identity Communication," for submission to *Academy of Management Journal*.

- WP4. Tomaselli, F.C., Sanchez, O. and Brown, S.A., “Video Game-Based Gamification Strategies: The Prevalent Effects of Playing and Mastering over Competing.”
- WP5. Samtani, S., Chen, H., Brown, S.A., Mcisaac, R., and Patton, M. “Designing and developing a research-oriented scholarship-for-service curriculum: Lessons and Guidelines from the AZSecure Fellowship Program”, to be submitted to *IEEE Transactions on Education*.
- WP6. De Moraes, H.R., Sanchez, O., Zhang, B., and Brown, S.A., “Trust and Distrust in Big Data Recommendation Agents.”

### Editorials

- ED1. Dennis, A., Brown, S.A., Wells, T., and Rai, A. “Editor’s Comments: Replication Crisis or Replication Reassurance: Results of the IS Replication Project,” *MIS Quarterly*, 2020, Vol. 44(3), pp. iii-vii.
- ED2. Saunders, C., Brown, S.A., Bygstad, B., Dennis, A.R., Ferran, C., Galletta, D.F., Liang, T-P., Lowry, P.B., Recker, J., and Sarker, S. “Goals, Values, and Expectations of the AIS Family of Journals,” *Journal of the Association for Information Systems*, 2017, Vol. 18(9), pp. 633-647.
- ED3. Brown, S.A., Kelly, H., and Schwarz, A. “Reflections on the Role of Theoretical Extensions in the IS Discipline,” special issue introduction, *The Data Base for Advances in Information Systems*, Vol. 27, No.s 2-3, 2006, pp. 8-14.

### Research Funding and Grants

#### *Awarded*

- 2019-2024 NSF, **co-I**: Cybersecurity Scholarship-for-Service Renewal at the University of Arizona: The AZSecure SFS Program. (Total: \$3,714,451)
- 2017 NSA, **PI**: The University of Arizona GenCyber Grant. Funding: \$111,620.
- 2013-2015. NSF, **PI**: Collaborative Research: VOSS: I Want You to Know Who I Am: Persuasive Technologies and Identity Communication in Virtual Teams (Collaborative grant proposal with S. Thatcher). Funding: \$248,776. (Total: \$330,000)
- 2008-2011: NSF, **PI**: Virtual organizations as socio-technical systems (VOSS), “Differences in Space: Diversity and Virtual Organization Evolution,” S. Thatcher, co-PI. Funding: \$240,000.
- 2008-2013 NSF grant, **Key Personnel**: The iPlant Collaborative: A Cyberinfrastructure-based Community for a New Plant Biology. Funding: \$50M. PIs: Stephen Goff, Dan Stanzione  
*My role*: Social Science Team Lead and member, faculty advisory board.
- 2005-2006 Flandrau Science Center research grant. Funding: \$10,000.
- 2003 Kelley School of Business summer research grant. Productivity-based. Funding: \$12,000.
- 2002 Kelley School of Business summer research grant. Productivity-based. Funding: \$11,500.

- 2001-2003 Distance Education: The Interaction of Individuals, Technology, and Pedagogy in the Pursuit of Knowledge (with Massey, A.). Funding: \$30,000. *Competitive*. Research funded by Deere & Company Foundation.
- 2001 Communication in a Wired World: Understanding Receiver Perceptions. Funding: \$11,000 *Competitive*. Research funded by Indiana University Kelley School of Business Summer Research Grant.
- 1998 - 2000 Managing Change When Change is Mandatory (with Massey, A.). Funding: \$2000 *Competitive*. Research funded by the David D. Lattanze Center for Executive Studies in Information Systems.
- 1998 Facilitating Change in Information Technology Implementation Projects. Funding: \$5000. Research funded by Indiana University Kelley School of Business Research Seed Grant Program.

### Articles and Chapters in Books

- BC1. Brown, S.A., "Absorptive Capacity in Information Systems," *The Blackwell Encyclopedic Dictionary of Management Information Systems*, G. B. Davis (Ed.), 2<sup>nd</sup> edition, Volume VII of the *Encyclopedia of Management*, C.L. Cooper, C. Argyris, and W.H. Starbuck (Eds.), Oxford: Blackwell, 2005, p. 1.
- BC2. Chervany, N.L. and Brown, S.A. "Implementation of Information systems," *The Blackwell Encyclopedic Dictionary of Management Information Systems*, G. B. Davis (Ed.), 2<sup>nd</sup> edition, Volume VII of the *Encyclopedia of Management*, C.L. Cooper, C. Argyris, and W.H. Starbuck (Eds.), Oxford: Blackwell, 2005, pp. 156-160. Previously in: *The Blackwell Encyclopedic Dictionary of Management Information Systems*, G. B. Davis (Ed.), Volume 3 of the *Encyclopedia of Management*, C.L. Cooper and C. Argyris (Ed.), Oxford: Blackwell, 1997, pp. 105-108.
- BC3. Chervany, N.L. and Brown, S.A. "Innovation and Information Technology," *The Blackwell Encyclopedic Dictionary of Management Information Systems*, G. B. Davis (Ed.), 2<sup>nd</sup> edition, Volume VII of the- *Encyclopedia of Management*, C.L. Cooper, C. Argyris, and W.H. Starbuck (Eds.), Oxford: Blackwell, 2005, pp. 174-176. Previously in: *The Blackwell Encyclopedic Dictionary of Management Information Systems*, G. B. Davis (Ed.), Volume 3 of the *Encyclopedia of Management*, C.L. Cooper and C. Argyris (Ed.), Oxford: Blackwell, 1997, pp. 120-121.

### Conference Proceedings

- CP1. Matook, S. and Brown, S.A., "Heuristics for Commercial Friendships in Social Media: Benefits and Risks," *Proceedings of the Forty-Second International Conference on Information Systems*, Austin, Texas, December 2021.
- CP2. Suntwal, S., Brown, S.A., and Brandimarte, L., "Pictographs, Ideograms, and Emojis (PIE): A Framework for Empirical Research Using Non-verbal Cues," *proceedings of the 54<sup>th</sup> Annual Hawaiian International Conference on Systems Sciences*, 2021.
- CP3. Hymer, C., Brown, S.A., and Thatcher, S.M., "Perceptions of Virtual Team Communication Effectiveness: The Role of Team Member Identity Motives and Media Characteristics," *proceedings of the 54<sup>th</sup> Annual Hawaiian International Conference on Systems Sciences*, 2021.



- CP4. Shao, Zhen; Zhang, Lin; Brown, Susan A.; and Zhang, Rui, "Influences of Structural Assurances on Continuance Intention towards the Blockchain-based Online Healthcare Mutual Aid Platform" (2020). *PACIS 2020 Proceedings*. 237. <https://aisel.aisnet.org/pacis2020/237>
- CP5. Zhang, Lin; Shao, Zhen; Zhao, Tuo; and Brown, Susan A., "The Role of Mobile Social Application in Stimulating Learning Stickiness in Blended Learning" (2020). *PACIS 2020 Proceedings*. 235. <https://aisel.aisnet.org/pacis2020/235>
- CP6. Suntwal, S., Brown, S.A., and Patton, M. "How does Information Spread? An Exploratory Study of True and Fake News," *Proceedings of the Hawaiian International Conference on Information Systems* (HICSS 2020). \*best paper nominee
- CP7. Moraes, H., Sanchez, O.P., Brown, S.A., and Zhang, B. "Trust and Distrust in Big Data Recommendation Agents", *Proceedings of the International Conference on Information Systems* (ICIS 2019).
- CP8. Tourinho, A., Sanchez, O., and Brown, S.A., "Measuring the organizational analytical competence: Development of a scale," *Proceedings of the 27<sup>th</sup> European Conference on Information Systems* (ECIS 2019), Stockholm & Uppsala, Sweden. ISBN 978-1-7336325-0-8 Research Papers. [https://aisel.aisnet.org/ecis2019\\_rp/61](https://aisel.aisnet.org/ecis2019_rp/61).
- CP9. Terlizzi, M., Brandimarte, L., Brown, S.A., and Sanchez, O.P., "Privacy concerns and protection motivation theory in the context of mobile banking," *Proceedings of the 27<sup>th</sup> European Conference on Information Systems* (ECIS 2019), Stockholm & Uppsala, Sweden. ISBN 978-1-7336325-0-8 Research Papers. [https://aisel.aisnet.org/ecis2019\\_rp/24](https://aisel.aisnet.org/ecis2019_rp/24).
- CP10. Thatcher, Sherry B., Wilson, David W., and Brown, Susan A., "(Virtual) Identity Communication: Motivations and Contextual Factors," *Proceedings of the 50<sup>th</sup> Hawaii International Conference on System Sciences*, Big Island, HI, 2017.
- CP11. Brown, Susan A., Thatcher, Sherry B., and Wilson, David W., "Measurement and outcomes of identity communication in virtual teams" *Proceedings of the 49<sup>th</sup> Hawaii International Conference on System Sciences*, Kauai, HI, 2016.
- CP12. Tomaselli, F.C., Sanchez, O. and Brown, S.A., "How to Engage Users through Gamification: The Prevalent Effects of Playing and Mastering over Competing," published in the *Proceedings of the International Conference on Information Systems*, Fort Worth, TX, 2015, IT Implementation Paper 10.
- CP13. Wilson, D., Brown, S.A., Thatcher, S.M.B, and Harris, S., "Identity Communication in Virtual Teams: Insights from Interviews with Working Professionals," *Proceedings of the Americas Conference on Information Systems*, Puerto Rico, 2015. Virtual Communities and Collaboration Paper 5. AMCIS 2015 ISBN: 978-0-9966831-0-4. \*Best paper award.
- CP14. Wilson, D.W., Brown, S.A. and Thatcher, S.M., "Examining Predictors and Outcomes of Identity Communication in Virtual Teams" (2015). *ECIS 2015 Research-in-Progress Papers*. Paper 20. ISBN 978-3-00-050284-2; [http://aisel.aisnet.org/ecis2015\\_rip/20](http://aisel.aisnet.org/ecis2015_rip/20)
- CP15. Wilson, D., Thatcher, S., and Brown, S.A., "Media Capabilities that Support Identity Communication in Virtual Teams," *Proceedings of the 48<sup>th</sup> Hawaiian International Conference on*

Systems Sciences (HICSS), January 2015, 702-711. ISBN: 978-1-4799-7367-5.  
<http://doi.ieeecomputersociety.org/10.1109/HICSS.2015.90>

- CP16. Chen, Y. and Brown, S.A., "The Structuration of Task-oriented Communication in Innovative Virtual Teams," Proceedings of the International Conference for Information Systems, Orlando, December 2012.
- CP17. Zhang, Y., Dang, Y., Brown, S.A., and Chen, H., "Understanding Avatar Sentiments using Verbal and Non-verbal Cues," (July 29, 2012). AMCIS 2012 Proceedings. Paper 7.  
<http://aisel.aisnet.org/amcis2012/proceedings/VirtualCommunities/7>
- CP18. Hoehle, H., Venkatesh, V. and Brown, S.A., "Understanding Technology Adoption In the Household Context: A Comparison Of Seven Research Models," proceedings of the *European Conference on Information Systems*, Barcelona, Spain, June 2012.
- CP19. Giboney, J., Brown, S.A., and Nunamaker, J. F., "User Acceptance of Knowledge-Based System Recommendations: Explanations, Arguments, and Fit," *Proceedings of the 45<sup>th</sup> Hawaiian International Conference on System Sciences*, January 2012.
- CP20. Brown, S.A. and Thatcher, S.M.B. "Factors Influencing Adoption and Non-adoption of Cyberinfrastructure by the Research Community," *Proceedings of the Pacific Conference on Information Systems*, Brisbane, Australia, July 2011.
- CP21. Brown, S.A., Thatcher, S.M.B., and Dang, Y. "The Evolving Influence of Diversity and Media in Virtual Organizations," *Proceedings of the 16<sup>th</sup> Americas Conference on Information Systems*, Lima Peru, August 2010. Paper 350.
- CP22. Brown, S.A., Thatcher, S.M.B., and Dang, Y. "Managing Knowledge in a Changing Scientific Landscape: The Impact of Cyberinfrastructure," *Proceedings of the Forty-Third Annual Hawaii International Conference on System Sciences* (CD-ROM), January 5-8, 2010, Computer Society Press, 2010 (10 pages).
- CP23. Venkatesh, V., Zhang, X.J., and Brown, S.A. "Designing Collaborative Systems for Better Knowledge Management and Team Performance," *Proceedings of the Forty-Third Annual Hawaii International Conference on System Sciences* (CD-ROM), January 5-8, 2010, Computer Society Press, 2010 (10 pages).
- CP24. Matook, S. and Brown, S.A. "Conceptualizing the IT Artifact for MIS Research," *Proceedings of the International Conference for Information Systems*, 2008.
- CP25. Durcikova, A. and Brown, S.A., "The Influence of System, Environment, and Procedures on Knowledge Management Submission," *Proceedings of the Fortieth Annual Hawaii International Conference on System Sciences* (CD-ROM), Computer Society Press, 2007.
- CP26. Zhang, Y., Durcikova, A., and Brown, S.A. "Knowledge Sourcing – A Channel Preference Perspective," *proceedings of the Americas Conference on Information Systems*, Acapulco, August 2006.
- CP27. Hasty, B., Massey, A.P., and Brown, S.A. "Experiences and Media Perceptions of Sender and Receivers," *Proceedings of the 39th Hawaiian International Conference on Systems Sciences*, January 2006.

- CP28. Brown, S.A., Dennis, A.R., and Gant, D.B. "Understanding the Factors Influencing Person to Person Knowledge Transfer," *Proceedings of the 39th Hawaiian International Conference on Systems Sciences*, January 2006. Nominated for Best Paper.
- CP29. Balaji, S. and Brown, S.A., "Strategic IS Sources and Dynamic Capabilities: Bridging the Gap," *Proceedings of the 38th Annual Hawaii International Conference on System Sciences (HICSS'05) - Track 8*, p. 260b, 2005.
- CP30. Brown, S.A. and Tran, Y., "Communication in a Wired World: Understanding Receiver Perceptions," *Proceedings of the Sixth Annual Americas Conference on Information Systems*, August 2000, Long Beach, CA, pp. 623-625.
- CP31. Brown, S.A. and Massey, A.P., "Knowledge Management and Organizational Learning: An Overview of the Mini Track," *Proceedings of the Sixth Annual Americas Conference on Information Systems*, August 2000, Long Beach, CA, pp. 1271-1273.
- CP32. Massey, A.P., Montoya-Weiss, M., and Brown, S.A., "Managing Technological Change When Change is Mandatory," *Proceedings of the 1998 IEEE Systems, Man, and Cybernetics Conference*, abstracted on page 143 of the proceedings, complete paper on conference CD-Rom, 1998.
- CP33. Massey, A.P., Montoya-Weiss, M., and Brown, S.A., "Managing Change in Mandatory Adoption Situations," *Proceedings of the Eighteenth International Conference on Information Systems*, 1997, pp. 444-445.
- CP34. Brown, S.A. and Massey, A. P., "Learning to Manage Knowledge: The Relationship Between Organizational Learning and Knowledge Management," *Proceedings of the Third Annual Americas Conference on Information Systems*, August 1997, pp. 974-976.
- CP35. Vician, C., Brown, S.A., and Murphy, L., "The Relationship Among Choice of Participation Mode, Student Characteristics, and Student Performance in Technology Supported Learning Environments," *Proceedings of the Third Annual Americas Conference on Information Systems*, August 1997, pp. 131-133.
- CP36. Venkatesh, V. and Brown, S.A., "User Acceptance of Information Technology: Inside the American Home," *Proceedings of the Seventeenth International Conference on Information Systems*, December 1996, p. 474 (abstract only).
- CP37. Brown, S.A., "Knowledge, Communication, and Progressive Use of Information Technology," *Proceedings of the Second Americas Conference on Information Systems of the Association for Information Systems*, August 1996, pp. 235-237.
- CP38. Brown, S.A. and Chervany, N.L., "Effective Information Technology Introduction: The Roles of Knowledge and Communication," *The Sixteenth Annual International Conference on Information Systems*, Amsterdam, The Netherlands, December 1995, p. 362 (abstract only).
- CP39. Brown, S.A. and Vician, C., "An Examination of the Relationship Between Computer Anxiety, Communication Apprehension, and Student Experiences With Electronic Mail," *Proceedings of the First Americas Conference on Information Systems of the Association for Information Systems*, August 1995, pp. 304-306.

- CP40. Agarwal, R., Brown, S.A., and Tanniru, M., "Alternate Acquisition and Representation Formalisms for Expert Systems - A Case Study," *Proceedings of the Indian Computing Congress*, Hyderabad, India, 1991, pp. 193-202.

### **Presentations**

- PR1. "Sharing and Sourcing of Online Misinformation," presented at the Hong Kong University of Science and Technology, July 2, 2021.
- PR2. "Mediational Role of Justice Perceptions on the Impact of Customer Compensation Strategies on Outcomes: A Longitudinal Study of Target's Data Breach," presented at the National University of Singapore, June 7, 2019.
- PR3. "Survey Research, Mixed Methods, and an Example," presented at the Shanghai Jiao Tong University, June 25, 2013.
- PR4. "Mixed Methods Research," *Invited* presentation at the University of Utah, April 19, 2013.
- PR5. "Diversity and Media Use: A Case Study of the iPlant Collaborative," *Invited* presentation at Washington State University, April 12, 2013.
- PR6. "Style versus Content: Impression Formation and Durability in Mediated Communication," *Invited* presentation at the University of Queensland, July 6, 2012.
- PR7. "Diversity and Media Use: A Case Study of the iPlant Collaborative," *Invited* presentation at the University of Oklahoma, September 30, 2011.
- PR8. "Cyberinfrastructure: What's in it for MIS?" *Invited* presentation at the University of Arkansas, Walton College, April 1, 2011.
- PR9. "The Evolving Influence of Diversity and Media in Virtual Organizations," presented at the Americas Conference on Information Systems, Lima, Peru, August 2010.
- PR10. "Form versus Substance: Impression Formation in Mediated Communication," *Invited* presentation at the Communication Department, University of Arizona, April 9, 2010.
- PR11. "Designing Collaborative Systems for Better Knowledge Management and Team Performance," presented at the Forty-Third Annual Hawaii International Conference on System Sciences, Kauai, Hawaii, January 2010.
- PR12. "Information Systems Expectations: A Comparison of Six Competing Models," *Invited* presentation at the University of Minnesota research workshop, March 2007.
- PR13. "Knowledge Sourcing – A Channel Preference Perspective," presented at the Americas Conference on Information Systems, Acapulco, August 2006.
- PR14. "Multi-functional Media: Meanings, Perceptions, and Outcomes in Virtual Knowledge Transfer," presented at the Conference Celebrating the Life of Gerry DeSanctis, March 2006 (coauthors: A. Massey and M. Montoya-Weiss).

- PR15. "Expecting More and Getting Less: Expectation (dis)Confirmation and Information Systems Satisfaction," *Invited* presentation at the University of Arkansas research colloquium, October, 2004.
- PR16. "Managing the Implementation of Mandated Change," *Invited* presentation at the Third Fall Conference on Managing Information Technologies, Troy, MI, October 2000.
- PR17. "Communication in a Wired World: Understanding Receiver Perceptions," Research in progress presented at the *Sixth Annual Americas Conference on Information Systems*, Long Beach, CA, August 2000.
- PR18. "Organizational Learning and IT Implementation," *Invited* panel participant at the Diffusion Interest Group in IT (DIGIT) annual conference, Charlotte, NC, December 1999.
- PR19. "Knowledge Sharing to Encourage IT Use," *Invited* presentation at the Conference on Managing Information Technologies, Oakland University, October 1998.
- PR20. "Managing Change in Mandatory Adoption Situations," Research in Progress presented at the *Seventeenth International Conference on Information Systems*, Atlanta, Georgia, 1997 (with A. Massey).
- PR21. "Knowledge, Communication, and Progressive Use of Information Technology," Research in Progress presented at the *Second Annual Americas Conference on Information Systems*, Phoenix, Arizona, August 1996.
- PR22. "Effective Information Technology Introduction: The Roles of Knowledge and Communication," Research in Progress, presented at the *Sixteenth Annual International Conference on Information Systems*, Amsterdam The Netherlands, December 1995
- PR23. "An Examination of the Relationship Between Computer Anxiety, Communication Apprehension, and Student Experiences With Electronic Mail," Research in Progress presented at the *First Americas Conference on Information Systems*, Pittsburgh, Pennsylvania, August 1995.
- PR24. "An Absorptive Capacity Model of New Information Technology Introduction," Research in Progress presented at the OASIS '94 Organizations and Information Systems Workshop, *IFIP Working Group 8.2*, Vancouver British Columbia, December, 1994.
- PR25. "New Information Technology Introduction: An Absorptive Capacity Perspective," *Invited* presentation at the 6th Fall Conference on Managing Advanced Information Technologies, Syracuse, NY, October 1994.
- PR26. "Understanding How Organizations Absorb Information about New Technologies," presented at the 38th Joint National Meeting of *ORSA/TIMS*, Detroit, Michigan, October 1994.
- PR27. "New Information Technology Introduction: An Absorptive Capacity Perspective," presented at the Informatics Institute of the University of Zurich, September 1994.
- PR28. "Conceptualizing New Information Technology Introduction" presented at the Second Annual Carlson School Interdisciplinary Conference, Minneapolis, MN, June 1993.

PR29. "A Prototype Expert System for Loan Evaluation," presented at ICON '91, The Annual Conference, Syracuse, NY, March 1991.

### **Professional Development Workshops and Panels**

PD1. Dennis, A., Brown, S., and Petter, S. (2016) "Replication Research in Information Systems," Professional Development Symposium for the Americas Conference on Information Systems, 2016, San Diego, CA.

PD2. Brown, S., Dennis, A., Samuel, B., Tan, B., Valacich, J.S., and Whitley, E., (2016) "Replication Research: Opportunities, Experiences, and Challenges," Professional Development panel presented at the International Conference on Information Systems, 2016, Dublin, Ireland.

### **Teaching**

My teaching revolves around three beliefs: (1) students must actively participate to learn, (2) students will actively participate when they perceive that the instructor is interested in them, their learning, and the topic, and (3) teaching and learning should be challenging, yet fun, activities. My primary goal is to provide a classroom environment where even the quietest students participate in some manner and wrong answers are seen as learning opportunities. To do this, I rely on active learning techniques, critical thinking exercises, and cooperative learning groups. With increases in online education, I am focusing on ways to adapt and extend the active learning concepts to my online classes.

### **Courses Taught at the University of Arizona**

#### *Graduate*

MIS 585: Strategic Management of Information Systems (MBA Core; 2005-2015)

MIS 513: Business Foundations of IT (MS Core; 2010)

MIS 596a: Topics in Behavioral MIS Research (PhD; 2007)

MIS 611b: Behavioral Research Methods (PhD Core; 2010-2019, 2021)

#### *Undergraduate*

MIS331: Database Management Systems (Undergraduate Core: 2006, 2008, 2010, 2012-2014)

#### *Online*

MIS 513: Business Foundations of IT (2013-2021)

MIS 585: Strategic Management of Information Systems (2013-2019)

### **Other Courses Taught**

#### *Graduate – Indiana University*

- S605: Collaborative Technologies (Ph.D., Spring 2005)
- S606: IS Management and Strategy (Ph.D., Spring 2004)
- S520: Database Processing (Fall 1997, Fall 2003)
- S507: Management of Information Technology (Fall 2002, Fall 2003)
- S532: Business Information Systems (Summer 1998 with A. Massey; Summer 1999 and 2000 with R. Venkataraman; Summer 2002, 2003 alone)
- S500: MSIS Integrated Core (Fall 2002 with G. Marakas)
- S602: MIS Research Topics in Administration and Technology (Ph.D., Fall 2000 with R. Venkataraman; Seminar taught jointly with University of Texas, Austin S. Jarvenpaa)
- S508: Information Systems (Spring 2000)
- S545: Corporate Transformation (Spring 1998 -- team taught)

### *Undergraduate – Indiana University*

- S400: Integration of Systems and the Business (Fall 2004, Spring 2005)
- S302: Management Information Systems (Spring 2004)
- S315/S307: Data Management (Fall 1996, Spring and Fall 1997, Fall 1998, Spring and Fall 1999; Spring and Fall 2001; Spring 2003; Fall 2004)
- S310: Systems Analysis and Design (Spring 1998)

### *Other Undergraduate Courses*

- Fundamentals of Information Development and Use (Summer and Fall, 1995)
- Decision Support and Expert Systems (Fall 1994)
- Quantitative Methods for Decision Making (Spring and Summer, 1991)
- Statistical Analysis (Summer 1990 - Summer 1991)

### **Other Teaching Responsibilities**

#### ➤ Dissertation Committees:

##### **Chair:**

- Sandeep Suntwal, “The Spread of Information on Line: How, Why, and How to Change its Trajectory,” dissertation defended July 26, 2021 (Initial placement: University of Colorado, Colorado Springs).
- Yi-Da Chen, “The Dynamics of Task-Related Discussion in the Pursuit of Radical Innovation: Innovation Project Teams As Interpretation Systems,” dissertation defended November 2013. (Initial placement: Northeastern University).
- Yan (Mandy) Dang, “Theory-Informed Design and Evaluation of Web-Based Knowledge Management Systems,” dissertation defended April 2011. (Co-chair with H. Chen) (Initial placement: Northern Arizona University; tenured 2018).
- Yiwen Zhang, “Knowledge Sourcing: A Channel Preference Perspective,” dissertation defended February 2008 (Co-chair with M. Tanniru). (Initial placement: Federal Express)
- Kelly Fadel, “Individual Infusion of Information Systems: The Role of Adaptation and Individual Cognitions,” dissertation defended July 2007. (Initial placement: Utah State University; tenured 2013)

##### **Member:**

- Yueh, Rich, “Capturing Self-Efficacy Behavioral Outcomes Through Human-computer Interaction Devices,” defended November 2019.
- Terlizzi, Marco, “Privacy Concerns and Protection Motivation theory in the Context of Mobile Banking,” defended March 14, 2019.
- Zhang, Wenli, “Natural Language Processing and Machine Learning For Chronic Disease Management and Prevention: Focus on Asthma”, dissertation defended July 2018.
- Michael Byrd, “An Empirical Exploration of Countermeasures in HCI-Based Deception Research”, dissertation defended June 2018.
- Sagar Samtani, “Developing Proactive Cyber Threat Intelligence from the Online Hacker Community: A Computational Design Science Approach”, dissertation defended March 2018.
- Ana Lucia De Queiroz Tourinho, “Business Intelligence Analytics: A Proposal to Measure the Capability of an Organization to Transform Data into Value,” dissertation defended (at FGV, Sao Paulo Brazil) June 2017.
- Fahad Alayed, “Citizen Acceptance Model for Technology Mediated Social Participation Systems,” dissertation defended (at University of Maryland, Baltimore County), May 2016.
- James Marquardson, “Achieving Alignment: System Design and Attitudinal Considerations to Increase the Persuasive Power of Technology,” dissertation defended April 2015.

- Shan Jiang, “Statistical Modeling of Multi-dimensional Knowledge Diffusion Networks,” dissertation defended April 2015.
- David Wilson, “Overcoming Information Privacy Concerns: Learning from Three Disclosure Contexts,” dissertation defended March 2015.
- Nathan Twyman, “Automated Human Screening for Concealed Knowledge,” dissertation defended April 2012.
- Yulei (Gavin) Zhang, “Knowledge Discovery in Social Media: Physical World, Online World, and Virtual World,” dissertation defended April 2011.
- Jerod Wilkerson, “Closing the defect reduction gap between software inspection and test-driven development,” dissertation defended May 2008.
- Ling Zhu, “The institutional environment for B2B e-commerce adoption,” dissertation defended May 2008.
- Sabah Currim, “Towards improving conceptual modeling: An examination of common errors and their underlying reasons,” dissertation defended December 2007.
- Nathan Stout, “Exploring the Initial Intention to Delegate to Intelligent Software Agents,” dissertation defended June 2006.
- Kerry Ward, “Generalizing the Theory of Alignment as Guided Adaptation and the Role of External Change in the Alignment Factor Adaptation Process,” dissertation defended December 2005.
- Yu-Ting Caisy Hung, “Individual Cultural Orientations and Perceptions of Task-Technology Fit: A Longitudinal Study,” dissertation defended May 2004.
- Anne Powell, “Antecedents and Outcomes of Team Commitment in a Global, Virtual Team Environment,” dissertation defended June 2000.

**Master Thesis Committee Member:**

- Jake Schreiber, “Examining the Impact of Sexually Violent Materials on Public Health Issues: A Look into the *50 Shades of Grey* Series,” completed May 2013.

**External Thesis Examiner:**

- Patrick Rawstorne, “A Systematic Analysis of the Theory of Reasoned Action, the Theory of Planned Behavior, and the Technology Acceptance Model when Applied to the Prediction and Explanation of Information Systems use in Mandatory Usage Contexts,” University of Wollongong, February 2006.

**Other External Evaluations**

- Dissertation Opponent: Andreas Hedrén, *With Lives on the Line: How Users Respond to a Highly Mandated Information System Implementation – A Longitudinal Study*. University of Uppsala, Uppsala Sweden, March 12, 2021.

**MBA Consulting/Field Project Faculty Advisor**

- Fall 2015: Microsoft
- Spring 2015: Microsoft
- Fall 2014: Banner Health
- Spring 2014: Microsoft
- Fall 2013: Microsoft
- Spring 2013: Microsoft, Sunquest
- Spring 2012: Sunquest
- Spring 2011: Microsoft
- Fall 2010: Microsoft
- Spring 2010: Microsoft; Carondelet Medical Center
- Spring 2009: Professional Practice Strategies; Eller College (online program)



- Spring 2008: Los Alamos National Lab (two teams)
- Fall 2007: Toyota Motor Sales
- Spring 2007: Los Alamos National Lab; Visteon (TEP)
- Spring 2006: Intuit; University Physicians Health (UPH)

### **Masters Project Advisor**

- Zara Ahmad-Post (2020-2021)
- Ashley Ireson (2017)
- Adam Aronoff (2009)
- Chinho Chung (2008)
- Lin-Wei Tseng (2008)
- John Wahlman (2008)
- Hsuan-Yi Lin (2008)
- Josh Smith (2008)
- Dari Al-Huwail (2007)

### **Honors Project Mentor**

- A. Doherty, “Understanding Web Sentiment Analytics and Visualization, a Social Media Analysis,” Completed May 2014.
- R. Ross, “Employee Monitoring,” Completed April 2002.
- Y. Tran, “Communication Competence in a Wired World,” Completed April 2000.
- S. Chiagouris, Title: “The Effect of Computer Mediated Communication on Business, Based on a Classical Rhetorical Analysis,” Completed April 1999.
- K. Drerup, “CGI in Business,” Completed April 1999.
- T. Stroud, “An Analysis of the Use of Data Modeling Tools and Terminology in Organizations,” Completed June 1999.
- S. Cassano, “Information Technology Today: How Does IU Measure Up?” Completed April 1998.
- K. Largent, “Balancing Act: The IU CIS Curriculum,” Completed April 1998
- K. Shuey, “Electronic Data Processing (EDP) Auditing: A Course Module,” Completed April 1998.

### **Teaching-Related Funding**

- 2004 Course development grant (\$3000) for S400 – Integration of Systems and the Business
- 2003 Ford/Crisp grant (\$2500) for the redesign of S302 – Management Information Systems.
- 2002 Ford grant (\$2500) for the redesign of S507 – Management of Information Technology.

### **Pedagogical Publications in Refereed Journals**

- PJP1. Topi, H., Karsten, H., Brown, S.A., Carvalho, J.A., Donnellan, B., Shen, J., Tan, B.C.Y. and Thouin, M.F., “MSIS 2016 Global Competency Model for Graduate Degree Programs in Information Systems,” Vol. 40, Article 18, *Communications of the AIS*, May 2017.
- PJP2. Brown, S.A. and Klein, B. “Are Cooperative Learning Techniques Fragile in Information Systems: An Examination in the Context of a Database Management Course,” *Journal of Informatics Education Research*, (8:2), 2006.
- PJP3. Massey, A.P., Brown, S.A., and Johnston, J.D. “Teaching Tip – It’s All Fun and Games ... Until Students Learn,” *Journal of Information Systems Education*, (16:1), 2005, pp. 9-14.

- PJP4. Vician, C. and Brown, S.A., "Unraveling the Message Quilt: A Case Study Examination of Student Interaction in Computer-Based Communication Assignments, *Computers and Composition*, 17, 2000, pp. 211-229.
- PJP5. Vician, C. and Brown, S.A., "Implementing computer-based communication into course instruction: Lessons learned and tips for the future," *International Business Schools Computing Quarterly*, (8:2) Spring 1996, pp. 20-27.

### **Book and Textbook Chapters**

- BC1. "Chapter 14: Teaching Philosophy," in V. Venkatesh, *Road to Success*, 2011, Indianapolis, IN: Dog Ear Publishing, pp. 157-162.
- BC2. "Chapter 15: Course Syllabus," in V. Venkatesh, *Road to Success*, 2011, Indianapolis, IN: Dog Ear Publishing, pp. 163-173.
- BC3. "Chapter 16: Documenting Teaching Effectiveness: Course Portfolio," in in V. Venkatesh, *Road to Success*, 2011, Indianapolis, IN: Dog Ear Publishing, pp. 174-200.
- BC4. "Chapter 5: The Data Resource," in Martin, E.W., Brown, C.V., DeHayes, D.W., Hoffer, J.A., and Perkins, W.C., *Managing Information Technology*, fifth edition (2004).

### **Pedagogical Conference Proceedings**

Brown, S.A. and Klein B., "Small Steps Using Cooperative Learning Techniques in the Database Management Course: Some Preliminary Results," the *Americas Conference on Information Systems*, Tampa, Florida, August 2003.

### **Course Portfolio Project**

Brown, S.A. "A Course Portfolio for Data Management," a benchmark portfolio under review at the University of Nebraska-Lincoln Web site<sup>1</sup>, see [http://www.u.arizona.edu/~suebrown/new\\_page\\_2.htm](http://www.u.arizona.edu/~suebrown/new_page_2.htm).

### **Pedagogical Presentations, Panels, and Workshops**

- PP1. Topi, H., Karsten, H., Brown, S.A., Carvalho, J.A., Donnellan, B., Shen, J., Tan, B.C.Y., and Thouin, M.F., "Competency-based Approach to Information Systems Program Development: Guidance from the MSIS 2016 Global Competency Model," panel at the 2016 SIGED Conference, Dublin, Ireland.
- PP2. Topi, H., Karsten, H., Brown, S.A., Carvalho, J.A., Donnellan, B., Shen, J., Tan, B.C.Y., and Thouin, M.F., "MSIS 2016: A Global Effort to Update the Masters Curriculum in Information Systems," presented at the 20<sup>th</sup> Pacific Asia Conference on Information Systems, Chiayi, Taiwan, June 2016.
- PP3. Topi, H., Karsten, H., Brown, S.A., Carvalho, J.A., Donnellan, B., Shen, J., Tan, B.C.Y., and Thouin, M.F., "MSIS 2016: A Global Effort to Update the Masters Curriculum in Information Systems," presented at the 2016 AMCIS conference, San Diego, CA, August 2016.

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<sup>1</sup> Indiana University was one of five research institutions participating in the nationally-funded peer review project. The University of Nebraska-Lincoln Web site houses the national site for the project. The other participants are the University of Michigan, Kansas State University, and Texas A&M University.

- PP4. Topi, H., Karsten, H., Brown, S.A., Carvalho, J.A., Donnellan, B., Shen, J., Tan, B.C.Y., and Thouin, M.F., “Current MSIS Students’ Views on Program Outcomes,” presented by H. Topi at the 2015 AIS SIGED: IAIM Conference, Fort Worth, TX, December 2015.
- PP5. Topi, H., Karsten, H., Brown, S.A., Carvalho, J.A., Donnellan, B., Shen, J., Tan, B.C.Y., and Thouin, M.F., Panel: “Revising the MSIS 2016 Model Curriculum: Status Update and Discussion,” presented at the 2015 AIS SIGED: IAIM Conference, Fort Worth, TX, December 2015.
- PP6. Brown, S.A., “Developing Course Portfolios,” with E. Metzler, invited workshop presented at the *Decision Sciences Institute* Conference, Boston, MA, November 2004.
- PP7. Brown, S.A., “Documenting the Scholarly Work of Teaching: Course Portfolios in the Decision Sciences,” with C. Briggs. A faculty development workshop presented at the *Decision Sciences Institute* conference, Washington, DC, November 2003.
- PP8. Brown, S.A., “More than Fun and Games: Engaging Students through Cooperation and Competition,” Poster session, *Course Portfolio Exposition: Making Visible the Intellectual Work of Teaching*, Indiana University, February 14, 2003.
- PP9. Brown, S.A. and Vician, C., “Beyond the boundaries of the classroom: Characteristics of computer-based interaction,” *International Academy of Information Management* Conference, December 1997.

### Teaching Awards and Honors

- 2015 Nominated for Best Professor in a Small Class (MIS331), Eller College Student Council
- 2011 Nominated for Best Professor in a Small Class (MIS331), Eller College Student Council
- 2011 Eller Dean’s Undergraduate Teaching Excellence Award
- 2005 Selected for Who’s Who Among American Teachers
  - Multi-year nominee
- 2003 FACET (Faculty Colloquium on Excellence in Teaching) Award
  - One of three IU Bloomington faculty selected for this Indiana University system-wide award (21 faculty selected from 7 campuses)
- 2002-2003 Invited to be an Indiana University Course Portfolio Campus Leader
- 2002 Kelley School of Business nominee for all-university teaching award
  - One of two Kelley School of Business faculty members nominated
- 2002 Alpha Kappa Psi Teaching Excellence Award
  - One of 14 Kelley School of Business faculty members honored by Alpha Kappa Psi
- 2002 Harry Sauvain Teaching Award recipient
  - One tenure-track faculty member in the Kelley School of Business is chosen annually.
- 2002 Selected for Who’s Who Among American Teachers
  - Nominated by a former student; only 5% of all teachers nationwide are selected.
- 2002 Indiana University Trustees’ Teaching Award Recipient
  - One of six tenure-track faculty in the Kelley School of Business to receive award
- 2002 Nominated for the Schuyler F. Otteson Teaching Excellence Award (Kelley School of Business)
- 2001 CIS Club Student Choice Award for Favorite Teacher
- 2001 One of eight Kelley School of Business faculty nominated for the Harry Sauvain Teaching Award
- 2000 Nominated for the Schuyler F. Otteson Teaching Excellence Award (Kelley School of Business)
- 2000 Indiana University Teaching Excellence Recognition Award (TERA)
- 1999 Recipient of the Annual Joe Waldman Award for Outstanding Effort in Teaching (Kelley School of Business)
- 1999 One of eight Kelley School of Business faculty nominated for the Harry Sauvain Teaching Award

- 1998-1999 Selected to participate in the Kelley School of Business Faculty Teaching Seminar
- 1998 Indiana University Teaching Excellence Recognition Award (TERA)
- 1998 CIS Club Student Choice Award for Favorite Teacher
- 1997 CIS Club Student Choice Award for Favorite Teacher
- 1999-2004 Kelly School of Business Dean's teaching citations
- 1990 Outstanding Teaching Assistant Award, Syracuse University

### **Service Activities**

#### **Service activities at the University of Arizona**

##### **University of Arizona Service**

- Member, HeadsUp Steering Committee (2019-present)
- Member, AIB Stakeholder Advisory Group (2021-present)
- Member, Department Head Recruiting Committee, Computer Science (2020; 2021)
- Member, Net Tuition Revenue (NTR) Steering Committee (2020-present)
- Member, Computer Science Department APR review committee (2020)
- Member, College of Applied Science and Technology dean search committee (2019- 2020)
- Member, College of Data, Computing, and Network Science Task Force (2019)
- Member, Provost search committee (2018-2019)
- Member, University Petitions Committee (2013-2018)
- Arizona Assurance Program mentor (2012-2013)
- Member, Eller College Dean 5-Year Review Committee (2009-2010)

##### **Eller College of Management Service**

- Chair, AIB College Work Group (2021-present)
- Member, Economics APR review committee (2021-present)
- Chair, Eller National Board Sub-Committee on Digital Business (2019)
- Member, Management and Organization APR review committee (2019)
- Undergraduate Business Administration Faculty Director (2015– 2017)
- College Advisory Committee (CAC) (member, 2014-2016)
- Graduate Professional Studies Committee (member, 2008-2009; 2011-2016)
- Accounting Department Head 5-year Review Committee (member, 2013-2014)
- Online MBA Task Force member (member, 2013-2014)
- MIS Department Head 5-year Review Committee (Chair 2013)
- Recruiting committee, MBA Program Director (2012)
- Undergraduate Studies Committee (2006-2008, 2009-2012)
- MBA Program Self-Study Committee for the Academic Program Review (APR) (2010-2011)
- Chair, Ad-hoc task force to examine integrated undergraduate experience options (2008-2009)
- MIS Department Chair recruiting committee (2007-2008; 2016)
- AACSB Accreditation Preparation Team (2007)

##### **Management Information Systems Department**

- PhD Program Director (PhD Committee Chair 2010-2016)
- MIS Department Faculty Status Committee (2010-2016)
- Departmental Review Chair for human subjects protection (2007-present)
- MIS Department Promotion and Tenure committee (Chair, 2013, 2014, 2015)
- MISGA Faculty Advisor (2009-2015)
- MIS Recruiting Committee (2006-2007; 2010-2015)

- MIS Department 40<sup>th</sup> anniversary task force member (2013-2014)
- MIS APR self-study committee (Chair 2012-2013)
- Undergraduate Committee (2006-2008, Chair 2009-2012)
- Graduate Committee (2007-2010)
- MS Internal Case Competition Coordinator (2008, 2009)
- Faculty Mentor for CA, Inc. Case Competition (2008)
- PhD Core Exam coordinator (2008)
- FITA, co-chair, IT Governance track (with M. Shaw) (2008)
- Course content coordinator for MIS 331

## **Service activities at Indiana University**

### **University Service**

- Graduation Marshall (2000-2003)
- Course portfolio campus leader (2002-2003).
- Interviewed for the Computer Information Systems broadcast of JobTracks (2000; re-aired 2001)

### **Kelley School of Business Service**

- Undergraduate Policy Committee (Spring 2000; 2003-2004)
- Kelley Scholar Mentor (1998-2004)
- Honors Program Committee (2000-2003)
- Coordinator for the MSIS Intensive Summer Session courses (2002)
- Participant in the Ford Summer Institute – Mini Information Systems Module (Summer 2001)

### **Department Service**

- CIS Club Advisor (1998-2005)
- IS Research Workshop Coordinator (1997-1998; 2001-2003)
- Scholarship Committee (1998-2005), Chair (1999-2001; 2003-2004)
- CIS Undergraduate Curriculum Development Committee (1996-2002, 2003), Chair (2001-2002)
- S307 Course Coordinator (1998-2002)
- Recruiting Committee (2000-2001)
- Undergraduate Advising (1998-2001)
- EDS Challenge - First Round Judge (1997, 1998, 1999)
- Doctoral Program Committee (1997-1998)
- Human Subject Pool Coordinator - K201 (1996-1997)

## **National and Professional Service**

### ***Editorial Board***

- Co-Editor-In-Chief for *AIS Transactions on Replication Research* (2016 - )
- Senior Editor for *MIS Quarterly* (January 2013 – December 2018)
- Senior Editor for *AIS Transactions on Replication Research* (2014-2016)
- Associate Editor for *Decision Sciences* (September 2007 – December 2010)
- Associate Editor for the *Journal of the AIS* (July 2007 – December 2010)
- Associate Editor for *Information Systems Research* (Mar. 2006- Dec. 2008)
- Associate Editor for *MIS Quarterly* (Jan. 2003 – Dec. 2006)
- Guest Associate Editor for special issue of *MIS Quarterly* on Business Intelligence (2010-2011)
- Guest Editor for a special issue of *The Data Base for Advances in Information Systems* entitled “Re-Searching: Paradigmatic Extensions of Existing Theory” (2004-2005)

Guest Senior Editor for *MIS Quarterly* (2011-2012)

Editorial Board Member for:

*IEEE Transactions on Engineering Management* (2004 – 2017)

*Journal of the AIS* Special Issue Honoring the Scholarship of Gerry DeSanctis (2006-2007)

*Decision Sciences* (Jan. 2005- September 2007)

Special Section of *Communications of the Association for Information Systems* in Honor of the Contribution of Gary W. Dickson to Student and Colleague Mentoring (2007)

*Knowledge Management Research & Practice* (2005 - 2015)

***Ad-Hoc Reviewer for the following journals:***

Management Science

Academy of Management Review

Academy of Management Journal

Organization Science

European Journal of Information Systems

Decision Support Systems

Information Technology and People

Information Technology and Management

Journal of Strategic Information Systems

Journal of Operations Management

**Conferences**

ICIS (International Conference on Information Systems)

- *Junior Faculty Consortium, Faculty Mentor*, Austin, TX, 2021.
- *Doctoral Consortium Co-Chair*, India, 2020.
- *Doctoral Consortium Faculty Mentor*, Seoul Korea, 2017.
- *Mid-Career Faculty Workshop*, Co-chair (with R. Beck), Dublin, Ireland 2016
- *Mid-Career Faculty Workshop*, Co-chair (with J. Thatcher), Fort Worth, TX 2015
- *AE, IS Governance and Control Track*, Fort Worth, TX 2015
- *Mid-Career Faculty Workshop*, Faculty mentor, Milan, Italy 2013
- *Track Co-Chair*, Breakthrough Ideas, with Helmut Krcmar and Nancy Pouloudi, Milan, Italy, 2013
- *AE, Breakthrough Ideas Track*, Orlando, 2012
- *Junior Faculty Consortium Faculty Mentor*, St. Louis, Missouri 2010.
- *Track Co-Chair*, with Christian Wagner and Andrea Back, for the Human Behavior and IT Track, St. Louis, Missouri, 2010 (102 submissions).
- *Doctoral Consortium Faculty Mentor*, Phoenix, AZ, 2009.
- *Track Co-Chair*, with Doug Vogel, for the Social and Behavioral Aspects of Information Systems track, Montreal, Canada, 2007 (102 submissions).
- *Session chair*, ICIS, Milwaukee, WI, 2006.
- *AE, Behavioral and Organizational Research track*, Milwaukee, WI, 2006.
- *Paper Discussant*, Washington, DC, 2004.
- *Paper Discussant*, Seattle, Washington, 2003.
- *AE, Research in Progress*, Brisbane, Australia, 2000.
- *Session Chair*, ICIS, Brisbane, Australia, 2000.

Americas Conference on Information Systems (AMCIS/AIS)

- *Conference Co-Chair*, August 2022, Minneapolis, Minnesota.
- *Program Co-Chair*, August 2020, Salt Lake City, Utah.
- *Co-Chair, General Track*, August 2019, Cancun, Mexico
- *Doctoral Consortium faculty counselor*, August 2019, Cancun, Mexico
- *Doctoral Consortium faculty counselor*, August 2018, New Orleans, Louisiana
- *Doctoral Consortium faculty counselor*, August 2016, San Diego, CA
- *Doctoral Consortium faculty mentor*, August 2014, Savannah, Georgia
- *MIS Camp faculty mentor*, August 2013, Chicago

- *Co-Chair, Panels*, August 2013, Chicago
- *Co-Chair, Junior Faculty Consortium*, August 2011, Michigan
- *Co-Chair, IS Strategy and Management Track*, August 2011, Michigan
- *Doctoral Consortium faculty mentor*, August 2007, Colorado
- *Doctoral Consortium faculty mentor*, August 2006, Acapulco, Mexico
- *Session Chair*, August 2006, Acapulco, Mexico
- *Knowledge Management & Organizational Learning Minitrack co-chair*, August 2000
- *Knowledge Management & Organizational Learning Minitrack co-chair*, August 1999
- *Session Chair*, August 1998, Baltimore, MD.
- *Knowledge Management and Organizational Learning Minitrack co-chair*, August 1998
- *Session Chair*, August 1997, Indianapolis, IN.
- *Organizational Learning Minitrack co-chair*, August 1997

#### HICSS (Hawaiian International Conference on Systems Science)

- *Panel Chair*, Professional Development Panel “What to do in the next five years”, January 2020
- *Doctoral Consortium Organizing Committee*, member, 2019-present
- *Doctoral Consortium mentor*, January 2020
- *Doctoral Consortium mentor*, January 2019

#### DIGIT (Diffusion Interest Group in Information Technology – currently SIGADIT)

- *SIGADIT Minitrack chair: Issues in Technology Adoption*, August 2006 (part of AMCIS)
- *Program Committee Member – Paper Chair* – Barcelona, Spain, 2002.
- *Program Committee Member – Paper Chair* – New Orleans, Louisiana, December, 2001.
- *Program Committee Member – Panel Co-Chair* (with E. Karahanna), Brisbane, Australia, 2000.

#### IFIP Working Group 8.6 (Diffusion, Transfer, and Implementation of Information Technology)

- *Program committee member*: Working Conference, Copenhagen, Denmark, October 2003.
- *Program committee member*: Working Conference, Banff, Canada, April 1999.
- *Program committee member*: Ambleside, Cumbria, UK, June, 1997.
- *Program committee member*: Oslo, Norway, October 25-27, 1995.
- *Program committee member*: Pittsburgh, Pennsylvania, October 10-13, 1993.

#### SIGCPR (Special Interest Group on Computer Personnel Research)

- *Session chair*: April 2004, Tucson, AZ
- *Promotions chair*: April 2004, Tucson, AZ.
- *Program committee member*: April 2001, San Diego, CA.
- *Program committee member*: April 1999, New Orleans, LA.
- *Program committee member*: March 1998, Boston, MA.

#### Other Conference-Related Activities

- *Junior Faculty Consortium mentor*, OCIS, Academy of Management Conference, August 2018
- *Session Chair*, PACIS, July 2011, Brisbane Australia.
- *Co-Chair*, Miniconference on IT/SCM Interface, Decision Sciences Institute, November 2010, San Diego, CA (with V. Venkatesh).
- *Session Chair*, ER Conference, November 2006, Tucson Arizona.
- *Information Systems Track co-chair*, Decision Sciences Institute, November 2004, Boston MA. (over 100 submissions)
- *Program committee member*: 1997 SIM Academic Institutional Member Workshop, December 1997

### **Other AIS Service**

- AIS Publications Committee, member, 2016-present
- AIS Research Exchange: Writing Good Reviews and Getting Noticed, November 10, 2020 ([https://aisel.aisnet.org/research\\_exchange/1/](https://aisel.aisnet.org/research_exchange/1/))
- LEO Award selection committee member, 2017-2019
- AIS/ACM MS Curriculum Committee, member (AIS representative), 2015-2016
- AIS Nomination Committee member, 2015-2016
- Member, AIS Sandra Slaughter Service Award selection committee, 2015
- AIS Nomination committee, member, 2010

### **Other Professional Service**

- External review committee, Brigham Young University Department of Information Systems, 2022
- External review chair, Hong Kong University of Science and Technology MS ISOM program, 2014
- Co-founder and Steering Committee Member for SUIT (strategic use of information technology) case competition (2009-2014)
- Steering Committee Member for CA, Inc. International Case Competition on the Strategic Value of IT competitions held November 2008, May 2010, November 2011
- CA Southwest regional case competition coordinator, November 2009
- NSF Panel member for CCLI evaluation (June 2006)
- Created and managed the Listserv for IFIP working group 8.6 (1997-2001)
- Maintained the World Wide Web page for IFIP working group 8.6 (1997-2001).
- Assistant at the Issues 8 Sessions for the 1994 IFIP World Computing Congress, August 1994.

### **Community Service**

- Database developer, Catalina Foothills High School Band (Macy's Trip), Tucson, AZ (2005-2006)
- Mass Coordinator, St. Paul Catholic Church and Newman Center, Bloomington, IN (1999 – 2005)
- Cubmaster/Treasurer/Webmaster, Cub Scouts Pack 130, Bloomington, IN (1999-2002)
- Communication Committee, St. Paul Catholic Church and Newman Center, Bloomington, IN (2000)
- RCIA Sponsor, St. Paul Catholic Church and Newman Center, Bloomington, IN (1999-2000)
- Resources Committee, Rogers Elementary School, Bloomington, IN (1997-1998)

### **Academic Awards and Honors**

- AIS Challenge Award, 2020
  - Recognizes individuals who have made extraordinary contributions in the use of technology to overcome challenges and continuing to build a community of IS scholars across the Association. Recognized for: the conversion of AMCIS 2020 to an online conference and formation of the AIS Virtual Conference Series (VCS) in response to the Covid-19 Pandemic.
- Best paper nomination, HICSS 2020
- AIS Fellow, 2017
- 2017 Rudolph J. Joenk, Jr. Award for Best Paper in the *IEEE Transactions on Professional Communication* (for Fuller, Vician, and Brown 2016)
- AIS Sandra Slaughter Service Award, 2016
- Emerald Citation of Excellence Award, 2016 (for Venkatesh, Brown, and Bala, 2013)
- Academic Leadership Institute, University of Arizona, 2015-2016
- Best paper award, AMCIS 2015
- Eller College nominee for 1885 Scholar award, 2012, 2013
- Service Award, *Information Systems Research*, 2008



- Best Associate Editor Award, Information Systems Society and *Information Systems Research*, 2008
- Best paper nomination, HICSS 2006 (runner-up)
- *MIS Quarterly* Reviewer of the Year, 2001
- Alpha Iota Delta honorary initiate, 1998
- Fellow in the Center for Social Informatics, Indiana University, 1997-2005
- Selection to Ernst and Young Foundation/ICIS Doctoral Consortium, Amsterdam, 1995
- Selection to Decision Sciences Institute Doctoral Consortium, Boston, Massachusetts, 1995
- Invited visiting scholar, University of Zurich, Informatics Institute, September 1994
- NSF/FOCUS travel grant to attend the World Computing Congress in Germany, August, 1994
- Beta Gamma Sigma, May 1991
- Syracuse University School of Management Alumni Award for Academic Achievement, May, 1991
- Syracuse University School of Management Alumni Award for Contributions Toward the Betterment of the School of Management Community, May, 1991

### **Professional Affiliations**

Association for Information Systems (AIS)  
INFORMS, ISS