

**CURRICULUM VITAE**  
**SUZANNE P. WEISBAND, Ph.D.**

**ADDRESS**

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**EDUCATION**

**Ph. D. in Social and Decision Sciences**, Carnegie Mellon University, 1989.  
**B. A. in Organizational Psychology**, San Diego State University, 1979.

**RESEARCH AREAS**

- Large scale collaboration in complex organizations
- Managing interruptions and work performance
- Leadership at a distance
- Information infrastructure in telemedicine and e-health contexts
- Distributed work in virtual teams

**CURRENT PROJECTS**

*Large scale collaboration* (with Sara Kiesler, Sue Fussell and Yan Xiao). As part of two new large grant projects, we are examining how people distribute their time, effort, and communication across multiple partners, tasks, and work teams. More information can be found at the project website.

*Effects of interruptions on coordination and performance* (with Elisa Matterelli and Kelly Fadel). We developed a role-playing simulation of an operating room Master Schedule to observe how players in a medical context coordinate scheduling trajectories with their own personal trajectories, and to examine how performance is affected when work is interrupted and schedules are dynamic.

*Multiple collaborations in fast-paced working environments* (with Sherry Thatcher and Jessica Bagger). In an effort to understand how detectives distribute their work with multiple people and multiple cases, we shadowed detectives in two police units and noted how interruptions affected their ability to close cases.

*Leadership in distributed, online settings*. I edited a book on “Leadership at a Distance” (<http://uainfo.arizona.edu/~weisband/site-Leadership/Leadership.htm>) and examine empirically how shifts to distributed forms of work are changing the nature of leadership, in teams and in large-scale collaboration.

*Information infrastructure in telemedicine contexts* (with Brian Butler and Angie Donnelson). We examine how information infrastructure affects sustained use by using GIS technology to study the geographical size and density of various telemedicine sites. From a small range of isolated and densely populated sites, we will gather influence network data using close interviews and surveys with healthcare professionals and community members to help us understand telemedicine infrastructure variability.

## TEACHING INTERESTS

Globalization and Technology, Behavioral Research Methods, Distributed Work and Technology, Computer-Supported Cooperative Work, HCI and User-Centered Design, Social and Ethical Issues of the Internet, Leadership in Distributed Work

## PROFESSIONAL POSITIONS

- **Associate Professor**, Department of Management Information Systems, Eller College of Business and Public Administration, The University of Arizona, since July 1996.
- **Assistant Professor**, Department of Management Information Systems, Eller College of Business and Public Administration, The University of Arizona, January 1990 - June 1996.
- **Consultant**, Human Factors Research, Vruels Research Corporation, San Diego, California, Summer 1987
- **Graduate Student Researcher**, Committee on Social Science Research in Computing, Social and Decision Sciences, Carnegie Mellon University, 1985-87
- **Research Assistant**, Navy Personnel Research and Development Center, San Diego, California, 1978-1980.

## ACADEMIC AWARDS

- **Eller Fellow in MIS**, Eller Graduate College of Management, 2000-present.
- **Recognition for Excellence**, UAInfo Advisory Council and Implementation Team, University of Arizona, 1998.
- **Recognition for Excellence in Teaching**, Eller College Student Council, 1993, 1994, 1995, 1997, 2001, 2002, 2003.
- **Research Competition Winner**, Student showcase, University of Arizona, 1995.

## RESEARCH GRANTS

1. Principal Investigator - National Science Foundation, Collaborative ITR, 2003-2008: "Large Scale Collaboration," with Sara Kiesler, Susan Fussell, Yan Xiao, F. Jacob Seagull (\$1.5 million).
2. Principal Investigator - National Science Foundation, CISE, 2003-2007: "Multiple Task Performance in Collaboration," with Sara Kiesler, Susan Fussell, Sherry Thatcher (\$907,733).
3. Co-Principal Investigator - Eller College 301 E-Commerce Grant, July 2002 - June 2003: "Embodied Knowledge and E-commerce: An Investigation of the Effects of Physiological Factors on On-line Sales of Experiential Products", with Alan Malter and Therani Madhusudan, (\$15,000)
4. Principal Investigator - National Science Foundation, SES, 2002 - 2005: "The Role of Technology on Work Practices in Police Departments," with Sherry Thatcher (\$356,325).
5. Principal Investigator - Army Research Institute for the Behavioral and Social Sciences, 2001 - 2003: "Workshop on Leadership at a Distance." (\$97,127).
6. Co-Principal Investigator - Army Research Institute for the Behavioral and Social Sciences, 2000-2003: "Inter-Activity, Communication, and Trust: Challenges and Opportunities for Leadership in the Electronic Age," with Judee Burgoon and Joseph Bonito (\$505,850).
7. Co-Principal Investigator - National Science Foundation, KDI, 1999 - 2002: "Multidisciplinary Collaboration," with Sara Kiesler and Pamela Hinds (\$143,358).
8. Co-Principal Investigator - Army Research Institute for the Behavioral and Social Sciences, 1998-2000: "Inter-Activity, Communication, and Trust: Challenges and

- Opportunities for Leadership in the Electronic Age,” with Judee Burgoon and Joseph Bonito (\$202,182).
9. Principal Investigator - National Science Foundation, ITO, 1993 - 1996: “The Social and Technological Effects of Unshared Information in Divergent and Convergent Group Decision Making.” (\$89,939).
  10. Co-Principal Investigator - University of Arizona Advanced Integration of Manufacturing Systems & Technologies: 1993 - 1994: “Electronic Focus Groups: Using Information Technology to Amplify the Voice of the Customer in New Product Development Process,” with Dipankar Chakravarti (\$4,500).

## PUBLICATIONS

1. Weisband, S. (2008). Leadership at a distance: Research in technologically-supported work. Mahwah, NJ: Lawrence Erlbaum Associates.
2. Weisband, S. (2008). Research challenges for studying leadership at a distance, In S. Weisband (Ed.), Leadership at a distance: Research in technologically-supported work (pp. 3-11). Mahwah, NJ: Lawrence Erlbaum Associates.
3. Kiesler, S., Boh, W.F., Ren, Y. & Weisband, S. (2007). Virtual teams: High tech rhetoric and low tech experience. In Margaret S. Elliott and Kenneth L. Kraemer (Eds). Computerization Movements and Technology Diffusion: From Mainframes to Ubiquitous Computing, pp.263-287. Medford, NJ: Information Today Press.
4. Ginsburg, M. & Weisband, S. (2006). Volunteerism and virtual community business success: The case of the Internet Chess Club. *Journal of Organizational Computing and Electronic Commerce*, 16 (3&4), 325-343.
5. Weisband, S. (Editor). Careers, culture and ethics in a networked environment Proceedings of the 2004 ACM SIGMIS CPR Conference, Tucson, Arizona, April 22-24, 2004. New York, NY: ACM Press.
6. Hinds, P. & Weisband, S. (2003). Knowledge sharing and shared understanding in virtual teams. In C. Gibson & S. Cohen, Creating conditions for effective virtual teams (pp. 21-36). San Francisco, CA: Jossey-Bass.
7. Weisband, S. (2002). Maintaining awareness in distributed team collaboration: Implications for leadership and performance. In P. Hinds & S. Kiesler, Distributed work (pp. 311-333). Cambridge, MA: MIT Press.
8. Hauck, R. & Weisband, S. (2002). When a better interface and easy navigation isn't enough: Examining the information architecture in a law enforcement agency. *Journal of the American Society for Information Science and Technology*, 53(10), 846-854.
9. Kling, R., Crawford, H., Rosenbaum, H., Sawyer, S., & Weisband, S. (2000). *Information technologies in human context: Learning from organizational and social informatics*. Indiana University, Bloomington, Indiana. (Also available online at <http://www.slis.indiana.edu/SI/index.html>.)
10. Weisband, S., & Atwater, L. (1999). Evaluating self and others in electronic and face-to-face groups. *Journal of Applied Psychology*, 84(4), 632-639.
11. Richman, W., Kiesler, S., Weisband, S., & Drasgow, F. (1999). A meta-analytic study of social desirability distortion in computer-administered questionnaires, traditional questionnaires, and interviews. *Journal of Applied Psychology*, 84(5), 754-775.

12. Straus, S., Weisband, S., & Wilson, J. M. (1998). Human resource management practices in the networked organization: Impacts of electronic communication systems. In C.L. Cooper & D.M. Rousseau (Eds). *Trends in Organizational Behavior* , Volume 5, pp.127-154.
13. Weisband, S. P. & Reinig, B. A. (1995). Managing user perceptions of electronic mail privacy. *Communications of the ACM*, 38 (12), 40-47.
14. Weisband, S. P., Schneider, S. K., & Connolly, T. (1995). Computer-mediated communication and social information: Status salience and status awareness. *Academy of Management Journal*, 38, 1124-1151.
15. Sengupta, K., Te'eni, D., Melone, N., Limayem, M. & Weisband, S. (1994). Views of work and the design and use of group support systems. *Accounting, Management and Information Technology*, 4, 245-266.
16. Weisband, S.P. (1994). Overcoming status awareness in computer-supported groups: Does anonymity really help? *Computer-Supported Cooperative Work (CSCW)*, 2, 285-297.
17. Weisband, S.P. & Goodman, S.E. (1993) Subduing software pirates. *Technology Review*, Sept./Oct., pp.30-33.
18. Weisband, S.P. & Goodman, S. E. (1992). International software piracy. *IEEE Computer*, Nov., pp.87-90.
19. Weisband, S.P. (1992). Group discussion and first advocacy effects in computer-mediated and face-to-face decision making groups. *Organizational Behavior and Human Decision Processes*, 53, 352-380.
20. Weisband, S. (1987). Instrumental and symbolic aspects of an executive information system. In Sara B. Kiesler and Lee S. Sproull (Eds.), *Computers and Change on Campus*, pp. 150-169. Cambridge University Press.

#### CONFERENCE PROCEEDINGS (Referreed)

1. Weisband, S., Fadel, K.J. & Mattarelli, E. (2007). An experiment on the effects of interruptions on individual work trajectories and performance in critical environments. Proceedings of the 40<sup>th</sup> Annual Hawaii International Conference on Systems Sciences, Hawaii, HI.
2. Mattarelli, E., Fadel, K.J. & Weisband, S. (2006). Design of a role-playing game to study the trajectories of health care workers in an operating room. Proceedings of the Conference on Human Factors in Computing Systems (CHI 06), Montreal, Canada.
3. Fadel, K. J., Tanniru, M. & Weisband, S. (2005). Understanding process knowledge change in Enterprise System implementation: A framework and case study. Proceedings of the Eleventh Americas Conference on Information Systems, Omaha, NE, USA August 11<sup>th</sup>-14<sup>th</sup> 2005.
4. Ginsburg, M. & Weisband, S. (2004). A framework for virtual community business success: The case of the Internet Chess Club. Proceedings of the 37<sup>th</sup> Annual Hawaii International Conference on Systems Sciences, Hawaii, HI.
5. Fussell, S. R., Kiesler, S. & Setlock, L D., Scupeilli, P. & Weisband, S. (2004). Effects of instant messaging on the management of multiple project trajectories.

- Proceedings of the Conference on Human Factors in Computing Systems (CHI 04) , Vienna, Austria.
6. Ginsburg, M. & Weisband, S. (2002). Social capital and volunteerism in virtual communities: The case of the Internet Chess Club. Proceedings of the 35<sup>th</sup> Annual Hawaii International Conference on Systems Sciences, Hawaii, HI.
  7. Iacono, S. & Weisband, S. (1997). Developing trust in virtual teams. Proceedings of the 30<sup>th</sup> Annual Hawaii International Conference on System Sciences (HICSS).
  8. Weisband, S., & Kiesler, S. (1996). Self disclosure on computer forms: Meta-analysis and implications. Proceedings of the Conference on Human Factors in Computing Systems (CHI 96) , Vancouver, B.C., pp. 3-9.
  9. Weisband, S.P., Schneider, S. K., & Connolly, T. (1993). Participation equality and influence: Cues and status in computer-supported cooperative work groups. In G. de Michelis, C. Simone & K. Schmidt (Eds.), Proceedings of the Third European Conference on Computer-Supported Cooperative Work, pp. 265-279. Kluwer Academic Publishers.
  10. Weisband, S.P. & Galegher, J. (1990). Four goals for the design of organizational information support systems. Proceedings of the 23<sup>rd</sup> Annual Hawaii International Conference on System Sciences, Vol. 3, pp. 137-142.

#### BOOK REVIEW

1. Weisband, S. (1996). Review of Morone, J. G. (1993). Winning in high-tech markets: The role of general management: How Motorola, Corning, and General Electric have built global leadership through technology. *Leadership Quarterly*, 7, 431-433.

#### RESEARCH PRESENTATIONS (Recent)

1. Weisband, S., Mattarelli, E. & Fadel, K. (2007). An experiment on the effects of notification delivery on individual work trajectories and performance in critical environments. Presented to the Interdisciplinary Network for Group Research (INGRoup) conference, Michigan State University, July 12-14, 2007.
2. Mattarelli, E. & Weisband, S. (2006). Exploring telemedicine success over time: A case study of the Arizona Telemedicine Program. Presented at the Annual Meeting of the Academy of Management, Atlanta, GA, Aug. 11-16, 2006.
3. Mattarelli, E., Fadel, K.J. & Weisband, S. (2005). The development of a role-playing simulation to investigate coordination of an OR master schedule. Presented to the 6<sup>th</sup> Annual International Meeting on Medical Simulation, San Diego, CA, January 14-17, 2006.
2. Mattarelli, E., Fadel, K.J. & Weisband, S. (2005). A study of trajectories and interruptions in an operating room using a role-playing simulation. Presented at the Organizations and Society in Information Systems (OASIS) 2005 Workshop, Las Vegas, NV, Dec. 11, 2005.
3. Weisband, S., Thatcher, S. & Xu, J. (2005). Using bibliometric analysis to evaluate scientific progress in virtual teams research. Presented at the Annual Meeting of the Academy of Management, Honolulu, HI, Aug. 5-10, 2005.
4. Weisband, S. & McCarthy, R. (2004). Views from leaders in a global organization. Presented at the Annual Meeting of the Society for Industrial and Organizational Psychology, Chicago, Illinois, April 2-4, 2004.

5. Weisband, S. & Hinds, P. (2003). Challenges of leading global teams. Presented at the Academy of Management annual meetings, Seattle, Washington, Aug. 1-6, 2003.

#### WORK IN PROGRESS

1. Velasquez, N.F. & Weisband, S. (submitted). Work practices of system administrators: Implications for tool design. *Computer Human Interaction for the Management of Information Technology* (CHIMIT 2008).
2. Mattarelli, E. & Weisband, S. Monitoring telemedicine over time: Creating an infrastructure for success.
3. Weisband, S. "Leader selection and performance in virtual teams."
4. Weisband, S. & Bagger, J. Constant interruptions in detective units.
5. Weisband, S., Thatcher, S., Xu, J. & Zhu, L. Using bibliometric analysis to evaluate field discipline citation patterns in distributed work research.

#### PROFESSIONAL ORGANIZATIONS AND ACTIVITIES

- Program Committee, Computer-Supported Cooperative Work, 2008.
- Member, Global Business Program, Eller College of Management, University of Arizona, 2007 - present.
- Member, Undergraduate Committee, Management Information Systems, University of Arizona, 2007 - present.
- Chair, College Advisory Committee, Eller College of Management, University of Arizona, 2004-2006.
- Program Committee, Computer Supported Cooperative Work, Banff, Vancouver, 2006.
- Program Committee, Communities and Technology (C&T 2006), Michigan State University, 2006.
- Program Committee, Communities and Technology (C&T 2005), Milan, Italy, June 13-16, 2005.
- Program Chair, SIGMIS, Tucson, Arizona, April 22-24, 2004.
- Program Committee, Communities and Technology (C&T 2003), Amsterdam, NL, September 19-21, 2003.
- Track chair, ICIS'02, International Conference on Information Systems, Barcelona, Spain, Dec, 2002.
- Program committee, GROUP'01, International Conference on Supporting Group Work, Sept 30 - Oct 3, 2001.
- Grant reviewer for submissions to the New Learning Environments/Instructional Computing Grants Program, University of Arizona, 2000.
- Program Co-Chair, GROUP'99, International Conference on Supporting Group Work, November 14-17, 1999.
- MIS Academic Review Self-Study Committee, University of Arizona
- Faculty Liaison, MIS Association, a student-run organization, University of Arizona.
- University Committee on Corporate Relationships, University of Arizona
- World Wide Web Advisory Council, University of Arizona.
- Treasurer/Secretary, SIGCAS, ACM Special Interest Group on Computers and Society.
- Journal Reviewer -- Academy of Management Journal, Basic and Applied Social Psychology, Computer-Supported Cooperative Work (CSCW), Human-Computer

- Interaction, Information Systems Research, Journal of Applied Social Psychology, Organization Science, Management Science, MIS Quarterly, The Information Society
- Conference Reviewer -- Academy of Management, ACM Conference on Computer Human Interaction (CHI), ACM Conference on Computer Supported Cooperative Work (CSCW), Hawaii International Conference on Systems Science, International Conference on Information Systems.
  - Served on many NSF review panels.

## INVITED EVENTS

- Invited brownbag speaker, "Challenges of Leadership at a Distance," School of Information Resources and Library Science, University of Arizona, April 9, 2008.
- Invited plenary speaker, "Interdisciplinary Research on Groups and Teams: There's no Turning Back", presented at the Interdisciplinary Network for Group Research (INGRoup), July 13, 2007.
- NSF workshop on Human-Centered Computing. Presented research on NSF grant on multiple collaborations and performance, March 22-23, 2007.
- Invited talk on "Leadership assignment in virtual teams: Does prior interaction affect team performance?" presented at the Conference on Computer-Mediated Social Interaction at Miami University, Oxford, Ohio, April 1-2, 2005.
- Invited talk on "RFID and Privacy", presented at the Food Marketing Institute's Legal Conference, Tucson, Arizona, May 16-18, 2004.
- Invited talk on "Leadership and performance in distributed work groups," presented at the Conference on Computer-Mediated Social Interaction at Miami University, Oxford, Ohio, April 24-27, 2003.
- NSF Workshop on Multidisciplinary Collaboration, April 26-28, 2002.
- "Challenges of leadership: Collaboration across discipline and geography." Invited talk in the Research and Advanced Concepts Office of the U.S. Army Research Institute for the Behavioral and Social Sciences (ARI), Washington, DC, Nov. 21, 2001.
- Workshop on social dimensions of collaboration, University of Michigan, June 4-5, 2001.
- Panel on electronic groups in work and education. Invited to attend a workshop on Electronic Groups, Nags Head Conference, Highland Beach, Florida, January 6-9, 2000.
- "Ethics on the Internet." Invited to speak to the Arizona chapters of ASIS and SLA, University of Arizona, October 21, 1997.
- "Human Factors and the Internet." Invited to speak to the Human and Ergonomic Business Society, Tucson, AZ, October, 1996.
- "Supporting Learning Connections Through Technology." An invited panel presented at the annual meeting of the American Association of Colleges and Universities, Washington D.C., January, 1996.
- "Beyond Efficiency: The Social Effects of Computing in the Mortgage Industry" Invited to speak to the National Association of Mortgage Brokers, Tucson, AZ, March 1995.
- "The Effects of Video and Audio Conferences on the Appeal Process." Invited to speak to the National Association of Unemployment Insurance Appellate Boards, Albuquerque, NM., June 5-6, 1995.
- "Teaching Ethics to Computer Professionals." Invited to the inaugural meeting of the Computer Ethics Institute, Brookings Institute, Washington, D.C., May 29-31, 1992.