

Suzanne P. Weisband

Curriculum Vitae 7/31/05

BUSINESS ADDRESS

Department of Management Information Systems
Eller College of Management
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HOME ADDRESS

7677 E. Via Los Arbustos
Tucson, AZ 85750
(520) 577-2293

EDUCATION

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

THESIS ADVISOR: Dr. Sara Kiesler, Carnegie Mellon University

RESEARCH AREAS

Large scale collaboration in complex organizations
Managing time and work in fast-paced environments
Leadership at a distance
Virtual teams and distributed work

CURRENT PROJECTS

Large scale collaboration (with Sara Kiesler, Sue Fussell and Sherry Thatcher). 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.

Role-playing simulation of an operating room Master Schedule (with Elisa Matterelli and Kelly Fadel). We are developing a simulation 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 a police department (with Sherry Thatcher, Jessica Bagger, Lauren Formoe, Gil Knishinsky, and Salil Shah). In an effort to understand how detectives distribute their work with multiple people and multiple cases, we are shadowing detectives and noting how interruptions affect their ability to solve crimes.

A theoretical framework for measuring the knowledge gap in large systems implementation (with Kelly Fadel and Mohan Tanniru). We draw on theories of task knowledge, mental models, and learning transfer to develop a theoretical framework for how employees attempt to bridge the knowledge gap in large systems implementation projects. Data collection will begin in Fall, 2005.

Using bibliometric analysis to evaluate virtual teams research (with Sherry Thatcher and Jennifer Xu). We are conducting a bibliographic analysis of the empirical virtual teams literature from 1995-2005. Our aim is to examine whether research papers on virtual teams cluster according to the type of methodology and discipline they share.

POSITIONS HELD

- 7/96 – present Eller Fellow and Associate Professor, Department of Management Information Systems, Eller College of Management, The University of Arizona.
- 1/90-6/96 Assistant Professor, Department of Management Information Systems, College of Business and Public Administration, The University of Arizona,
- 6/87-9/87 Consultant, Human Factors Research, Vruels Research Corporation, San Diego, California
- 1/85-5/87 Graduate Student Researcher, Committee on Social Science Research in Computing, Social and Decision Sciences, Carnegie Mellon University
- 10/78-7/80 Research Assistant, Navy Personnel Research and Development Center, San Diego, California

TEACHING INTERESTS

Ethics and Social Responsibility in IT, Behavioral Research Methods, Distributed Work and Technology, Human-Computer Interaction, Computer-Mediated Communication, Online Communities, Computer-Supported Cooperative Work, Leadership in Virtual Organizations

COURSES TAUGHT

Computer Ethics (Ph.D.), Social and Ethical Issues of the Internet (grad/undergrad), Experimental Design, Field Research in Organizations, Human-Computer Interaction, Group Support Systems, Systems Analysis and Design, Management Information Systems (MBA), Research Methods (Ph.D.), Virtual Teams and Technology

CURRENT GRANT SUPPORT

Kiesler, S., Fussell, S. R., Yang, J., Weisband, S., Xiao, Y., et al. (Sept. 1, 2003 - Aug 30, 2008) *Large scale collaboration in critical environments*. (NSF ITR 0325087, with Carnegie Mellon University and University of Maryland Medical Center). Total UA budget: \$203,889.

Weisband, S. Thatcher, S. (Oct 1, 2003 - Sept. 30, 2006). *Multiple task performance in collaboration*. (NSF DST 032977; in collaboration with Carnegie Mellon University). Total UA budget: \$294,276

Weisband, S. Thatcher, S. (Aug 1, 2002 - Dec 31, 2005). *The role of technology on work practices in police departments* (NSF SES 0218304), Total budget: \$356,325

PRIOR GRANT SUPPORT

Malter, A., Madhusudan, T. Weisband, S. (Jul, 1, 2002 - Jun 30, 2003) *Embodied knowledge and e-Commerce: An investigation of the effects of physiological factors on on-line sales of experiential products* (Eller College 301 E-Commerce Grant). \$15,000

Weisband, S. (Sep 1, 2001 – Aug 31, 2003) *Workshop on leadership at a distance* (Army Research Institute for the Behavioral and Social Sciences). \$97,127.

Burgoon, J., Bonito, J., Weisband, S. (Sep 1, 2000 – Aug 31, 2003) *Inter-activity, communication, and trust: Challenges and opportunities for leadership in the electronic age* (Army Research Institute for the Behavioral and Social Sciences). \$505,850.

Kiesler, S., Hinds, P., Weisband, S. (Sep 1, 1999 – Aug 31, 2002). *Multidisciplinary Collaboration* (NSF, KDI 9872996; in collaboration with Carnegie Mellon University) UA budget: \$489,000.

Burgoon, J., Bonito, J., Weisband, S. (Sep 1, 1998 – Aug 31, 2000) *Inter-activity, communication, and trust: Challenges and opportunities for leadership in the electronic age* (Army Research Institute for the Behavioral and Social Sciences). \$202,182.

Weisband, S. (Sep 1, 1993 – Aug 31, 1996). *The social and technological effects of unshared information in divergent and convergent group decision making* (NSF ITO). \$89,939

PUBLICATIONS:

Journal Articles

Ginsburg, M. & Weisband, S. (in press). Volunteerism and virtual community business success: The case of the Internet Chess Club. *Journal of Organizational Computing and Electronic Commerce*.

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.

Weisband, S., & Atwater, L. (1999). Evaluating self and others in electronic and face-to-face groups. *Journal of Applied Psychology*, 84(4), 632-639.

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.

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.

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.

Weisband, S. P. & Reinig, B. A. (1995). Managing user perceptions of electronic mail privacy. *Communications of the ACM*, 38 (12), 40-47.

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.

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.

Weisband, S.P. (1994). Overcoming status awareness in computer-supported groups: Does anonymity really help? *Computer-Supported Cooperative Work (CSCW)*, 2, 285–297.

Weisband, S.P. & Goodman, S.E. (1993) Subduing software pirates. *Technology Review*, Sept./Oct., pp.30–33.

Weisband, S.P. & Goodman, S. E. (1992). International software piracy. *IEEE Computer*, Nov., pp.87–90.

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.

Conference Proceedings (refereed)

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 11th-14th 2005.

Ginsburg, M. & Weisband, S. (2004). A framework for virtual community business success: The case of the Internet Chess Club. Proceedings of the 37th Annual Hawaii International Conference on Systems Sciences, Hawaii, HI.

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.

Ginsburg, M. & Weisband, S. (2002). Social capital and volunteerism in virtual communities: The case of the Internet Chess Club. Proceedings of the 35th Annual Hawaii International Conference on Systems Sciences, Hawaii, HI.

Iacono, S. & Weisband, S. (1997). Developing trust in virtual teams. Proceedings of the 30th Annual Hawaii International Conference on System Sciences (HICSS).

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.

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.

Weisband, S.P. & Galegher, J. (1990). Four goals for the design of organizational information support systems. Proceedings of the 23rd Annual Hawaii International Conference on System Sciences, Vol. 3, pp. 137-142.

Edited Books

Weisband, S., Ed. (forthcoming). Leadership at a distance: Interdisciplinary perspectives. Mahwah, NJ: Lawrence Erlbaum Associates, 2005.

Weisband, S., Ed. 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.

Book Chapters

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.

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.

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.

Unpublished Manuscripts

Kling, R., Crawford, H., Rosenbaum, H., Sawyer, S. & Weisband, S. (2000). Learning from Social Informatics: Information and Communication Technologies in Human Contexts. Center for Social Informatics, Indiana University.

Papers Submitted

Fadel, K. J., Weisband, S., Tanniru, M. (2005). Addressing the knowledge gap in Enterprise System implementation: A theoretical framework for learning transfer. Submitted to the *International Conference on Information Systems*, Las Vegas, NV.

Fussell, S. R., Kiesler, S. & Setlock, L. D., Weisband, S. (2005). Managing work trajectories in collaboration. Submitted to the *European Computer Supported Cooperative Work (ECSCW'2005)* conference.

Kiesler, S., Boh, W.F., Ren, Y. & Weisband, S. (2005). Virtual teams: High tech rhetoric and low tech experience.

Weisband, S. (2005). Assessing divergent and convergent processes in face-to-face and computer-mediated groups.

WORK IN PROGRESS:

"Temporal aspects of IT use: Exploring the role of shift work in police departments" with Rosie Hauck and Sherry Thatcher, targeting *Organization Science*.

"Balancing email overload and work performance," targeting a special issue of Research in Social Issues in Management (Vol. 5) on *Managing Social and Ethical Issues in Organizations*, Information Age Publishers.

"Managing cases and collaboration in detective work," with Sherry Thatcher, Jessica Bagger, and Gil Knishinsky, to be submitted to ACM SIGGROUP conference.

"Using bibliometric analysis to evaluate field discipline citation patterns in distributed work research," with Sherry Thatcher, targeting *MIS Quarterly*.

"Views from leaders in a global organization," with Rebecca McCarthy, targeting a special issue of the *International Journal of e-Collaboration* on Virtual Team Leadership.

"Compassion and leadership at a distance: The role of emotion and e-leadership," targeting *Sloan Management Review*.

"Leader selection in distributed work: Will any leader do?" targeting *Academy of Management Journal*.

RESEARCH PRESENTATIONS:

Weisband, S., Thatcher, S. & Xu, J. (2005). Using bibliometric analysis to evaluate scientific progress in virtual teams research. To be presented at the Annual Meeting of the Academy of Management, Honolulu, HI, Aug. 5-10, 2005.

Weisband, S. & McCarthy, R. (2004). Views from leaders in a global organization. Paper presented at the Annual Meeting of the Society for Industrial and Organizational Psychology, Chicago, Illinois, April 2-4, 2004.

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

Weisband, S. (2001). Trust and awareness in virtual teams. Presented at the annual meeting of the Academy of Management, Washington, D.C., August, 2001.

Weisband, S. & Iacono, S. (August 1999). Trust and monitoring: Predicting successful outcomes in distant teams. Panel presented at Annual Meeting of the Academy of Management, Chicago, Illinois.

Weisband, S., Iacono, S. & Gilliam, S. (April 1999). Perceptions of leaders at a distance. Paper presented at the 14th Annual Meeting of the Society for Industrial and Organizational Psychology, Atlanta, Georgia.

Weisband, S. & Atwater, L. (August 1998). Evaluating self and others in electronic and face-to-face groups. Paper presented at the Annual Meeting of the Academy of Management, San Diego, California.

Weisband, S. (August, 1997). Distance learning in management education: Applications, research and directions. Panel presented at the Annual Meeting of the Academy of Management, Boston, Massachusetts.

Weisband, S. & Kiesler, S. (April 1996). Self disclosure on computer forms: Meta-analysis and implications. Paper presented at the Conference on Human Factors in Computing Systems (CHI 96), Vancouver, B.C.

Weisband, S. (August 1995). Moving from divergence to convergence in electronic groups: Implications for coordination in collaborative work. Paper presented at the Association for Information Systems, Pittsburgh, Pennsylvania.

Weisband, S. (May 1995). Expertise, information exchange, and problem solving in computer-mediated groups. Paper presented at the 10th Annual Meeting of the Society for Industrial and Organizational Psychology, Orlando, Florida, May 19–21, 1995.)

Weisband, S. & Reinig, B. (February 1994). Management practice, media effects and ethical dilemmas: Designing for the unintended use of electronic mail. Paper presented at the IFIP WG 9.1 Workshop on Ethics and Systems Design: The Politics of Social Responsibility, Havana, Cuba.)

Weisband, S. (October, 1993). Electronic meeting systems: Views of work and design. Paper presented at the Fifth Human Factors Symposium, Case Western Reserve University, Cleveland, Ohio.)

Weisband, S., Schneider, S. & Connolly, T. (September, 1993). Cues and status effects in computer-supported cooperative work groups. Paper presented at the Third European Computer-Supported Cooperative Work conference, Milan, Italy.)

Weisband, S. (November, 1993). Moving beyond idea generation in group support systems. Paper presented at the annual ORSA/TIMS meeting, Phoenix, Arizona.)

Weisband, S., Schneider, S. (August 1992). Participation equality and influence: Status effects in computer-mediated decision making groups. Paper presented at the Annual Meeting of the Academy of Management, Las Vegas, Nevada, August, 1992.)

Weisband, S. (August, 1991). First advocacy in computer-mediated and face-to-face decision making groups. Paper presented at the Annual Meeting of the Academy of Management, Miami, Florida.)

Weisband, S. & Galegher, J. (1990). Four goals for the design of organizational information support systems. Paper presented at the 23rd Annual Hawaii International Conference on System Sciences, Kona, Hawaii.)

INVITED TALKS AND COLLOQUIA

Invited panelist on "The Future of Communities and Technologies" at the International Conference on Communities and Technologies, Amsterdam, NL, 2003. Other members of the panel were Giorgio DeMichelis (University of Milano-Bicocca), Larry Prusak (Consultant, Cambridge MA), and Barry Wellman (University of Toronto)

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.

ACADEMIC SERVICES

University of Arizona

Chair, College Advisory Committee, Eller College of Management, University of Arizona, 2004-present.

Member, College Advisory Committee, Eller College of Management, University of Arizona, 2002-2004.

Co-Coordinator for Departmental Brownbag Seminars, MIS Dept., University of Arizona, 2005

Member, Graduate Committee, MIS Dept., University of Arizona, 1999-2000, 2003-2004.

Member, Recruiting Committee, MIS Dept., University of Arizona, 2000-2002.

Member, University Committee on Corporate Relations, University of Arizona, 1999-2001.

Grant reviewer for submissions to the New Learning Environments/Instructional Computing Grants Program, University of Arizona, 2000.

Chair, Graduate Committee (Ph.D. Advisor), MIS Department, University of Arizona, 1996-1998.

Member, Research and Doctoral Committee, Eller College of Management, University of Arizona, 1996-1998.

Member, UAInfo Advisory Team, University of Arizona, 1995-1998.

Member, University Committee on Committees, University of Arizona, 1993-1995.

Faculty Liaison, MIS Association, an undergraduate student organization, Department of MIS, University of Arizona, 1993-1996.

Supervisor to Ph.D. Students:

Rosie Hauck (2005). Use of Knowledge Sharing Technology, Outcome Measures, and Organization Context: An Investigation of a Police Organization, Graduated 2004, Assistant Professor, Accounting and Business Information Systems, Illinois State University.

Karl Weick (to be completed in Fall, 2005). Leadership and Strategy in a Command and Control Role Playing Game, Fourth year Ph.D. student, MIS Department, University of Arizona

Fred Keers, Performance and perceptions in a student-centered distance-learning environment, Fourth Year Ph.D. Student, MIS Department, University of Arizona.

Kelly Fadel, Bridging the process knowledge gap: A study of knowledge transfer in enterprise system environments, Third Year Ph.D. Student, MIS Department, University of Arizona.

Theo Song, Identity verification and conflict in distributed teams, Fourth Year Ph.D. Student,

Vance Cooney, Determining user interface effects of superficial presentation of dialog and visual representation of system objects in user directed transaction processing systems, Graduated 2001, Assistant Professor, Accounting and Information Systems, Eastern Washington University.

Nancy Ashley, Diffusion of network information retrieval in academia, Graduated 1995, Assistant Professor, Management Information Systems, Washington State University Tri-Cities.

Supervisor to Master Projects in MIS:

Ms. Asraa Rashid, "Government Regulation of Outsourced Work," completed May, 2005.

Ms. Rupali Naik, "Contracts and Contract Management in Outsourcing," completed April 2005.

Ms. Patricia Sanchez Sandoval, "Usability Evaluation of Collaborative Software," completed August, 2004.

Ms. Rebecca McCarthy, "Views From Leaders Of A Global Organization," completed May 2004.

Ms. Shannon Billiet, "The Usability of Online Communities: An Analysis of the Runner's World Online forums," completed Summer 2004.

Mr. Michael Griffis, "802.1x: Exploring Wireless Security Issues and Open Source Solutions," completed May 2004.

Mr. Yontaek Choi, "Computer Security from Home Users' Perspective," completed May 2004.

Mr. Terun Mehra, "An Analysis of B2B Exchanges and Their Technology Providers," completed December 2002.

PROFESSIONAL SERVICES

Chairing Duties on Conferences and Special Sessions:

Program Chair, SIGMIS, Tucson, Arizona, April 22-24, 2004.

Track chair, ICIS'02, International Conference on Information Systems, Barcelona, Spain, Dec, 2002.

Members of Conference Program Committees:

Program Committee, Communities and Technology (C&T 2005), Milan, Italy, June 13-16, 2005.

Program Committee, Communities and Technology (C&T 2003), Amsterdam, NL, September 19-21, 2003.

Program committee, GROUP'01, International Conference on Supporting Group Work, Sept 30 - Oct 3, 2001.

Program Co-Chair, GROUP'99, International Conference on Supporting Group Work, November 14-17, 1999.

Treasurer/Secretary, SIGCAS, ACM Special Interest Group on Computers and Society.

Reviewer for Academic Journals and Research Panels:

Journal Reviewer

Academy of Management Journal,

Management Science

MIS Quarterly

Information Systems Research

Organization Science

Journal of MIS

Computer-Supported Cooperative Work (CSCW)

The Information Society

Journal of Applied Psychology

Basic and Applied Social Psychology

Conference Reviewer –

Academy of Management

Hawaii International Conference on Systems Science (HICSS)

International Conference on Information Systems (ICIS)

SIG Group

Computer Supported Cooperative Work (CSCW)

Computer-Human Interaction (CHI).

NSF Panel, 1999, 2000, 2001, 2002, 2004, 2005

PROFESSIONAL AFFILIATIONS

Academy of Management

Association of Information Systems

Association of Computing Machinery, SIGCHI, SIG-GROUP, SIGMIS

Institute for Operations Research and Management Science (INFORMS)