

## 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.  
*Associate Professor*, Management Information Systems Department  
McCoy-Rogers Fellow 2009-2012
- **Hong Kong University of Science and Technology**, Summer 2007, Summer 2010  
*Visiting Scholar*, Department of Information and Systems Management
- **Indiana University**, Kelley School of Business, Bloomington, IN. Fall 1996 – 2005.  
*Convertible Lecturer*, Accounting and Information Systems Department (1996-1997).  
*Assistant Professor*, (Accounting and) Information Systems Department (1997-2005).
- **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.  
*Programmer/Analyst* 1984-1985  
*Data Processing Manager* 1985-1988

## Research

My primary research interests focus on the adoption and diffusion of information technology by organizations and individuals. In general, I am interested in the overall process of finding, evaluating, implementing and using information technology. I am also interested in how people use communication technologies in organizations and educational settings, and how theories of traditional communication translate into the electronic environment. Finally, I am interested in learning as it relates to both organizations and individuals. I rely primarily on survey methods, though I have also conducted experiments and case studies.

### Publications in Refereed Journals

- JP1. Brown, S.A., Venkatesh, V. and Goyal, S. "Expectation Confirmation in Technology Use," forthcoming in *Information Systems Research*, Vol. 22, No. 4, December 2011.
- JP2. 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," accepted at the *Journal of MIS*.
- JP3. Venkatesh, V., Zhang, X., and Brown, S.A., "Designing Collaborative Systems to Enhance Team Performance," accepted at the *Journal of the Association for Information Systems*.
- JP4. Zhang, Y., Dang, Y, Chen, H., Hu, P. and Brown, S.A., "A Design Science Approach to Knowledge Mapping in Rapidly Evolving Engineering Domains," accepted at *Decision Support Systems*.
- JP5. Thong, J.Y.L., Venkatesh, V., Chan, F.K.Y., Hu, P. J.-H., and Brown, S.A., "Extending the Two-Stage Information Systems Continuance Model: Illustrating the Role of Context and Expanding the Belief Set," accepted at *Information Systems Journal*.
- JP6. Chan, F.K.Y., Thong, J.Y.L., Venkatesh, V., Brown, S.A., and Hu, P. J.-H., "Modeling Citizen Satisfaction and Adoption of an e-Government Technology, *Journal of the AIS*, Vol. 11, No. 10, 2010, 519-549.
- JP7. 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.
- JP8. 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.
- JP9. Fadel, Kelly J. and Brown, Susan A. "Information Systems Appraisal and Coping: The Role of User Perceptions," *Communications of the Association for Information Systems*: Vol. 26, Article 6, 2010.
- JP10. 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.

- JP11. 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.
- JP12. 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.
- JP13. 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.
- JP14. Brown, S.A., "Household Technology Adoption, Use, and Impacts: Past, Present, and Future," Vol. 10, No. 4, *Information Systems Frontiers*, 2008, pp. 397-402.
- JP15. Brown, S.A., Venkatesh, V., Massey, A., and Kuruzovich, J. "Expectation Confirmation: An Examination of Three Competing Models," Vol. 105, No. 1, *Organizational Behavior and Human Decision Processes*, 2008, pp. 52-66.
- JP16. 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.
- JP17. 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.
- JP18. 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.
- JP19. 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.
- JP20. 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.
- JP21. 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.
- JP22. 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.
- JP23. 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.

- JP24. 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.
- JP25. 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.
- JP26. 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.
- JP27. 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.
- JP28. 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.
- JP29. 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.
- JP30. 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.
- JP31. 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. Chen, Y., Brown, S.A., Hu, P., King, C.-C., Dahlgran, R. and Chen, H., "Examining Patient Contact Tracing in Epidemic Outbreak Management: Advanced Social Network Analyses for Discovering Dynamic Transmission Pathways," conditionally accepted (in revision) at *Information Systems Research*.
- UR2. Venkatesh, V., Brown, S.A., and Bala, H. "Bridging the Qualitative-Quantitative Divide: Guidelines for Mixed-Method Research," revise and resubmit (2<sup>nd</sup>) at *MIS Quarterly* (in revision).
- UR3. 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)," revise and resubmit at *Journal of MIS* (in revision).

### **Working Papers**

- WP1. Venkatesh, V., Brown, S.A., and Goyal, S. "Expectation Confirmation: A Test of Six Competing Models," for submission to *MIS Quarterly*.
- WP2. Fuller, R.M., Brown, S.A., and Thatcher, S.M.B. "Making First and Lasting Impressions in Mediated Communication," for submission to *MIS Quarterly*.
- WP3. Fuller, R.M., Brown, S.A., and Vician, C.M. "Longitudinal Effects of Computer-Mediated Communication Anxiety on Interaction in Virtual Teams," for submission to *Journal of MIS*.

- WP4. Durcikova, A. and Brown, S.A., “If It’s Not ‘What One Does’ - Intervene,” for submission to *MIS Quarterly*.
- WP5. Brown, S.A., Massey, A.P., and Ward, K. “Time and Trust in Technology Introduction,” for submission to *IEEE Transactions on Engineering Management*.
- WP6. Matook, S. and Brown, S.A., “Conceptualizing the IT Artifact: A Systems Thinking Approach,” for submission to *MIS Quarterly*.
- WP7. Brown, S.A., Dennis, A.R., Arling, P., and Burley, D., “Knowledge Sharing and Digital Network Avoidance: The Role of Knowledge Type and Social Network Size in Bypassing the Digital Network,” for submission to *Organization Science*.
- WP8. Brown, S.A., Durcikova, A., Zhang, Y., and Tanniru, M. “Knowledge Sourcing: A Channel Preference Perspective,” for submission to *MIS Quarterly*.
- WP9. J. Thong, F. Chan, V. Venkatesh, S. Brown, P. Hu, and K.Y. Tam “The Impact of Design Characteristics on Citizen Outcome Evaluations in eGovernment,” for submission to *MIS Quarterly*.

### **Research in Progress**

- RP1. “In the Eye of the Beholder: Understanding Impression Formation Via Lean Media,” data collection currently underway; first round complete. Data analysis complete, first draft in process. With R. Fuller and S. Thatcher.
- RP2. “Portal Design to Address Human Cognitive Limits,” system built, data collected, first draft in preparation. With Y. Dang and H.Chen.
- RP3. “Gender and Sentiment in Virtual Worlds,” data collection completed, first draft in preparation. With Y. Zhang and H. Chen.
- RP4. “The Adoption of Online Social Networks for Commercial Friendships,” data collection planned for Fall 2010. With S. Matook.
- RP5. “Distance Education: The Interaction of Individuals, Technology, and Pedagogy in the Pursuit of Knowledge,” data collection underway. Note: this is a longitudinal study. With A. Massey.
- RP6. “The Changing Seasons of Information Technology Diffusion,” data collected, analysis underway.
- RP7. “The Literature Review as Qualitative Research,” data collection underway. With A. Lee and A.R. Dennis.

### **Research Funding and Grants**

- 2008-2011: NSF grant, **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. 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.

- CP2. 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).
- CP3. 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).
- CP4. Matook, S. and Brown, S.A. "Conceptualizing the IT Artifact for MIS Research," *Proceedings of the International Conference for Information Systems*, 2008.
- CP5. 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.
- CP6. 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.
- CP7. 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.
- CP8. 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.
- CP9. 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.
- CP10. 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.
- CP11. 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.
- CP12. 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.
- CP13. 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.

- CP14. 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.
- CP15. 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.
- CP16. 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).
- CP17. 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.
- CP18. 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).
- CP19. 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.
- CP20. 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. "The Evolving Influence of Diversity and Media in Virtual Organizations," presented at the Americas Conference on Information Systems, Lima, Peru, August 2010.
- PR2. "Form versus Substance: Impression Formation in Mediated Communication," presented at the Communication Department, University of Arizona, April 9, 2010.
- PR3. "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.
- PR4. "Information Systems Expectations: A Comparison of Six Competing Models," *Invited* presentation at the University of Minnesota research workshop, March 2007.
- PR5. "Knowledge Sourcing – A Channel Preference Perspective," presented at the Americas Conference on Information Systems, Acapulco, August 2006.
- PR6. "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).

- PR7. "Expecting More and Getting Less: Expectation (dis)Confirmation and Information Systems Satisfaction," *Invited* presentation at the University of Arkansas research colloquium, October, 2004.
- PR8. "Managing the Implementation of Mandated Change," *Invited* presentation at the Third Fall Conference on Managing Information Technologies, Troy, MI, October 2000.
- PR9. "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.
- PR10. "Organizational Learning and IT Implementation," *Invited* panel participant at the Diffusion Interest Group in IT (DIGIT) annual conference, Charlotte, NC, December 1999.
- PR11. "Knowledge Sharing to Encourage IT Use," *Invited* presentation at the Conference on Managing Information Technologies, Oakland University, October 1998.
- PR12. "Managing Change in Mandatory Adoption Situations," Research in Progress presented at the *Seventeenth International Conference on Information Systems*, Atlanta, Georgia, 1997 (with A. Massey).
- PR13. "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.
- PR14. "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
- PR15. "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.
- PR16. "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.
- PR17. "New Information Technology Introduction: An Absorptive Capacity Perspective," *Invited* presentation at the 6th Fall Conference on Managing Advanced Information Technologies, Syracuse, NY, October 1994.
- PR18. "Understanding How Organizations Absorb Information about New Technologies," presented at the 38th Joint National Meeting of *ORSA/TIMS*, Detroit, Michigan, October 1994.
- PR19. "New Information Technology Introduction: An Absorptive Capacity Perspective," presented at the Informatics Institute of the University of Zurich, September 1994.
- PR20. "Conceptualizing New Information Technology Introduction" presented at the Second Annual Carlson School Interdisciplinary Conference, Minneapolis, MN, June 1993.

PR21. "A Prototype Expert System for Loan Evaluation," presented at ICON '91, The Annual Conference, Syracuse, NY, March 1991.

## **Teaching**

My teaching interests are in the areas of design, implementation, and management of information systems. 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.

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

#### *Graduate*

MIS 585: Strategic Management of Information Systems (MBA Core; Fall 2005, 2006, Spring 2008, 2009, 2010, 2011)

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

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

MIS 611b: Behavioral Research Methods (PhD; Spring 2010, 2011)

#### *Undergraduate*

MIS331: Database Management Systems (Fall 2006, Fall 2008, Fall 2010)

### **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:**

- Yi-Da Chen, Written Prelim passed April 2009.
- Mandy Dang, Written Prelim exam passed October 2008, Oral Prelim passed May 2010. (Co-chair with H.Chen)
- Yiwen Zhang, “Knowledge Sourcing: A Channel Preference Perspective,” dissertation defended February 2008 (Co-chair with M. Tanniru).
- Kelly Fadel, “Individual Infusion of Information Systems: The Role of Adaptation and Individual Cognitions,” dissertation defended July 2007.

#### **Member:**

- Nathan Twyman, Written Prelim passed August 2010, Oral Prelim passed December 2010.
- 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.

### **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.

### **MBA Field Project Faculty Advisor**

- 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**

- Adam Aronoff (2009)
- Chinho Chung (2008)
- Lin-Wei Tseng (2008)
- John Wahlman (2008)

- Hsuan-Yi Lin (2008)
- Josh Smith (2008)
- Dari Al-Huwail (2007)

### **Independent Studies:**

- 2010: 1 PhD student
- 2006-2007: 1 MBA student
- 1999-2000: 1 PhD student
- 1997-1998: 1 undergraduate; 1 PhD student;

### **Honors Project Mentor**

- 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, Title: "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. 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.

PJP2. 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.

PJP3. 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.

PJP4. 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.

### **Textbook Chapters**

"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 and Workshops**

PP1. Brown, S.A., "Developing Course Portfolios," with E. Metzler, invited workshop presented at the *Decision Sciences Institute* Conference, Boston, MA, November 2004.

PP2. 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.

PP3. 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.

PP4. 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**

- 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)

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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.

- 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, Eller College Dean 5-Year Review Committee (2009-2010)

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

- MBA Program Self-Study Committee for the Academic Program Review (APR) (2010-2011)
- Undergraduate Studies Committee (2006-2008, 2009-2011)
- Graduate Professional Studies Committee (2008-2009; 2011)
- Chair, Ad-hoc task force to examine integrated undergraduate experience options (2008-2009)
- MIS Department Chair recruiting committee (2007-2008)
- AACSB Accreditation Preparation Team (2007)

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

- PhD Committee (Chair 2010-2011)
- MISGA Faculty Advisor (2009-present)
- Departmental Review Chair for human subjects protection (2007-present)
- MIS Department Faculty Status Committee (2010)
- Undergraduate Committee (2006-2008, Chair 2009-2011)
- Recruiting Committee (2006-2007; 2010-2011)
- 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***

- Associate Editor for *Decision Sciences* (September 2007 - present)
- 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)

Editorial Board Member for:

- IEEE Transactions on Engineering Management* (2004 – 2010)
- 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*

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

- |   |  |
|---|--|
| Management Science                      | Decision Support Systems                 |
| Academy of Management Review            | Information Technology and People        |
| Academy of Management Journal           | Information Technology and Management    |
| Organization Science                    | Journal of Strategic Information Systems |
| European Journal of Information Systems |  |

### **Conferences**

ICIS (International Conference on Information Systems)

- *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 for the Behavioral and Organizational Research track*, Milwaukee, WI, 2006.
- *Paper Discussant*, Washington, DC, 2004.
- *Paper Discussant*, Seattle, Washington, 2003.

- *AE for Research in Progress*, Brisbane, Australia, 2000.
- *Session Chair*, ICIS, Brisbane, Australia, 2000.

#### Americas Conference on Information Systems (AMCIS/AIS)

- Co-Chair, MIS Camp, August 2011, Michigan (invited)
- Co-Chair, IS Strategy and Management Track, August 2011, Michigan
- Doctoral Consortium faculty member, August 2007, Colorado
- Doctoral Consortium faculty member, 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

#### Decision Sciences Institute

- *Co-Chair*, Miniconference on IT/SCM Interface, November 2010, San Diego, CA.
- *Information Systems Track co-chair*, November 2004, Boston MA. (over 100 submissions)

#### 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

- *Session Chair*, ER Conference, November 2006, Tucson Arizona.
- *Program committee member: 1997 SIM Academic Institutional Member Workshop*, December 1997
- Reviewer for the following additional conferences:  
     *Hawaiian International Conference on Systems Sciences*  
     *International Federation for Information Processing (IFIP) Working group 8.2*

#### Other Professional Service

- AIS Nominating committee, member 2010.

- Steering Committee Member for CA, Inc. International Case Competition on the Strategic Value of IT competitions held November 2008 and May 2010
- 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**

- Best Associate Editor Award, *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
- 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)  
 Academy of Management  
 IFIP Working Groups 8.2 and 8.6

Decision Sciences Institute  
 INFORMS