

# CURRICULUM VITAE

## BRIEF BIOGRAPHY

Terence T. Ow is an Associate Professor of Information Systems in the Management Department, College of Business Administration. He is a recipient of the John P. Raynor, S.J., Faculty Award, Marquette University highest honor for Teaching Excellence. He was inducted as an honorary faculty member of Alpha Sigma Nu, Jesuit Honor Society for his dedication to the Jesuit ideals of scholarship, loyalty and service at Marquette University. Dr. Ow completed his Ph.D. in Business at the University of Wisconsin-Madison. He was previously a faculty at the Wisconsin School of Business, University of Wisconsin-Madison and Mendoza College of Business, University of Notre Dame.

His research focuses on the effects of information technology on individual or organization performance, online community participation and knowledge contribution, and auction behavior in electronic markets. His research has been published in information systems and management science journals including *MIS Quarterly*, *Journal of Operations Management*, *Communications of the ACM*, *Decision Sciences*, *Journal of Organizational Computing and Electronic Commerce*, *INFORMS Journal on Computing*, *Fuzzy Sets and Systems* and *European Journal of Operational Research*. His research has won best paper in the *Hawaii International Conference on System Sciences 2019*. He serves as Associate Editor for *Journal of Organizational Computing and Electronic Commerce*, *Electronic Commerce Research and Applications* special issue on electronic market and as the co-Associate Program Chair for 2014 Annual Meeting of Decision Sciences Institute, Tampa, FL.

His teaching interests include technology strategy, systems analysis and design, database management systems, emerging technology, web applications development using PHP and MySQL, business analytics technology utilizing Python and R. Every student that has taken his introductory course in information systems is engaged in a semester-long rigorous service learning project to design and create a database solution to local service organizations. His courses have created prototype database systems for more than a hundred social organizations in Milwaukee to streamline and automate the organization's activities. He takes pride in his innovative teaching to provide an enriching learning experience for his students at Marquette University and previously at University of Notre Dame and University of Wisconsin-Madison. He remains a mentor to many of his former students.

He is also a recipient of the Miles Teaching Fellow, College of Business Administration and was the Faculty Advisor of the Year for Marquette University in recognition of his involvement with student organization and engagement. In Feb 2019, he was recognized as Marquette Faculty All Star for his service, research and teaching. He was a member of the steering committee for the Wisconsin Entrepreneurs' Conference 2009, served as a member of technology task force for United Performing Arts Fund 2009-2012, presented at Kohl's Corporate on retail challenges and transformation enabled by technology. He has moderated in panels for Milwaukee Institute and has also been cited in Milwaukee Journal Sentinel and BizTimes Magazine of Milwaukee on topics such as FinTech, mobile banking, mobile technology and Internet access for consumers.

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**EDUCATION**

**University of Wisconsin-Madison**  
**Doctor of Philosophy in Business Administration**, May 2000

**University of Wisconsin-Madison**  
**Master of Science in Industrial Engineering**, May 1994

**University of Wisconsin-Madison**  
**Master of Business Administration**, August 1992  
Operations Management and Information Systems

**University of Wisconsin-Madison**  
**Master of Science in Computer Sciences**, May 1990

**University of Wisconsin-Madison**  
**Bachelor of Science (Distinction)**, December 1988  
Mathematics and Computer Sciences

**ACADEMIC EXPERIENCE**

**Associate Professor**, August 2011 – present  
Management Department, College of Business Administration, Marquette University

**Visiting Associate Professor**, August 2014 – December 2014  
Operations and Information Management Department, Wisconsin School of Business, University of Wisconsin-Madison

**Assistant Professor**, July 2004 – July 2011  
Management Department, College of Business Administration, Marquette University

**Assistant Professor**, August 2000 – June 2004  
Department of Management, Mendoza College of Business, University of Notre Dame

**Visiting Professor**, August 1999 – August 2000

Department of Management, Mendoza College of Business, University of Notre Dame

**Lecturer**, August 1997 – May 1999

School of Business, University of Wisconsin-Madison

**Teaching Assistant**, August 1993 – May 1997

School of Business, University of Wisconsin-Madison

**Research Assistant**, January - December 1989

Computer Sciences Department, University of Wisconsin-Madison

## AWARDS AND HONORS

- † Faculty All-Star Recognition, Marquette University, Feb. 9<sup>th</sup>, 2019
- † Best Paper, Knowledge Innovation and Entrepreneurial Systems Track (out of 102 submitted manuscripts), 52<sup>nd</sup> Hawaii International Conference on System Sciences, Jan. 2019.
- † Inducted Honorary Member, Alpha Sigma Nu, Jesuit Honor Society, Marquette University, 2015
- † Institution Faculty of the Month, National Residence Hall Honorary, Marquette University, 2015
- † John P. Raynor, S.J., Faculty Award for Teaching Excellence, Marquette University, 2014
- † Student Organization Faculty Advisor of the Year Award, Marquette University, 2009
- † Miles Teaching Fellow, College of Business Administration, Marquette University, 2008
- † Way Klinger Summer Research Award, College of Business, Marquette University, 2005
- † School of Business Scholarship, University of Wisconsin-Madison, Fall 1998 – Spring 1999
- † Beta Gamma Sigma Business Honor Society, University of Wisconsin-Madison, 1992
- † Dean's List, University of Wisconsin-Madison, Fall 1986, Spring 1987, Fall 1987
- † Phi Kappa Phi Scholastic Honor Society, University of Wisconsin-Madison, 1988

## RESEARCH INTERESTS

- † Information Technology and Performance
- † Knowledge Sharing in Online Communities
- † Auctions and Electronic Market
- † Information Technology Decision Making
- † E-commerce and M-Commerce Transactions

## REFEREED JOURNAL PUBLICATIONS

*\*IF: 1-year Impact Factor Score-2017, \*FT: Included in Financial Times Journal List*

- [14] Liang, Y., **Ow, T. T.** (2019). "The effects of customer engagement and group diversity on value co-creation in virtual brand communities," *Enterprise Economy – Chinese Journal*, (39:3), 43-49. [not rated]
- [13] **Ow, T. T.**, Spaid, B. I., Wood, C. A. and Ba, S. (2018), "Trust and experience in online auctions," *Journal of Organizational Computing and Electronic Commerce*, (24:4), 297-311. [IF=0.579]

- [12] **Ow, T. T.**, O'Neill, B. S. and Naquin, C. E. (2014), "Computer-aided tools in negotiation: Negotiable issues, counterfactual thinking, and satisfaction," *Journal of Organizational Computing and Electronic Commerce*, (24:4), 297-311. [IF=0.579]
- [11] Devaraj, S., **Ow, T. T.** and Kohli, R. (2013), "Examining the impact of information technology on healthcare performance: A theory of swift and even flow (TSEF) perspective," *Journal of Operations Management*, (31:4), 181-192. [IF=5.207, FT]
- [10] Kohli, R., Devaraj, S. and **Ow, T. T.** (2012), "Does information technology investment influences firm's market value? The case of non-publicly traded healthcare firms," *MIS Quarterly*, (36:4), 1145-1163. [IF=7.27, FT]
- [9] Ray, S., **Ow, T. T.** and Kim, S. (2011), "Security assurance: How online service providers can influence security control perceptions and gain trust," *Decision Sciences*, (42:2), 391-412. [IF=1.595]
- [8] **Ow, T. T.** and Wood, C. A. (2011), "Which online channel is right? Online auction channel choice for personal computers in the presence of demand decay," *Electronic Commerce Research and Applications*, (10:2), 203-213. [IF =1.954]
- [7] **Ow, T. T.** and Morris, J. G. (2010), "An experimental study of executive decision-making with possible implications for decision support," *Journal of Organizational Computing and Electronic Commerce*, (20:4), 370-397. [IF=0.579]
- [6] Kim, D., **Ow, T. T.** and Jun, M. (2008), "SME strategies: An assessment of high vs. low performers," *Communications of the ACM*, (51:11), Nov. 2008, 113-117. [IF=4.027]
- [5] Liginlal, D. and **Ow, T. T.** (2006), "Modeling attitude to risk in human decision processes: An application of fuzzy measures," *Fuzzy Sets and Systems*, (157:23), Dec. 2006, 3040-3054. [IF=2.88]
- [4] Liginlal, D. and **Ow, T. T.** (2005), "On policy capturing with fuzzy measures," *European Journal of Operational Research*, (167:2), Dec. 2005, 461-474. [IF=3.297]
- [3] Wood, C. A. and **Ow, T. T.** (2005), "WEBVIEW – An SQL extension for joining corporate data to data derived from the web," *Communications of the ACM*, (48:9), Sep. 2005, 99-104. [IF=4.027]
- [2] Turetken, O., Schuff, D., Sharda, R. and **Ow, T. T.** (2004), "Supporting systems analysis and design through fisheye views," *Communications of the ACM*, (47:9), Sep. 2004, 72-77. [IF=4.027]
- [1] De Leone, R. and **Ow, T. T.** (1991), "Parallel implementation of Lemke's algorithm on the hypercube," *Operations Research Society of America (INFORMS) Journal on Computing*, (3:1), Winter 1991, 56-62. [IF=1.173]

## REFEREED CONFERENCE PROCEEDINGS

- [8] Wang, X., **Ow, T. T.**, Feng, Y. and Liu, L. (2019), "Understanding the emotional and informational influence on customer knowledge contribution through quantitative content analysis," in *Proceedings of the Hawaii International Conference on System Sciences (HICSS)*, Grand Wailea, HI, 5538-5547. *Best Paper for Track.*

- [7] Hwang, A., **Ow, T. T.** and Hinton-Hudson, V. (2007), "Antecedents of online trust and acceptance of e-commerce," in *Managing Worldwide Operations and Communications with Information Technology - Proceedings of the Information Resources Management Association (IRMA) International Conference*, M. Khosrow-Pour (Ed.), Vancouver, Canada, 1345-1347.
- [6] **Ow, T. T.** (2005), "Factors influencing information technology investment – A policy capturing approach," in *Proceedings of the International Symposium on Research Methods (ISRMI)*, Las Vegas, NV.
- [5] Devaraj, S., **Ow, T. T.** and Kohli, R. (2003), "Impact of information technology investment on healthcare performance using the metaphor of just-in-time," in *Proceedings of the INFORMS Conference on Information System and Technology (CIST)*, Atlanta, GA.
- [4] **Ow, T. T.** and Wood, C. A. (2003), "The Conflicting effects of experience on buying and selling in online auctions – An empirical examination of the effect of trust in electronic markets," in *Proceedings of the INFORMS Conference on Information System and Technology (CIST)*, Atlanta, GA.
- [3] Devaraj, S., **Ow, T. T.** and Kohli, R. (2002), "Impact of information technology investment on healthcare performance using the metaphor of just-in-time," in *Proceedings of the Annual Meeting of the Decision Sciences Institute*, San Diego, CA, 1258-1263.
- [2] **Ow, T. T.** (1998), "Dynamic modeling and performance analysis of information systems," in *Proceedings of the Annual Meeting of the Decision Sciences Institute*, Las Vegas, NV, 822-824.
- [1] **Ow, T. T.** and Sharda, R. (1998), "A fisheye-view based system for identifying telecommunications investment decision factors," in *Proceedings of the Fourth Americas Conference on Information Systems*, Baltimore, MD, 949-951.

## CONFERENCE ACCEPTANCE AND PRESENTATIONS

<sup>†</sup>presented by coauthor

- [13] "Understanding the Emotional and Informational Influence on Customer Knowledge Contribution through Quantitative Content Analysis," with X. Wang<sup>†</sup>, Y. Feng and L. Liu, Hawaii International Conference on System Sciences (HICSS), Grand Wailea, HI, Jan. 8-11, 2019.
- [12] "The Impact of Technology-Based Shopper Empowerment on Retail Re-Patronage Intentions," with B. I. Spaid<sup>†</sup>, Direct/Interactive Marketing Research Summit, Los Angeles, CA, Oct. 15-16, 2016.
- [11] "Antecedents of Self-Service Technology Use Decisions," with B. I. Spaid<sup>†</sup>, Annual Meeting of the Decision Sciences Institute (DSI), Tampa, FL, Nov. 22-25, 2014.
- [10] "An Analytical Extension to the Internet Beer Game," with M. Cotteleer<sup>†</sup>, C. A. Wood and F. R. Jacobs, Annual Conference of Production and Operations Management Society (POM), Dallas, TX, May 4-7, 2007.

- [9] "Antecedents of Online Trust and Acceptance of E-commerce," with A. Hwang<sup>†</sup> and V. Hinton-Hudson, Information Resources Management Association (IRMA) International Conference, Vancouver, Canada, May 21-23, 2007.
- [8] "Factors Influencing Information Technology Investment – A Policy-capturing Approach," International Symposium on Research Methods (ISRM), Las Vegas, NV, Dec. 11, 2005.
- [7] "Impact of Information Technology Investment on Healthcare Performance using the Metaphor of Just-in-Time," with S. Devaraj and R. Kohli, INFORMS Conference on Information System and Technology (CIST), Atlanta, GA, Oct. 18-19, 2003.
- [6] "The Conflicting Effects of Experience on Buying and Selling in Online Auctions – An Empirical Examination of the Effect of Trust in Electronic Markets," with C. A. Wood, INFORMS Conference on Information System and Technology (CIST), Atlanta, GA, Oct. 18-19, 2003.
- [5] "Impact of Information Technology Investment on Healthcare Performance using the Metaphor of Just-in-Time," with S. Devaraj and R. Kohli, Annual Meeting of the Decision Sciences Institute (DSI), San Diego, CA, Nov. 23-26, 2002.
- [4] "Dynamic Modeling and Performance Analysis of Information Systems," Annual Meeting of the Decision Sciences Institute (DSI), Las Vegas, NV, Nov. 21-24, 1998.
- [3] "A Fisheye View Based System for Identifying Telecommunications Investment Decision Factors," with R. Sharda, Americas Conference on Information Systems (AMCIS), Baltimore, MD, Aug. 14-16, 1998.
- [2] "A Parallel Implementation of Lemke's Algorithm on the Hypercube," with R. De Leone<sup>†</sup>, International Conference on Parallel Computing, Achievements, Problems and Prospects, Capri (Naples), Italy, Jun. 1990.
- [1] "A Parallel Implementation of Lemke's Algorithm on the Hypercube," with R. De Leone, Annual SIAM Conference on Parallel Processing for Scientific Computing, Chicago, Illinois, Dec. 11-13, 1989.

## INVITED CONFERENCE PRESENTATIONS

"Management of Information Systems through a Fisheye View," with R. Sharda, INFORMS Conference, Philadelphia, PA, Nov. 7-10, 1999.

## MANUSCRIPT INVITED FOR REVISE AND RESUBMIT

Spaid, B. I. and **Ow, T. T.** "Empowering shoppers' satisfaction and repurchase with in-store mobile Internet device facilitation," preparation for resubmission at *Journal of Interactive Marketing* (submitted 1/17, plan submission 9/19). [IF=5.026]

Wang, X., **Ow, T. T.**, Feng, Y., and Liang, Y. and Liu, L. "Peer influence and network effect on user participation in a firm-hosted software community: The moderating role of network centrality," preparation for resubmission at *European Journal of Information Systems* (submitted 9/18, plan 6/19). [IF=2.819]

Spaid, B. I., O'Neill, B. S. and **Ow, T. T.** "The upside of showrooming: How satisfaction online information creates positive spillover on the brick and mortar retailer," preparation for resubmission at *Journal of Organizational Computing and Electronic Commerce* (submitted 10/18, plan 6/19). [IF=0.579]

Liang, Y., **Ow, T. T.**, and Wang, X. "How do group performances affect user contribution? A cross-level moderation model in online communities," preparation for resubmission at *Journal of Organizational Computing and Electronic Commerce* (submitted 1/19, plan 6/19). [IF=0.579]

## MANUSCRIPT UNDER REVIEW

Wang, X., Lu, J., **Ow, T. T.**, Feng, Y. and Liu, L. "Understanding the emotional and informational influence on customer knowledge contribution through quantitative content analysis," under review at *Journal of Management Information Systems* (submitted 6/19). [IF=2.356, FT]

## WORKING MANUSCRIPT

Wang, X., **Ow, T. T.**, Feng Y. and Liu, L. "An analysis of 'ladder of participation and knowledge contribution' transition probabilities and lifespan in the firm-hosted online community," manuscript preparation for *Information Systems Research*.

## RESEARCH IN PROGRESS

**Ow, T. T.**, Ray, S. and Spaid, B. I. "Mediating effects of trust on security control perception on purchase intention," manuscript preparation.

Matthes, J., Spaid, B. I. and **Ow, T. T.** "Omnichannel: Competitive Advantage or Idealistic Strategy," data analysis.

**Ow, T. T.** and Devaraj, S. "Factors affecting the efficacy of technology assisted learning: A holistic assessment" manuscript preparation.

## OTHER INVITED PRESENTATIONS

"Trust versus the winner's curse: The effects of bidder experience on prices in online auctions," presented at University of Notre Dame, MIS Research Symposium, April 2004.

"Information technology investments and not-for-profit firm value: A Tobin's  $q$  assessment in the healthcare industry," presented at:

- University of Vermont (Nov. 2003)
- Wichita State University (Dec. 2003)
- Providence College (Jan. 2004)
- University of Louisville (Feb. 2004)
- Marquette University (Mar. 2004)

“A modified Tobin's  $q$  to measure IT payoff in not-for-profit organizations: An empirical assessment in the healthcare industry,” presented at University of Notre Dame MIS Research Symposium 2003.

“Impact of information technology investment on healthcare performance using the metaphor of Just-in-Time,” presented at University of Notre Dame MIS Research Symposium 2002.

“An investigation of factors influencing the strategic telecommunications investment decision - A policy capturing study,” presented at:

- Oklahoma State University (Nov. 1998)
- University of Notre Dame (Jan. 1999)
- State University of New York – Binghamton (Feb. 1999)

## **SUPERVISED UNDERGRADUATE RESEARCH PUBLICATIONS**

Mueller, A. (2016), “Python Programming in Web Vulnerability Assessments,” *Proceedings of the 6<sup>th</sup> Undergraduate Conference in Information Systems (UCIS)*, Carnegie Mellon University, Pittsburgh, PA.

Isken, A. (2016), “Beating the Stock Market: Measuring the Predictive Power of Twitter Sentiment Analysis,” *Proceedings of the 6<sup>th</sup> Undergraduate Conference in Information Systems (UCIS)*, Carnegie Mellon University, Pittsburgh, PA. (Best Conference Presentation)

Ali, A. Crocker, K. and Schreiber, A. (2016), “Experiential Learning: Redefining the University Experience,” *Undergraduate Journal of Service Learning and Community-Based Research Vol. 5*.

## **MEDIA CITATIONS AND CORPORATE PRESENTATIONS**

† Big bucks: Fiserv's \$22 billion deal, *BizTimes Magazine, Milwaukee*, Apr. 1, 2019.

† From selling homes to delivering beer, technology transforms business, *Milwaukee Journal Sentinel*, Apr. 22, 2016.

† AT&T's ultra-fast Internet may include discount with a catch: less privacy, *Milwaukee Journal Sentinel*, Dec. 15, 2015.

† *Technology Transformation and Future of Retail* presentation at Kohl's Corporate Office, Aug. 1, 2014.

† U.S. Cellular apologizes for billing problems, says company is ready for iPhone launch, *Milwaukee Journal Sentinel*, Nov. 7, 2013.

† Dialing for dollars: Mobile banking becomes the norm, *BizTimes Magazine, Milwaukee*, Nov. 26, 2012.

† Time Warner Cable offers light online users savings deal, *Milwaukee Journal Sentinel*, Oct. 15, 2012.

† 4G wireless service on fast track in Wisconsin, *Milwaukee Journal Sentinel*, Jul. 15, 2012.



## TEACHING INTERESTS

- † Database Management System with Microsoft-Access, MySQL, Salesforce.com
- † Web-based Applications Development with HTML, CSS, JavaScript, PHP and MySQL
- † Technology for Business Analytics with Python and R
- † Modern System Analysis and Design
- † Information Technology Strategy and Innovation
- † Management of Information Technology (undergraduate and graduate)
- † Programming Languages with Java and C++
- † Emerging Technology

## COURSES TAUGHT AND TEACHING EVALUATIONS

### Marquette University (AY 2004 – present)

- Introduction to Information Technology (undergraduate)
  - 2 sections: Highest – 72.6/77.0, Average – 69.8/77.0 (old TCE scores)
  - 12 sections: Highest – 4.9/5.0, Average – 4.67/5.0 (old TCE scores)
  - 32 sections: *New Course Evaluation (6-point median scale)*
    - a. How was this class as a whole? Highest – 5.8, Ave\* – 5.39
    - b. How was the content of this class? Highest – 5.8, Ave\* – 5.44
    - c. How was the instructor's contribution to this class? Highest – 5.9, Ave\* – 5.69
    - d. How effective was the instructor in this class? Highest – 5.9, Ave\* – 5.58
    - e. This class was intellectually challenging? Highest – 6.0, Ave\* – 5.86
- Web-based Applications (undergraduate)
  - 3 sections: Highest – 4.8/5.0, Average – 4.73/5.0 (old TCE scores)
  - 11 sections: *New Course Evaluation (6-point median scale)*
    - a. How was this class as a whole? Highest – 5.9, Ave\* – 5.38
    - b. How was the content of this class? Highest – 5.9, Ave\* – 5.50
    - c. How was the instructor's contribution to this class? Highest – 5.9, Ave\* – 5.53
    - d. How effective was the instructor in this class? Highest – 5.8, Ave\* – 5.23
    - e. This class was intellectually challenging? Highest – 6.0, Ave\* – 5.85
- Database Management Systems (undergraduate)
  - 10 sections: *New Course Evaluation (6-point median scale)*
    - a. How was this class as a whole? Highest – 5.8, Ave\* – 5.59
    - b. How was the content of this class? Highest – 5.8, Ave\* – 5.69
    - c. How was the instructor's contribution to this class? Highest – 5.9, Ave\* – 5.77
    - d. How effective was the instructor in this class? Highest – 5.8, Ave\* – 5.72
    - e. This class was intellectually challenging? Highest – 5.9, Ave\* – 5.81
- Emerging Technology (undergraduate)

- 1 section: 3.5/5.0 (old TCE scores)
- 3 sections: *New Course Evaluation (6-point median scale)*
  - a. How was this class as a whole? Highest – 5.7, Ave\* – 5.24
  - b. How was the content of this class? Highest – 5.7, Ave\* – 5.24
  - c. How was the instructor's contribution to this class? Highest – 5.9, Ave\* – 5.39
  - d. How effective was the instructor in this class? Highest – 5.9, Ave\* – 5.35
  - e. This class was intellectually challenging? Highest – 5.7, Ave\* – 5.41
- Management of Information Technology (MBA)
  - 1 section: Overall Satisfaction 6.33/7.0, Instructor Rating 6.17/7.0
- Foundations in Information Technology (MBA)
  - 2 sections: Overall Satisfaction: Highest 5.12/7.0, Ave\* – 5.06/7.0
  - Instructor Rating: Highest 6.12/7.0, Ave\* – 6.01/7.0
- Business Process Analysis & Design renamed as Systems Analysis and Design (MBA)
  - 6 sections:
    - Overall Satisfaction: Highest – 6.8/7.0, Ave\* – 6.22/7.0
    - Instructor Rating: Highest – 6.8/7.0, Ave\* – 6.49/7.0
    - a. How was this class as a whole? Highest – 5.3/6.0, Ave\* – 4.99
    - b. How was the content of this class? Highest – 5.3/6.0, Ave\* – 5.07
    - c. How was the instructor's contribution to this class? Highest – 5.9/6.0, Ave\* – 5.41
    - d. How effective was the instructor in this class? Highest – 5.8/6.0, Ave\* – 5.24
    - e. This class was intellectually challenging? Highest – 5.7, Ave\* – 5.41
- Information Technology Strategy (MBA)
  - 2 sections:
    - Overall Satisfaction: Highest – 5.8/7.0, Average\* – 5.67/7.0
    - Instructor Rating: Highest – 6.6/7.0, Average\* – 6.21/7.0
    - a. How was this class as a whole? Highest – 5.1/6.0, Ave\* – 4.93
    - b. How was the content of this class? Highest – 4.9/6.0, Ave\* – 4.68
    - c. How was the instructor's contribution to this class? Highest – 5.7/6.0, Ave\* – 5.36
    - d. How effective was the instructor in this class? Highest – 5.6/6.0, Ave\* – 5.15
- Database Management Systems (MBA)
  - 4 sections:
    - Overall Satisfaction: Highest – 6.8/7.0, Average\* – 6.25/7.0
    - Instructor Rating: Highest – 6.9/7.0, Average\* – 6.57/7.0
    - a. How was this class as a whole? Highest – 5.8/6.0, Ave\* – 5.43
    - b. How was the content of this class? Highest – 5.5/6.0, Ave\* – 5.45
    - c. How was the instructor's contribution to this class? Highest – 5.9/6.0, Ave\* – 5.73
    - d. How effective was the instructor in this class? Highest – 5.9/6.0, Ave\* – 5.57
    - e. This class was intellectually challenging? Highest – 5.9/6.0, Ave\* – 5.77

### **University of Notre Dame (AY 1999 – 2004)**

- Systems Analysis and Design (undergraduate)  
7 semesters, 13 sections: Highest – 3.96/4.0, Average – 3.68/4.0.
- Systems Analysis and Design (MBA and MS in Accounting)  
2 semesters, 2 sections: Highest – 3.60/4.0, Average – 3.54/4.0.
- Programming in Java (undergraduate)  
2 semesters, 4 sections: Highest – 3.83/4.0, Average – 3.54/4.0.

### **University of Wisconsin-Madison (Fall 2014, AY 1997 – 1998)**

- Database Management Systems and Applications  
1 semester, 1 section total
  - a. Instructor Rating: 4.94/5.0, College Average 3.85/5.0.
  - b. Course Rating: 4.81/5.0, College Average 3.49/5.0.
- Computer Based Database Management Systems  
1 semester, 1 section total
  - a. Instructor Rating: 4.31/5.0, College Average 3.85/5.0.
  - b. Course Rating: 4.20/5.0, College Average 3.49/5.0.
- Management of Information Technology (MBA)  
1 semester, 2 modules total: Highest – 3.76/5.0, Average – 3.48/5.0.
- Decision and Information Systems (MBA)  
2 semesters, 2 sections total: Highest – 4.08/5.0, Average – 4.03/5.0.

### **University of Wisconsin-Madison (Teaching Assistant)**

- Decision and Information Systems (MBA)
- Computers in Business (undergraduate)
- Business Statistics (undergraduate)
- Management of Service and Manufacturing Operations (undergraduate)
- Computer Based Database Management System (graduate and undergraduate)

## **GRANTS**

† PricewaterhouseCoopers INquires Grant 2018 (\$5,000), "Business Analytics Essentials for Accounting – Module Development." Marquette University.

† Marquette University, College of Business Competitive Summer Miles Research Grant 2008 (\$3,400), 2010 (\$3,400).

† Marquette University, College of Business Mini-Grant

2016 (\$1,500 for online data collection on mobile technology and retail shopping experience) co-recipient with Brian Spaid.

2015 (\$1,350 for online data collection on mobile technology and retail shopping experience) co-recipient with Brian Spaid.

2008 (\$2,000 for online data collection on eBay auction).

2006 (\$2,000 for online data collection on Internet security)

- † Master of Science in Accounting Curriculum Development Grant 2001, “Essentials of Systems Analysis and Design for Accounting Managers,” Accounting Department, Mendoza College of Business, University of Notre Dame (\$10,000).
- † PricewaterhouseCoopers, E-commerce Undergraduate Curriculum Grant 2001, “Systems Analysis and Design for E-commerce Development,” University of Notre Dame (\$5,000).
- † PricewaterhouseCoopers, E-commerce Undergraduate Curriculum Grant 2000, “Java Programming for E-commerce Development,” University of Notre Dame (\$5,000).
- † Community-based Learning and Social Concerns, Curriculum Development Grant 1999, The Center for Social Concerns, University of Notre Dame (\$2,500).

## **UNIVERSITY AND DEPARTMENT SERVICE**

### **MARQUETTE UNIVERSITY**

#### **University Service**

- Search Committee for Co-Director and Professor, Northwestern Mutual Data Science Institute
- Northwestern Mutual Data Science Institute Affiliated Faculty
- Recruiting Tech@Marquette, AY 2018
- Digital Badges and Micro-Credentials Policy Group AY2016 – 2018
- Faculty Panel, “Project Based Learning with Milwaukee as Co-Teacher,” Innovative Teaching Inspires Innovative Minds Workshop Series, Center for Teaching and Learning, Apr. 15, 2015.
- Faculty Panel, “Tenure on the Mommy/Daddy Track”, Manressa for Faculty, Marquette University, Nov. 8, 2013
- Chair, University Teaching Committee, AY2014.
- University Teaching Committee, Fall 2011, Fall 2012, AY2013 – 2016
- University Academic Technology Advisory Committee, AY2005 – 2007.
- Participated in External Review of Marquette University Information Technology Service, 2007.

#### **College of Business Administration**

- Master of Science in Information Systems Management Proposal Committee AY 2016
- Business Analytics Major Course Development Committee AY 2016 – present
- Business Analytics Graduate Certificate Committee AY 2016
- IT Faculty Search Committee, Management Department, AY2012, 2013, 2018, 2019
- At-large member, Executive Council, AY2014 - 2015.
- Faculty Advisor, Information Technology Student Organization (ITSO), AY2007 – present.
- Chair, Teaching Committee, Fall 2012, AY2013 – 2017.
- Chair, Information Technology Committee, Fall 2007, Fall 2012
- Faculty-in-Charge, Biznet (Fall) and Java and Jobs (Spring) Student Networking Event, AY2007 – present.
- Judge, Mobile App Development Programming Competition, Fall 2014, Spring 2015, Fall 2015, Spring 2016, Spring 2017.
- Information Technology Committee, AY2005 – 2011.
- Teaching Committee, AY2011 – 2012.
- Information Technology Major/Program Assessment Coordinator, AY2007 – present.

## UNIVERSITY OF NOTRE DAME

- Faculty Panel, "Integrating Community Based Learning Opportunities in the Curriculum," Center for Social Concerns, University of Notre Dame, April 17, 2001.
- MIS Faculty Search Committee, Management Department, AY1999 – 2001.

## DISSERTATION AND MASTER'S THESIS COMMITTEE

- † Committee member for Shi-He Pan, Ph.D. Candidate, University of Wisconsin-Madison, current.
- † Thesis defense committee for Richard Bernard, M.S. in Applied Economics, Marquette University, April 2017.
- † Committee member for Amber Hwang, Ph.D., Cappella University, July 2006 - July 2008.

## ACADEMIC PROFESSIONAL SERVICES

### Editorial Activities:

Associate Editor, *Journal of Organization Computing and Electronic Commerce*, 5/18 - current  
Special Issue Editorial Board, *Electronic Commerce Research and Applications - Special Issue on Electronic Auctions*, Vol. 10, No. 2, March - April 2011.

### Journals Ad Hoc Reviewer:

Management Science • Information Systems Research • MIS Quarterly • Communications of the ACM • Decision Sciences • IEEE Transactions on Engineering Management • Production Operations Management • Journal of Operations Management • Annals of Operations Research • Journal of the Association for Information Systems • Information and Management • Decision Support Systems • Journal of Global Information Management • Journal of Organizational Computing and Electronic Commerce • Electronic Commerce Research and Applications • Journal of Organizational and End User Computing

### Conference Reviewer:

International Conference on Information Systems ['02, '04 - '09, '11, '13, '15, '17 - '19]  
Americana Conference of Information Systems ['06]  
European Conference of Information Systems ['09, '11]  
Cross-Cultural Research in Information Systems, Pre-ICIS Meeting ['05 - '07]  
Asian Pacific Decision Science Institute ['02]  
Information Resources Management Association Conference ['01]  
Hawaii International Conference on System Science ['04, '07]

### Conference Service:

Co-Associate Program Chair for Research, Decision Science Conference 2014  
Assoc. Editor, Healthcare Track, International Conference on Information System 2014  
Session Chair, Conference on Information Systems and Technology 2003

### Book/Chapter Reviewer:

Systems Analysis and Design Methods 6<sup>th</sup> edition by Whitten, Bentley, & Dittman, 2004  
The Internet Encyclopedia: Reviewer for chapter on Java Programming, 2002

## COMMUNITY ENGAGEMENT AND OTHER PROFESSIONAL SERVICES

- † Honored Guest, High Tea Event, June 19, 2019 organized by i.c.stars, Milwaukee.
- † Resume Reviewer, May 2, 2018 organized by i.c.stars, Milwaukee.
- † Moderator, Madwaukee Coffee with Archana Sahay, “How to Build a Robust Startup Ecosystem,” August 21, 2018 – organized by the Milwaukee Institute.
- † Faculty Panel Discussion, “Computer Science and Information Technology, Post-secondary Partnership and Alignment,” July 15, 2014 - organized by Career and Technical Education at Milwaukee Public Schools District.
- † Steering Committee Member, Wisconsin Entrepreneurs’ Conference 2009, June 9-10, Milwaukee, Wisconsin - organized by Wisconsin Technology Council.
- † Member of the Technology Task Force, United Performing Arts Fund, Milwaukee, Wisconsin, 2009-2012.
- † Advisor, PosiPair: [www.posipair.com](http://www.posipair.com).

## SERVICE AND EXPERIENTIAL LEARNING

As part of the course requirement, the students in my *Introduction to Information Technology* course have analyzed, designed and created database systems for the following social organizations at Marquette.

Guest House, Midtown Neighborhood Association, Literacy Services, Social Development Commission, Trinity Fellows, Milwaukee Mentors, Pregnancy Help Center, March of Dimes, Spotted Eagle High School, Core El Centro, Marquette Education Opportunity Program, Midnight Run, Milwaukee Mentors, Aurora Rape Crisis Center, Oakton Manor, Walker’s Point, Living Hope Christian Counseling, Summit Education, Meta House, Mexican Fiesta, Salvation Army Emergency Lodge, Milwaukee Christian Center, Sohi Project, Esperanza Unida, Campus Kitchens, Riverside Works, Marquette Law School, Milwaukee Police, Safe Streets Project, Milwaukee Center for Independence, Milwaukee Choral Artists, Milwaukee Chamber Orchestra, Pentecostals of Wisconsin, St Mary’s School, Aids Resource Center of Wisconsin, Knights of Columbus, Project Return, Books for Kids, Lemonade Stand, Lutheran Social Services, Urban Faith Roundtable, Council of Alcohol and Other Drug Abuse, Mental Health America of Wisconsin, Pan-African Community Association, Redeemer Lutheran Church, Donna Lexa Community Art Center, Our Next Generation, St Gregory the Great Parish and School, Big Brother Big Sisters, Journey House, Social Development Commission, Kathy’s House, Independence First, Foster Care Youth Independence Center of Wisconsin, Grand Avenue Club, CARITAS for Children, Broadscope, Cathedral Center, SOS Center, Friedens Community Pantry, Notre Dame Middle School, Habitat for Humanity, Wisconsin Green Building Alliance, Easter Seals, St. Joan Antida High School, Center for Youth Engagement, True Skool, FoodRight, Milwaukee Consortium for Hmong

Health, Portal Inc., St Josephat Parish School Student Services, Riverworks Development, Dominican Center, Adult Learning Center, Bread of Healing Empowerment Ministry and Kellogg Peak Initiatives.

## **PROFESSIONAL EXPERIENCE**

**Administrative Computing Support Staff**, January 1990 – June 1993

Computer Aided Engineering, University of Wisconsin-Madison

**Summer Internship**, June – August 1990

Information Technology Institute, National Computer Board, Singapore

## **PROFESSIONAL MEMBERSHIPS**

INFORMS, AIS, ACM, DSI

## ACADEMIC REFERENCES

### **Professor James G. Morris**

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### **Professor Sarv Devaraj**

Fred V. Duda Professor of Business,  
Mendoza College of Business, University of Notre Dame, Notre Dame, IN 46556  
Phone: (574) 631-5074, E-mail: sdevaraj@nd.edu

### **Professor Michael Akers**

Charles T. Horngren Professor of Accounting,  
College of Business Administration, Marquette University, Milwaukee, WI 53201  
Phone: (414) 288-1453, E-mail: michael.akers@marquette.edu

### **Professor Ramesh Sharda**

Vice Dean of Watson Graduate School of Management  
Regents Professor of Management Science and Information Systems  
Watson/ConocoPhillips Chairs in Information Management  
College of Business Administration, Oklahoma State University, Stillwater, OK 74078  
Phone: (405) 744-8850, E-mail: sharda@okstate.edu

## PROFESSIONAL REFERENCES

### **Sean P. Donahue**

Partner, Risk Assurance  
PricewaterhouseCoopers, Milwaukee, Wisconsin  
Phone: (414) 212 1643, E-mail: Sean.P.Donahue@us.pwc.com

### **Mark J. Cotteleer, Ph.D.**

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Deloitte Services, LP, Milwaukee, Wisconsin  
Phone: (414) 977-2359, E-mail: mcotteleer@deloitte.com