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September 1985 to date:

University of Pittsburgh, Katz Graduate School of Business
1985-1990 Assistant Professor
1991-2004 Associate Professor
2005 to date: Professor
2011 to date: Doctoral Program Director (business school-wide)
2016 to date: Ben L. Fryrear Faculty Fellow

Summer 2009 to date:

Adjunct Professor, Harvard University Faculty of Arts and Sciences, summer graduate program

September 2004 to August 2005 (on leave from University of Pittsburgh)

*Professor of MIS; Doctoral Director for MIS;
Research Director, Irwin L. Gross eBusiness Institute
Temple University, Fox School of Business & Management*

Teaching Interests: Management information systems, electronic commerce, human-computer interaction, research methods

Research Interests: Human-computer interaction; behavioral security; end-user behavior, attitudes, and performance

Dissertation Title: A Learning Model of Information Systems: The Effects of Orienting Materials, Ability, Expectations, and Experience on Performance, Usage, and Attitudes

EDUCATION

UNIVERSITY OF MINNESOTA
Minneapolis, Minnesota
June 1980 - May 1985

PhD (1985)
Major: Management Information Systems
Minor: Psychology
Adviser: Gordon B. Davis

Awarded a Graduate School Fellowship
Appointed the Research Associate for
the MIS Research Center, 1981-1982

GANNON UNIVERSITY
Erie, Pennsylvania

MBA (1978)
Passed comprehensive finals with honors

BS (1974)
Major: Accounting

State of Pennsylvania

Licensed CPA (since 1976)

REFEREED JOURNAL ARTICLES

- Galletta, D.F., Moody, G., Dunn, B.K., and Walker, J. "Which Phish Get Caught? An Exploratory Study of Individual Susceptibility to Phishing," (best paper nominee from ICIS); *European Journal of Information Systems*, Nov. 2017, 26(6), pp. 564-584.
- Moody, G., Lowry, P.B., and Galletta, D.F. It's Complicated: Explaining the Relationship between Trust, Distrust, and Ambivalence in Online Transaction Relationships Using Polynomial Regression Analysis and Response Surface Analysis, *European Journal of Information Systems*, January, 2017, 26(4), pp. 379-413.
- S. McCoy, A. Everard, D.F. Galletta, G. Moody. "Here we Go Again: The impact of Website Ad Repetition on Recall, Intrusiveness, Attitudes, and Site Revisit Intentions," *Information & Management*, Vol. 54, Issue 1, January 2017, pp. 14-24.
- Boss, S., Galletta, D.F., Lowry, P.B., Moody, G., and Polak, P. What Do Systems Users Have to Fear? Using Fear Appeals to Engender Threats and Fear that Motivate Protective Security Behaviors in Users, *MIS Quarterly*, December, 2015, pp. 837-864.
- Moody, G. and Galletta, D.F. "Lost in Cyberspace: The Impact of Information Scent and Time Constraints on Stress, Performance, and Attitudes," *Journal of MIS*, Vol. 32 No. 1, 2015, pp. 192-224.
- Goodrich, K., Schiller, S. and Galletta, D.F., "Consumer Reactions to Intrusiveness Of Online-Video Advertisements: Do Length, Informativeness, and Humor Help (or Hinder) Marketing Outcomes," *Journal of Advertising Research*. Vol. 55, No. 1, 2015, pp. 37-50.
- Galletta, D.F. and Dunn, B. K. (December 2014) "Assessing Smartphone Ease of Use and Learning from the Perspective of Novice and Expert Users," *AIS Transactions on Human-Computer Interaction*.
- Moody, G., Lowry, P.B., and Galletta, D.F. "When Trust and Distrust Collide Online: The Engenderment and Role of Consumer Ambivalence in Online Consumer Behavior" *Electronic Commerce Research and Applications*, Vol. 13, No. 4, July-August 2014, pp. 266-280.
- Lowry, P.B., Moody, G., Gaskin, J., Galletta, D.F., Humpherys, Sean, Barlow, J., and Wilson, D., "Evaluating Journal Quality and the Association for Information Systems (AIS) Senior Scholars' Journal Basket via Bibliometric Measures: Do Expert Journal Assessments Add Value?" *MIS Quarterly*, Vol. 37, No. 4, December, 2013, pp. 993-1012.
- Lowry, P.B., Moody, G.D., Galletta, D.F., and Vance, A., "The Drivers in the Use of Online Whistle-Blowing Reporting Systems," *Journal of MIS*, Vol. 30, No. 1, Summer 2013, pp. 153-190.
- Gonzalez, G., Sharma, P.N., and Galletta, D.F. "Factors Influencing the Planned Adoption of Continuous Monitoring Technology," *Journal of Information Systems*. Fall 2012, Vol. 26, No. 2, pp. 53-69.
- Gonzalez, G., Sharma, P. and Galletta, D.F., "The Antecedents of Internal Auditors' Adoption of Continuous Auditing Technology: Exploring UTAUT in an Organizational Context," *International Journal of Accounting Information Systems*, vol. 13, issue 3, September 2012, pp. 248-262.
- Durcikova, A., Fadel, K.J., Butler, B., and Galletta, D.F. "Note: Knowledge Exploration and Exploitation: The Impacts of Psychological Climate and Knowledge Management System Access," *Information Systems Research*, Volume 22, No. 4, 2011, pp. 855-866

- Messinger, P.R., Li, J., Stroulia, E., Galletta, D.F., Ge, X, and Choi, S. "Seven Challenges to Combining Human and Automated Service, (2009) *Canadian Journal of Administrative Sciences*, Volume 26, No. 4, pp. 267-285.
- Darcy, J., Zeelim, A., and Galletta, D.F.: "User Awareness of Security Countermeasures And Its Impact On Information Systems Misuse: A Deterrence Approach," (March 2009) *Information Systems Research* Volume 20, No. 1, pp. 79-98.
- McCoy, S., Everard, A., Polak, P. and Galletta, D.F.: "An Experimental Study of Antecedents and Consequences of Online Ad Intrusiveness," *International Journal of Human-Computer Interaction*, Volume 24, Issue 7, September 2008, pp. 672 – 699.
- Malhotra, Y. Galletta, D.F., and Kirsch, L.J. "How Endogenous Motivations Influence User Intentions: Beyond the Dichotomy of Extrinsic and Intrinsic User Motivations," *Journal of MIS*, Vol. 25 No. 1, Summer 2008, pp. 267 - 299
- Marks, P., P. Polak, S. McCoy, and D. Galletta "Sharing Knowledge: How Managerial Prompting, Group Identification, and Social Value Orientation Affect Knowledge-Sharing Behavior," *Communications of the ACM*, Vol. 51, No. 2, February 2008, pp. 60-65.
- Mu, E. and Galletta, D.F., "The Effects of the Meaningfulness of Salient Brand and Product-related Text and Graphics on Web site Recognition," *Journal of Electronic Commerce Research*, V. 8, No. 2, 2007 pp. 115-127.
- Benamati, J., Serva, M.A., Galletta, D.F., Harris, A., and Neiderman, F. "The Slippery Slope of MIS Academia: A Discussion of the Quest for Relevance in our Discipline," *Communications of the AIS*, Vol. 18, Article 32, March, 2007.
- McCoy, S., Galletta, D.F. and King, W.R. "Applying TAM across cultures: the need for caution," *European Journal of Information Systems*, Feb. 2007, Vol. 16, No. 1, pp. 81-90.
- McCoy, S., Everard, A., Polak, P., and Galletta, D.F., "The Effects of Online Advertising: A Focus on Pop-Ups, Pop-Unders and In-Line Ads," *Communications of the ACM*, Mar. 2007, Vol. 50, No. 3, pp. 84-88.
- Lopes, A. and D. Galletta "Determinants of Monetary Assessment of Intrinsically-Motivated Online Content," *Journal of MIS*, Vol. 23 No. 2, Fall 2006, pp. 203 – 231.
- Galletta, D., Henry, R., McCoy, S., and Polak, P. "When the Wait Isn't So Bad: The Interacting Effects of Web Site Speed, Familiarity, and Breadth," *Information Systems Research*, Volume 17, No. 1, March 2006, pp. 20-37.
- Everard, A. and Galletta, D.F. (2005-2006) "How Presentation Flaws Affect Perceived Site Quality, Trust, and Intentions to Purchase from an On-Line Store," *Journal of MIS*, Volume 22, Number 3, pp. 55-95 (fast-tracked from the AIS SIG-HCI Workshop, December, 2003).
- McCoy, S., Galletta, D.F. and King, W.R. (February, 2005) "Integrating National Culture into Individual IS Adoption Research: The Need for Individual Level Measures," *Communications of the AIS*, 15(12).
- Malhotra, Y. and Galletta, D.F. (Summer 2005) "A Multidimensional Commitment Model of Volitional Systems Adoption and Usage Behavior," *Journal of MIS*, 22(1) pp. 117-152.
- Galletta, D.F., Durcikova, A., Everard, A., and Jones, B. (July, 2005) "Does Spell-Checking Software Need a Warning Label?" *Communications of the ACM* 48(7), pp. 82-86.
- Malhotra, Y. and Galletta, D.F. (2004) "Building Systems That Users Want to Use," *Communications of the ACM*, 47(12), 89-94.
- Galletta, D.F., Henry, R., McCoy, S., and Polak, P. (2004) "Web Site Delays: How Tolerant

- are Users?" *Journal of AIS*, 5(1), 1-28.
- Carey, Jane; Galletta, D.F.; Kim, J.; Te'eni, D.; Wildemuth, B.; and Zhang, P. (2004) "The Role of Human-Computer Interaction in Management Information Systems Curricula: A Call to Action," *Communications of the AIS*, 13(23).
- Ahuja, M., Galletta, D.F., and Carley, K. (Feb. 2003) "Individual Centrality and Performance in Virtual R&D Groups: An Empirical Study," *Management Science*, 49(1), pp. 21-38.
- Peace, A.G., Galletta, D.F. and Thong, J. (Summer 2003) "Software Piracy in the Workplace: A Model and Empirical Test," *Journal of MIS*, 20(1), pp. 153-178
- Zhang, P., Benbasat, I., Carey, J., Davis, F., Galletta, D.F., and Strong, D. "Human-Computer Interaction Research in the MIS Discipline," *Communications of the AIS*, 9(20), November, 2002, pp. 334-355.
- Choudhury, V. and Galletta, D.F. (1998) "Exploiting the Internet: Strategies and Frameworks for a Small Business," *Journal of Small Business Strategy*, 9(2), pp. 23-43.
- El Louadi, M., Galletta, D.F., and Sampler, J. (1998) "An Empirical Validation of a Contingency Model for Information Requirements Determination," *Data Base*, 29(3), pp. 31-51.
- Galletta, D.F., Hartzel, K.S., Johnson, S.E., Joseph, J.L. and Rustagi, S. "Spreadsheet Presentation and Error Detection: An Experimental Study," (1996-1997) *Journal of MIS*, Vol. 13, No. 3, pp. 45-63.
- "Silicon Supervisors and Stress: Merging New Evidence from the Field," (1995) *Accounting, Management, and Information Technologies* (with R. Grant), Vol. 5, No. 3/4, pp. 163-183.
- "Social Influence and End-User Training," *Communications of the ACM*, (1995) Volume 38, No. 7 (with M. Ahuja, A. Hartman, A.G. Peace, T. Teo), pp. 70-79.
- "L'effet de l'incertitude et des strategies de determination des besoins de l'utilisateur sur les projets d'informatisation: Une replication empirique" ("The Effect of Uncertainty on IRD Strategies: An Empirical Replication"), *Canadian Journal of Administrative Sciences*, V. 12, N. 1, (March 1995) (with M. El Louadi), pp. 77-88.
- "An Empirical Study of Spreadsheet Error-Finding Performance," *Accounting, Management, and Information Technology*, (with D. Abraham, M. El Louadi, W. Lekse, Y. Pollalis, J. Sampler), V. 3, N. 2, 1993, pp. 79-95.
- "The Effects of Expertise on Software Selection," *Data Base*, (with R.C. King and D. Rateb), V. 24, N. 2, 1993, pp. 7-20.
- The Effects of Computer Monitoring on the Medical Transcriptionist's Performance and Stress," *Journal of the American Health Information Management Association*, (with T. Huston and J. Huston), V. 64, N. 5, 1993, pp. 77-81.
- "A Model of End-User Computing Policy: Determinants of Organizational Compliance," *Information and Management* 22 (1992), pp. 1-18 (with E. Hufnagel)
- "Cognitive Fit: An Empirical Study of Information Acquisition," *Information Systems Research*, V2, N1, 1991, pp. 63-84 (with I. Vessey).
- "Management of a Departmental Budget Using an Electronic Spreadsheet," *Journal of Dentistry for Children* July-August 1991, pp. 314-319 (with R. Rapp).

"MIS Research Directions: A Survey of Researchers' Views," *Data Base*, V21, Nos. 2&3, January, 1991, pp. 1-10 (with J. Teng). (note: a version with corrected formatting was also published in the following issue V22, Nos. 1&2.)

"A Role Theory Perspective on End-User Development," *Information Systems Research*, V1, N2, June, 1990, pp. 168-187 (with R. Heckman).

"Some Cautions on the Measurement of User Information Satisfaction," *Decision Sciences*, V7, N3, Summer 1989, pp. 419-438 (with A. Lederer).

PANEL PRESENTATIONS AT REFEREED CONFERENCES

Panelist, on Bridging HCI: Bringing two HCI Communities Together, ACM SIGCHI Workshop, Montreal, April, 2018

Panelist, on "Future of Usability" at December 11, 2016 SIG-HCI Workshop, Dublin, Ireland.

Panelist, on "Keeping the Human Factors in the SAND" at SIG-SAND (Special Interest Group on Systems Analysis and Design), at the Kelly School, U. of Indiana, Spring 2011

Panelist. Revisiting the "Basket" of IS Journals: Should We Keep the Basket, Abandon It or Expand It?" International Conference on Information Systems, St. Louis, MO, December 2010.

Panelist. "Where Have you Gone, Joe DiMaggio?" SIGED (IAIM) International Conference, St. Louis, MO, December 2010.

Moderator. "Encircling the Globe: How can an Association of Information Systems Academics be truly International?" Panel with C. Urquhart, G.R. Abitia, and W. Currie, at European Conference on Information Systems, Galway, Ireland, June 2008.

Moderator: "Publishing HCI Research," panel with Chris Kemerer, Vladimir Zwass, Ron Weber, panel at Third AIS HCI Workshop, Washington, DC, December, 2004.

Moderator: "Finding Common Ground Among HCI Reference Disciplines" panel with Jonathan Lazar, Judy Olson, Dov Te'eni, Marilyn Mantei Tremaine, and Jane Webster., panel at Second AIS HCI Workshop, Seattle, Washington, December, 2003.

Panelist: "On the Business Relevance of Cognitive Research (or How to Survive as a Cognitive Researcher in a Business School)" with Robert Kauffman and Iris Vessey, panel at Third Annual SIG-ISCORE Workshop, Seattle, Washington, December, 2003.

Panelist: "The Role of Human Computer Interaction (HCI) in the Information Systems (IS) Curriculum," with Jane Carey, Jinwoo Kim, Dov Te'eni, Barbara Wildemuth, and Ping Zhang, panel at Americas Conference on Information Systems, Tampa, Florida, August 2003.

Panelist: "The Role of HCI Research in the MIS Discipline," panel with Izak Benbasat, Jane Carey, Fred Davis, and Diane Strong, panel at Americas Conference on Information Systems, Dallas, Texas, August 2002.

KEYNOTE PRESENTATIONS

"Market Trends and Negotiating a Job Offer," Invited as "Distinguished Panelist" for the PhD Project (Information Systems section) meeting, New Orleans, Aug. 15, 2018.

"Crafting a Research Agenda – Topic, Methods, and Theory," Invited as a "Distinguished

- Panelist” for the PhD Project (Information Systems section) pre-AMCIS meeting, Boston, MA, Aug. 9, 2017.
- “Human Computer Interface Issues in IS Research,” WeB (Workshop on E-Business) 2016, December 10, 2016, Dublin, Ireland.
- “IS Research has Relevance: Let’s stop beating ourselves up.” SIGPhil Workshop, December 11, 2016, Dublin, Ireland.
- "Keys to Publishing in IS Journals," Invited keynote for the PhD Project Information Systems section; pre-AMCIS meeting, San Diego, CA, Aug. 11, 2016.
- “Thinking Strategically about E-Commerce to Achieve Competitive Advantage,” EDI & E-Commerce Conference, June 8, 2009, Rochna, Poland
- “Strategic Models and the Ability of Information Systems to Achieve Competitive Advantage,” Tercer Congreso Internacional de Ingeniería Industrial Cincuenta Años; October 11, 2008; Bucaramanga, Colombia
- “The Slippery Slope of MIS Academia: A Discussion of the Quest for Relevance in our Discipline,” 5th CONTECSI International Conference on Information Systems and Technology Management (Congresso Internacional de Gestão de Tecnologia e Sistemas); 04-06 June, 2008; São Paulo, Brazil
- “If we rebuild IT will they come?” Chinese AIS annual meeting, Kunming, China, November 2007
- “If we rebuild IT will they come?” Microsoft Academic Days conference, Disney Wonder ship, Bahamas, November 2007 (was voted best presentation of the conference)
- “A possible distant future for universities,” Bled E-Conference, June 2007.
- “Publishing HCI Research in MIS Journals,” HCI Pre-ICIS Workshop, December 10, 2005
- “Building and Fostering a Research Network,” XIV National Meeting of Academic Directors of Informatics Schools and Faculties, Guadalajara, México, June 16, 2005
- “Research and the Maturing Information Age,” Northeast DSI Conference, April 1, 2005
- “Lessons Learned from Research Projects: Strikes, Singles, and Home Runs,” St. Louis University Regional Research Conference, September 13, 2001.

REFEREED PROCEEDINGS

- Eargle, D., Galletta, D.F., Janansefat, D.F., Kunev, D., and Singh, S. “The Chaos of Order: Sequence and Mindlessness Effects in Obtaining Successive App Permissions,” Workshop on Information Security and Privacy (WISP), December 2017, Seoul, Korea.
- Eargle, David; Galletta, Dennis F.; and Jenkins, Jeffrey L., "What’s it worth to you? Applying risk tradeoff paradigms to explain the bimodal nature of user elaboration over interruptive security messages" Workshop on Information Systems Security and Privacy (WISP), December, 2016, Dublin, Ireland. 14.
- Eargle, D., Cranor, L., and Galletta, D.F. “On the use of motivational components as attention hooks in security message interface design: Avoiding ‘tl;dr’” Presented at the 2016 IFIP Dewald Roode Workshop on Information Systems Security Research, Albuquerque, New Mexico, October 2016.
- Eargle, D., Galletta, D.F., Vance, A., Jenkins, J., and Kirwan, B. “Integrating Facial Cues of Threat into Security Warnings – An fMRI and Field Study,” Americas Conference on Information Systems, August, 2016.

- Galletta, D.F., Janansefat, S., Kunev, D., and Singh, S. "Integrating Social and Economic Models of Responding to Privacy Messages in Mobile Computing," presented at the pre-ICIS Workshop for Information Security and Privacy (WISP), December 2015.
- Eargle, D., Galletta, D.F., Vance, A., and Kirwan, B., "Integrating Facial Threat Signals into Security Messages: An Extension of Media Naturalness Theory to an Information Security Context," 2015 IFIP Dewald Roode Workshop on Information Systems Security Research, Newark, Delaware, October 2015.
- Nah, F., Galletta, D., Knight, M., Lewis, J.R., Pruitt, J., Salvendy, G., Sheng, H., and Wichansky, A., "Creating Greater Synergy between HCI Academia and Practice," HCII 2015 Conference, August, 2015.
- Calin, M, Goutas, L, Sutanto, J, Galletta, D., The Value of Competing in Virtual Communities: Use and Exchange Value Creation in Online Auctioning, International Conference on Information Systems, Auckland, New Zealand, December 2014.
- Eargle, D. and Galletta, D. "Using fearful facial expressions to increase the effectiveness of protective security messages: Proposing an fMRI and field study," in conjunction with a \$10,000 grant obtained from the Berg Center, Katz Graduate School of Business, June 2014. 2014 IFIP Dewald Roode Workshop on Information Systems Security Research.
- Chung, R. and Galletta, D. "Nature vs. Nurture: The Genetic Basis of Behavioral Security," June 2014 IFIP Dewald Roode Workshop on Information Systems Security Research.
- Chung, R. and Galletta, D. "Assessing the Genetic Basis of Susceptibility to Security Threats," SIG-HCI Workshop, Milan, Italy, December 2013 (nominated for best paper)
- B.K. Dunn, D.F. Galletta, D. Hypolite, A. Puri, and S. Raghuvanshi, "Benchmark Development for Smart Phone Usability Benchmarking Tasks," Hawaii Conference on Systems Sciences, 2013, pp. 1046-1052.
- Il Im, Dong-Il Lee, B.K. Dunn, and D.F. Galletta; Keyword Search Patterns in Sponsored Link Advertisements, ICIS 2012, paper 69.
- Chung, R. and Galletta, D.F. "Nature vs. Nurture: The Genetic Basis of Behavioral Security," SIG SEC (Security) Pre-ICIS Workshop, paper 18, December 2012.
- McCoy, S., Everard, A., Moody, G., and Galletta, D.F. "A Rational Choice Theory Approach Towards a Causal Model of Online Advertising Intrusiveness and Irritation," European Conference on Information Systems, Barcelona, June 2012, paper 124.
- Dunn, B. K. and Galletta, D.F. "Digital Advertising's Human Toll: How Implied Cost-to-User Affects Web Content Platforms—A Research Proposal," Hawaii International Conference on Systems Sciences-45, January 2012
- Sharma, P., Gonzalez, G and Galletta, D. (2012) "Continuous Monitoring: Are Non-Adopters with Future Adoption Plans More Enlightened than Non-Adopters with No Adoption Plans?" the Information Systems and Strategic & Emerging Technologies Section of the 2012 American Accounting Association Mid-Year Conference, Scottsdale, Arizona.
- Chung, R. and Galletta, D.F., "Conceptualizing Knowledge Use: A Theoretical Framework and Empirical Study," Hawaii International Conference on Systems Sciences-45, January 2012 (nominated for best paper).
- Galletta, D.F., Moody, G., Dunn, B.K., and Walker, J. "Which Phish Get Caught? An Exploratory Study of Individual Susceptibility to Phishing," International Conference on Information Systems, December 2011, Shanghai, China (nominated for best paper)

- Schiller, S., K., and Galletta, D.F., "Intrusiveness of Online Video Advertising and Its Effects on Marketing Outcomes," International Conference on Information Systems, December 2011, Shanghai, China
- Chung, R. and Galletta, D. "Knowledge Refinement Effectiveness," International Conference on Information Systems, December 2011, Shanghai, China
- Gonzalez, G., Sharma, P. and Galletta, D., "The Antecedents of Internal Auditors' Adoption of Continuous Auditing Technology: Exploring UTAUT in an Organizational Context," 7th University of Waterloo Research Symposium on Information Integrity and Information Systems Assurance, Toronto October 20-22, 2011.
- Moody, G., Galletta, D., and Lowry, P.B. "Unifying conflicting models of trust and distrust for enhanced understanding and predictive power in organizational relationships: proposing the unified trust-distrust model," presented at the JAIS Theory Development Workshop, ICIS 2010.
- Moody, G. and Galletta, D., "I'm Losing Patience With Your Site: The Impact of Information Scent and Time Constraints on Effort, Performance, and Attitudes," ICIS 2008, paper 187, nominated for best paper in the HCI track at the conference.
- Boss, S. and Galletta, D. "Scared Straight: An Empirical Comparison of Two Major Theoretical Models Explaining User Backups," Ninth International Research Symposium on Accounting Information Systems, Paris, France, 2009
- Galletta, D., Chung, R., Haney, M., Pike, J.C., and Polak, P. "Does our Web Site Stress You Out?" Research in Progress, ICIS 2007, paper 50.
- McCoy, S., Everard, A., Polak, P. and Galletta, D.F. "Online Ad Intrusiveness," HCII 2007 Conference, Beijing, China; July 22-27, 2007.
- Hartzel, K.S., Spangler, W.E., Grantz, M., and Galletta, D.F. "Toward an Adaptive Structuration Model of International Cyber-Crime, AMCIS 2006 Conference, Acapulco, pp. 78-81.
- Costa, Claudia and Galletta, D.F. "Bridging the Online Gap: Using Process Visibility to Improve Customer Outcomes," Academy of Management, OCIS Division, August 2006.
- Schiller, Shu and Galletta, D. "A Dyadic Analysis of Media Synchronicity and Task in Live Chat Online Customer Service (LCOCS)," AMCIS 2006 Conference, Acapulco, pp. 3001-3006.
- Galletta, D., Zhang, P. and Nah, F. "AIS SIGHCI position paper," *CHI '05 extended abstracts on Human factors in computing systems*, New York: Association for Computing Machinery, pp. 1080-1082, April 2005.
- Galletta, D., Henry, R., McCoy, S., and Polak, P. "Four Studies on Web Delay" (abstract published in the Proceedings): HCI International Conference 2005, Las Vegas, NV.
- Durcikova, A., Galletta, D., and Butler, B., "The Role of Organizational Climate in the Use of Knowledge Management Systems to Support Problem Solving," Americas Conference on Information Systems, New York, NY, August 2004, pp. 2225-2229.
- McCoy, S., Everard, A., Galletta, D., and Polak, P., "A Study of the Effects of Online Advertising: A Focus on Pop-Up and In-Line Ads," Third Pre-ICIS SIG HCI Workshop, Washington, D.C., December 2004.
- Everard, A. and Galletta, D., "Effect of Presentation Flaws on Users' Perception of Quality of On-Line Store's Web Sites: Is it Perception that really Counts?" (nominated for best paper; fast-tracked to *JMIS*), Second AIS SIG-HCI Workshop, Seattle, December, 2003.
- Galletta, D. and Polak, P., "An Empirical Investigation of Antecedents of Internet Abuse in the Workplace, AIS SIG-HCI Workshop, Seattle, December, 2003. (received best presentation award)

- Galletta, D., Marks, P., McCoy, S., and Polak, P., "Sharing Knowledge: How Managerial Control, Group Identification, and Social Value Orientation Affect Knowledge-Sharing Behavior," Research in process; Knowledge Management Symposium, University of Minnesota, March 14-15, 2003.
- Galletta, D., Durcikova, A., Everard, A., and Jones, B. "Cognitive Fit and An Intelligent Agent for a Word Processor: Should Users Take All That Advice?" Hawaii International Conference on Systems Science, January 2003.
- Malhotra, Y. and Galletta, D., "Role of Commitment and Motivation in Knowledge Management Systems Implementation: Theory, Conceptualization, and Measurement of Antecedents of Success," Hawaii International Conference on Systems Science, January 2003.
- Mu, E. and Galletta, D.F. "The Influence of the Meaning of Pictures and Words on Web Page Recognition Performance," Hawaii International Conference on Systems Science, January 2003.
- Galletta, D., Marks, P., McCoy, S., and Polak, P., "What Leads us to Share Valuable Knowledge? An Experimental study of the Effects of Managerial Control, Group identification, and Social Value Orientation on Knowledge-Sharing Behavior," Hawaii International Conference on Systems Science, January 2003.
- Galletta, D., Henry, R., McCoy, S., and Polak, P. "Web Site Delays: How Slow Can You Go?" First AIS SIG-HCI Workshop, Barcelona, December 2002. (best presentation award).
- "Information Value In Electronic Networks: The Case Of Subscription-Based Online Information Goods," (with Alex Lopes) accepted in Academy of Management's Best Paper Proceedings, winner of Best Paper Award, fast tracked to *MISQ*, August 2002.
- "Extending the Technology Acceptance Model to Account for Social Influence: Theoretical Bases and Empirical Validation," (1999) (with Yogesh Malhotra) Hawaii International Conference on Systems Sciences, pp. 6-19.
- "Influencing The Success Of Spreadsheet Development By Novice Users," (with T. Babbitt and A. Lopes), *Proceedings of the 19th International Conference on Information Systems*, Helsinki, Finland (1998), pp. 319-324.
- "Effects of Information Uncertainty and Equivocality on Decision-Maker Information Searching and Usage," (1997) (with D. Darcy, K. Lloyd, and W. Xia), *Proceedings of the 18th International Conference on Information Systems*, Atlanta, GA 485-486.
- "Resource-Based Theory and a Structural Perspective of Strategy Applied to the Provision of Internet Services," (with A. B. Lopes), *Proceedings of the 3rd AIS Americas Conference on Information Systems*, August 1997, Indianapolis, Indiana
- "Individual Performance in Distributed Design Groups: An Empirical Study," (with M.K. Ahuja and K. Carley), *Proceedings of the 1997 ACM SIGCPR Conference*.
- "Developing a Predictive Model of Software Piracy Behavior: An Empirical Study," (with A.G. Peace) *Proceedings of the 17th International Conference on Information Systems*, Cleveland, December 15-18, 1996, 209-222.
- "The Effects of Software Cost, Punishment and Probability of Punishment on Software Piracy: An Experiment," (with A.G. Peace). *Proceedings of the 2nd AIS Americas Conference on Information Systems*, Tempe, Arizona, August 25-27, 1996, 80-82.
- "An Experimental Study of Spreadsheet Presentation and Error Detection," (with Kathleen

- Hartzel, Susan Johnson, Jimmie Joseph, & Sandeep Rustagi), *Proceedings of the 29th Annual Hawaii International Conference on Systems Sciences*, January 1996, Vol. 2, pp. 336-345. (nominated for best paper award)
- “Mindstorms: Using Software that Simulates Group Processes for Efficient Study of Certain GDSS Variables,” (with P. Flor, W. Scott, & R. Tinaikar), *Proceedings of the Inaugural AIS Conference on Information Systems*, August 25-27, 1995, 267-269.
- “A Preliminary Study of the Bases of Social Power in an MIS Context,” (with Manju Ahuja), *Proceedings of the 1995 ACM SIGCPR Conference*.
- “An Empirical Study of Peer Influence on User Attitudes, Behavior, and Performance,” (with M. Ahuja, A. Hartman, A. Peace, and T. Teo) *Proceedings of the Fifteenth Annual International Conference on Information Systems*, Vancouver, December 1994.
- “The Effects of Computer Monitoring on Employee Performance and Stress: Results of Two Experimental Studies,” (with T. Huston and J. Huston) *Proceedings of the 26th Annual Hawaii International Conference on Systems Sciences*, Vol. IV, January 1993, pp. 568-574
- “The Contribution of Creativity, Experience, and Problem-Solving Techniques in the Definition of Strategic Information Systems: A Review, Framework, and Research Design,” Strategic Management Society Conference, October 1992, London (with J. Sampler)
- “Strategies for Integrating Creativity Principles into the System Development Process,” (with J. Sampler and J. Teng), *Proceedings of the 25th Annual Hawaii International Conference on Systems Sciences*, January 1992, pp. 268-276.
- “Individual and Organizational Changes Necessary for the Application of Creativity Techniques in the Development of Information Systems,” *Proceedings of the 24th Annual Hawaii International Conference on Systems Sciences*, Vol. IV, pp. 404-411, January, 1991 (with J. Sampler).
- “Changing Roles in Information Systems: A Role Theory Perspective,” *Proceedings of the Ninth International Conference on Information Systems*, pp. 265-274, Minneapolis, November 30-December 3, 1988 (with R. Heckman).
- “MIS Researchers' Assessments of MIS Research,” *Proceedings of the Decision Sciences Institute*, Las Vegas, pp. 559-561, November 21-23, 1988 (with J. Teng).
- “Cognitive Style and Problem-Solving Behavior: An Investigation Using Protocol Analysis,” *Proceedings of the Decision Sciences Institute*. Honolulu, pp. 593-595, November 23-25, 1986 (with V. Sethi).

NON-REFEREED JOURNAL ARTICLES/PROCEEDINGS

- Boss, S., D'Arcy, J., and Galletta, D.F., “Security Profiling in the Organization: Examining Employment Relationship Effects on Information Security, invited paper, Decision Sciences Institute Annual meeting, November 2011, Boston, MA.
- “Coming of Age: Special Interest Groups in AIS,” *Communications of the AIS*, 7(15), September, 2001, pp. 1-12.
- “Forget the Internet...For A Few Years,” *Fodderwing: The Best of Mid-Atlantic Writers and Poets*, December 1996
- “Report: Association for Information Systems Inaugural Meeting,” *MIS Interfaces*, October

1995, pp. 5-6.

“The Role of Creativity in Identifying Strategic Information Systems,” (with J. L. Sampler), *The Software Practitioner*, V. 4, N. 4-5, July 1994, pp. 1, 4-8.

“A Longitudinal View of an Office System Failure,” *SIGOA Bulletin*, V7, N1, Spring 1986, pp. 7-11.

“Information Systems and the Public Sector and Measurement in Information Systems,” *Proceedings of the Second International Conference on Information Systems*. Cambridge, pp. 229-30, 1981 (with J. Wetherbe), introduction to track.

BOOKS

K. Pearlson, C. Saunders, D. Galletta: *Managing and Using Information Systems: A Strategic Approach: 6th Edition* (textbook, 2016).

Human-Computer Interaction in Information Systems: Foundations (Ping Zhang and Dennis Galletta, editors), AMIS series (Vladimir Zwass, series editor; M.E. Sharpe, publisher), 2006.

Human-Computer Interaction in Information Systems: Applications (Dennis Galletta and Ping Zhang, editors), AMIS series (Vladimir Zwass, series editor; M.E. Sharpe, publisher), 2006.

COBOL with an Emphasis on Structured Program Design, New Jersey: Prentice-Hall, Inc., 353 pgs, 1985. First book in the Prentice-Hall Series on Computer Programming Languages, James C. Wetherbe, editor.

Instructor's Manual, COBOL with an Emphasis on Structured Program Design, New Jersey: Prentice-Hall, Inc., 171 pgs, 1985 (with A.Y. Kruse).

BOOK CHAPTERS

King, W.R. and Galletta, D.F., “Association for Information Systems,” in *Encyclopedia of Library and Information Sciences*, M.J. Bates and M.N. Maack (eds.), Taylor & Francis, publisher, 2009.

“Understanding the Direct and Interaction Effects of Web Delay and Related Factors,” in *Human-Computer Interaction in Information Systems*, (Dennis Galletta and Ping Zhang, editors), 2006, M.E. Sharpe, 29-69.

“Human Factors and e-Commerce,” in *Electronic Commerce and the Digital Economy* (M. Shaw, Ed.) M.E. Sharp, Publishers 2006, pp. 91-111.

“A Strategic Perspective of Internet Information Providers,” (with A. B. Lopes), *Handbook on Electronic Commerce*, (M. Shaw, R. Blanning, T. Strader, and A. Whinston, Eds.) Heidelberg: Springer-Verlag, 2000, pp. 591-611.

“The Role of Creativity in Identifying Strategic Information Systems,” in *Software Creativity*, (Robert Glass, Ed.) Prentice-Hall, 1995, pp. 185-200 (reprinted from the journal article in *The Software Practitioner*, listed elsewhere).

“Update: Data Processing and Management Information Systems,” in the 1994 supplement to the 7th Edition of the *Accountants' Handbook*, Wiley.

“Office Automation,” invited chapter in the *MacMillan Encyclopedia of Computers*, (1992), MacMillan.

“Data Processing and Management Information Systems,” invited chapter in the 7th Edition of the *Accountants' Handbook*, 1991, pp. 36-1 to 36-36, Wiley.

“Files and Databases” (chap 10, pp. 259-289), “Systems Development” (chap 14, pp. 379-405), “Management Information Systems” (chap 15, pp. 407-427), and “Computers in Management” (chap 16, pp. 429-449), chapters in Goldstein, L.J., *Computers and their Applications*, New Jersey: Prentice-Hall, Inc., 1986 (with L.J. Goldstein).

OTHER

Djamasbi, S., Galletta, D.F., Nah, F.F., Page, X, Robert Jr., L.P., and Wisniewski, P. “Bridging a Bridge: Bringing Two HCI Communities Together,” CHI 2018 Workshop.

Akujieze, A., Bogusch, M., Carver, S., Feltovich, R., Galletta, D.F., Huff, T., Karuppumanil, I., Listerman, R., McAllister, M., Monastra, S., Reinmund, M., and Thompson, B., “Leveraging Mobile and Remote Computing Technology,” Pennsylvania Institute of Certified Public Accountants, November 2016

Galletta, D. “Exploring the use of Galvanic Skin Response to Understand Web Site Usage and Performance,” Interdisciplinary Symposium on Decision Neuroscience, Temple University, Philadelphia, PA, September 2010

Letter to the editor, Loyolan, October 18, 2001, Reply to LMU Study Discounting Semester at Sea Program.

“Spreadsheet Error-Finding: Analysis of Concurrent Verbal Protocols,” presented at the ORSA/TIMS Joint National Meeting, Philadelphia, October, 1990 (with D. Abraham).

“The Effects of Task Type and Information Presentation Format on Information Acquisition: Theory and Empirical Test,” presented at the ORSA/TIMS Joint National Meeting, Denver, October 23-26, 1988 (with I. Vessey)

“Annotated Bibliography for Prototyping for Information Systems Development,” Working Paper WP 82-12, University of Minnesota, Management Information Systems Research Center, Minneapolis, MN, 1982 (with J.D. Naumann).

UNDER REVIEW or REVISION

Chung, R., Galletta, D.F., and A. Durcikova “Knowledge Management Systems: Linking Contribution, Refinement and Use,” (from Rachel’s thesis). Submitted to *Organization Science* August 24, 2017, received “reject and resubmit” with positive SE feedback.

Lazaros, G, Sutanto, J., and Galletta, D.F. “Avoiding Regret in Online Auctions: The Effects of Uncertain Competition and Uncertain Product Availability,” received “revise and resubmit” on April 10, 2018, on our Jan 31 submission to *E-Commerce Research and Applications*

Dunn, B., Galletta, D.F., Ramasubbu, N, Lowry, P., and Jensen, M. “The Efficiency-Exposure Paradox: Conflicting Effects of Website User Behaviors on Non-Transactional Outcomes.” Submitted to *JMIS* May 2, 2018.

Dunn, B., Galletta, D.F., and Ramasubbu, N. “Digital Borders, Location Recognition, and Experience Attribution,” submitted to *JMIS* March 9, 2018.

“Keyword Search Patterns in Sponsored Link Advertisements” (with Il Im, Dong-Il Lee, B.K. Dunn, Seok-Oh Jeong), submitted to *JMIS* March 12, 2018; rejected May 16, 2018; to be submitted to *DSS*.

- Vance, A., Allen, G., and Galletta, D. "Accountability in Action: a Longitudinal Field Experiment on Accountability and Access Policy Violations," rejected from MISQ April 9, 2018, journal to be determined.
- Goodrich, K., Schiller, S., and Galletta, D.F. "Your Video Will Start After this Advertisement..." Received invitation to resubmit to *JMIS*. Collected Study 2 data. Analysis is now under way.
- Xia, W., Darcy, D., Galletta, D.F., Browne, G., and Lloyd, K. "An Experimental Examination of the Effects of Uncertainty and Equivocality on Information Searching and Usage," under revision for *European Journal of Information Systems* (5th round, following "conditionally accepted with major revisions;" manuscript under further revision.
- S. McCoy, J. Heales D.F. Galletta, and G. Moody, "The Effect Of National Culture Dimensions On The Acceptance Of Information Technology: A Trait Based Approach." We are revising the framing of the study but the analysis is complete.
- Lowry, P., S. Boss, G. Moody, D.F. Galletta: "Combining the Strengths of Protection Motivation Theory (PMT) and the Extended Parallel Processing Model (EPPM) to Improve Explanation and Prediction of Organizational Information Security Outcomes." We have gathered new data and are reframing for submission to MISQ or JMIS.
- Coronado, A., Mahmood, M.A., and Galletta, D.F. "Equity Market Reactions to Publicly Announced Security and Privacy Breaches Suffered by Companies Listed on the United States Stock Exchanges," Co-authors are re-framing a troublesome construct for another round of analysis for a redirected submission; journal to be determined.
- G. Moody, P. Lowry, D.F. Galletta, and J. Gaskin, "In Whom Do We Trust Online? Creating and Maintaining Trust in Platform-Oriented Online Markets," being revised for a redirected submission; journal to be determined.

RESEARCH IN PROGRESS (with status noted)

- Galletta, D.F., Jananefat, S., Kunev, D., and Singh, S., "Motivational Impacts of Order Effects in Smartphone App Privacy Requests," M.Turk data collected in March and April 2018; analysis under way.
- Shirsat, A.R., Galletta-Horner, C., and Galletta, D.F. "Antecedents and Emotional Outcomes from 'Fake News' Reports on Social Media," Pre-Pilot study completed; data being analyzed; main data collection is likely in Summer 2018.
- G. Moody, D. F. Galletta, and P. B. Lowry, "A Controlled Phishing Field Experiment for Vivid Training about Security Threats," We have sent a first round of baseline emails to 30,000 students at UNLV and, in one-month intervals, we will send different types of phishing lures followed by protective messages to see at what rate phishing responses extinguish.
- Eargle, D. and Galletta, D.F. "How much is security worth to you? An experimental analysis of the impact of monetary penalties on security avoidance behavior." Study 1 data collected in Fall 2016; results are encouraging; a second round of data now being analyzed (collected in February 2018) for Study 2.
- "Neuro-physiological Study of Cognitive Reactions to Fearful Images" (with D. Eargle, A.

Vance, and B. Kirwan), Targeted journal: *MIS Quarterly*. Our study in conjunction with our \$10,000 Berg Center grant. Collected data from 28 subjects; neuro analysis complete; results partly contradict behavioral data; will need to augment with another data collection exercise.

Chung, R. and Galletta, D.F. “Assessing the Genetic Basis of Susceptibility to Security Threats.” Previously, we obtained \$3,000 in funding from our schools and received another \$10,000 from the Institute for Fraud Prevention. We collected data in August 2012 and again in 2013 to balance our sample of fraternal and identical twins at an annual national meeting of twins, largely supported by researchers in several fields. We will perform periodic “white hat” phishing messages to the twins after finding that 44% of the ability to discern between fraudulent and legitimate internet content is genetic, not environmental. A third wave of data collection will occur at a twin event in Ohio in August 2018, acquiring new subjects and expanding our messages dramatically.

“Neuro-physiological Study of Web Information Scent and Delay,” (with D. Eargle and B. Kirwan), Targeted journal: *MIS Quarterly*. Collected fMRI data from 28 subjects.

Galletta-Horner, C., Galletta, D.F., Eargle, D., and Lowry, P. “What is the reward from social network bullying? An fMRI study.” We are currently planning this study for Summer or Fall 2018 and will seek funding.

Galletta, D.F., Chung, R., Haney, M., Pike, J.C., and Polak, P. “Does our Web Site Stress You Out?” Re-assessing our options given some confusing findings. Has been on the back burner for some time.

D.F. Galletta, Yao Li: “Exploring the Asymmetry of Comparative Evaluations of Website Quality,” draft of theory section is finished, I will analyze with existing data from a previous project. Has been on the back burner for some time.

NEWS ARTICLES/COLUMNS/OP-ED PIECES

“The Perfect Storm of Data Exploitation,” *Retail IT Insights*, January 26, 2018, Guest Column, available at <https://www.retailitinsights.com/doc/the-perfect-storm-of-data-exploitation-0001>

Pittsburgh Tribune Review: Newsmaker feature about my winning the AIS LEO award, December 8, 2015; <http://triblive.com/news/alleggheny/9540607-74/galletta-university-field#axzz3tjYu9Yxg>

Interviewed for *Columbia Chronicle* article: “Autocorrect a Lazy Man’s Technology?” March 31, 2014. http://www.columbiachronicle.com/health_and_tech/article_77a62c32-b160-11e3-ab33-0017a43b2370.html

Interviewed for *New York Daily News* article: “New Yorkers Can’t Get it ‘Write’ Because they are Hooked on Spell-check, Test Shows: May 24, 2012. <http://www.nydailynews.com/new-york/new-yorkers-write-hooked-spell-check-test-shows-article-1.1082957>

Commented on KickStarter for a March 25, 2012 story in the Pittsburgh Tribune-Review My Harvard summer students prepared a video in summer 2011, comparing three smartphone platforms, posted it, and the results were discussed on several sites, including *Time/Techland*, and *PC World*.

A reporter interviewed me in Prague in 2009 and published an article in Czeska Media,

written in Czech, May 25, 2010.

Quoted on the AP wire service, Dec. 3, 2006, regarding my opinions about a new Internet startup originating in Pittsburgh.

Quoted in *Chicago Tribune*, April 24, 2005, regarding Self Service Technologies.

Full-page article about a research project of ours, in *Forbes do Brazil (Forbes of Brazil)* magazine, September 26, 2003, p. 18.

Cited on CNN television, *Business Week*, and dozens of Associated Press affiliates; interviewed on five radio stations, including Minnesota Public Radio's "Future Tense," March-May 2003, for the study on how spell-checking software can degrade, rather than enhance, writing quality.

Quoted in *TEQ Magazine (Pittsburgh)* May 2001 regarding the Dot-Com shakedown.

Interviewed by WTAE-TV November 19, 1997 on "Use of the Internet While at Work"

Quoted in *Pittsburgh Magazine*, January 1997 on strategic planning for Internet sites.

"Doomed to Disappointment: Our Expectations of the Internet are Well Beyond What the Technology can Now Deliver," *Washington Post*, February 16, 1996, p. A21. Reprinted by *Erie Sunday Times*, 2-18-96; *Houston Chronicle*, 2-25-96; *Detroit News*, 2-25-96; *Pittsburgh Post-Gazette*, 3-3-96; *Wilmington, Delaware News-Journal*, 3-3-96 (again 3-10-96 to correct omission error); 10-minute radio interview, WDEL radio, Wilmington, DE 3-5-96)

National interview, *All Things Considered*, April 8, 1996, on difficulties with the Internet.

Quoted in articles: "Electronic Etiquette," *North Hills News Record*, March 24, 1996

Two-paragraph description of my "Social Influence" study (from ICIS and *Communications of the ACM*), front page of *Wall Street Journal*, June 2, 1994. Also reported by *Computerworld*, July 18, 1994, p. 86; *Computer Reseller News*, July 25, 1994, p. 101; *Information Week*, July 4, 1994, p. 8; *PC Magazine*, August 1994.

COMPLETED DISSERTATIONS SUPERVISED OR CO-SUPERVISED

Dave Eargle, "Security Messages: Or, How I Learned to Stop Disregarding and Heed the Warning," Defended April 12, 2017.

Brian Dunn, "Borders and Territories: Perception of Location within Digital Platforms." Defended June 30, 2014.

Mihai Calin, *The Disruptive Effect of Mobile Technologies on Traditional Business*, Co-Examiner (ETH University, Zurich, November 2013)

Pratyush Sharma, "The role of ownership and social identity in predicting developer turnover in open source software projects," Defended July 22, 2013.

Greg Moody, "A Hybrid Model of Trust and Distrust: Extending the Nomological Network," Defended December 7, 2010.

Rachel Chung, "Linking Knowledge Contribution to Knowledge Use: An Empirical Investigation of a Technical Solution Repository," Defended August 3, 2009.

Shu Schiller, *A Dyadic Analysis Of Media Synchronicity And Task Type In Live Chat Online Customer Service*, (Temple University), Defended July 27, 2006.

Oran Alston, "The Impact of Web Portal Characteristics, Expectancies, and Negative Word

of Mouth on Perceived Institutional Support and Organizational Citizenship Behavior" Defended October, 2005.

Claudia Costa, "Managing Expectations through Process Visibility to Improve Online Customer Satisfaction." Defended July 2005 (co-chair with Brian Butler)

Alexandra Durcikova, "The Role of Organizational Climate in the Use of Knowledge Management Systems to Support Problem Solving," defended June 2004. (co-chair with Brian Butler)

Jones, Brian, "Assessing The Effects Of Web-Site Control Design On Single-Step Navigation," defended July 2003. (co-chair with Brian Butler)

Andrea Everard, "The Effect Of Presentation Flaws In On-Line Stores' Web Sites On Perceived Quality And Consumer Trust Of The On-Line Store And Intention To Purchase," completed June 2003.

Alex Lopes, "Value and Price of Subscription-Based Online Information Goods," Completed July 2002.

Peter Polak, "The Direct and Interactive Effects of Web Site Delay Length, Delay Variability, and Feedback on User Attitudes, Performance, and Intentions," completed June 2002.

Jimmie Joseph, "Effects of Debugging Team Size on Effectiveness of Spreadsheet Error Finding," completed June 2002.

Kathleen Hartzel, "Understanding the Role of User Expectations and Desires in IS Outcomes," completed April 1999.

Karl Lloyd, "Elaboration, Self-Explanation and Knowledge Type in Skill Acquisition and Understanding with an Emphasis on Computer Applications," completed August 1998.

Yogesh Malhotra, "Role of Social Influence, Intrinsic Motivation and Quality of Use in Information Technology Acceptance and Utilization: A Theoretical Framework and Empirical Field Study," completed June 1998.

Manju Ahuja, "The Effects of Tasks, Roles and Status on Group Processes, Structure and Performance in Extended Design Groups: A Longitudinal Study," completed July, 1995.

Graham Peace, "Punishment, Education, and Software Piracy: An Empirical Study," completed April, 1995.

Jeffrey Sampler, "An Experimental Examination of the Effects of Expertise and Problem Solving Cues on the Identification of Ideas for Strategic Information Systems," completed summer 1992

DISSERTATION SERVICE AS OPPONENT

Xiuyan Shao, Understanding Information Systems (IS) Security Investments in Organizations: A New Framework, Oulu University, completed September 2015

HONORS AND AWARDS

Appointed Fryrear Faculty Fellow, Fall, 2016

University-Wide Chancellor's Mentorship Award, University of Pittsburgh, 2016

LEO Award for lifetime achievement, Association for Information Systems (AIS), 2015.

AIS Senior Scholar for being an AIS Leo, AIS Fellow, President of AIS, ICIS co-chair, and ICIS Program co-Chair.

Invited Distinguished Scholar at Royal Holloway University of London, October 10-22, 2015.

Listed as tied for 9th most productive among all MIS researchers 2003-2007, using the AIS Basket of Journals (<http://aisel.aisnet.org/cais/vol24/iss1/14/>), listed as 2nd place among MIS HCI researchers 1990-2008 (<http://aisel.aisnet.org/thci/vol1/iss3/1/>).

2013 Emerald Citation of Excellence for our ISR 2009 paper (with D'arcy and Hovav) as one of the top 50 management, business, and economics articles of 2009

ICIS Executive Committee Chairperson: 2012-2013.

Katz Excellence in Research Award, 2007-2008, 2012-2013, 2014-2015.

Past-President, AIS, 2008-2009

President, AIS, 2007-2008

Developmental Editor Award, *MIS Quarterly*, 2007

President-Elect, AIS, 2006-2007

AIS Fellow, named in 2002

Lilly Fellow, 1986

Member, Beta Gamma Sigma

OTHER INVITED PRESENTATIONS

“Beginning a Scholarly Life: How to be a Successful Doctoral Student and Young Faculty Member,” presented at Brigham Young University, October 21, 2016.

“Don’t Let Our Site Stress You Out: A 12-Year Research Program on Latency and Information Scent in Browsing Tasks,” presented at University of Nevada at Las Vegas, September 30, 2016.

“How to be a Successful Doctoral Student,” presented at Brigham Young University, October 2, 2014; September 18, 2015.

“Genetic Basis of Behavioral Security,” presented to PICPA IT Assurance Committee Meeting, January 27, 2014

“Genetic Basis of Behavioral Security,” presented at Brigham Young University, November 8, 2013.

“How to be a Successful Doctoral Student,” presented at Brigham Young University, November 8, 2013.

“Don’t Let Our Site Stress You Out: A Research Program on Web Delay,” presented at Ryerson University, May 10, 2013.

“Don’t Let Our Site Stress You Out: A Research Program on Web Delay,” presented at Missouri S&T, March 11, 2013.

“Don’t Let Our Site Stress You Out: A Research Program on Web Delay,” presented at Brigham Young University, October 18, 2012.

“How to be a Successful Doctoral Student,” presented at Brigham Young University, October 18, 2012.

- “Don’t Let Our Site Stress You Out: A Research Program on Web Delay,” presented at Notre Dame University, October 28, 2011.
- “Does Our Web Site Stress You Out? Information Foraging and the Psychophysiology of Online Navigation,” presented at Wright State University, February 25, 2010.
- “Don’t Let Our Site Stress You Out: A Research Program on Web Delay,” presented at University of Dayton, February 26, 2010.
- “Strategic Models and the Ability of E-Commerce to Achieve Competitive Advantage,” Academy of Information Technology, Lodz, Poland, June 6, 2009; also given June 5, 2009 to the University of Lodz College of Computer Science.
- “When the Wait isn’t So Bad: A Research Program on Web Delay,” HCI Institute, Carnegie Mellon University, September 3, 2008
- “Internet Safety: A Quiz,” Microsoft Digigirlz Conference, April 25, 2008.
- “Taking Better Pictures,” Katz Photography Club Workshop, October 7, 2008.
- “Four Studies of Web Site Delay,” Research presentation, Tsinghua University, November 12, 2007; Beijing, China.
- “Two Experimental Studies of Antecedents and Consequences of Web Ad Intrusiveness,” presented at Louisiana State University, October 20, 2006.
- “An Experimental Study of Antecedents and Consequences of Pop-Up Ad Intrusiveness: A Study in Progress,” presented at Washington State University, September 22, 2006.
- “Reflections on Research” presented at University of Memphis, April 19, 2006.
- “An Experimental Study of Antecedents and Consequences of Pop-Up Ad Intrusiveness: A Study in Progress” presented at Syracuse University, October 24, 2005.
- “A Cross-Cultural Study of the Effects of Web Advertising: A Focus on Pop-Up, Pop-Under, and In-Line Ads,” presented to the MIS Seminar Series, University of Delaware, April 15, 2005.
- “Lessons Learned from Research Projects: Strikes, Singles, and Home Runs,” Invited Address, Texas Tech University, September 17, 2004.
- “A Cross-Cultural Study of the Effects of Web Advertising: A Focus on Pop-Up, Pop-Under, and In-Line Ads,” presented to the Batten Conference, College of William and Mary, July 16, 2004.
- “A Study of the Effects of Online Advertising: A Focus on Pop-Up and In-Line Ads,” presented to the MIS Seminar Series, Temple University, September 10, 2004.
- MIS Camp panelist, AMCIS, August 2003.
- “Web Site Delay: Three Studies,” Research presentation, University of Kansas, September 12, 2003.
- “Web Site Delay: Three Studies,” Research presentation, Duquesne University, November 14, 2003.
- Web site creation presentation to Accounting Club, September 26, 2003
- “Interactive Effects of Web Site Speed, Familiarity, and Depth,” Research presentation, University of Illinois at Urbana/Champaign, November, 2001.
- “Electronic Commerce,” for Katz School Executive Education Center Ribbon-Cutting, September 2001.

Moderated Panel on "e-Business in the New Millennium," 34th Annual Pittsburgh Chemical Day, May 1, 2001.

"E-Commerce Curriculum" presented to Greater Pittsburgh E-Commerce Partners, March 7, 2001.

"Best of the Web," presentation to the University of Pittsburgh's Discovery Weekend, October, 2000.

"Strategy and Electronic Commerce," presented to the Strategic Leadership Forum, Pittsburgh, May, 2000.

"Issues in Electronic Commerce," invited speech for the president, faculty, and students of the Government Arts College, Chennai, November, 1999

"Developing an Effective Electronic Commerce Strategy," presented to the Katz Business Alliance, April 21, 1999.

Testimony to the U.S. Senate Rules Committee, June 19, 1996, regarding the feasibility, from the users' standpoint, of discontinuing printing operations at the Government Printing Office and using the Internet for all government documents

Presentation: "Commerce on the Information Highway: Which Gear to Choose," presented to the Philadelphia Katz Business Alumni Association March 12, 1996; presented to the Associates program January 23, 1996; presented to the Hampton Rotary Association, 1996; presented to the Katz Alumni Association, November 1, 1995

Panel Presentation: "Practical Spreadsheet Applications," PICPA - Pittsburgh Chapter Practitioner's Committee meeting, July 31, 1991

Presented "Finding Spreadsheet Errors" to Suburban Pittsburgh CPA Club, June 19, 1990

Presented "How computers are being used in the classroom and are preparing students for careers in a changing world," for minority student program "Career Opportunities in Business," April, 1986

Presentation: "MIS Curriculum: Association for Computing Machinery versus Data Processing Management Association, Present and Future," for the Northwest Pennsylvania Data Processing Management Association, November 28, 1984.

SERVICE TO THE IS COMMUNITY

Mentor, Doctoral Roundtable at SIGHCI Pre-ICIS Workshop, Seoul, December, 2017

AIS Senior Scholars Coordinator (Chair), 2017-2018

ICIS Jr. Faculty Consortium Panelist, 2014

ICIS Site Selection Committee Chairperson 2012, 2013

ICIS Representative to AIS, 2013

ICIS Co-Chair (with TP Liang), 2011 (Shanghai)

ICIS Doctoral Consortium Co-Chair, ICIS 2008

Member, AIS Student Chapters Committee 2008-2010

AIS Audit Review Committee 2008

AIS Video Contest chair 2008-2009

AMCIS Doctoral Consortium Faculty, AMCIS 2006

ICIS Co-Program Chair (with David Avison), ICIS 2005
Editor-in-Chief, AIS World (2004 - 2007)
Co-Program Chair, Pre-ICIS SIG CORE Workshop, December 2004
Co-Program Chair (with Jeanne Ross), AMCIS 2003
Associate Editor, ICIS 2001, 2004
Member, AIS/ISWORLD Technology Committee, 2001 to ~2010
Member, ISWORLD listserv policy refinement group, September 2001
Session Chair, International Conference on Information Systems (ICIS), 2000
VP of Member Services, Association for Information Systems, 2000-2003
Co-chair (with Fred Niederman), ICIS Junior Faculty Consortium, December 2000.
Financial Liaison, ICIS, 1999-2000
Treasurer, ICIS, January 1994 to 1998
Chair, AIS/ICIS Committee for Office Relocation Search, 1997
Council Member for the Americas, Association for Information Systems, 1996-1997
General Chair, Publicity Chair, Session Chair, Association for Information Systems
Inaugural Americas Conference, August 1995
Discussant, 1994 ICIS Conference, Vancouver
Discussant, 1988 Decision Sciences Institute Conference (National), Las Vegas.
Session Chair, International Conference on Information Systems (ICIS), 1987.
Local Arrangements Chairman, 1987 ICIS Doctoral Consortium. Served on participant selection committee, secured site, prepared contracts, coordinated transportation for all attendees, prepared budget, and approved payments to all participants and hotels.

OTHER SERVICE

Member, IT Assurance Committee, Pennsylvania Institute of CPAs (PICPA), 2015-2018

GRANTS AWARDED

Katz Business School: \$2,000 grant for extending our Twin Study, 2018.
BNY Mellon, \$10,000 grant (obtained via the Berg Center, Katz Graduate School of Business), Spring 2014, for our study on designing more effective browser warning messages.
Institute for Fraud Prevention: \$10,000 for our Twins Information Security Study (2012)
Katz Dean's Small Grant: \$1,500 for our Twins Information Security Study (2011).
Katz EBL Initiative Grant: "Benchmark Development for Smart Phone Usability," \$500 for subject raffle payments.
Institute of Management Accountants: \$2,430 for student travel reimbursement and five \$100 drawing cards for subjects (2011)
Katz Business School Dean's Technology Innovation Program (2010): \$3,500 for acquiring five Android Tablet devices.
Katz Business School: \$4,000 for purchasing four "Emotiv" head-mounted EEG devices for Neuro research work.

Katz Business School small grant program (2006-07): \$4,800 for two stress research studies (conducted with Greg Moody, Jacqueline Pike, Mark Haney, Rachel Chung, Peter Polak)

Small grant from the International Business Center for cross-cultural research on Web delays (to be conducted with S. McCoy and Guillermo Abitia) (November, 2003).

“Demand Aggregation for Broadband Deployment in Rural Communities,” (with Martin Weiss and Ken Sochats), \$25,000 from University Center for International Studies, Global Academic Partnership, Summer 2002. Conference held March 3-4, 2003.

Hewlett-Packard e-speak award (total award: \$120,000 to University of Pittsburgh; Katz Business School receives \$40,000 in cash and equipment), August 2000 (with Michael Spring, Taieb Znati)

ECAC Specialized Instructional Labs Grant, \$30,000 for 7 notebook computers and classroom networking, September 1995

AT&T/NCR, MoIS Development Lab, \$117,000 in hardware/software/networking, June 1993

Sony, Multimedia Classroom (contributed technical specifications and justification to grant proposal), \$20,000

EDITORIAL, REVIEW AND REFEREE POSITIONS

Founding Co-Editor-in-Chief, *AIS Transactions on HCI*, Fall 2008 to present

Senior Editor, *Journal of AIS*, July 2008 to December 2011. Editorial board member 2005 to 2008.

Guest Senior Editor: *MIS Quarterly*, 2013

Member, Pre-Eminent Scholars Board since Sept. 2011, *Data Base* (board membership began in April 1992 as a Departmental Editor, then I became Senior Editor in 2001 until becoming a member of the Pre-Eminent Scholars Board in 2011)

Editorial Board Member, *Journal of MIS*, 2010 to date

Associate Editor, *Information Systems Research*, 2006 to 2008

Associate Editor, *International Journal of Information Systems and Management* (2006-present)

Associate Editor, *Canadian Journal of Administrative Sciences*, 2006 to 2008

Guest Editor, *Canadian Journal of Administrative Sciences*, Special Issue on E-services, 2006 to date (issue appeared in 2009).

Associate Editor, *MIS Quarterly*, January 1998 to December 2000

Editorial Board Member, *Information Systems and E-Business Management*, June 2001 to 2007

Editorial Board Member, *Cycle Time Research*, November 1994 to date

Editorial Board Member, *Pa. Journal of Business and Economics* 1989-present.

Editor, *SIGOIS Bulletin*, January 1986 to June 1987

ad hoc Associate Editor, *Decision Support Systems* January 1996

Reviewing activity:

Information Systems Research, August 1993 to date

Management Science, April 1991 to date
MIS Quarterly, October 1984 to date
 European Journal of Information Systems, April 2014 to date
Accounting, Management, and Information Technologies, March 1994 to date
 International Conference on Information Systems, June 1987 to date
 Academy of Management, Spring 2002, 2003
Computational and Mathematical Organization Theory, Spring 2002
Journal of Systems and Software, Fall 2001
Communications of the ACM, February 1986 to date
Decision Sciences, May 1990 to date
Computing Surveys, November 1984
Infor, August 1986
Data Base, January 1991 to date
 Hawaii Conference on Systems Sciences, April 1991 to date
DSS-The International Journal, October 1994 to date
Technology Studies, July 1992
 WITS Conference, August 1994
 Social Sciences and Humanities Research Council of Canada, February 1991
Business and Society, summer 1996
Journal of Management Systems, May 1990
IEEE Transactions on Systems, Man, and Cybernetics, November, 1989
 International Bus. Schools Computer User Group Conference, July 1987
 McGraw-Hill, Business Publications, Inc., Prentice-Hall, MacMillan (texts), 1981-86

ACADEMIC EXPERIENCE

June-August 2009, 2010, 2011, 2012, 2013, 2014, 2015, 2016, 2017, 2018: Harvard University adjunct Professor (teaching two graduate courses: E-Commerce Strategies and Human Factors in Information Systems Design). Average teaching evaluations in the E-Commerce course: 4.4 for 2013; 4.2 for 2012; 4.6 for 2011 and 2010; 4.3 for 2009; in the Human Factors course: 4.4 for 2013; 4.4 for 2012; 4.6 for 2011; 4.3 for 2010

September 1985 - present: University of Pittsburgh, Katz Graduate School of Business. 1985 to 1991: Assistant Professor, 1991-2005: Associate Professor, 2005-present: Professor; 2011-present: Doctoral Program Director

Courses taught: Information Systems, Computer-Based Information Systems, Human-Computer Interaction (PhD and MBA levels), Foundations of MIS Research (PhD level), MIS Workshop (PhD level), Electronic Commerce, E-Business Strategy, Commerce on the Information Highway, Current Issues in Computing, MOIS Practicum, COBOL, Database Management Systems, Accounting Information Systems, Excel Workshop. Supervised dozens of readings courses. Teaching evaluation information available by request (required courses most often between 3.5 and 4.0; executive education required courses most often 4.0 to 4.1).

School-level committees and administrative capacities: Member, Promotion & Tenure Committee, 2009-2011, 2013-2015); Chair, Executive MBA Committee (2010-2011); MBA Core Course Committee (2010-2011); Member, Executive Committee (2005-2008); Chair, MIS faculty search committee (1997-1998; 2012); Chair, Technology Strategy Committee (2001); Member,

Building Committee (1997-2010); Chair, Team Room Subcommittee (2009-2010); Member, Doctoral Admissions Committee (2002); Member, Katz Web Development Committee (1997-1998); Member, Technology Policy Committee (1997-1998); Member, Dean Search committee 1995-96; Member, Flex-MBA Task Force (1995-96); Coordinator, MIS Interest Group (1991 to 1994 and 2003 to 2004); Chair, MIS course curriculum task force; Chair, new curriculum technology task group; Member, Roderick Chair Search Committee; Chair, MS in MOIS Committee; Chair, personnel fact-finding committees; Member, Management of Information Systems (MOIS) Steering Committee; MOIS Regional Faculty; Undergraduate Committee; MHA Placement and Alumni Affairs Committee; and Flex-MBA Alternative Technologies Committee. Member of two University-Wide Executive Committee Working Groups. Coordinator of MIS colloquium. Chair, several comprehensive exam committees.

University-level committees: Member, Provost's Mentorship Committee February 2018; Member, Provost's University Council on Graduate Study (2011 to date); Member, 2nd tier Tenure/Promotion committee for School of Information Sciences (2006 to 2008); Member, Provost's IT Steering Committee (2003-2004); Council on Academic Computing (2000 to 2004), Member, SOLARS steering committee (1996-1997); Networked Information Working Group of the Executive Committee for Academic Computing (1994-1995); Project Director, Provost's CERMIS (faculty resource management system) project, (1995-1996); Specialized Instructional Labs Working Group of the Executive Committee for Academic Computing (1994-1995)

September 2004 – August 2005: Temple University, Fox School of Business (On leave from University of Pittsburgh): Professor of MIS; Research Director of Irwin L. Gross eBusiness Institute; Coordinator of MIS PhD program

Courses Taught: Human-Computer Interaction (undergraduate); E-Business Strategy (graduate); Introduction to MIS (EMBA). Average evaluations (excluding EMBA): 4.5

Service: Served as judge, IT Excellence Awards, May 2005; evaluated junior faculty renewal applications, Fall 2004; assisted in curriculum revision Spring 2005.

September 1978 - December 1985: Instructor, Management Information Systems
Pennsylvania State University/Behrend College, Erie, PA

Courses taught: Introduction to MIS, Introduction to Computers, System Analysis, System Design and Implementation, Database Management, Accounting Information Systems, Introduction to Management, Financial Accounting, Managerial Accounting, Auditing.

Committees and services: Personnel, Recruiting, College Budgeting, Graduate Program, Faculty Council, Computer Planning, Honors and Awards, MIS Library, Academic Program, Strategic Planning, Instructional Innovation

Other administrative duties: In-Charge, Management Information Systems major; developed MIS undergraduate major conforming to ACM curriculum recommendations; developed MIS Option in Management program; developed MIS undergraduate minor; designed MIS concentration in MBA program; adviser and developer of Data Processing Management Association student chapter; assisted in development of a new MBA program (that began in Fall of 1985)

September 1981 - August 1982: was the Research Associate (competitive position)
MIS Research Center, University of Minnesota, Minneapolis, MN

Duties included: organization of discussion groups with corporate Associates in numerous topic

areas; researched special areas for Associates; reviewed MIS Quarterly articles; conducted 30+ interviews for Minnesota's field study of system development methodologies

June 1981 - May 1982: Instructor, Management Information Systems
University of Minnesota, Minneapolis, MN

Courses taught: Introduction to Management Information Systems, Introduction to Computers and MIS, Introduction to COBOL, Intermediate COBOL

Teaching Associate, COBOL and FORTRAN programming courses. Responsible for coordination and administrative control of the courses. Supervised ten teaching assistants and provided consulting help to students

Teaching Assistant, Database Management Systems, MIS Management

January 1977 - June 1978: Instructor, Business Administration:

Gannon College Graduate School of Business (adjunct), Erie, PA - Accounting

Erie Business Center (full time), Erie, PA - Accounting, Programming, Math, Statistics

PROFESSIONAL EXPERIENCE

September 1972 - February 1977: Staff Accountant

Norman Cutri, CPA, Erie, PA 1976-1977

Brown, Schwab, Bergquist and Company, CPAs, Erie, PA 1974-1975

Root, Spitznas and Smiley, CPAs, Erie, PA (part time through college) 1972-1974

PROFESSIONAL MEMBERSHIPS

Association for Information Systems (charter member)

The Institute for Management Science, and its College on MIS

American Institute of Certified Public Accountants

Pennsylvania Institute of Certified Public Accountants

OTHER PROFESSIONAL/SERVICE ACTIVITIES

Taught annually at Harvard University's summer program E-Commerce Strategies (2009 to 2017) and Human Factors in Information Systems (2010 to present)

Led AMCIS Subcommittee to conduct a survey and explore the feasibility of holding a shipboard AMCIS conference, Fall 2016

Taught Information Technology and Business Value in IEMBA (International Executive MBA) program in Brazil (2002, 2003, 2004, 2008); Prague (2002, 2007, 2008, 2009, 2010, 2011, 2012, 2013, 2014, 2015); and Dick's Sporting Goods Headquarters (2014; 2018)

Taught Electronic Commerce Strategies to our IEMBA program offered in Brazil (Sept 2016; 2017), Pittsburgh (April 2017), and for IIM Indore 2013

Taught Human Factors in Information Systems one-week course at IIT Delhi March 2017

Taught Information Systems at King Fahd University of Agriculture and Minerals, 2010 (Bahrain) and 2011 (Dharan)

Taught Electronic Commerce mini-course at Comenius University, Bratislava, Slovakia,

July 2000.

Taught the Information Systems course to executives for CEIBS (China-Europe International Business School) and Bristol-Myers Squibb, Shanghai (January, February 2001; November 2005) and Beijing (January 2001)

Served as a faculty member on the Fall 1999 Semester at Sea voyage to Japan, China, Vietnam, Malaysia, India, Egypt, Turkey, Croatia, Italy, and Morocco.

Member, Finance Committee, St. Catherine of Sweden church, 1998-2004

Member, Corporate Board of Directors, Western Pennsylvania Montessori School, Allison Park, PA, 1996-present.

Maintain World-Wide Web pages for the AIS Salary Survey, 1998 to date

Maintained World-Wide Web pages for AIS, November 1994 to 1998

Maintain World-Wide Web pages for IS Programs (global list), February 1995 to date

Co-designed World-Wide Web pages for our MoIS Program, January 1995

Hosted Polish faculty member, spring 1995

Hosted Czech faculty member, fall 1994.

Teacher, religious education program, St. Catherine of Sweden Parish, 1994-95 (11th grade) and 1998-99 (10th grade).

Co-Founded Katz Photography Club (with Rahul Kapoor) and served as advisor 2009-present

Faculty advisor, MIS Club (now a student chapter of AIS), 2009-present.

Presented workshop to Katz Photography Club on how to improve digital photography Fall 2008, Fall 2009

Presented spreadsheeting workshop to accounting student organization, November 1994.

Conducted teaching workshops on MIS at the University of Lodz, Poland, May, 1994.

Revised dual-degree MBA/MS-MoIS curriculum and made several presentations, 1994.

Chair, Finance Committee, and Member, Board of Directors, Western Pennsylvania Montessori School, Allison Park, PA, 1987 to 1990 and 1993 to 1996.

Focus group member, University of Pittsburgh, for the University's information systems strategy, April, 1993

KGSB contact person, National Software Clearinghouse, 1992-1995

Awarded a Lilly Fellowship to develop a new undergraduate course in Human-Computer Interaction, 1988-89, approx. \$3,500 total (University-wide competition).

Awarded 2 IBM curriculum development grants, 1988, approx. \$6,000 total (School-wide).

Awarded ACM SIG-BDP research grant, 1987, \$1,000.

Organizer, Expert Systems in Accounting Panel Discussion for Pennsylvania Institute of CPAs (PICPA) MAS-EDP Committee, April 28, 1987. Panel included University of Pittsburgh faculty/PhD candidates and a Price-Waterhouse practitioner.

United Way Floor Coordinator, Fall 1987.

Member, MAS-EDP Committee of PICPA 1986 to 1991

Judge, Microcomputer Contest, Pennsylvania Learning Resources Association, 1983.

Workshop leader, "Relieving Computer Anxiety with Computer Literacy," Parent-Community Workshop, Iroquois Education Association, Erie, PA, 1983.