
Jason C.H. Chen, Ph.D.
Professor
Management Information Systems
School of Business Administration
chen@gonzaga.edu

Academic Background

Ph.D. University of Texas at Austin.

Title: *A Primal Simplex Approach to Pure Processing Networks*

M.S. Eastern Washington University.

B.S. The National Taiwan Normal University.

Professional Memberships

Chinese American Professors of Information Systems, 2014

International Association for Computer Information Systems, 2014

Relevant Courses Taken

Relevant Courses

Decision Support Systems

Database Management

Linear, Goal and Non-Linear Programming

Network Optimization

Work Experience

Employment Experience

Academic

Professor, MIS, Gonzaga University (May, 2009 - Present), Spokane, Washington.

Professor, Business Administration, Gonzaga in Florence (January, 2009 - April, 2009), Florence, Italy.

Visiting Professor at College of Management, Fu-Jen Catholic University (February, 2007 - July, 2007), New Taipei City, Taiwan.

Professor and Coordinator, MIS, Gonzaga University (May, 2005 - December, 2008), Spokane, Washington.

Professor of Business Administration, Gonzaga in Florence (January, 2005 - April, 2005), Florence, Italy.

Professor and Coordinator, MIS, Gonzaga University (May, 2003 - December, 2004), Spokane, Washington.

Visiting Professor of Management Information Systems, Beijing International EMBA (February, 2003 - May, 2003), Beijing, China.

Professor and Coordinator, MIS, Gonzaga University (September, 2001 - January, 2003), Spokane, Washington.

Visiting Associate Professor of Management Information Systems, Beijing International MBA (August, 1999 - December, 1999), Beijing, China.

Associate Professor and Coordinator of MIS, Gonzaga University (September, 1991 - August, 2001), Spokane, Washington.

Assistant Professor and Founder of Management Information Systems, Gonzaga University (September, 1985 - August, 1991), Spokane, Washington.

Assistant Instructor of MIS, University of Texas at Austin (September, 1984 - August, 1985), Austin, Texas.

Teaching Assistant of MIS, University of Texas at Austin (September, 1981 - August, 1985), Austin, Texas.

Teaching Assistant of Mathematics and Computer Science, Eastern Washington University (September, 1980 - August, 1981), Cheney, Washington.

Mathematics Teacher, Yuang-Ping High School (September, 1975 - August, 1980), Taipei, Taiwan.

Consulting Experience

2001-2002: Tasco.com, Marketing manager for promoting B2C business,

Teaching

Courses Taught

Courses from the Teaching Schedule: Business Intelligence (Masters), Data Base Management (Bachelors), Directed Study (Masters), Directed Study (Masters), Info Systems Theory and Practice (MBA), Management Information Systems (Bachelors), Operations Management (Bachelors), Principles of Marketing (Bachelors)

Courses taught, but not in the Schedule:

Graduate: Corporate Information Systems Management, Database Management Systems, Electronic Commerce, Project Management, Decision Support Systems, Data Warehousing and Data Mining, Expert Systems, Business Applications with Object-Oriented Paradigm, Operations Research, Management System Engineering

Undergraduate: Operations Management, Decision Support and Expert Systems, Operations and Supply Chain Management, Principles of Marketing, Electronic Commerce, Projects and Information Systems, Business Applications with Object-Oriented Paradigm, Computer Modeling and Simulations, Operations Management, Management Science

Intellectual Contributions

Intellectual Contributions Grid

Category	BDS	AIS	TLS	Total
Articles in Refereed Journals	15	5		20
Articles in Refereed Journals (in Press)	1			1
Publications in Refereed Conference Proceedings	9	2		11
Books, Monographs, Compilations, Manuals, Supplements, Chapters, Cases, Readings	2		2	4
Presentations of Refereed Papers	3	1		4

Refereed Articles

Applied or Integrative/application Scholarship

Ma, J., Mingzhai, G., Chu, Y., & Chen, J. C. (2017). Wealth Effects of Merger and Acquisition on Acquiring Firms in Brazil. *International Journal of Information Systems and Social Change*.

Kao, T. Y., Chen, J. C., Wu, T. B., & Yang, M. (2014). Poverty reduction through empowerment: A proactive strategy of corporate social responsibility. *Corporate Social Responsibility and Environmental Management*, 21 (4)., doi: 10.1002/csr.1365.

Liu, C., & Chen, J. C. (2013). Using Q methodology to explore user's value types on mobile phone service websites. *Expert Systems with Applications: An International Journal*, 40 (13), 5276-5283.

Kadadevaramath, R. S., Chen, J. C., Shankar, B. L., & Mohanasundaram, K. M. (2012). Application of particle swarm intelligence Algorithms in supply chain network optimization. *Expert Systems with Applications: An International Journal*, 39 (11), 10160-10176, doi: 10.1016/j.eswa.2012.02.116.

Chou, T., Hsu, L., & Chen, J. C. (2010). The ubiquitous service-oriented design. *International Journal of Mobile Communications*, 8 (4), 451-467.

Basic or Discovery Scholarship

Chen, J. C., Kang, H., & Wang, M. (2018). Integrating Feature Ranking with Ensemble Learning and Logistic Model Trees for the Prediction of Postprandial Blood Glucose Elevation. *Journal of Universal Computer Science*, 24 (6), 797-812, doi: 10.3217/jucs-024-06.

Chen, J. C., Liu, C., & Poon, C. (in press, 2017). Perception Types of Home Buyers by Q Methodology: A

Comparative Study of Hong Kong, Taiwan, and the U.S.A. *Singapore Economic Review.*, doi: <https://doi.org/10.1142/S0217590817430093>.

Chen, J. C., & Napoleone, P. (2017). Research on Business Intelligence with Data Mining Applications. *International Journal of Business and Economics Research*, 6 (2), 19-24.

Chen, J. C., Hsu, L., Chen, S., & Chiu, M. (2015). Determinants of successful online transactions – effects of transaction assurance seal and reputation rating affecting trust and purchase intention of consumers. *Human Systems Management*, 34 (2), 105-118, doi: 10.3233.

Yin, Y., Cheng, S., Chiang, J. Y., Chen, J. C., & Mao, X. (2015). Scheduling Problems with Due Data Assignments. *Discrete Dynamics in Nature and Society*.

Kadadevaramath, R., Chen, J. C., & Mohan, M. R. (2015). Attitude of small and medium enterprises towards implementation and use of information technology in India - an empirical study. *International Journal of Business and Systems Research*, 9 (2), 123-137, doi: 10.1504/IJBSR.2015.069439.

Bai, S., Koong, K. S., & Chen, J. C. (2013). Gender earnings disparity in the U.S. financial sector: 2000-2012. *International Journal of Revenue Management*, 7 (3/4), 244-267.

Shankar, B. L., Basavarajappa, S., Kadadevaramath, R. S., & Chen, J. C. (2013). Constrained optimization of distribution network using new hybrid PSO optimizer. *International Journal of Business and Systems Research*, 7 (2), 105-120, doi: DOI: 10.1504/IJBSR.2013.053754.

Shankar, B. L., Basavarajappa, S., Chen, J. C., & Kadadevaramath, R. S. (2013). Location and allocation decisions for multi-echelon supply chain: A multi-objective evolutionary approach. *Expert Systems with Applications: An International Journal*, 40 (2), 551-562.

Shankar, B. L., Basavarajappa, S., Kadadevaramath, R. S., & Chen, J. C. (2013). A bi-objective optimization of supply chain design and distribution operations using non-dominated sorting algorithm: A case study. *Expert Systems with Applications: An International Journal*, 40 (14), 5730-5739.

Yang, M., Chen, J. C., Tsai, C., & Chao, H. (2013). Investigating collaborative commerce system from the perspective of collaborative relationship. *Journal of Electronic Commerce Research*, 14 (1), 75-88.

Chen, J. C., Yang, M., & Koo, T. (2012). A control mapping data model for internal controls construction in a database design. *International Journal of Knowledge Based Organizations*, 4 (3), 52-60.

Chen, J. C., & Liu, C. (2012). Developing and prioritizing measures of emotional capital in public service organizations. *International Journal of Information Systems in the Services Sector*, 4 (3), 53-60, doi: 10.4018/jisss.2012070104.

Lai, R. S., Hsu, L., & Chen, J. C. (2012). Green information system with ICT platform and implementation. *Human Systems Management*, 31, 111-121, doi: DOI 10.3233/HSM-2012-0765.

Chen, J. C., Penn, J., & Terrell, R. D. (2011). A new and efficient tree pruning method and its applications to work flow-based PPN nets for financial controls. *International Journal of Information and Decision Sciences*, 3 (2), 128-147.

Yang, M., Chen, J. C., Wu, C., & Chao, H. (2010). On characteristics influencing consumer's intention to use web-based self-service. *Human Systems Management*, 29 (1), 41-49, doi: 10.3233/HSM-2010-0717.

Refereed Proceedings

Applied or Integrative/application Scholarship

Liu, C., & CHEN, J. C. (in press, 2019). Measuring and prioritizing aesthetics of mobile phone usage through users' perspectives. *International Conference on Business and Information*.

Chen, J. C., & Piani, N. (2017). Research on Business Intelligence with Data Mining Applications. *International Conference on Business and Economics*.

Basic or Discovery Scholarship

Liu, C., & Chen, J. C. (2019). Measuring and prioritizing aesthetics of mobile phone usage through users' perspectives. *International Conference of Management and Education*.

Chen, J. C., & Liu, C. (2016). The Perception Types Of House Buyers by Q Methodology: An Empirical Research. *Conference of Asian Consumer and Family Economics Association*.

Chen, J. C. (2015). Investigating consumers; adoption intention of wearable devices from the perspective of consumer perception. *International Conference on Information Management*.

Chen, J. C., Chiang, C., & Yang, M. H. (2013). Developing a System to Promote Collaborative Relationship Quality. *International Conference on Information Technologies and Practices*.

Chen, J. C., Chiang, C., & Yang, M. H. (2013). The Study of Collaborative Information Systems for Promoting Relationship Quality. *Conference on Medical Innovation and Computing Service(MICS)*.

Koong, K., & Chen, J. C. (2013). An update on internet fraud occurrences in the United States. *Southwest Decision Sciences Conference*.

Chen, J. C., Lao, R., Hsu, L., & Chang, M. (2012). A Case Study on Green Information Systems. *American Society of Business and Behavioral Science*.

Chen, J. C., Yang, M., Tsai, C., & Chao, H. (2012). Investigating Collaborative Commerce Systems from the Perspective of Collaborative Relationship Development. *International Conference on Innovation and Management*.

Chen, J. C., Yang, M., & Koo, T. (2011). A Control Mapping Data Model for Internal Controls Construction in Database Design. *International Conference on Information Management*.

Books, Monographs, Compilations, Manuals

Books

Chen, J. C. (2010). *Enterprise Information Systems and Implementing IT Infrastructures: Challenges and Issues* Business science Reference.

Hwang, G., & Chen, J. C. (2010). *Knowledge Management and E-Learning* Taylor & Francis/CRC Press.

Chapters, Cases, Readings, Supplements

Chapters

Kadadevaramath, R. S., & Chen, J. C. (2010). Achieving Alignment in Production and Logistics Operations in Three Echelon Supply Chain Network through New Heuristic Optimizer. *Enterprise Information Systems and Implementing IT Infrastructures: Challenges and Issues* Business science Reference.

Readings

Hwang, G. J., & Chen, J. C.H. (2010). A Learning Portfolio Management System for Analyzing Student Web-based Problem-Solving Behaviors. *Knowledge Management and E-Learning*. Taylor & Francis.

Presentations of Refereed Papers

International

Liu, C. & Chen, J. C. (2018-2019). *Measuring and prioritizing aesthetics of mobile phone usage through users' perspectives*. International Conference of Management and Education, Tokyo, Japan.

Chen, J. C. & Piani, N. (2017-2018, July). *Research on Business Intelligence with Data Mining Applications*. International Conference on Business and Economics, Suzhou, China.

Liu, C. & Chen, J. C. (2016-2017, July). *The Perception Types Of House Buyers by Q Methodology: An Empirical Research*. Conference of Asian Consumer and Family Economics Association, HK, China- Hong Kong.

Chen, J. C., Chiang, C., & Yang, M. H. (2013-2014). *The study of collaborative information systems for promoting relationship quality*. International Conference on Medical Innovation and Computing Service (MICS), Tainan, Taiwan.

National

Chen, J. C. (2013-2014). *An Update on Internet Fraud Occurrences in the United States*. Southwest Decision Sciences Conference, Albuquerque, New Mexico.

Conference Presentations

Liu, C. & Chen, J. C. (2018-2019). *Measuring and prioritizing aesthetics of mobile phone usage through users' perspectives*. International Conference of Management and Education, Tokyo, Japan.

Chen, J. C. & Piani, N. (2017-2018, July). *Research on Business Intelligence with Data Mining Applications*. International Conference on Business and Economics, Suzhou, China.

Liu, C. & Chen, J. C. (2016-2017, July). *The Perception Types Of House Buyers by Q Methodology: An Empirical Research*. Conference of Asian Consumer and Family Economics Association, HK, China- Hong Kong.

Chen, J. C., Chiang, C., & Yang, M. H. (2013-2014). *The study of collaborative information systems for promoting relationship quality*. International Conference on Medical Innovation and Computing Service (MICS), Tainan, Taiwan.

Chen, J. C. (2013-2014). *An Update on Internet Fraud Occurances in the United States*. Southwest Decision Sciences Conference, Albuquerque, New Mexico.

Professional Development

Professional Seminars / Workshops

2017-2018: Seminar on How to succeed in publishing papers.

Service

Service to the Institution

Gonzaga University

College Assignments

Member:

2017-2018 – 2018-2019: Information Technology Committee

2015-2016: Information Technology Committee

2014-2015: Information Technology Committee

2013-2014: Information Technology (Fall)

Other Institutional Service Activities:

2010-2011: Alternate Member - Committee on Reappointment, Promotion, and Tenure (CRPT)

Chair:

2016-2017: Information Technology

Member:

2012-2013: Undergraduate Curriculum Committee

2011-2012: Information Technology Committee (Fall)

2010-2011: Information Technology Committee

Unassigned

College Assignments

Faculty Advisor:

2013-2014: Revenue Management Alliance(RMA) at Driehaus College of Business, School of Hospitality Leadership, DePaul University

Service to the Profession

Editor: Academic PRJ

2019-2020: International Journal of Business and Systems Research (International). Promote the journal and manage all on-going paper submissions and related activities

2019-2020: International Journal of Revenue Management (International). Promote the journal and manage all on-going paper submissions and related activities

2014-2015: International Journal of Mobile Learning and Organisation (International). Promote the journal and manage all on-going paper submissions and related activities

Member: Committee/Task Force

2012-2013: International Conference on Advanced Materials, Manufacturing, Management, and Thermal Sciences (International).

Reviewer - External Tenure

2018-2019: An external reviewer for promotion applications to Professor at National Tsing Hua University, Taiwan, February 2019. (International).

2013-2014: An external reviewer for promotion applications to Associate Professor at Robert Morris University (National).

2012-2013: Robert Morris University, Moon Township, PA, USA (Local).

Honors/Awards

Award

2014-2015: C.H. Barnes Faculty Fellowship Achievement Award, School of Business, Gonzaga University.

2013-2014: University Exemplary Award for Faculty Excellence, Gonzaga University, Gonzaga University.

Honor

2012-2013: Honorary International Chair Professor at the National Taipei University of Technology, National Taipei University of Technology.

Ta-Tao Chuang, Ph.D.
Professor
Management Information Systems
School of Business Administration
chuang@jepson.gonzaga.edu

Academic Background

Ph.D. Texas Tech University.

Title: *A Conceptual Model and an Implementation of Adaptive Decision Support Systems*

M.B.A. National Chaio Tung University.

M.S. Georgia State University.

B.S. National Chung-Hsing University.

Professional Certifications

Ethics Across the Curriculum Workshop, 2004, Spokane, WA.

Effective Teaching: A Workshop, 1999, Wichita, Kansas.

Professional Memberships

Information Resource Management Association, 2006

Associations of Information Systems, 1998

Association for Computing Machinery, 1991

Relevant Courses Taken

Relevant Courses

The Data Scientist's Toolbox

Computing for Data Analysis

Getting and Cleaning Data

Introduction to Baseball Analytics

Programming for Everybody (Python)

Statistical Inference

Reproducible Research

Exploratory Data Analysis

R Programming

Regression Models

Process Mining: Data science in Action

Analyzing and Visualizing Data With Power BI

Work Experience

Employment Experience

Academic

Professor of MIS, Gonzaga University (2009 - Present), Spokane, Washington.

Visiting Professor, Chang Gung University (2009), Tao-Yuan, Taiwan.

Visiting Associate Professor, Chang Gung University (2008), Tao-Yuan, Taiwan.

Guest speaker, National Taiwan University (2008), Taipei, Taiwan.

Guest speaker, National Kaohsiung First University of Science and Technoloty (2008), Kaohsiung, Taiwan.

Visiting Associate Professor of MIS, Chang Gung University (2007), Tao-Yuan, Taiwan.

Visiting Associate Professor, Invited to attend Seminar (December, 2007 - December, 2007), Tao-Yuan, Taiwan.

Attendant, VICS CPFR Meeting (2005), Atlanta, Georgia.

Associate Professor of MIS, Gonzaga University (2004 - 2009), Spokane, Washington.

Visiting Associate Professor, Chang Gung University (December, 2002 - December, 2002), Taipei, Taiwan.

Assistant Professor, Gonzaga University (2001 - 2004), Spokane, Washington.

Assistant Professor, Wichita State University (1998 - 2001), Wichita, Kansas.

Teaching Assistant and Lecturer, Texas Tech University (1993 - 1998), Lubbock, Texas.

Lecturer, Chung Yu Junior College of Business Administration (August, 1988 - July, 1991), Keelung, Taiwan.

Research Assistant, Institute for Information Industry (July, 1986 - June, 1987), Taipei, Taiwan. **Investigation of Software Development Environment, Problems, and Demand in the Republic of China Project, sponsored by Institute for Information Industry**

Case Study writer and assistant, National Chiao Tung University (May, 1986 - August, 1986), Hsinchu, Taiwan.

Second Lieutenant, Military Service (October, 1982 - August, 1984), Taipei, Taiwan.

Teaching

Courses Taught

Courses from the Teaching Schedule: Advanced Excel (Masters), Advanced Excel (Masters), Current Iss in Info Systems (MBA), Directed Study (Bachelors), Directed Study (Bachelors), Google Analytics (MBA), Info Systems Theory and Practice (MBA), Management Information Systems (Bachelors), Special Topics (Bachelors), Special Topics (MBA), Special Topics Skills Course (Bachelors), Web-Based Applications (Bachelors)

Intellectual Contributions

Intellectual Contributions Grid

Category	BDS	AIS	TLS	Total
Articles in Refereed Journals	26	1		27
Articles in Refereed Journals (in Press)	1			1
Articles-in-Progress (All)	4			4
Publications in Refereed Conference Proceedings	25			25
Books, Monographs, Compilations, Manuals, Supplements, Chapters, Cases, Readings	2			2
Presentations of Refereed Papers	12		1	13
Research Report, Non-Refereed	2			2
Other Research, Non-refereed	1		1	2

Refereed Articles

Applied or Integrative/application Scholarship

Nakatani, K., & Chuang, T. (2012). Global data synchronisation: deployment and implementation issues of a global standard-based information system. *International Journal of Services and Standards*, 8 (2), 157-173.

Basic or Discovery Scholarship

Chuang, T., Nakatani, K., & Patil, V. H. (2020). A Concentric Framework for Leveraging Big Data for Business Value. *International Journal of Big Data Management*, 1 (2), 166-180, doi: 10.1504/IJBDM.2020.112414.

Chuang, T. (in press, 2020). A Comparison Between Expected Value and Perceived Realized Value of Cloud Computing: An Exploratory Study. *International Journal of Business and Systems Research*.

Chen, T., Chuang, T., & Nakatani, K. (2016). The Perceived Business Benefit of Cloud Computing: An Exploratory Study. *Journal of International Technology and Information Management*, 25 (4), 101-121.

- Chuang, T., Nakatani, K., & Chen, T. (2015). An Exploratory Study of Expected Business Value of Cloud Computing. *Issues in Information Systems, 16 (IV)*, 37-47.
- Hwang, J., Chuang, T., Nakatani, K., & Yeh, W. (2014). The design of software-agent architecture for customer relationship management in utility service-based business. *International Journal of Business and Systems Research, 8 (3)*, 256-277.
- Nakatani, K., & Chuang, T. (2011). A web analytics tool selection method: an analytical hierarchy process of cost-benefit analysis. *Internet Research, 21 (2)*, 171-186.
- Zhou, D., Nakatani, K., & Chuang, T. (2011). Data quality in collaborative commerce. *International Journal of Information Quality, 2 (3)*, 264-278.
- Chuang, T., Beresford-Wood, B., Chen, J., & Lin, B. (2009). Cooperate to compete in the health care industry: A case study with the knowledge management approach. *International Journal of Learning and Intellectual Capital, 6*.
- Chuang, T., Nakatani, K., & Zhou, D. (2009). An exploratory study of the extent of information technology adoption in SMEs: An application of upper echelon theory. *Journal of Enterprise Information Management, 22 (2)*.
- Chuang, T., Rutherford, M., & Lin, B. (2007). Owner/manager characteristics, organizational characteristics and IT adoption in the small and medium enterprise. *International Journal of Management and Enterprise Development, 4 (4)*, 619-634.
- Chuang, T., Nakatani, K., Chen, J., & Huang, I. (2007). Examining the impact of organizational and owner's characteristics on the extent of e-commerce adoption in SMEs. *International Journal of Business and Systems Research, 1 (1)*, 61-80.
- Chuang, T., Nakatani, K., & Zhou, D. (2006). Data Synchronization Technology: Standards, Business Values and Implementation Challenges. *Communication of Association for Information Systems, 17*, 962-994.
- Chuang, T., Chen, Jason. C.-H., Chong, P., & Gering, K. (2005). Improve Customer Service through Organizational Learning - A Case Study. *International Journal of Innovation and Learning, 2 (1)*.
- Chuang, T., Huang, W., & Zhang, Y. (2005). History and Future Development of Group Support Systems. *Encyclopedia of Information Science and Technology*.
- Chuang, T., & Nakatani, K. (2005). A Framework for the Development of Collaborative Commerce Applications. *Issues in Information Systems, VI*.
- Chuang, T., & Nakatani, K. (2005). The Development of Data Mart Systems at Public Institutions: A Case Study. *Journal of Information Technology Case and Application Research, 7 (4)*.
- Chuang, T., & Nakatani, K. (2005). Perceptions of Students Towards Cooperative Learning In Undergraduate Management Information Systems: Exploratory Quantitative Analyses. *International Journal of Innovation and Learning, 1 (4)*.
- Chuang, T., Nakatani, K., & Zhou, D. (2005). Collaborative Commerce. *Encyclopedia of E-Commerce, E-Government and Mobile Commerce*.
- Chuang, T. (2005). Virtual Community Sustainability. *Encyclopedia of Virtual Communities and Technologies*.
- Chuang, T., & Nakatani, K. (2004). Planning and Deployment of Collaborative Commerce: A Conceptual Framework and Empirical Evidences. *International Journal of Electronic Business, 2 (2)*, 157-173.
- Chuang, T., & Chong, P. (2004). Searching Advertising Placement in Cyberspace. *Industrial Management & Data Systems, 104 (2)*, 144-148.
- Chuang, T., & Nakatani, K. (2003). Issues of Trust And Commitment In Collaborative Commerce. *Issues in Information Systems, IV*, 625-631.
- Chuang, T., Chong, P., Chang, M., & Chen, Jason C.-H. (2003). Optimal Purchase Decision Criteria For Information Technology. *Managing IT in Government, Business & Communities*.
- Chuang, T., & Nakatani, K. (2002). Improving The Learning Effectiveness Of Management Information Systems Course With Cooperative Learning: Lessons of Empirical Study. *Issues in Information Systems, III*, 116-123.
- Chuang, T., Bernard, M., & Ali, S. (2002). Computer-Supported Collaborative Learning Performance and Satisfaction: A multi-stage study. *Journal of International Technology and Information Management, 27-41*.
- Chuang, T., & Yadav, Surya B. (2000). A Decision-Driven Approach to Object-Oriented Analysis. *The Data Base for Advances in Information Systems, 31 (2)*, 13-34.

Chuang, T., & Yadav, Surya B. (1998). The Development of an Adaptive Decision Support System. *Decision Support Systems and Electronic Commerce* (24), 73-87.

Refereed Proceedings

Basic or Discovery Scholarship

- Chuang, T., & Hoag, M. (in press, 2016). Big Data and Accounting: A Survey of Accounting Faculty. *Northwestern Accounting Research Group (NWARG) Conference*.
- Chen, T., Chuang, T., & Nakatani, K. (2014). Business Value of Cloud Computing: An Explorative Study. *Conference of Application, Security, and Audit Issues in Cloud Computing Service*.
- Chuang, T., & Nakatani, K. (2010). A web analytics tool selection method: An analytical hierarchy process of cost-benefit analysis. *Business and Information Conference*.
- Chuang, T., Zhou, D., & Nakatani, K. (2008). Data Transparency in Collaborative Commerce. *Proceedings of China Summer Workshop on Information Management*.
- Chuang, T., Nakatani, K., & Zhou, D. (2007). The Impact of Managerial Characteristics of Top Management Team on the Extent of Information Technology Adoption: An Exploratory Study With the Upper Echelon Theory. *Proceedings of the Americas Conference on Information Systems*.
- Chuang, T., Zhou, D., & Nakatani, K. (2006). A Conceptual Data Quality Framework for Collaborative Commerce. *Proceedings of the Americas Conference on Information Systems*.
- Chuang, T., Nakatani, K., & Chen, J. (2006). The Impact of Organizational and Owner's Demographic Characteristics on the Extent of E-Commerce Adoption in SMEs. *EC2006 – Electronic Commerce and Digital Life*.
- Chuang, T., Chong, P., & Chang, M. (2005). A Heuristic Approach to Teaching Database Management in Senior Project Classes in an Urban University. *The International Conference on Pacific Rim Management*.
- Chuang, T. (2003). A Collaborative Framework for Collaborative Commerce. *Proceedings of the Conference of International Consortium for Electronic Business*.
- Chuang, T., & Chen, Jason. C.-H. (2003). Cooperate to Compete in the Health Care Industry: A Knowledge Management Approach. *The International Conference on Pacific Rim Management*.
- Chuang, T., & Nakatani, K. (2003). Issues of Trust And Commitment In Collaborative Commerce. *Proceedings of the Conference of International Association for Computer Information Systems*.
- Chuang, T., Van Den Hoek, A., & Chong, P. (2003). From Railroad to Internet: A Connection of the Past and Present. *Proceedings of the Conference of Southwest Decision Sciences Institute*.
- Chuang, T., Chang, M., Chen, J., & Chong, P. Pete (2002). The Effects of E-Business on Supply Chain Management: A Model Analysis. *Proceedings of the International Conference on Pacific Rim Management*.
- Chuang, T., & Nakatani, K. (2002). Planning and Deployment of Collaborative Commerce: A Conceptual Framework. *Proceedings of the Conference of the International Consortium for Electronic Business*.
- Chuang, T., Ali, S., & Bernard, M. (2002). Learning satisfaction, learning performance: Values added to Production and Operations Management with information technology. *Proceedings of the Meeting of the Decision Sciences Institute*.
- Chuang, T., & Shahid, A. (2002). Improving Case Instruction: Computer-Mediated Learning vs. Face-to-Face Learning. *Proceedings of the Conference of The Society for Case Research*.
- Chuang, T., & Nakatani, K. (2002). Improving The Learning Effectiveness Of Management Information Systems Course With Cooperative Learning: Lessons Of Empirical Study. *Proceedings of the Conference of International Association for Computer Information Systems*.
- Chuang, T., Bernard, M., & Shahid, A. (2001). Effect of Communication Medium on Group Performance and Group Process: A Longitudinal Study. *Proceedings of the Meeting of the Decision Sciences Institute*.
- Chuang, T., Shahid, A., & Bernard, M. (2000). Computer-Supported Collaborative Learning Performance and Satisfaction: A multi-stage study. *Proceedings of the Meeting of the Decision Sciences Institute*.
- Chuang, T., & Burns, M. B. (1998). A Search for Advertising Placement in Cyberspace: An Analytical Framework. *Proceedings of the Americas Conference on Information Systems*.
- Chuang, T., & Yadav, Surya B. (1997). An Agent-Based Architecture of An Adaptive Decision Support System (ADSS). *Proceedings of the Americas Conference on Information Systems*.
- Chuang, T., & Burns, M. B. (1997). Interdependence in IS Development Projects: A Model and Conceptual Overview.

Proceedings of the Americas Conference on Information Systems.

Chuang, T., & Chen, C. (1997). An Application of the Covariance Components Model to Production Process Control. *Proceedings of the Meeting of the Decision Sciences Institute.*

Chuang, T., & Yadav, Surya B. (1996). A Conceptual Model of an Adaptive Decision Support System. *Proceedings of the Americas Conference on Information Systems.*

Chuang, T., & Yadav, Surya B. (1995). Proceedings of the Second Americas Conference on Information Systems. *Proceedings of the Americas Conference on Information Systems.*

Books, Monographs, Compilations, Manuals

Books

Chuang, T. (1991). *Introduction to COWELL Accounting Systems*. Taipei, Taiwan: Clic Information System Co., Ltd..

Chuang, T. (1991). *Applications of Manager Organizer--RACE PEN*. Taipei, Taiwan: Clic Information System Co., Ltd..

Presentations of Refereed Papers

International

Chuang, T., Nakatani, K., & Chen, T. (2015-2016). *An Exploratory Study of Expected Business Value of Cloud Computing*. IACIS International Conference, Clearwater, Florida.

Chen, T., Chuang, T., & Nakatani, K. (2014-2015, December). *Business value of cloud computing: An explorative study*. Conference of Application, Security, and Audit Issues in Cloud Computing Service, Taipei, Taiwan.

Nakatani, K. & Chuang, T. (2010-2011, July). *A Web Analytics Tool Selection Method: An Analytical Hierarchy Process of Cost-Benefit Analysis*. Business and Information Conference, Kokura, Japan.

Chuang, T. (2005-2006). *The Impact of Organizational and Owner's Demographic Characteristics on the Extent of E-Commerce Adoption in SMEs*. Conference of Electronic Commerce and Digital Life, Taipei, Taiwan.

Chuang, T. (2003-2004). *Cooperate to Compete in the Health Care Industry: A Knowledge Management Approach*. The International Conference on Pacific Rim Management, Seattle, Washington.

Chuang, T. (2002-2003). *A Collaborative Framework for Collaborative Commerce*. Conference of International Consortium for Electronic Business, Singapore, Singapore.

Chuang, T. (2002-2003). *Planning and Deployment of Collaborative Commerce: A Conceptual Framework*. Conference of International Consortium for Electronic Business, Taipei, Taiwan.

Chuang, T. (2001-2002). *Effect of Communication Medium on Group Performance and Group Process: A Longitudinal Study*. Proceedings of the Meeting of the Decision Sciences Institute, San Francisco, California.

Chuang, T. (1997-1998). *An Agent-Based Architecture of An Adaptive Decision Support System (ADSS)*. The Americas Conference on Information Systems, Indianapolis, Indiana.

Chuang, T. (1997-1998). *Interdependence in IS Development Projects: A Model and Conceptual Overview*. The Americas Conference on Information Systems, Indianapolis, Indiana.

Chuang, T. (1996-1997). *A Conceptual Model of an Adaptive Decision Support System*. Americas Conference on Information Systems, Phoenix, Arizona.

Chuang, T. (1995-1996). *Object-Oriented Analysis: A Decision-Driven Approach*. The Americas Conference on Information Systems, Pittsburgh, Pennsylvania.

National

Hoag, M. & Chuang, T. (2016-2017). *Big Data and Accounting: A Survey of Accounting Faculty*. Northwestern Accounting Research Group (NARG) Conference, Leavenworth, WA, Washington.

Research Reports

1987-1988: Chuang, T., An Information System Development Case Study---Based on the conditions in an electronic company., submitted to Investigation of Software Development Environment, Problems, and Demand in the Republic of China.

1986-1987: Chuang, T., Pen Watch --- A Research and Development Management Case Report., submitted to Research and Development Management Seminar.

Papers Under Review

Chuang, T., Chen, T., & Kazuo, N. (2015). "The business value of cloud computing: An exploratory study," Initial submission.

Working Papers

Chuang, T. (2015). "Paths to Nirvana of Big Data: Experiential, Experimental, Exploitative, and Explorative."

Chuang, T. & Lu, R. (2015). "A concentric framework of big data: Five V's, three C's, and one F."

Chuang, T., Chen, T., & Kazuo, N. (2015). "An exploratory study of expected value of cloud computing."

Other Research

2015-2016: Chuang, T., *Big Data: Applications, Characteristics and Framework*. I was invited to present the topic to the faculty and graduate students at Lanzhou University, Lanzhou, China.

2015-2016: Chuang, T., *The Case Method*. I was invited to present the Case Teaching Method to a the faculty of the College of Economics and Management, Gansu Agricultural University, Lanzhou, China.

Conference Presentations

Hoag, M. & Chuang, T. (2016-2017). *Big Data and Accounting: A Survey of Accounting Faculty*. Northwestern Accounting Research Group (NWARD) Conference, Leavenworth, WA, Washington.

Chuang, T., Nakatani, K., & Chen, T. (2015-2016). *An Exploratory Study of Expected Business Value of Cloud Computing*. IACIS International Conference, Clearwater, Florida.

Chen, T., Chuang, T., & Nakatani, K. (2014-2015, December). *Business value of cloud computing: An explorative study*. Conference of Application, Security, and Audit Issues in Cloud Computing Service, Taipei, Taiwan.

Nakatani, K. & Chuang, T. (2010-2011, July). *A Web Analytics Tool Selection Method: An Analytical Hierarchy Process of Cost-Benefit Analysis*. Business and Information Conference, Kokura, Japan.

Chuang, T. (2005-2006). *The Impact of Organizational and Owner's Demographic Characteristics on the Extent of E-Commerce Adoption in SMEs*. Conference of Electronic Commerce and Digital Life, Taipei, Taiwan.

Chuang, T. (2003-2004). *Cooperate to Compete in the Health Care Industry: A Knowledge Management Approach*. The International Conference on Pacific Rim Management, Seattle, Washington.

Chuang, T. (2002-2003). *A Collaborative Framework for Collaborative Commerce*. Conference of International Consortium for Electronic Business, Singapore, Singapore.

Chuang, T. (2002-2003). *Planning and Deployment of Collaborative Commerce: A Conceptual Framework*. Conference of International Consortium for Electronic Business, Taipei, Taiwan.

Chuang, T. (2001-2002). *Effect of Communication Medium on Group Performance and Group Process: A Longitudinal Study*. Proceedings of the Meeting of the Decision Sciences Institute, San Francisco, California.

Chuang, T. (1997-1998). *An Agent-Based Architecture of An Adaptive Decision Support System (ADSS)*. The Americas Conference on Information Systems, Indianapolis, Indiana.

Chuang, T. (1997-1998). *Interdependence in IS Development Projects: A Model and Conceptual Overview*. The Americas Conference on Information Systems, Indianapolis, Indiana.

Chuang, T. (1996-1997). *A Conceptual Model of an Adaptive Decision Support System*. Americas Conference on Information Systems, Phoenix, Arizona.

Chuang, T. (1995-1996). *Object-Oriented Analysis: A Decision-Driven Approach*. The Americas Conference on Information Systems, Pittsburgh, Pennsylvania.

Service

Service to the Institution

Chang Gung University

College Assignments

Faculty Advisor:

2014-2015: Exchange Program with Chang Gung University

2013-2014: Serving the program advisor of the Exchange Program with Chang Gung University

2011-2012: Exchange Program with Chang Gung University

2011-2012: Serving the program advisor of the Exchange Program with Chang Gung University

Gonzaga University

College Assignments

Faculty Advisor:

2013-2014: Exchange Program with Chang Gung University

2012-2013: Serving the program advisor of the Exchange Program with Chang Gung University

Member:

2017-2018 – 2018-2019: Globalization Committee

2013-2014 – 2015-2016: Undergraduate Curriculum Committee

Chair:

2020-2021: The MIS Search Committee

2018-2019: The MIS Search Committee

2009-2010: Technology Planning Committee

2008-2009: Serve the Chair of Information Technology Planning Committee

2007-2008: Chair of the Reappointment and Tenure Committee

2006-2007 – 2007-2008: Chair of the Technology Planning Committee

2005-2006 – 2006-2007: Chair of the Technology Planning Committee

2004-2005 – 2005-2006: Chair of the Technology Planning Committee

2004-2005: Chair of the Technology Planning Committee

Member:

2019-2020 – 2020-2021: Globalization Committee

2019-2020: The Marketing Search Committee

2016-2017: Globalization Committee

2014-2015: Discipline lead of the MIS discipline

2013-2014: Take the lead to propose a new concentration on Data Analytics

2013-2014: Serve the chair of MIS search Committee

2013-2014: Undergraduate Curriculum

2013-2014: Serving the role of point person of the MIS discipline

2011-2012 – 2013-2014: Development of the SBA's intranet

2011-2012 – 2013-2014: MIS discipline

2011-2012 – 2012-2013: Strategic Mission and Planning Committee

2011-2012 – 2012-2013: Serving the champion in the International/Cultural Initiative

2011-2012: New Student Orientation Business Fair

2011-2012: Hogan Program Faculty Advisory Committee

2011-2012: Serving the champion in the International/Cultural Initiative

2011-2012: MIS discipline

2011-2012: Development of the SBA's intranet

2011-2012: Serving the champion in the International/Cultural Initiative

2011-2012: MIS discipline

2011-2012: Strategic Mission and Planning Committee

2009-2010 – 2011-2012: Development of the SBA's intranet
2010-2011: Information Technology Committee
2009-2010 – 2010-2011: Serving the role of point person of the MIS discipline
2008-2009 – 2010-2011: Serving on the Hogan Program Faculty Advisory Committee
2008-2009: Serve on the University Discipline Board
2008-2009: Serve on Strategic Initiative Committee
2008-2009: Serve on the University Discipline Board
2008-2009: Serve on Strategic Initiative Committee
2006-2007 – 2008-2009: Serving on the Hogan Program Faculty Advisory Committee
2006-2007 – 2007-2008: Serving on the University Discipline Board
2006-2007 – 2007-2008: Leading the development of the SBA's intranet
2006-2007: University Discipline Board
2006-2007: Serving on the University Academic Technology Committee
2006-2007: Serving on the University Committee on Discrimination and Harassment
2006-2007: Serving on the Reappointment and Tenure Committee
2005-2006 – 2006-2007: Hogan Program Faculty Advisory Committee
2005-2006 – 2006-2007: Serving in the Reappointment and Tenure Committee
2005-2006 – 2006-2007: University Committee on Discrimination and Harassment
2005-2006: University Committee on Discrimination and Harassment
2004-2005 – 2005-2006: Hogan Program Faculty Advisory Committee
2004-2005: Summer 2005 Steering Committee
2004-2005: Serving in the Graduate Committee at the University
2004-2005: Hogan Program Faculty Advisory Committee
2004-2005: Serving in the Graduate Committee at the University

University Assignments

Other Institutional Service Activities:

2018-2019: Participant in the COIL initiative

Wichita State University

College Assignments

Faculty Advisor:

2011-2012: Serving the program advisor of the Exchange Program with Chang Gung University

Service to the Profession

Board Member: PRJ Editorial Review Board

2019-2020 – 2020-2021: Education and Information Technology (International).

2016-2017 – 2020-2021: International Journal of Electronic Healthcare (International).

2017-2018 – 2019-2020: Education and Information Technology (International).

2013-2014 – 2019-2020: International Journal of Virtual Communities and Social Networking (International).

2016-2017 – 2018-2019: Journal of International Technology and Information Management (International).

2014-2015: Management Decision (International).

2013-2014 – 2014-2015: Communication of International Chinese Information Systems Association (International).

2013-2014: International Journal of Distance Education Technologies (International).

2013-2014: International Journal of Electronic Healthcare (International).

2013-2014: International Journal of Electronic Healthcare (International).
2012-2013 – 2013-2014: International Journal of Virtual Communities and Social Networking (International).
2012-2013 – 2013-2014: Communication of International Chinese Information Systems Association (International).
2012-2013 – 2013-2014: International Journal of Electronic Healthcare (International).
2011-2012 – 2012-2013: International Journal of Virtual Communities and Social Networking (International).
2011-2012 – 2012-2013: Journal of International Technology and Information Management (International).
2011-2012 – 2012-2013: Communication of International Chinese Information Systems Association (International).
2011-2012 – 2012-2013: International Journal of Electronic Healthcare (International).
2010-2011 – 2011-2012: International Journal of Virtual Communities and Social Networking (International).
2010-2011 – 2011-2012: Communication of International Chinese Information Systems Association (International).
2008-2009 – 2011-2012: Journal of International Technology and Information Management (International).
2008-2009 – 2011-2012: International Journal of Electronic Healthcare (International).
2008-2009 – 2010-2011: Interdisciplinary Journal of Knowledge and Learning Objects (International).
2008-2009: Decision Science Journal (International).
2008-2009: Journal of Computer Information Systems (International).
2008-2009: International Journal of Virtual Communities and Social Networking (International).
2008-2009: International Journal of Virtual Communities and Social Networking (International).
2008-2009: International Journal of Virtual Communities and Social Networking (International).
2007-2008 – 2008-2009: Decision Science Journal (International).
2007-2008 – 2008-2009: Journal of Computer Information Systems (International).
2007-2008 – 2008-2009: International Journal of Electronic Healthcare (International).
2006-2007 – 2008-2009: Interdisciplinary Journal of Knowledge and Learning Objects (International).
2006-2007 – 2008-2009: Journal of International Technology and Information Management (International).
2007-2008: Journal of Computer Information Systems (International).
2006-2007 – 2007-2008: Decision Science Journal (International).
2006-2007 – 2007-2008: Journal of Computer Information Systems (International).
2006-2007 – 2007-2008: International Journal of Electronic Healthcare (International).
2006-2007: Journal of International Technology and Information Management (International).
2006-2007: Decision Science Journal (International).
2005-2006 – 2006-2007: Interdisciplinary Journal of Knowledge and Learning Objects (International).
2005-2006 – 2006-2007: Journal of Computer Information Systems (International).
2005-2006 – 2006-2007: International Journal of Electronic Healthcare (International).
2005-2006: InSite Conference (International).
2004-2005 – 2005-2006: Interdisciplinary Journal of Knowledge and Learning Objects (International).
2004-2005 – 2005-2006: Journal of Computer Information Systems (International).
2004-2005 – 2005-2006: International Journal of Electronic Healthcare (International).
2004-2005: Interdisciplinary Journal of Knowledge and Learning Objects (International).
2004-2005: Journal of Computer Information Systems (International).
2004-2005: International Journal of Electronic Healthcare (International).

Board of Directors: Moderate Involvement

2007-2008: Journal of International Technology and Information Management (International).

Reviewer - Article / Manuscript

2020-2021: Information Processing & Management (International).

2019-2020 – 2020-2021: Information and Management (International).

2018-2019 – 2020-2021: Australasian Journal of Information Systems (International).

2016-2017 – 2017-2018: Management Decision (International).

2016-2017: Communication of International Chinese Information Systems Association (International).

Editor: Associate Editor

2006-2007 – 2007-2008: Interdisciplinary Journal of Information, Knowledge and Management (International).

2005-2006 – 2006-2007: Interdisciplinary Journal of Information, Knowledge and Management (International).

2005-2006: Interdisciplinary Journal of Information, Knowledge and Management (International).

Editor: Coordinate Editor

2016-2017: Information Systems Frontiers (International).

Member: Committee/Task Force

2007-2008: The International Conference on Operations and Supply Chain Management Operations (International).

2005-2006: International conference on Information Society (International).

2005-2006: International conference on Information Society (International).

Reviewer - External Tenure

2013-2014: Le Moyne College, Syracuse, New York (National).

Reviewer: Ad Hoc Reviewer for a Journal

2016-2017 – 2017-2018: Decision Support Systems (International).

2016-2017: Communications of Association for Information Systems (International).

2016-2017: International Journal of Distance Education Technologies (International).

2013-2014: Electronic Commerce Research Journal (International).

2013-2014: Information Resources Management Journal (International).

2013-2014: Information Journal (International).

2013-2014: ACM Transaction on Management Information Systems (International).

2013-2014: International Journal of Distance Education Technologies (International).

2013-2014: Pacific Asia Conference on Information Systems (International).

2013-2014: Information and Management (International).

2012-2013 – 2013-2014: Pacific Asia Journal of the Association for Information Systems (International).

2012-2013 – 2013-2014: Australasian Journal of Information Systems (International).

2012-2013 – 2013-2014: Information Resources Management Journal (International).

2012-2013 – 2013-2014: Information Journal (International).

2012-2013 – 2013-2014: ACM Transaction on Management Information Systems (International).

2012-2013: Decision Support Systems (International).

2012-2013: Journal of International Technology and Information Management (International).

2012-2013: Journal of Healthcare Engineering (International).

2011-2012 – 2012-2013: Information Journal (International).

2011-2012 – 2012-2013: Pacific Asia Journal of the Association for Information Systems (International).

2011-2012 – 2012-2013: Australasian Journal of Information Systems (International).

2011-2012: Information Journal (International).

2010-2011 – 2011-2012: Australasian Journal of Information Systems (International).

2008-2009: Decision Support Systems (International).

2008-2009: IACIS International Conference (International).

2007-2008 – 2008-2009: Decision Support Systems (International).

2007-2008: Decision Support Systems (International).

2005-2006: Learning Objects (International).

2005-2006: International Journal of Information Technology and Decision Making (International).

Reviewer: Conference Paper

2004-2005: IACIS International Conference (International).

2004-2005: DSI conference (International).

Service to the Community

Member of a Committee

2020-2021: Spokane Badminton Club

2014-2015 – 2017-2018: Advisory Board, I served on the board to help promote the sport of badminton.

Other Community Service Activities

2017-2018 – 2019-2020: Spokane Badminton Club

2016-2017 – 2017-2018: Badminton coach in Spokane Badminton Club, I coached beginners for half academic year of 2017-2018 and now, I volunteered as a substitute coach.

Honors/Awards

Award

2016-2017: SBA Faculty Fellowship, School of Business, Gonzaga University. This substitutes for the one in 2015

2015-2016: SBA Faculty Fellowship, School of Business, Gonzaga University, Gonzaga University.

2014-2015: , Conference of Application, Security, and Audit Issues in Cloud Computing Service.

Cloud computing is touted as the next big thing of information technology (IT) by many academics, practitioners and consultants that will bring plenty of business opportunities, induce important evolution in IT applications, and influence significantly competitive advantage. Cloud computing is expected to bring an array of benefits to enterprises. However,

no empirical studies examining the benefits of cloud computing have been conducted. The purpose of the research is to empirically explore the benefits of cloud computing and examine the impact of moderating factors on relationship between cloud computing and its benefits. The objective of the study is that the result findings will provide empirical basis for decision makers who are planning to adopt cloud computing and for policy makers who are making industrial policy.

Specifically speaking, one of research objectives is to examine the difference in benefit between cloud computing and conventional information services. Beside, the research studies how the type of cloud computing affects the amount of benefit brought about by cloud computing. Additionally, the research further analyzes whether or not the benefits of cloud computing are different in different value chain activities and different size of enterprises on the theory basis of value chain and resource-based theory. The benefit of cloud computing consists of three dimensions: cost reduction, improved capability and enhanced scalability.

The research method used in the project is the survey method. Based on extant literature and inputs from experts, a measurement instrument of 5-point Likert scale was developed and administered on businesses of different sizes in Taiwan.

The result findings show that cloud computing has significantly positive impact on businesses; however, the benefit of cloud computing varies depending on the type of cloud computing, the business activities where cloud computing is deployed, and the size of business. Also, businesses benefit more in enhanced scalability than in cost reduction, or in increased capability. And, it appears that more capability is increased in the area of support activities than in the area of primary activities. However, there is no significant difference in composite benefit between Software as a Service, Platform as a Service, and Infrastructure as a Service. Furthermore, there is marginally significant interaction effect between types of cloud computing and the size of businesses. Large businesses benefit more from cost reduction generated from SaaS than small-

and medium-sized businesses do, while micro businesses benefit from PaaS more than other bigger businesses do.

2011-2012 – 2014-2015: Recipient of Jepson Research Award, School of Business, Gonzaga University.

2009-2010: Recipient of Jepson Research Award, School of Business, Gonzaga University.

2008-2009: Recipient of Gonzaga Forum Faculty Excellence Award (GFA), School of Business, Gonzaga University.

2002-2003 – 2008-2009: Recipient of Jepson Research Award, School of Business, Gonzaga University.

2002-2003 – 2005-2006: Recipient of Gonzaga Research Council Award, Gonzaga University.

2000-2001: Recipient of 1999 Summer Research Grant of \$6,000, Barton School of Business, Wichita State University.

2000-2001: Recipient of 2000 Summer Research Grant of \$8,000, Barton School of Business, Wichita State University.

Honor

2001-2002: Who's Who in America, Encyclopedia.

1998-1999: International WHO'S WHO of Information Technology, Encyclopedia.

1997-1998: Doctoral Consortium in the 28th Annual Meeting, Decision Sciences Institute.

Miscellaneous

2014-2015 - Presentation: The Case Method (Presented to the faculty of the College of Economics and Management, Gansu Agricultural University, Lanzhou, China, July 2015)

2014-2015 - Presentation: Big Data: Applications, Characteristics, and Framework (presented to group of faculty and graduate students at Lanzhou University, Lanzhou, China, July 2015)

John Correia, Ph.D.
Assistant Professor
Management Information Systems
School of Business Administration
correia@gonzaga.edu

Academic Background

Ph.D. Washington State University.
Ph.D. Washington State University.
M.B.A. Gonzaga University.
B.B.A. Gonzaga University.
Other J.M. Perry Technical Institute.
Other Yakima Valley Community College.

Work Experience

Employment Experience

Academic

Assistant Professor in Management Information Systems, Gonzaga University (August, 2019 - Present), Spokane, Washington.

Classroom Assistant, Spokane Valley Tech, A.P (August, 2018 - December, 2018), Spokane, Washington. **Computer Science Using Python**

Visiting Lecturer, Gonzaga University (January, 2018 - May, 2018), Spokane, Washington.

1. MIS 235 Management Information Systems, Spring 2018 (3 Sections) – 6.13 average across all criteria (0-7 scale, 7 being the highest)

Adjunct Instructor, Gonzaga University (January, 2014 - May, 2014), Spokane, Washington.

1. MIS 235 Management Information Systems – 6.12 average across all criteria (0-7 scale, 7 being the highest)

Adjunct Instructor, Gonzaga University (August, 2013 - December, 2013), Spokane, Washington.

=1. MIS 235 Management Information Systems – 6.57 average across all criteria (0-7 scale, 7 being the highest)

Adjunct Instructor, Gonzaga University (August, 2013 - December, 2013), Spokane, Washington.

1. BUSN 111 Business Computing – 6.36 average across all criteria (0-7 scale, 7 being the highest)

Non-Academic

Owner, JC Investments LLC (May, 2005 - Present), Spokane, Washington.

IT Technician, Gonzaga University (May, 2002 - Present), Spokane, Washington.

Assistant Network Administrator, St. Louis University (January, 2002 - January, 2002), Madrid, Spain.

Teaching

Courses Taught

Courses from the Teaching Schedule: Business Computing (Bachelors), Management Information Systems (Bachelors), Problem Solving & Programming Techniques (Bachelors)

Intellectual Contributions

Intellectual Contributions Grid

Category	BDS	AIS	TLS	Total
Articles in Refereed Journals	3			3
Articles in Refereed Journals (in Press)	2			2
Publications in Refereed Conference Proceedings	7			7

Refereed Articles

Basic or Discovery Scholarship

Marshall, B., Curry, M., Crossler, R., & Correia, J. (in press, 2021). Machine Learning and Survey-based Indicators of InfoSec Non-Compliance. *ACM Transactions on Management Information Systems*.

Compeau, D., Correia, J., & Jason, T. (in press, 2021). When Constructs Become Obsolete: A Systematic Approach to Evaluating and Updating Constructs for Information Systems Research. *MIS Quarterly*.

Belanger, F., Crossler, R. E., & Correia, J. (2021). Privacy Maintenance in Self-digitization: Information Disclosure Decisions and Fitness Technology Usage. *The Data Base for Advances in Information Systems*, 2.

Curry, M., Marshall, B., Correia, J., & Crossler, R. (2019). InfoSec Process Action Model (IPAM): Targeting Insider's Weak Password Behavior. *Journal of Information Systems*.

Marshall, B., Curry, M., Crossler, R. E., & Correia, J. (2018). InfoSec Process Action Model (IPAM): Systematically Addressing Individual Security Behavior. *The Data Base for Advances in Information Systems*, 49 (1), 49-66.

Refereed Proceedings

Basic or Discovery Scholarship

Correia, J., Curry, M., Marshall, B., & Crossler, R. E. (2018). Fear Appeals versus Priming in Ransomware Training Compliance. *Pre-ICIS Workshop on Information Security and Privacy (WISP)*.

Correia, J., Kennedy, M., & Joshi, K. D. (2017). Designing for the Commons: A Community-wide Digital Platform for Energy Efficiency. *SIG-Green Pre-Americas Conference in Information Systems Workshop*.

Correia, J., Marshall, B., Curry, M., & Crossler, R. E. (2017). Personal Motivation Measures for Personal IT Security Behaviors. *The Americas Conference on Information Systems*.

Correia, J., Compeau, D., & Thatcher, J. (in press, 2017). Implications of Technological Progress for the Measurement of Technology Acceptance Variables: The Case of Self-efficacy. *International Conference on Information Systems*.

Correia, J., Compeau, D., & Thatcher, J. (2017). Information Privacy Awareness (IPA): A Review of the Use, Definition and Measurement of IPA. *Proceedings of the 50th Annual Hawaii International Conference on System Sciences (HICSS)*

Correia, J., Kennedy, M., & Joshi, K. D. (2017). Designing for the Commons: A Community-wide Digital Platform for Energy Efficiency in Buildings. *Industry Studies Conference*.

Correia, J., Compeau, D., & Thatcher, J. (2016). Implications of Technological Progress for the Measurement of Technology Acceptance Variables: The Case of Self-efficacy. *Proceedings of the Twenty-First DIGIT Workshop*.

Service

Timothy J. Olsen, Ph.D.
Assistant Professor
Management Information Systems
School of Business Administration
olsent@gonzaga.edu

Academic Background

Ph.D. Georgia State University.

Title: *Title: Realizing Shared Services: A Punctuated Process Analysis of a Public IT Department*

M.S. Brigham Young University.

B.S. Brigham Young University.

Professional Memberships

Association of Information Systems, 2007-Present

Work Experience

Employment Experience

Academic

Assistant Professor, BMIS, Gonzaga University (September, 2014 - September, 2016), Spokane, Washington.

Post-Doctoral Researcher, Mayo Clinic (July, 2013 - January, 2014), Phoenix, Arizona.

Clinical Assistant Professor, Arizona State University (July, 2012 - May, 2014), Phoenix, Arizona.

Non-Academic

Founder, ProduceBuddy.com (February, 2014 - Present), Phoenix, Arizona.

Principal Research Scientist, Massolution (August, 2013 - Present), New York, New York.

Founder and Research Director, SpotSource (February, 2011 - Present), Atlanta, Georgia.

Paid Service Experience

2014-2015: YotaPhone, I spoke about crowdsourcing at a crowdsourcing conference for YotaPhone (the largest cell phone manufacturer in Russia).

Teaching

Courses Taught

Courses from the Teaching Schedule: Info System Analysis & Design (Bachelors), Management Information Systems (Bachelors), Principles of Management (Bachelors), Principles of Marketing (Bachelors), Problem Solving & Programming Techniques (Bachelors), Special Topic Seminar (Bachelors), Special Topics (Masters), Special Topics (Bachelors), Tech Fnd of Digital Marketing (Bachelors), Tech for Web/Mobile-based Business (Bachelors)

Teaching Activities

Course (New) - Creation/Delivery: Conventional

2015-2016 - *BMIS 443 - Technology for Tech Startups*. Created new course with two goals: 1) Prepare students to successfully take an idea for a tech startup and develop a technical MVP 2) Equip students with direct experience of technology and cloud-based apps that can help startups scale.

2015-2016 - *BMIS 245 - Technical Foundations of Digital Marketing*. Created a new, never before taught course on the

technical foundation for digital marketing for new digital media minor, for non-business students.

Course (New) - Creation/Delivery: Online

2015-2016 - *Business Computing*. I developed an online Business Computing course (BUSN 111), based on prior materials.

Intellectual Contributions

Intellectual Contributions Grid

Category	BDS	AIS	TLS	Total
Articles in Refereed Journals	2	1	0	3
Articles in Refereed Journals (in Press)	1		1	2
Articles-in-Progress (All)	8		2	10
Publications in Refereed Conference Proceedings	10	2	5	17
Publications of Non-refereed or Invited Papers	1	1		2
Books, Monographs, Compilations, Manuals, Supplements, Chapters, Cases, Readings		1		1
Presentations of Refereed Papers	2	1		3
Grants - Funded (both refereed and non-refereed)	1	1		2

Refereed Articles

Applied or Integrative/application Scholarship

Olsen, T. J. (2013). Clouds and crowds: Obstacles, enablers, and choices. *MIT Sloan Management Review*.

Basic or Discovery Scholarship

Olsen, T. J., & Welke, R. (in press, 2019). Managerial Challenges to Realizing IT Shared Services in a Public University. *Transforming Government: People, Process and Policy*.

Wang, H., Du, R., & Olsen, T. J. (2018). Feedback Mechanisms and Consumer Satisfaction, Trust and Repurchase Intention in Online Retail. *Information Systems Management*.

Olsen, T. J., & Carmel, E. (2013). The process of atomization of business tasks for crowdsourcing. *Strategic Outsourcing: An International Journal*.

Teaching and Learning Scholarship

Finkle, T., & Olsen, T. J. (in press, 2019). Entrepreneurship in the Digital Era: Creating Your Own Online Business. *Entrepreneurship Education & Pedagogy*.

Refereed Proceedings

Applied or Integrative/application Scholarship

Olsen, T. J. (in press, 2018). Tools for Using APIs to Collect Data. *International Conference on Information Systems*.

Olsen, T. J. (2012). Crowdsourcing in China: Insights and analysis of current practices. *International Conference on Information Systems*.

Basic or Discovery Scholarship

Olsen, T. J. (in press, 2019). THE DEVELOPMENT OF A NATIONAL CROWDSOURCING STRATEGY FOR ECONOMIC GROWTH IN MALAYSIA. *Italian Chapter of Association for Information Systems Conference*.

Olsen, T. J., Gupta, G., Kouki-Block, M., & Rönkkö, M. (in press, 2018). A Long Road Down- the Process of Startup Failure. *International Conference on Information Systems*.

Olsen, T. J. (2016). Theorizing and Data Analysis in Qualitative Process Research. *Americas Conference on Information Systems*.

Olsen, T. J. (in press, 2016). Ameliorating Africa's Youth Unemployment Through Online Outsourcing. *International*

Association of Jesuit Business Schools.

Wang, H., Ru, D., & Olsen, T. J. (2015). Examining the relationship between consumers' satisfaction, trust, and repurchase intention: The role of perceived effectiveness of feedback mechanism. *Human Computer Interaction.*

Olsen, T. J. (in press, 2013). Understanding events, critical incidents, and punctuation in process theories. *Americas Conference on Information Systems.*

Olsen, T. J. (2012). Micro-outsourcing in China. *International Conference on Information Systems.*

Olsen, T. J. (in press, 2011). Workflow management of micro-sourced tasks using a business process management system (BPMS). *CrowdConf.*

Olsen, T. J. (in press, 2011). Incorporating crowdsourcing into business processes. *Computer Supported Cooperative Work.*

Olsen, T. J., & Mathews, K. (2010). A micro-labs design: Informal learning in a social networked setting. *International Academy for Information Management Conference.*

Teaching and Learning Scholarship

Olsen, T. J. (in press, 2014). Business process management research and education. *Americas Conference on Information Systems.*

Olsen, T. J. (in press, 2013). Teaching web APIs in introductory and programming classes: How and why. *International Academy for Information Management.*

Olsen, T. J. (in press, 2011). Teaching 21st century BPM and BPMS. *Americas Conference on Information Systems.*

Olsen, T. J., & Welke, R. (2010). Composing adaptive and scalable IT shared services. *Proceedings of SIGSVC workshop.*

Olsen, T. J. (2010). The execution of a business process in the cloud. *Workshop on Information Technology and Systems (WITS).*

Non-Refereed Proceedings

Applied or Integrative/application Scholarship

Olsen, T. J. (in press, 2013). What the crowd means for research, data gathering and analysis. *Workshop on Transparency and Openness - International Conference on Information Systems (ICIS).*

Basic or Discovery Scholarship

Olsen, T. J. (2018). Implications of Web APIs for Teaching and Research. *Americas Conference on Information Systems*

Books, Monographs, Compilations, Manuals

Books

Olsen, T. J. (2011). *How Do U... Create a BizAgiXpress server using Amazon web services* HowDoUPress.

Presentations of Refereed Papers

International

Olsen, T. J. (2015-2016). *Growth of the Crowdsourcing Industry.* Massolution Conference, New York, New York.

Olsen, T. J. (2012-2013). *Managing the Human Cloud.* CrowdConf, San Francisco, California.

National

Olsen, T. J. (2014-2015). *Understanding career development of micro-entrepreneurs in the developing world.* Digital Societies and Social Technologies, College Park, Maryland.

Grants

Research

2020-2021: Olsen, T. J. Fulbright Award, Principal Investigator, U.S. Department of State's Bureau of Educational and Cultural Affairs (ECA). I applied for a Fulbright Award to go to Malaysia where I will teach one class at the University of Malaysia MBA program, and research their National Crowdsourcing Initiative. I will be in

Malaysia until January 31st, then I will go to Auckland to work with my co-author on the publication. Here is a description of the research project:

The internet has enabled new ways to procure services and provide services through digital platforms. AirBNB lets us rent houses, Uber connects drivers and passengers, 99designs connects graphic designers with small businesses, and the TaskRabbit service from IKEA can send someone to assemble our furniture. Two related terms are given to this new phenomenon: Crowdsourcing and the Sharing Economy. Crowdsourcing is the practice of outsourcing work to a group of people via the internet, instead of assigning it to internal employees. The sharing economy is economic activity that involves individuals buying or selling temporary access to goods or services arranged through an online company or organization. These terms are used interchangeably as they have similar qualities. In this document I will use the term crowdsourcing to refer to these ideas.

High unemployment and lack of work opportunity for historically marginalized populations are challenges many countries face. “*Is it possible to provide work opportunities to these populations through crowdsourcing?*” is a question many have asked. The World Bank and the Rockefeller Foundation have funded state-run and private company initiatives to test this question in Kenya, Ghana, South Africa, Pakistan and other countries. A typical project provides basic skill training on a crowdsourcing platform and then monitors the change in earnings of the participants.

Malaysia identified crowdsourcing as a way to provide work opportunities to the unemployed and underemployed in 2013. By the fall 2020, the proposed beginning of this fellowship, Malaysia’s state-funded **Digital Economy Corporation (MDEC)** will have six years’ experience using crowdsourcing to provide work opportunities to the unemployed and under-employed through the eRezeki and GLOW initiatives. The eRezeki program consists of low skill work that is done online (e.g. data entry, data extraction) or coordinated online (e.g. delivery services, car repair, cleaning). The Global Online Workforce (GLOW initiative) encompasses more professional work (programming, graphic design, content writing).

I propose to examine how Malaysia has developed these programs through a qualitative case study. Data collection efforts will include stakeholder interviews including directors of the National Crowdsourcing Initiative, managers of partner platforms, training coordinators, crowd workers, document analysis of internal and external reports and strategic plans, and observations of planning meetings, and worker trainings (in English). This case study will illuminate valuable lessons learned useful to other governments and non-profits and academic insight into the factors that made it possible. As such I will proceed with a simple research question: *How is the government of Malaysia preparing their citizens for new job opportunities and facilitating the growth of available work through the National Crowdsourcing Initiative(s)?*

Malaysia is a unique and interesting case study for the following reasons. First, it has been engaged in this work since 2013 (longer than any other government institution in developing countries). Second, it has partnered with 87 local and 24 international platforms, while most other cases only focus on one. Finally, it seems to have had considerable success. Between 2016-2018, it trained over 270,000 workers who earned over MYR 329 million (USD 78 million). Considerable crowdsourcing research has been done on the project, platform, or business level, yet, this study will be the first to examine coordinated actions the national level.

1. Relevance of the project within the context of the applicant’s career as a teacher/scholar
 - a. **It is one of my career goals to receive a Fulbright award, doing this project would enhance my teaching and give me an opportunity to do high impact research aligned with the mission of our university (helping marginalized populations develop skills and obtain work)**
2. Proposed Outcomes: The results expected from the sabbatical and how these are to be published or presented
 - a. **Academic Publications in high quality journals (*Research Policy* journal), Perhaps**

- partnerships with University of Malaysia, publications in international conferences (ICIS)**
3. Benefit to the applicant: How will the sabbatical enhance your professional development and teaching effectiveness?
 - a. **I will gather data in Malaysia for research, and work with top scholars at University of Auckland. I will learn new teaching skills by teaching Malaysia master's students**
 4. Potential for enhancing applicant's contribution to the department and the University
 - a. **I'll use my experience in Malaysia to better serve our students through an emphasis on social justice and global engagement. My research has a social justice angle, and I**

Teaching

2014-2015: Olsen, T. J. Runmyprocess services, Principal Investigator.

Working Papers

- Olsen, T. J. (2016). "Teaching composable development using Google Apps script."
Olsen, T. J. (2016). "Introductory programming languages used by top-IS programs."
Olsen, T. J. & Carmel, E. (2016). "Enterprise crowdsourcing's effect on global development."
Olsen, T. J. & Welke, R. (2016). "IS research questions related to the future of sourcing using crowd work."
Olsen, T. J. (2016). "Lessons learned from an IT shared services implementation."
Olsen, T. J. (2016). "Analytical archetypes of IS process research."
Olsen, T. J. (2016). "IT on the offensive: The process of realizing IT as a business within a business."

Software

2013-2014: ProduceBuddy. Ongoing development, a tool to help people eat healthier by knowing local produce prices.

Conference Presentations

- Olsen, T. J. (2015-2016). *Growth of the Crowdsourcing Industry*. Massolution Conference, New York, New York.
Olsen, T. J. (2014-2015). *Understanding career development of micro-entrepreneurs in the developing world*. Digital Societies and Social Technologies, College Park, Maryland.
Olsen, T. J. (2012-2013). *Managing the Human Cloud*. CrowdConf, San Francisco, California.

Service

Service to the Institution

Gonzaga University

Department Assignments

Faculty Advisor:

2015-2016 – 2017-2018: Advising

College Assignments

Member:

2018-2019: Graduate Committee

2015-2016: Globalization Committee

Mentoring Activities:

2016-2017: Ken's Project Course

2016-2017: Brian Merry (student)

Chair:

2018-2019 – 2019-2020: MIS Discipline Lead

Member:

2016-2017 – 2017-2018: Globalization Committee

University Assignments**Committee Member:**

2018-2019 – 2019-2020: Patent Committee

DS: Thesis / Dissertation - Chair:

2019-2020: Honors Thesis Chair - Kyle Everly

2016-2017: Honors Thesis Chair - Silvia Ely

Faculty Advisor:

2018-2019: MIS Club

2015-2016 – 2018-2019: Ultimate Frisbee Club Advisor

2015-2016 – 2017-2018: MIS club

Other Institutional Service Activities:

2015-2016 – 2016-2017: Faculty-Led Study Abroad to China

2014-2015 – 2015-2016: Career Center

Service to the Profession**Reviewer - Article / Manuscript**

2016-2017: Journal of Information Technology (International). Editor for JIT journal.

Reviewer - Grant Proposal Related to Expertise

2017-2018: Decision Sciences Institute, Washington, DC, District of Columbia (International).
Instructional Innovation Award - Reviewer

Editor: Associate Editor

2020-2021: Americas Conference on Information Systems (National). Associate Editor for conference submissions

2017-2018: European Conference on Information Systems (ECIS) (International).

2011-2012 – 2017-2018: European Conference on Information Systems (ECIS) (International).

Editor: Conference Proceedings

2019-2020: Americas Conference on Information Systems, Salt Lake City, Utah (International).

Presentation

2017-2018: Spokane Public Library - Digital Marketing for Small Businesses (Local).

Reviewer: Conference Paper

2010-2011 – 2020-2021: International Conference on Information Systems (International).

2008-2009 – 2020-2021: Americas Conference on Information Systems (International).

Service to the Community**Other Community Service Activities**

2016-2017: Community Engaged Learning Project, My students did work for seven non-profits during Spring 2017: CCS Furniture Bank, Artisans, Help4Women (Transitions), The Lands Council, Friends of Disabled Veterans, Meals on Wheels (Spokane Valley). These projects included the development of new websites, Salesforce configurations and training, process improvements and innovations, requirements analysis, and systems development. My conservative estimate is that 700 volunteer hours were given by my students to these organizations as they worked on these projects. Additionally, several students continue to serve these organizations with other needs on an ad-hoc basis.

Speech / Presentation at a Community Meeting

2017-2018: Spokane County Public Library,
DIGITAL MARKETING WITH DR. TIM OLSEN

Marketing your business doesn't need to be a mystery! Dr. Tim Olsen, Assistant Professor of Information Systems in the School of Business at Gonzaga University, leads this class about the appropriate design of blogs, websites, and landing pages, which social media tools are the most useful, and how Google AdWords and Google Analytics can boost your business.

Registration is required: [REGISTER HERE](#)

[MORAN PRAIRIE](#)

Wednesday, Sep 20, 8–9am

[SPOKANE VALLEY](#)

Wednesday, Oct 18, 8–9am

2015-2016: Spokane Chapter of J Rueben Clark Law Society, I spoke about legal implications of the sharing economy and distributed labor and crowdsourcing to members of the J Rueben Clark Law Society (Mostly Gonzaga Law students).