

KENNETH A. KOZAR
Professor of Information Systems
Leeds School of Business
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EDUCATION: B.S. in Business Administration (1967), M.S. in Management/MIS (1969), Ph.D. in MIS with a Minor in Sociology/Psychology (1972) from the University of Minnesota.

**JOURNAL
ARTICLES:**

Refereed Academic Journals:

“Personas and User-Centered Design: How Can Personas Benefit Product Design Processes?” *Design Studies*, (32/5), 2011, pp.417-430. (With T. Miaskiewicz)

“Designing Usable Online Stores: A Landscape Preference Perspective,” *Information and Management*, 46 (1), 2009, pp. 31-41. (With Y. Lee)

"Avatar E-mail Use: A Theoretical Integration and Extension," *Decision Support Systems* (46:2), 2009, pp. 451-467. (with Y. Lee and K. Larsen)

"An Empirical Investigation of Anti-spyware Software Adoption: A Multitheoretical Perspective," *Information and Management*, 2008 (45:2), pp. 109-119. (With Y. Lee)

“Knowing You, Knowing Who, and Knowing What Counts: A Multi-Generational Conversation,” *Communications of the Association for Information Systems*, 2007, Vol. 20, pp. 51-62. (With D. Hovorka and T. Miaskiewicz)

“Investigating the Effect on Website Quality on E-business Success: An Analytic Hierarchy Process (AHP) Approach,” *Decision Support Systems*, December 2006, Vol. 42, Issue 3, pp. 1383-1401. (With Y. Lee)

“Leveling the Playing Field: A Comparative Analysis of Business School Journal Productivity,” *Communications of the Association for Information Systems*, 2006, Vol. 17, pp. 524-538. (With K. Larsen and D. Straub)

“Avatar E-Mail: Improved Communication?” *Communications of the ACM*, December 2005, Vol. 48, No. 12, pp. 91-95. (With Y. Lee and K. Larsen) Republished by Dutch Publisher SDU in IT Management Select No 4-2006 (December 2006).

“Investigating Factors Affecting the Adoption of Anti-Spyware Systems,” *Communications of the ACM*, August 2005, Vol. 48, No. 8, pp. 72- 77. (With Y. Lee)

"The Technology Acceptance Model: Past, Present, and Future," *Communications of the Association for Information Systems*, Vol. 12, 2003, pp. 752-780. (With Y. Lee and K. Larsen) Full text of this article has been downloaded over 1100 times as of 9/2011)

“Electronic Meetings and Subsequent Meeting Behavior: Systems as Agents of Change,” *Journal of Applied Management Studies*, December 2000, Vol. 9, No. 2, pp.177-195. (With John A. Hoxmeier)

"The Impact of Computer Alienation on Information Technology Investment Decisions: An Exploratory Cross-National Analysis," *Management Information Systems Quarterly*, December 1995, Vol. 19, No. 4, pp. 535-559. (With Abdulla Abdul-Gader).

"Identifying Perceptions of Complexity: A Group Support Systems Approach," *Journal of Management Information Systems* , Summer 1994, Vol. 11, No. 4, pp. 31-57. (With S. Sheetz, D. Tegarden, and I. Zigurs).

"An Exploratory Study of Role Behavior in Computer-Supported Meetings," *Management Information Systems Quarterly*, September 1994, Vol. 18, No. 3, pp. 277-297. (With Ilze Zigurs).

"A Multimedia Solution to Productivity Gridlock: A Re-Engineered Jewelry Appraisal System at Zale Corporation," *Management Information Systems Quarterly*, March 1994, Vol. 18, No. 1, pp. 21-30. (With Julie Newman).

"Human and Machine Roles in Team Product Reviews: A Prescription for Change," *Information & Management*, 23 (1992) pp. 149-157. (With Ilze Zigurs).

"An Empirical Investigation of the Relationship Between DSS Usage and System Performance: A Case Study of a Navigation Support System," *Management Information Systems Quarterly*, September 1990, Vol. 14, No. 3, pp. 263-277. (With Louis LeBlanc).

"Discourse Analysis for Knowledge Acquisition: The Coherence Method," *Journal of Management Information Systems*, Vol. 6, No. 4, Spring 1990, pp. 1-21. (With Abdulla Abdul-Gader).

"Establishing TeleMarketing Leadership Through Information Management: Creative Concepts at AT&T American Transtech," *Management Information Systems Quarterly*, September 1989, Vol. 13, No. 3, pp. 361-372. (With W. Frank Cobbin, Jr. and Stephen J. Michaele).

"Adopting Systems Development Methods: An Exploratory Study," *Journal of Management Information Systems*, Spring 1989, Vol. 5, No. 4, pp. 73-86.

"Team Product Reviews: A Means of Improving Product Quality and Acceptance," *The Journal of Product Innovation Management*, Vol. 4, No. 3, September 1987, pp. 204-216.

"A User Generated Information System for Systems Professionals: An Innovative Development Approach," *Management Information Systems Quarterly*, Vol. 11, No. 2, June 1987, pp. 163-174. (With J. Mahlum).

"An Experimental Study of the Effects of Data Display Media on Decision Effectiveness," *International Journal of Man-Machine Studies*, Vol. 10, 1978, pp. 495-505. (With G. Dickson).

"Management's Role in Information Systems Development Failures: A Case Study," *Management Information Systems Quarterly*, Vol. 2, No. 2, June, 1978, pp. 7-16. (With J. Schmitt).

"RAFT: An Information System for Fiscal Analysis," *Management Information Systems Quarterly*, Vol. 1, No. 4, December, 1977, pp. 29-39. (With J. Johnson, D. Ruch).

Practitioner-Oriented Journals:

"The Story of Clare Voyant," *Groupware Report*, Vol. 2, No. 3, May, 1993, p. 3. (With I. Zigurs and J. Mozeliak)

"Building a CASE Environment," in *Productivity Improvement in IS*, Robert E. Umbaugh, Editor, Boston: Auerbach Publications, 1993, pp. 375-384. (With L. Gray and J.C. Brancheau).

"Prescription for Failure: A 70's IS for a 90's Organization," *Chief Information Officer Journal*, Vol. 4, No. 3, Winter, 1992, pp. 58-60.

"Managing CASE Into Your Organization," *Systems Development Management*, April 1992. (With L. Gray and J. C. Brancheau).

"Evaluation, Education, Environment: The 3-E Framework for CASE Implementation," *Software Engineering: Tools, Techniques, Practice*, Vol. 2, No. 6, March-April, 1992, pp. 13-20. (With L. Gray and J.C. Brancheau).

"Who Adopts Productivity Tools?," *Data Training*, Vol. 8, No. 6, May, 1989, pp. 42+. (With James C. Brancheau).

"A Business Approach to Cracking the Applications Backlog," *Journal of Information Systems Management*, Vol. 5, No. 1, Winter, 1988, pp. 17-21. (With Eric Severson).

"Role Playing in System Analyst Training," *Journal of Systems Management*, Vol. 28, No. 12, December, 1977, pp. 16-21. (With H. Smith).

Education-Oriented Journals:

"Evolution and Growth of CASE as a Systems Development Aid," *Interface: The Computer Education Quarterly*, Fall, 1991, Vol. 13, No. 3, pp. 2-8. (With L. Gray and J. C. Brancheau).

"Humanizing the Systems Development Process: People Make the Difference," *Interface: The Computer Education Quarterly*, Winter, 1989-90, Vol. 11, No. 4, pp. 19-24.

"Teaching the MIS Megasection: Lessons Learned the Hard Way," *Interface: The Computer Education Quarterly*, Fall, 1989, Vol. 11, No. 3, pp. 37-41. (With Kathy S. Lassila and Thomas A. Rogowski).

BOOKS

Introduction to Operations and Information Management, 1st Edition, Dubuque, Iowa: Kendall-Hunt Publishing, 2010. 265 pages. This book is

based on material from the Introduction to Operations and Information Management Business Core (BCOR 2500) mega section class.

Humanized Information Systems Analysis and Design: People Building Systems for People, First Edition, New York: McGraw-Hill Publishing, 1989, 506 pages.

Instructor's Guide to Accompany Humanized Information Systems Analysis and Design: People Building Systems for People, 1st Edition, New York: McGraw-Hill Publishing, 1989, 442 pages.

OTHER: "CU Student 'Ergo-corps' Helps Evaluate Work Settings," *Boulder County Business Report*, July 25 – Aug 7, 2003, p. 35A.

"The Power of Money" *Winning on Wall Street Newsletter*, September, 2002, p. 6.

"Contrary Ken - Contrary Thinking in Investment Analysis" *Winning on Wall Street Newsletter*, August, 2002, p. 7.

Executive Overview of "Business Reengineering at CIGNA Corporation: Experiences and Lessons from the First Five Years," by J. Raymond Caron, Sirkka L. Jarvenpaa, and Donna B. Stoddard, *MIS Quarterly*, Vol. 18, No. 3, September 1994, p. xiv.

REFEREED PRESENTATIONS/PROCEEDINGS:

"A Path Towards Product Simplicity? Using Personas to Facilitate Empathy and Improve Product Design Inferences," *International Product Development Management (IPDM) Conference*, Delft, Netherlands, 2011. (With T. Miaskiewicz and S. Jung Grant)

Miaskiewicz, T., Jung Grant, S. and Kozar, K.A. "An Experimental Investigation of the Utility of Personas and the Influence of Empathy on Product Feature Inferences," *European Marketing Association Conference (EMAC)*, Ljubljana, Slovenia, 2011. (With T. Miaskiewicz and S. Jung Grant)

"Enhancing User-centered Design Using Personas – The Role of Empathy," *The Americas Conference on Information Systems (AMCIS)*, San Francisco, CA, August 2009. (With T. Miaskiewicz and S. Jung Grant)

“Designing the Introductory IS Course Using Student Personas: Lessons Learned from Product Design,” *The Americas Conference on Information Systems (AMCIS)*, San Francisco, CA, August 2009. (With T. Miaskiewicz)

“Bridging the Gap between Users and Designers – The Role of Effective Personas,” *2009 7th Annual Big XII Plus MIS Symposium*, University of Nebraska/Lincoln, Lincoln, Nebraska, April, 2009. (With T. Miaskiewicz)

“A Latent Semantic Analysis Methodology for the Identification and Creation of Personas,” *Proceeding of the twenty-sixth annual SIGCHI Conference on Human Factors in Computing Systems*, April 5–10, 2008, Florence, Italy, pages 1501-1510. (With T. Miaskiewicz and T. Sumner)

"Music Composition Theory and Web Purchases," *Hawaii International Conference on System Sciences (HICSS-40)*, Big Island, HI, January 2007. (*Nominated for Best Paper*) (With Y. Lee)

“The Use of the Delphi Method to Determine the Benefits of the Persona Method: An Approach to Systems Design,” *5th Annual Pre-ICIS Human Computer Interface Workshop at the International Conference on Information Systems*, Milwaukee, Wisconsin, December 9, 2006, pp. 50-54. (With Tomasz Miaskiewicz)

“A Research Proposal for Validating the Effectiveness of the Personas Method – A New Approach to Systems Design,” *4th Annual Big XII Plus MIS Symposium*, Baylor University, Waco, Texas, April 1, 2006. (With Tomasz Miaskiewicz)

“Developing a Theory of Website Usability: An Exploratory Study to Identify Constructs and Nomological Networks,” *2004 International Conference on Information Systems*, Washington, D.C., December, 2004. (With Y. Lee) [502 Research Paper Submissions with 80 acceptances – 16% acceptance rate]

Lee, Y., Kozar, K., and Larsen, K. "Self-Reported Reasons For Engaging in Online Purchases: Testing A New Reasons Theory Approach," *Theory Development Workshop Sponsored by Journal of AIS*, Seattle, WA. 2003.

“Application Software Management Indicators: Managing the Risk of Project Management,” *Proceedings of the 1989 International Conference on Organization and Information Systems*, Bled, Yugoslavia, September 13-15, 1989. (With Court Allen and Carroll Frenzel).

"Team Product Reviews Using Teamwork Systems," *Proceedings of the 1989 International Conference on Organization and Information Systems*, Bled, Yugoslavia, September 13-15, 1989. (With Ilze Zigurs).

"Underutilization of Computing Technology in University Education: The Problem and Proposed Solutions," *Selected Papers in Management Information Systems: Eleventh Hawaii International Conference on System Sciences*, R. Sprague, Editor, Western Periodicals Company, Hollywood, California, June, 1978. (With H. Smith).

"METADATA: An Approach for Managing an Organization's Data Environment," *Proceedings: Canadian Information Processing Society Session '78*, Edmonton, Alberta, May, 1978. (With H. Smith).

"Educational Software as a Cottage Industry: A Critical Appraisal," *Proceedings: Eleventh Hawaii International Conference on System Sciences*, R. Sprague, Editor, Honolulu, Hawaii, January, 1978. (With H. Smith).

"Developing Systems Analysts' Behavioral Skills Through Role Playing," *Proceedings: Ninth National Conference of the American Institute for Decision Sciences*, Chicago, Illinois, October, 1977. (With H. Smith).

"An Iterative Design - Data Base Approach to Developing Management Information Systems," *Selected Papers in Management Information Systems: Tenth Hawaii International Conference on System Sciences*, Ralph H. Sprague, Jr. and Rahul Chattergy, Editors, Western Periodicals Company, Hollywood, California, June, 1977. (With H. Smith and M. Munro).

"Developing Management Information Systems: An Emergent Design Philosophy and Its Implementation," *Proceedings: Tenth Hawaii International Conference on Systems Sciences*, Ralph H. Sprague, Jr. and Rahul Chattergy, Editors, Honolulu, Hawaii, January, 1977 (With H. Smith and M. Munro).

"Computer Applications in Landuse Mapping and the Minnesota Land Management Information System," *NATO Advanced Institute on Display and Analysis of Spatial Data*, Nottingham, England, July, 1973. (With M. Hsu, G. Orning, and P. Streed).

**WORKING
PAPERS/
TECHNICAL**

REPORTS:

"Diminishing Impact: The Marginalization of Information Systems in Business Schools," University of Colorado/Boulder, Systems Division Working Paper 2003-012. (<http://leeds-faculty.colorado.edu/larsenk/isdeathspiral.pdf>) (With K.R. Larsen)

"The Impact of Computer Alienation on Information Technology Investment Decisions: An Exploratory Cross-National Analysis," University of Colorado College of Business Working Paper Series, Boulder, Colorado, July, 1992. (With Abdulla Abdul-Gader).

"Group Support Systems: An Application to Cognitive Mapping," University of Colorado College of Business Working Paper Series, Boulder, Colorado, June, 1992. (With S. Sheetz, D. Tegarden, and I. Zigurs).

"Managing CASE into your Organization," University of Colorado College of Business Working Paper Series #91-08, Boulder, Colorado, May, 1991. (With L. Gray and J. C. Brancheau).

"Human and Machine Roles in Team Product Reviews," University of Colorado College of Business Working Paper Series #90-18, Boulder, Colorado, September, 1990. (With Ilze Zigurs).

"Evolution and Growth of CASE as a Systems Development Aid," University of Colorado College of Business Working Paper Series #90-17, Boulder, Colorado, September, 1990. (With L. Gray and J. C. Brancheau).

"An Empirical Investigation of the Relationship between System Utilization and System Performance," Indiana University Institute for Research on the Management of Information Systems Working Paper Series #W9003, June, 1990. (With Louis A. LeBlanc).

"Managing the Introduction of CASE Technology: Some Lessons from the Early Adopters," University of Colorado College of Business Working Paper Series #90-01, Boulder, Colorado, January, 1990. (With L. Gray and J. C. Brancheau).

"Systems Developers and Receptivity to Change: Training is Only a Partial Solution," University of Colorado College of Business Working Paper Series #89-28, Boulder, Colorado, June, 1989. (With J. C. Brancheau).

"A Feasibility Study for a Comprehensive Resource Data System for the Minnesota Department of Natural Resources," Commissioned Report, Center for Urban and Regional Affairs, Minneapolis, Minnesota, May, 1975.

"Forestry Demonstration Case Using the Minnesota Land Management Information System," MLMIS Report Series, University of Minnesota, Minneapolis, Minnesota, September, 1974. (With J. Anderson and J. Shea).

"A Test Using SYSTEM 2000 with MLMIS Data," CURA Report Series, Center for Urban and Regional Affairs, University of Minnesota, Minneapolis, August, 1974.

"Upper Great Lakes Regional Recreation Planning Study: Environmental Considerations - Minnesota," CURA Special Report, Center for Urban and Regional Affairs, University of Minnesota, Minneapolis, Minnesota, 1973. (With G. Orning, J. Shea, and L. Maki).

"An Experimental Evaluation of Information Overload in a Production Environment," Management Information System Research Center Working Paper Series, MISRC-WP-71-14, University of Minnesota, August, 1972.

"An Experimental Gaming Framework for Investigating the Influence of Management Information Systems on Decision Effectiveness," Management Information Systems Research Center Working Paper Series, MISRC-WP-71-12, University of Minnesota, Minnesota, 1972. (With G. W. Dickson and N. L. Chervany).

"Computer Systems Selection," Management Information Systems Research Center Working Paper Series, MISRC-WP-69-8, University of Minnesota, Minneapolis, Minnesota, 1969.

WORK

**EXPERIENCE: PROFESSOR, INFORMATION SYSTEMS, UNIVERSITY OF
COLORADO/BOULDER 1986-Present
ASSOCIATE DEAN FOR FACULTY September 2004-2007**

Teaching

- Developed report entitled "Learning Assessment in BCOR 2500: Introduction to Operations and Information Management," February 28, 2009. (With T. Miaskiewicz)
- Developed two learning modules on "Electronic Commerce" for the Eurasia Foundation through the Deming Center for Entrepreneurship, 2008-2009.
- Interview with Kenneth Kozar presented in article entitled: "CU Explores High-Tech Aid, Colorado Daily, November 11, 2003, pp. 4-5, based on the Sixth Annual Accessing Higher Ground Conference dealing with assisting people with disabilities through the use of technology and teaching this material to IS students.

- During Fall of 2003, gathered materials and conducted analysis to develop a version of a new class, Systems Thinking - SYST 3000. This class was conducted in Spring Semester 2004.
- CUBIC (CU Business Intensive Curriculum) May 2003-2006, Program, taught Personal Finance - approximately 65-85 students per year. Overall instructor rating of 4.66/5.0.
- CEDIR (Colorado Executive Development In Residence) Summer 2002 Program - taught one half-day section of Managing Your Personal Finances – 40 students. Overall instructor rating of 4.9/5.0.
- CUBIC (CU Business Intensive Curriculum) May 2002 Program - taught one section of Personal Finance - approximately 50 students. Overall instructor rating of 4.7/5.0.
- During Spring and Summer of 2002, developed a one week long half-day course on Personal Finance for the CUBIC (CU Business Intensive Curriculum) program. Modules developed included Becoming the CEO of Your Financial Future – Money and You; Markets, Investing, and Acquiring Assets; Financial Analysis – Fundamental, Technical, and Sentiment; Mutual Funds; and Technical Analysis – Charting Your Way to Stock Success.
- Initiated and assisted in developing a new curriculum for the newly formed Systems Division. Changes were carried forward and approved by the Leeds School Undergraduate Curriculum and Policy Committee, Fall 2001/Spring 2002.
- Added two class sessions to INFS4510/5510 that deal with designing web sites for persons with disabilities. Have had guest speaker Howard Kramer from Disability Services join the class along with several guests with disabilities. Working with the Leeds School Public Relations group has resulted in articles in the Boulder Daily Camera, Colorado Daily, and the Denver Business Journal TechBiz Section about this activity.
- Developed and delivered courses on Electronic Commerce for the CUBIC program (Colorado Business Intensive Curriculum). Modules included Understanding Systems, Aligning Information Systems and Business Strategy, Building Your Web Presence, and Trends to Watch in Electronic Commerce. 2001.
- Revised and redesigned INFS 3510 to focus on systems design from a usefulness and usability perspective. This unique course includes new books and materials and exercises with the challenge of designing from a human-centered approach.
- Revised and team taught MBAC 6080, Decision Modeling and Information Systems, an MBA core class, 1997/1998
- Led College of Business Teaching Workshop on "Transforming Your Teaching Style to Fit With the 21st Century Organization," November 17, 1995.
- Revised and taught INFS 3510, Systems Design and Implementation, to include numerous guest speakers, a field trip, World Wide Web home page establishment, and a full-day practitioner seminar on Lotus Notes.

- Selected to participate in the Academia Media Services Smart Classroom project. Loaned an Apple Powerbook 180 for classroom use.
- Revised and taught the Introduction to Computer-based Information Systems megasection class with 350-400+ students, Spring, 1989-Spring, 1994. This course was revised and updated every semester.
- Developed and taught the first Information Systems Doctorate Seminar offered in the College of Business
- Achieved high teaching ratings in Systems Analysis and Design courses at both the undergraduate and graduate levels.
- Incorporated systems development workbench into systems analysis course.
- Taught with high ratings in the CATECS - Center for Advanced Training in Engineering and Computer Science - program with class broadcast on TV to regional businesses, Spring, 1987.

Presentations

- Kozar, K. "A Smart Grid that "Non-smart" People Can Use," University of Colorado Renewable and Sustainable Energy Institute Smart Grid Brown Bag lunch, Tuesday, March 9, 2010. (with T. Miaskiewicz)
- Kozar, K. "Technical Analysis: Wall Street Can Lie, Charts Can't," to two sections of FNCE 4030 – Investment and Portfolio Analysis, Leeds School of Business, October 12, 2007.
- Kozar, K. "Aligning IS and Corporate Strategy When the World is FLAT," Regensburg Honors Academy, University of Regensburg, Germany, September 17, 2007.
- Kozar, K. "(You) Getting to Know You: Your Behavior in the Stock Market," An invited presentation to the 2007 American Association of Individual Investors and the Market Technicians Association Symposium, 100+ persons in attendance, Denver, Colorado, August 4, 2007.
- Kozar, K. "IS (Research) in the Future," An invited presentation at the 2007 5th Annual Big XII Plus MIS Symposium, University of Kansas, Manhattan, Kansas, April 1, 2007.
- Kozar, K. "You and Your Work," An invited panel presentation at the 2006 Mini-Doctoral Consortium at the 4th Annual Big XII Plus MIS Symposium, Baylor University, Waco, Texas, April 2, 2006.
- Kozar, K. "Ergonomics," Talented Scholars Program sponsored by the CU Admissions Program to over 40 of the top high school students in Colorado, November 20, 2005.
- Kozar, K. "Technical Analysis: Wall Street Can Lie, Charts Can't," to two sections of FNCE 4030 – Investment and Portfolio Analysis, Leeds School of Business, October 12, 2005.
- Kozar, K. "Humans and the Market," to the American Association of Individual Investors and the Market Technicians Association, 86 persons in attendance, Denver, Colorado, July 22, 2005.

- Kozar, K. "Ergonomics," Talented Scholars Program sponsored by the CU Admissions Program, November 20, 2004.
- Kozar, K. "Technical Analysis: Wall Street Can Lie, Charts Can't," Academy of Young Investors and CU Finance Club, Leeds School of Business, November 16, 2004.
- Chaired a Plenary Panel entitled "Web Access and the Bottom-Line for Business," Seventh Annual Accessing Higher Ground Conference, Boulder, Colorado, November 12, 2004.
- Kozar, K. "Technical Analysis: Wall Street Can Lie, Charts Can't," FNCE 4030 Finance Class on Investment and Portfolio Analysis, Leeds School of Business, October 25, 2004.
- Kozar, K. "Technical Analysis: Wall Street Can Lie, Charts Can't," MBAX 6220 Finance Class on Investment Management and Analysis, Leeds School of Business, October 4, 2004.
- Kramer, H., Kozar, K., Mah'd, Z. "A Tour of Inaccessible and Accessible Educational Websites," 9th Annual Teaching with Technology Conference, University of Colorado/Boulder, August 10-11, 2004.
- Moderated a large group discussion of "Marketing the IS Discipline to Increase Student Enrollments," Big XII Schools IS Consortium, Iowa State University, Ames, Iowa, April 3, 2004.
- Moderated a research networking session on "Virtual Teams, Collaboration, and Knowledge Management," Big XII Schools IS Consortium, Ames, Iowa, April 2, 2004.
- Lee, Y., Kozar, K., and Sheetz, S., "Usability of Logician: A Survey of Users' Perceptions," presented by Steven Sheetz to Carillion Health Systems, November 5, 2003.
- Formed and participated on a Panel entitled "Spreading the Message: Teaching Design for Disabilities," with Howard Kramer, Zuhair Mah'd, and Tom Crews (past student in SYST 4510) at the Sixth Annual Accessing Higher Ground Conference, Boulder, Colorado, November 12, 2003.
- Kramer, H., Kozar, K. "Teaching Section 508 of the Americans with Disabilities Act: Spreading and Absorbing the Message," 8th Annual Teaching with Technology Conference, Aug 12 -13, 2003.
- Guest appearances on the radio show, "Winning on Wall Street." Show is broadcast in Colorado, Philadelphia, Massachusetts, and Florida, November 2001 through January 2003.
- Invited Presenter/Panelist on "Technology, Design, and the Extraordinary Body: Does the Internet and Technology Connect or Separate, Humanize or Dehumanize?" for the CU Fourth Annual Assistive Technology in Higher Education Conference, Boulder, Colorado, November 15, 2001.
- Invited Presenter on "Uniqueness of the CU/Boulder College of Business Information Systems Program," to the Employer Advisory Council – College of Business Career Center, November 15, 1999.

- Invited Presenter/Panelist on "Current Trends in University Education and Information Systems Employment," Rocky Mountain Information Management Association, December 8, 1998.
- Presentation of "Fusing IT to Your Organization's Strategy" at the GIGAWorld IT Forum, Scottsdale, Arizona, June, 1997.
- Presentation of "Beyond the Systems Development Life Cycle: Alternative Views of Systems Building," to University Management Systems, University of Colorado, Boulder, Colorado, October 31, 1995.
- Presentation of "Aligning IS and Organizational Strategy," to University Management Systems, University of Colorado, Boulder, Colorado, October 17, 1995.
- Presentation of "Customers, Technology, and the Future," to Express Reservations Inc., Estes Park, Colorado, April 13, 1995. This presentation was the keynote address at the company's weekend retreat.
- Presentation of "You Don't Know Me: The Systems Building Lament," to Georgia State University, Atlanta, Georgia, January 13, 1995.
- Presentation of "Aligning Information Systems and Organizational Goals," to EXPOSIM - Exposicion y Simposium de Sistemas Computacionales y Electronicos, October 20-22, 1994, Monterrey Institute of Technology, Campus Laguna, Torreon, Coahuila, Mexico. This presentation had an audience of nearly 400 people.
- Presentation of "IS as a Linchpin Between the Customer and the Business," to the XIX International Symposium on Computer Science, February 24-27, 1994, Monterrey Institute of Technology, Monterrey, N. L., Mexico. This presentation had an audience of nearly 1000 people.
- Presented "Does Your Training Take?" to the Denver Chapter of the Information Systems Trainers, November 19, 1993.
- Presented and led a panel at the Third Biennial High Technology Management Conference entitled "Leveraging Teams and Meetings through Information Technology," University of Colorado/Boulder, June 16-18, 1993.
- Presentation of "Linking Business and Information Systems Strategy," to the XVIII International Symposium on Computer Science, March 11-13, 1993, Monterrey Institute of Technology, Monterrey, N. L., Mexico. This presentation had an audience of nearly 1000 people.
- Presented "Another Meeting? Great!," to IBM's Technical Exposition- TechExpo, Boulder, Colorado, Technical Vitality Group, October 13, 1992.
- Presented to the Rocky Mountain Society for Information Management Chapter 9th Annual Conference on "IS as a Linchpin Between the Customer and the Business," February 1/2, 1992.
- Presented to an audience of over 100 persons including faculty, alumni, students, and guests of Northern Illinois University on "Linking Business and Information Systems Strategy," October 5, 1991.

- Presented to the Wisconsin Society for Information Management Chapter on "Getting Close to Your Customers Through Information Management," April 23, 1991.
- Presented to the Rocky Mountain Society for Information Management Chapter 7th Annual Conference on "Linking Business Strategy and Information Systems Strategy," February 7/8, 1991.
- Managed a track and conducted sessions each summer (1986-1990) in the systems analysis and design in the Advanced MIS Development Institute for the American Assembly of Collegiate Schools of Business (AACSB).
- Gave an invited presentation entitled "Innovative Approaches to Telemarketing at AT&T American Transtech" to the MIS Research Workshop Series, University of Colorado/Boulder, October, 1989.
- Planned and facilitated a panel discussion on "Publishing in MIS: Processes, Strategies, Journals, and Rankings" for the MIS Research Workshop Series, University of Colorado College of Business, February 10, 1989.
- Gave an invited presentation entitled "Adopting Systems Development Methods: An Exploratory Study" to the MIS Research Workshop Series, University of Colorado/Boulder, November 4, 1988.
- Invited panelist on "Super Trained Information Systems Student" for the Rocky Mountain Chapter of the Society for Information Management, September 13, 1988.
- Gave an invited presentation entitled "Achieving System Excellence By Linking Information Systems Plans to Business Plans" to U S West Advanced Technologies Product and Service Engineering Group, Englewood, CO, August 23, 1988.
- Gave the keynote address to an audience of 150-200 persons at the University of Wisconsin-Eau Claire Fourth Annual MIS Seminar, March 23, 1988.
- Gave an invited presentation entitled "The Changing Role of Users in Systems Development" to the Rocky Mountain Chapter of the Society for Information Management, September 15, 1987.
- Gave an invited presentation to a Systems Group at AT&T Corporate Headquarters, Basking Ridge, New Jersey, entitled " Understanding and Representing Systems: Where are we? Where are we going?," June, 1987.
- Gave an invited series of presentations to the Ball Aerospace Systems Group on "Structured Systems Analysis and Design," May-August, 1987.

Mentoring

- Sponsored Tomasz Miaskiewicz for Summer 2007 Hart Fellowship "Use of Personas in Usability Research"
- Sponsored Tomasz Miaskiewicz for Summer 2006 Hart Fellowship "The Use of the Delphi Method to Determine the Benefits of the Personas Method"
- Sponsored Younghwa Gabe Lee, Dissertation Topic of "Developing a Theory of Website Usability," for the 2004 Americas Conference on Information Systems Doctoral Consortium, New York, N.Y., August, 2004.

- Sponsored Younghwa Gabe Lee, Dissertation Topic of "Developing a Theory of Website Usability," for the 2003 ICIS Doctoral Consortium, Seattle, WA, December, 2003.
- Served as Dissertation Chair for Younghwa Gabe Lee, 2001 to 2005.
- Served as Academy of Young Investors Club Advisor, 2002 to present.
- Served as Dissertation Co-Chair for Dirk Hovorka, 2003 to 2006.
- Served on Dissertation Committee for Mike Loro, Finance Doctoral Dissertation, Defended in December, 2003 titled "Price Barriers in U.S. Equities"
- Served on Advisory Board for student club-Information Systems Organization.
- Faculty sponsor for EDS Case Challenge '95 student undergraduate team which included attending the local competition on Sunday, September 24; several meetings with winning local team and EDS sponsor; and accompanying team to EDS World Headquarters leaving November 8 and returning November 12. This activity included advising and reviewing team activity.
- Faculty advisor for the Information Systems Organization, winner of the 1993 College of Business Leadership Council Club Service Award, April, 1993.
- Taught on an overload basis an IS Doctorate Seminar, Spring, 1991.
- Developed and taught on an overload basis the first IS Doctorate Seminar at the University of Colorado, Spring, 1990.
- Supervised Doctoral Thesis of Abdulla Abdul-Gader, May, 1988.
- Supervised Doctoral internship for Abdulla Abdul-Gader resulting in journal submission and acceptance.
- Established informal workshop for graduate students interested in MIS Research, Spring, 1987.

Other

- Planned and initiated a Faculty Open Office Celebration for graduating undergraduate students in the Leeds School of Business held in conjunction with recognition ceremonies, 2004 to present.
- Participant in a faculty review group for the campus-wide Administrative Streamlining Project (ASP) / Appointed to the ASP Leadership Team, January, 1998.
- Participated in a two-day session with the University of Colorado Controller's Office Business Process Transformation team in a "Beginning of Phase II: Acquisition of Goods and Travel Vision Workshop," Denver, Colorado, July 31 and August 1, 1995.
- Participated in a panel discussion on Business Process Re-engineering for the University of Colorado Management Services, January, 1993. Audience included vice chancellors for administration and budget officers from all four campuses.
- Was invited by Coopers and Lybrand to join the Advisory Board for the Chief Information Officers Forum, April, 1992.
- Was selected by Coopers and Lybrand to serve on the three member selection committee to select the 1991 CIO of the Year, December, 1991.

- Was invited by Coopers and Lybrand to join the Chief Information Officers Forum, April, 1991.

**ASSOCIATE DIRECTOR, INSTITUTE FOR RESEARCH ON THE
MANAGEMENT OF INFORMATION SYSTEMS 1985-1986**

**ASSISTANT PROFESSOR, OPERATIONS AND SYSTEMS
MANAGEMENT 1983-1986**
Indiana University Graduate School of Business

Teaching

- Established an MIS major in the evening MBA program in Indianapolis (first graduates in December, 1985).
- Supervised more than nine MBA independent study projects.
- Enhanced MBA level systems analysis/design course to include modern development techniques.
- Managed capstone MIS course with projects at Indiana corporations.
- Established conscious presence of MIS in Graduate Program in Indianapolis with curriculum development, teaching, and research.

Presentations

- Served as invited panelist for the 1986 Indiana University Annual Business Conference on "The Challenge of Managing Information Systems," April, 1986.
- Presented a half-day workshop on "Modern Systems Development Techniques" for the international sales force of Index Technology Corporation, Cambridge, Massachusetts, February, 1986.
- Gave presentations in the Indiana Executive Education Program, 1985, 1986.
- Conducted an invited seminar on Requirements Defining for MIS Business Affiliates Program, February, 1986.
- Served as invited panelist on "Teaching Systems Analysis and Design" at the International Conference on Information Systems, December, 1985.
- Presented invited talks entitled "Using CASE in Teaching Systems Development" and "Professional Development and the Excelerator User" at the Excelerator User Group Conference, Cambridge, Mass., October, 1985.
- Managed and conducted classes in system analysis and design track in 1985 Advanced Institute on MIS for AACSB with high ratings from 47 professorial participants (35 scores of seven and 12 of six on a seven point scale).

MIS CONSULTANT/TRAINER 1978-1983
**Self-employed, and Professional Associate with Improved Systems
Technologies, Inc. (Chris Gane and Trish Sarson)**

- Developed and installed a system development methodology incorporating structured systems analysis/design concepts.
- Developed and trained system developers in use of an automated documentation and analysis system which allowed establishment and maintenance of a data base about a system under development.
- Trained persons from over 40 organizations in structured systems analysis and design techniques with 4.8/5.0 "Instructor's Knowledge" and 4.7/5.0 "Instructor's Presentation" ratings.
- Developed and presented seminar/workshops on systems development techniques.
- Trained client personnel to become internal trainers.

ASSISTANT PROFESSOR, COMPUTATIONAL SCIENCE
University of Saskatchewan **1977-1978**

- Conducted undergraduate and graduate classes to support School of Business.
- Supervised student teams on industry system development projects.

VISITING ASSISTANT PROFESSOR, MIS **1976-1977**
The University of Calgary

- Conducted programming, data processing, and MIS classes.
- Developed extensive course material.
- Developed courseware for student grading and accounting.
- Supervised student teams on industry system development projects.

SPECIAL SYSTEMS CONSULTANT **1974-1976**
Minnesota Department of Natural Resources

- Determined content and structure of natural resource data needs.
- Created a systems action plan detailing staffing, organization, and project tasks required to create the needed data base.
- Reviewed written study results with top-level commissioners to establish the means to accomplish the action plan.

ASSISTANT PROFESSOR, MIS **1974-1975**
University of Minnesota Extension Division

- Conducted Introduction to MIS classes in evening program.

DIRECTOR, SYSTEMS AND PROGRAMMING **1971-1974**
Minnesota Land Management Information System, Center for Urban and Regional Affairs, University of Minnesota

- Determined content and structure of natural resource data base with 1.4 million records, each with 15+ attributes.
- Specified and supervised development of an on-line data entry system for spatial data resulting in significant savings.
- Established data base administration procedures and served as database administrator.
- Managed development of or acquired land mapping software on both plotter and matrix printer hardware.
- Managed development of state-of-the-art image processing input and output systems using satellite transmission.
- Developed prototype decision support system for top-level state government management using DBMS software.
- Created and implemented a project management system.

PROJECT LEADER/RESEARCH ASSOCIATE 1967-1971
University of Minnesota, MIS Research Center

- Managed development of a software system to create the production environment simulation used in the Minnesota Experiments. (See Dickson et al, "Research in MIS: The Minnesota Experiments," *Management Science*, May, 1977.)
- Established and operationalized procedures to conduct the Minnesota experiments.
- Operationalized the first experiments as part of an Office of Naval Research grant.

SYSTEMS ANALYST/OPERATOR 1964-1965, 1967
Robbinsdale School District 281, Minnesota

- Maintained and managed financial and student accounting applications.
- Enhanced and documented existing systems and procedures in preparation for a new computer system.
- Created and implemented a property accounting system.

EXTERNAL PROFESSIONAL

ACTIVITIES/ SERVICE: Reviewer, *MIS Quarterly*, *Information Systems Research*, *Communications of the ACM*, *Interfaces*, *INFOR*, *International Journal of Man-Machine Studies*, *Journal of Management Information Systems*, *Journal of Applied Business Research*

Co-Chair, 2009 International Conference on Information Systems New Faculty Consortium, Phoenix, Arizona, December 2009

Co-Chair, 2009 Big XII Plus MIS Research Symposium Research Topic Forum entitled "HCI / Design Science," University of Nebraska-Lincoln, April 5, 2009.

Session Chair, 2005 International Conference on Information Systems, Las Vegas, Nevada, December 13, 2005.

Associate Editor for the HCI Track at the 2005 International Conference on Information Systems, Las Vegas, Nevada, 2005.

Elected to Board of Directors of Wall Street Radio.Net, January 2002.

External Reviewer, Regis University. Conducted an extensive review of courses, curriculum, and faculty at the M.S. program in Computer Information Systems at Regis University, Denver, Colorado. Wrote report entitled "A Review of the Master of Science in Computer Information Systems (MSCIS) at Regis University," March 1999.

Advisor, The Cassandra Project, a project to create awareness and readiness for public organizations associated with embedded systems and the Year 2000 date change, 1999.

Member/Reviewer, IEEE Planning Group on Customer Satisfaction, 1989. Report published in February 1999.

Chair, Society for Information Management International Paper Awards Committee, 1992-1995.

Appointed to the Editorial Advisory Board for *I/S Analyzer*, 1990-1996.

Appointed to Editorial Board as an Associate Editor for the *MIS Quarterly*, 1989-1992. Appointment renewed for second three-year term, 1992-1995.

Member of Board of Directors, Excelerator User Group, Index Technology, Inc., 1985-1986

Professional Development Chair, Excelerator User Group, 1985-1986

Local Arrangements and Vice-Chair, Sixth International Conference on Information Systems and 1985 MIS Doctoral Consortium

Member of Founding Board, Indianapolis Chapter of the Society for Information Management , 1985

Chairperson, 1984 Society for Information Management National Workshops

Member of Advisory Board, International Conference on Information Systems

GRANTS/CONTRACTS:

IBM Shared University Research (SUR) Awards grant of \$30,000 on Smart Grid Usability Design Using Personas, "Getting to Understand Users' Needs Through Personas," Fall, 2009. (with T. Miaskiewicz)

Obtained a grant of a mass storage device and tape cartridge backup unit for the College of Business Computer Support Group based on a supervised beta test. Street value of \$30,000 - \$35,000, 1999-2000.

Research Funding of \$45,000 from IBM at the request of IBM for Teamwork Technology Investigation, 1991. (with Ilze Zigurs).

Research Funding of \$42,000 from IBM for Teamwork Technology Investigation, 1990. (with Ilze Zigurs).

Submitted as a co-author a \$175,000 Equipment Request Grant to Hewlett-Packard Company for a Teamwork Center Facility, June, 1989. (grant not funded).

Hardware/Software from Instructional Computing Working Group, University of Colorado, 1989, one-year+ loan of Apple Macintosh SE, extensive software.

Excel Software from Microsoft Corporation for College of Business Computing Lab, 1989, \$400.

Hardware Upgrade from Apple Computing, 1988, \$960.

Anatool Software from Abvent Corporation, 1987, \$795.

Excelerator Software from Index Technology Corporation, 1986, \$16,800.

Management of Information Systems Grant from IBM Corporation to Information Systems Group at Indiana University, 1985, \$2,000,000 (Was part of team preparing the grant proposal).

Management of Information Systems Grant from IBM Corporation to Information Systems Group at Indiana University to develop a full grant proposal, 1984-5, \$10,000. (Was part of team preparing the grant proposal).

UNIVERSITY

SERVICE: Served as Associate Dean for Faculty, University of Colorado/Boulder, 2004-2007

Served on the following committees:

- Leeds School Personnel Advisory Committee(LSPAC), 2010-present.
- Leeds School Post-tenure Review Committee 2007-2011.
- Leeds School Primary Unit Evaluation Committee for Tenure/Promotion of Professor Thomas Vossen, 2009.
- Leeds School Doctoral Curriculum and Policy Committee, 2007-2008.
- Leeds School Teaching/Learning Excellence Committee, 2007-2010.
- Systems Division Research Evaluation Committee, 2007-2008.
- Systems Division Executive Committee, 2007-2011.
- Systems Division PhD Comprehensive Exam Committee, 2007-present.
- CU/Boulder Task Force to Examine Fall Break and Course Repetition, Summer/Fall 2005.
- CU/Leeds School Honor Code Review Board, 2005.
- Leeds School Personnel Advisory Committee, 2004-2007.
- Leeds School Executive Committee, 2004-2007.
- Leeds School Research Policy Task Force, ex officio member, 2004-2006.
- Leeds School Honorary Doctorate Task Force, 2005-6. Spearheaded effort to grant Jim Collins an Honorary Doctorate in Spring Commencement 2006.
- Leeds School Undergraduate Curriculum and Policy Committee, 2003-2005.
- Chair, Dr. K. Larsen's Reappointment Personnel Committee, 2003-2004.
- Leeds School Technology Committee, 2003-5.
- Systems Division Executive Committee for the purpose of conducting Division Faculty Evaluations, 2003.
- Leeds School Social Responsibility Curriculum Task Force, 2001-2003.
- Leeds School External Tenure/Promotion Review Committee, 2002-2003.
- CU Boulder Faculty Assembly Administrative Services Committee, Elected, Spring 2001-2005.
- Chair, College of Business Undergraduate Curriculum and Policy Committee, 2000-2003
- College of Business Salary Equity Committee, 2000-2001.
- Reviewer, Summer Research Grant Proposals, College of Business, Yearly.
- Search Committee for a Full Professor of Information Systems, 2000-2001.
- College of Business Building Committee, 2000-2001.

- Chair, Search Committee for an Assistant to the Dean of the College of Business, 2000.
- Marketing Committee for College of Business, 1999-2000.
- Undergraduate Degree Curriculum and Policy Committee, 1999-2000.
- Administrative Streamlining Project Leadership Committee appointed by Chancellor, 1997-2000.
- Distance Learning Committee, 1998-1999.
- MBA Core Curriculum Committee, 1998.
- Masters Degree Curriculum and Policy Committee, 1995-98.
- Faculty Policy Committee for College of Business, 1996-98.
- Full Professor Promotion Committee for Professor C. Koberg, 1997-98.
- College of Business Faculty Small Review Group for Dean Search Committee, 1998
- Committee for "Multidisciplinary Research that Links Information-and-Communication-Technological and Societal Issues" part of the campus' planning process for the ATLAS (Alliance for Technology, Learning and Society) Initiative, 1997.
- MBA Tuition Differential Sub-Committee, 1996-97
- Chair, Tenure and Promotion Committee for Akhil Kumar, 1996-97.
- Chair, Staff Development Committee for College Strategic Plan, 1996-97.
- Tenure and Promotion Committee for Akhil Kumar, 1995-1996.
- Tenure and Promotion Committee for Ilze Zigurs, 1994-95.
- Chair, Tenure and Promotion Committee for James Brancheau, 1993-1994.
- Accounting/IS area Executive Committee, 1992-1994.
- MIS Area Ph.D. Qualifying Exam Committee, 1990-present.
- Chair, Research Committee, 1990-1992.
- MIS Area Recruiting Search Committee, 1990-91.
- Faculty Appointments Committee (elected), 1990-91.
- Library Committee, 1990-91.
- Search Committee for Chairperson of Strategy and Organization Management Division, 1989-1990.
- Research Committee, 1989-1990.
- Ph.D. Program Special Task Force, 1989-1990.
- Undergraduate Curriculum Committee (elected), 1988-1990.
- Educational Policy Committee (elected), 1987-1989.
- Special Task Force on "Business Library of the Future," 1987-88.
- MS/IS Division Subcommittee on Hardware/Software Needs, 1986.
- CU College of Business Undergraduate Advisor for IS Program, 1990-1994
- University-wide Internal Review Committee for the University of Colorado Interdisciplinary Telecommunications Program, 1990.
- Preceptor in College of Business Freshman Preceptor Program, Fall, 1989.
- Supervised recruiting in 1988 resulting in hiring of two of the most highly sought candidates available that year.

CONSULTANTSHIPS:

Consulting has been done for numerous organizations, including: U S West Advanced Technologies, AT&T, Ball Aerospace, Digital Equipment, Exabyte Corporation, Index Technology Corporation, Pfizer Pharmaceutical, McDonnell Douglas Automation, 3M Company, U. S. Army Logistics Management Center, Scrap City, Superior Oil, Technology Solutions Company, Datapoint Corporation, Southern Bell, U. S. Army Natick Labs, Robbinsdale School District, State of Minnesota Department of Natural Resources, and others.

HONORS/ AWARDS:

Tony Tisone Award for Innovation in and Dedication to Teaching or Research, \$12,000 grant for "Learning About Learning: A Best Practices Review, Understanding, and Sharing," 2008-2009. (With T. Miaskiewicz)

Finalist for the Frasca Teaching Excellence Award, Spring 2007.

Charles Guiney Professorship at the Leeds School of Business, University of Colorado/Boulder, 2004-2007.

Listed in "An Analysis of Research in Information Systems (1981-1997)" by Enrique Claver, Reyes Gonzalez, and Juan Llopis, *Information and Management* 37 (2000) pp. 181-195. Am in top 25 publishers in combined *Information and Management* and the *MIS Quarterly* journal publications and tied for third in most articles in the *MIS Quarterly* for the 1981-1997 time period.

Listed as tied for 12th most prolific publisher in top two IS journals for 1990-1994. See Trower, Jonathon K., "Publications by Researchers and Institutions in Two Top IS Journals: 1990-1994," found on the World Wide Web at: <http://hsb.baylor.edu/ramsower/acis/papers/trower2.htm>

Won first place in the 1989 Society for Information Management Paper Award Competition winning an award of \$5000. (co-authors W. Frank Cobbin, Jr., AT&T American Transtech, and Stephen J. Michael, AT&T Corporation)

Tied for second place in Society for Information Management 1985 Juried Paper Competition winning an award of \$1500. (co-author John Mahlum of 3M Company)

Selected as Northeast Area Representative of the Year by the Colorado Bowhunters Association, 1994.

Selected as Statewide Area Representative of the Year by the Colorado Bowhunters Association, 1994.

THESIS AND INDEPENDENT STUDY WORK SUPERVISED:

Doctoral Thesis:

Tomasz Miaskiewicz, Doctoral Thesis entitled "Bridging the Gap Between Users/Consumers and Designers: The Role of Effective and Accurate Personas," University of Colorado/Boulder, 2010.

Zainab M. Alqenaei, Doctoral Thesis entitled "An Investigation of the Relationship between Consumer Mental Health Recovery Measures and Clinicians' Reports Using Multivariate Analyses of the Singular Value Decomposition of a Textual Corpus," University of Colorado/Boulder, 2009.

Dirk S. Hovorka, Doctoral Thesis entitled "Information Systems Foundations: Four Research Essays," University of Colorado/Boulder, 2006. (Co-Chair with K. Larsen)

Younghwa Gabe Lee, Doctoral Thesis entitled "Developing Theoretical Models of Website Usability: Instrument Development and Validation," University of Colorado/Boulder, 2005.

Steven Sheetz, Doctoral Thesis entitled "Identifying Perceptions of Complexity: A Group Support Systems Based Research Method," University of Colorado/Boulder, August, 1996.

John A. Hoxmeier, Doctoral Thesis entitled "Group Support Systems and Subsequent Meeting Behavior: Systems as Agents of Change," University of Colorado, May, 1994.

Abdulla H. Abdul-Gader, Doctoral Thesis entitled "Computer Alienation and Information Technology Assimilation: A Comparative Study Between Saudi and American Decision Makers in Petro-Chemical and Printing Industries," University of Colorado, May, 1988.

Masters Thesis:

Edward Waitkaitis, M.S. Thesis in Interdisciplinary Telecommunication Program, entitled "Customer Relationship Management in the IT Industry," 1999.

Karsten Fisher, M.S. Thesis entitled "A Business Pattern Language," Spring, 1996.

Charles Lane, M.S. Thesis entitled "The Application of Artificial Intelligence to MSE Network Management," Summer, 1992.

Jeannine Racine, M.S. Thesis entitled "Software Evaluation Methods: Understanding the Software Evaluation Approach and Minimizing the Risk of Accepting New Systems," Fall, 1991.

Linda Gray, M.S. Thesis entitled "Introduction of CASE Technology: Factors Influencing Successful Adoption," University of Colorado, Fall, 1989.

Court Allen, M.S. Thesis entitled "Software Management Indicators: Managing the Risk of Project Management," University of Colorado, Fall, 1988

Independent Studies

Keith Chatfield, Independent Study entitled "Elements of Operational Feasibility: A Marketing Perspective," University of Colorado, Summer, 1988.

Todd A. Raker, Independent Study entitled "Designing for the User: Understanding Human/System Interfaces," Indiana University, Spring, 1986.

Norman C. Blizard, Independent Study entitled "A Systems Study at Cummins Engine Company," Indiana University, Summer, 1985.

Kevin Bruce, Independent Study entitled "One Company's Approach to Software Testing," Indiana University, Fall, 1985.

Janet H. Hurlbut, Independent Study entitled "Introducing Executives to Office Automation and Decision Support Systems," Indiana University, Fall, 1985. (with D. Whitman)

Debra K. Whitman, Independent Study entitled "Introducing Executives to Office Automation and Decision Support Systems," Indiana University, Fall, 1985. (with J. Hurlbut)

Jeff Watson, Independent Study entitled "Information Systems Requirements Analysis: A Survey of Current Thinking and Trends," Indiana University, Spring, 1984.

Lori Dehnke, Independent Study entitled "Case Study: Five Points Shoe Store," Indiana University, Spring, 1984.

Charles Shoemake, Independent Study entitled "A Case Study: Indianapolis Office Report Department at a Big Eight Firm," Indiana University, Summer, 1984.

WORK IN PROGRESS – September 2010

- Lee, Y., and Kozar, K., “Understanding of Website Usability: Specifying and Measuring Constructs and Their Relationships,” was submitted in September 2010 to *Decision Support Systems*. Paper has been conditionally accepted.
- Lee, Y. and Kozar, K. "Music Composition Theory and Web Purchases," is in final editing for submission to the *International Journal of Electronic Commerce*.
- Miaskiewicz, T., Jung Grant, S. and Kozar, K. A. "Bridging the Gap between Users and Designers," collecting data for 3rd experiment, in preparation for submission.
- Miaskiewicz, T., Sumner, T., Kozar, K. A., and Larsen, K. "Developing Personas More Accurately and Effectively – A Validation and Automation of the Latent Semantic Methodology for Persona Development," collecting data for 2nd study, in preparation for submission to the *AIS Transactions on Human Computer Interaction*.
- IBM Shared University Research (SUR) Awards grant proposal on Smart Grid Usability Design Using Personas, “Getting to Understand Users’ Needs through Personas,” was funded for three years starting in summer 2010, \$30,000. Work is in progress (with T. Miaskiewicz)