

Wendy T. Lucas

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EDUCATION

- **Ph.D.**, Tufts University, Department of Electrical Engineering and Computer Science, June 1998. Dissertation: *A Visual Approach to Querying and Presenting Multimedia Data*.
- **Master of Science in Management**, Sloan School of Management, MIT, June 1984. Concentrations: Management Information Systems and Marketing.
- **Bachelor of Science in Electrical Engineering**, magna cum laude, Tufts University, June 1980. Minor: Engineering Management.

AWARDS, HONORS, AND GRANTS

- Thought Leadership Networks (TLN) Grant, 2016, Bentley University: Visual Methods for Real-Life Systems, with Tamara Babaian (PI), Nathan Carter, Alina Chircu, Roland Hubscher, and Sandeep Purao. Amount funded: \$12,500.
- NSF Grant, 2008, Principal Investigator: Design and Evaluation Methodologies for Enhancing ERP System Usability. Grant number: 0819333. Amount funded: \$400,000. Four years.
- Enterprise Systems Research Grant, 2003 - 2006, Bentley University. Amount funded: \$20,000.
- Faculty Affairs Committee Grants, Spring 2002, Fall 2002, and Spring 2008, Bentley University.
- Summer Research Grants, 1999-2009, Bentley University.
- Faculty Publication Awards, 1999-2004, 2006-2009, Bentley University.
- Innovation in Teaching Award, 1999, Bentley University.
- Tau Beta Pi Engineering Honor Society.
- Eta Kappa Nu Electrical Engineering Honor Society.

RESEARCH ACTIVITIES

Journal Articles:

- Babaian, T., Xu, J., & Lucas, W. ERP prototype with built-in task and process support. In *European Journal of Information Systems*, Vol. 27(2), 186-206, 2018.
- Lucas, W. & Babaian, T. The Collaborative Critique: An Inspection Method for Expert Evaluation of User Interfaces. *International Journal of Human-Computer Interaction*, Vol. 31(11), 843-859, 2015.
- Babaian, T. & Lucas, W. Modeling Data for Enterprise Systems with Memories. In *Journal of Database Management*, Vol. 24(2), 2013.

- Oja, M.-K. & Lucas, W. T. (2011). ERP Usability Issues from the User and Expert Perspectives. *Journal of Information Technology Case and Application Research*, Vol. 13(3), 2011.
- Babaian, T. & Lucas, W. Black-Box Testing in the Introductory Programming Class. In *Journal of Informatics Education Research*, Vol. 8(3), 107-128, Fall 2006.
- Topi, H., Lucas, W. & Babaian, T. Using Informal Notes for Sharing Corporate Technology Know-How. In *European Journal of Information Systems*, Vol. 15(5): 486-299, 2006.
- Babaian, T., Lucas, W. & Topi, H. Improving ERP Usability Through User-System Collaboration. In *International Journal of Enterprise Information Systems*, Vol. 2(3): 10-23, July-Sept 2006.
- Topi, H. & Lucas, W. Mix and Match: Combining Terms and Operators for Successful Web Searches. In *Information Processing and Management*, Vol. 41(4): 801-817, July 2005.
- Topi, H. & Lucas, W. Searching the Web: Operator Assistance Required. In *Information Processing and Management*, Vol. 41(2): 383-403, March 2005.
- Lucas, W. & Topi, H. Training for Web Search: Will it Get You in Shape? In *Journal of the American Society for Information Science and Technology*, Vol. 55(13): 1183-1198, November 2004.
- Lucas, W. & Topi, H. Form and Function: The Impact of Query Formation on Web Search Results. In *Journal of the American Society for Information Science and Technology*, Vol. 53(2): 95-108, January 2002.
- Lucas, W., Schiano, W. & Crosett, K. The Present and Future of Internet Search. In *Communications of the Association for Information Systems*, Vol. 5(8), April 2001.
- Cruz, I. F. & Lucas, W. T. Automatic Generation of User-Defined Virtual Documents Using Query and Layout Templates. In *Theory and Practice of Object Systems*, Vol. 4(4): 245-260, October 1998.

Book Chapters:

- Lucas, W., Babaian, T., & Topi, H. Applying Collaboration Theory for Improving ERP System-User Interaction. In Angappa Gunasekaran, ed., *Techniques and Tools for the Design and Implementation of Enterprise Information Systems* (Vol. 2). IGI Global, pp. 1-21, 2008.
- Lucas, W. & Topi, H. Learning and Training for Search. In Amanda Spink and Charles Cole, eds., *New Directions in Cognitive Information Retrieval*, Springer: Berlin, November 2005.
- Lucas, W. Introducing Java to the IT Master's Curriculum. In Mehdi Khosrow-Pour, ed., *Encyclopedia of Information Science and Technology*, Hershey, PA: Idea Group Reference, January 2005.
- Lucas, W. Making Way for Java in an Information Technology Master's Program. In Tanya McGill, ed., *Current Issues in IT Education*: IRM Press, pp 35-47, 2003.
- Lucas, W. Search Engines, Relevancy, and the World Wide Web. In Amita Goyal Chin, ed., *Text Databases and Document Management: Theory and Practice*, Hershey, PA: Idea Group Publishing, pp. 22-51, 2001.

Refereed Conference Papers and Presentations:

- Babaian T., Lucas W., Chircu A. Mapping Data Associations in Enterprise Systems. In B. Tulu et al. (eds) *Human Interface and the Management of Information: Information, Knowledge and Interaction Design*. LNCS, Vol. 11491, pp. 1-15. Springer, 2019.

- Lucas W., Garfield M. (2018) Is Another Degree Right for You? *Grace Hopper Celebration (GHC) Mentoring Circle*. Sept. 26, 2018.
- Lucas W., Gordon T. (2017) Supporting Visual Data Exploration via Interactive Constraints. In: Cabello E., Cardoso J., Ludwig A., Maciaszek L., van Sinderen M. (eds) *Software Technologies*. CCIS, Vol. 743, pp. 132-152. Springer, 2017.
- Babaian T., Lucas W., Chircu A., Power N. Extending an Association Map to Handle Large Data Sets. In Yamamoto S. (eds) *Human Interface and the Management of Information: Information, Knowledge and Interaction Design*. LNCS, Vol. 10273, pp. 3-21. Springer, 2017.
- Babaian T., Zhang R., Lucas W. DTMi – A New Interface for Informed Navigation. In Kurosu M. (eds) *Human-Computer Interaction. Interaction Contexts*. LNCS, Vol. 10272, pp. 413-423. Springer, 2017.
- Babaian T., Lucas W., Chircu A.M., Power N. Interactive Visualizations for Workplace Tasks. In Hammoudi S., Maciaszek L., Missikoff M., Camp O., Cordeiro J. (eds) *Enterprise Information Systems*. LNBIP, Vol 291, pp. 389-413. Springer, 2017
- Lucas, W., Gordon, T. User Control of Force-Directed Layouts. In *Proceedings of the 11th International Joint Conference on Software Technologies*, Vol. 1, pp. 91-99, 2016.
- Babaian, T., Lucas, W., Chircu, A. M., Power, N. Evaluating Interactive Visualizations for Supporting Navigation and Exploration in Enterprise Systems. In *Proceedings of the 18th International Conference on Enterprise Information Systems (ICEIS 2016)*, April 2016.
- Lucas, W. A Systematic Approach to Evolving the Curriculum in a Graduate IT Program. In *Proceedings of the EDSIG Conference on Information Systems and Computing Education*. Nov 1-4 2015.
- Babaian, T., Lucas, W., and Li, M. Modernizing Exploration and Navigation in Enterprise Systems with Interactive Visualizations. *Human Interface and the Management of Information. Information and Knowledge Design, (HCI'15)*, Lecture Notes in Computer Science, Springer, vol. 9172, pp. 23-33, 2015.
- Lucas, W. An Interactive Approach to Constraint-Based Visualizations. *Human Interface and the Management of Information. Information and Knowledge Design and Evaluation, (HCI'14)*, Lecture Notes in Computer Science (LNCS), Springer, vol. 8521, pp. 54-63, 2014.
- Babaian, T., Xu, J., and Lucas, W. Applying Design Principles for Enhancing Enterprise System Usability. In *Proceedings of the 9th International Joint Conference on Software Technologies (ICSOT'14)*, August 2014.
- Babaian, T., Lucas, W., and Xu, J. Task and Process Support in ERP Systems. In *Proceedings of the 9th International Conference on Design Science Research in Information Systems and Technology*. Lecture Notes in Computer Science, vol. 8463, pp. 443-447, Springer, 2014.
- Lucas, W., Xu, J., and Babaian, T. Visualizing ERP Usage Logs in Real Time. In *Proceedings of the 15th International Conference on Enterprise Information Systems (ICEIS'13)*, pp. 83-90, July 4-7, 2013.
- Babaian, T. & Lucas, W. Composing Interface Demonstrations Automatically from Usage Logs. In *Proceedings of the 14th International Conference on Enterprise Information Systems, Lecture Notes in Business Information Processing (LNBIP)*, Springer-Verlag, vol. 141, pp. 376-392, 2013.
- Xu, J., Lucas, W., and Babaian, T. Visualizing Business Processes for Providing ERP Task Support. In *Proceedings of the Pre-ICIS 2012 Conference on Enterprise Systems Research in MIS*, December 15, 2012.

- Babaian, T. & Lucas, W. Leveraging Usage History to Support Enterprise System Users. In *Proceedings of the 14th International Conference on Enterprise Information Systems*, vol. 3, pp. 35-44, SciTePress, 2012.
- Lucas, W. & Babaian, T. Implementing Design Principles for Collaborative ERP Systems. In *Proceedings of the 7th International Conference on Design Science Research in Information Systems and Technology*, Las Vegas, NV, May 14-15, 2012. Lecture Notes in Computer Science, pp. 88-107, Springer, 2012.
- Babaian, T., Lucas, W. & Oja, M.-K. Evaluating the Collaborative Critique Method. In *CHI '12 Proceedings of the 30th International Conference on Human Factors in Computing Systems*, Austin, TX, May 5-10, 2012.
- Babaian, T., Lucas, W., Xu, J., & Topi, H. Usability through System-User Collaboration: Deriving Design Principles for Greater ERP Usability. In *Proceedings of the 5th International Conference on Design Science Research in Information Systems and Technology*, St. Gallen, Switzerland, June 4-5, 2010. Lecture Notes in Computer Science, pp. 394-409, Springer, 2010.
- Coopriider, J., Topi, H., Xu, J., Dias, M., Babaian, T., & Lucas, W. A Collaboration Model for ERP User-System Interaction. In *Proceedings of the 43rd Hawaii International Conference on System Sciences*, Koloa, Kauai, Hawaii, January 5-8, 2010.
- Lucas, W. & Shieber, Stuart M. A Simple Language for Novel Visualizations of Information. In Joaquim Filipe, Boris Shishkov, Markus Helfert, and Leszek A. Maciaszek, eds., *ICSOFT/ENASE 2007, Communications in Computer and Information Science (CCIS): Software and Data Technologies*, Springer-Verlag Berlin Heidelberg, Vol. 22, pp.33-45, 2008.
- Shieber, S. M. & Lucas, W. A Language for Specifying Informational Graphics from First Principles. In *Proceedings of the 2nd International Conference on Software and Data Technologies*, pp. 5-12, Barcelona, Spain, July 22-25, 2007.
- Babaian, T., Lucas, W., & Topi, H. A Data-driven Design for Deriving Usability Metrics. In *Proceedings of the 2nd International Conference on Software and Data Technologies*, pp. 154-159, Barcelona, Spain, July 22-25, 2007.
- Babaian, T., Lucas, W., and Topi, H. Visualizing the Process: A Graph-based Approach to Enhancing System-User Knowledge Sharing. In *Proceedings of the 9th International Conference on Enterprise Information Systems*, pp. 123-128, Funchal, Portugal, June 12-16, 2007.
- Babaian, T. & Lucas, W. Developing Testing Skills in an Introductory Programming Class. In *Proceedings of the 20th International Conference on Informatics Education & Research*, Las Vegas, NV, December 9-11, 2005.
- Topi, H., Lucas, W. & Babaian, T. Identifying Usability Issues with an ERP Implementation. In *Proceedings of the 7th International Conference on Enterprise Information Systems*, Miami, FL, May 24-28, 2005.
- Topi, H., Babaian, T., & Lucas, W. Informal Notes on Technology Use as a Mechanism for Knowledge Representation and Transfer. In *Proceedings of the 6th European Conference on Organizational Knowledge, Learning, and Capabilities*, Waltham, MA, March 17-19, 2005.
- Lucas, W., Topi, H. & Babaian, T. Enhancing ERP Usability. In *Proceedings of the 15th International Conference of the Information Resources Management Association*, New Orleans, LA, May 23-26, 2004.

- Babaian, T., Lucas, W. & Topi, H. Collaborating to Improve ERP Usability. In *Proceedings of the 6th International Conference on Enterprise Information Systems*, Porto, Portugal, April 14-17, 2004.
- Lucas, W. & Topi, H. Anxiously Seeking Answers: How Attitude Affects Search Performance. In *Proceedings of the IEEE International Conference on Information Technology: Coding and Computing*, Las Vegas, NV, April 28-30, 2004.
- Topi, H., Lucas, W. & Jain, A. All the WISER: A Web-based Infrastructure for SEArch Research. In *Proceedings of the 34th Annual Meeting of the Decision Sciences Institute*, Washington, D.C., November 22-25, 2003.
- Lucas, W. & Topi, H. Need Help? The Effects of Training on Web Searches. In *Proceedings of the IEEE International Conference on Information Technology: Coding and Computing*, pp. 140- 144, Las Vegas, NV, April 28-30, 2003.
- Topi, H. & Lucas, W. Simple OR Assisted Search: A Boolean Dilemma. In *Proceedings of the 33rd Annual Meeting of the Decision Sciences Institute*, San Diego, CA, November 23-26, 2002.
- Lucas, W. Transitioning to Java in the IT Curriculum. In *Proceedings of the 13th International Conference of the Information Resources Management Association*, Seattle, WA, May 19-22, 2002.
- Lucas, W. and Schiano, W. Being There: Search Engine Positioning on the World Wide Web. In *Proceedings of the World Conference on the WWW and Internet*, San Antonio, TX, October 30-November 4, 2000.
- Lucas, W. The Noise Factor: Irrelevant Search Results on the World Wide Web. In *Proceedings of the 11th International Conference of the Information Resources Management Association*, pp. 354-358, Anchorage, AK, May 21- 24, 2000.
- Lucas, W. & Frydenberg, M. Enhanced Learning with Personalized Course Pages. In *Proceedings of the 11th International Conference of the Information Resources Management Association*, pp. 1007-1009, Anchorage, AK, May 21- 24, 2000.
- Lucas, W. T. A Model-Based Approach to Facilitating Searches on the World Wide Web. In *Proceedings of the Northeast Decision Sciences Institute*, pp. 137-139, Newport, RI, March 24-26, 1999.
- Cruz, I. F. & Lucas, W. T. A Customizable Layout-Driven Approach to Querying Digital Libraries. In *SPIE Multimedia Computing and Networking*, pp. 122-134, San Jose, CA, January 23-29, 1999.
- Cruz, I. F. & Lucas, W. T. A Visual Approach to Multimedia Querying and Presentation. In *Proceedings of the 5th ACM International Multimedia Conference*, pp. 109-120, Seattle, WA, November 9-13, 1997.
- Cruz, I. F. & Lucas, W. T. Delaunay^{MM}: a Visual Framework for Multimedia Presentation. In *IEEE Symposium on Visual Languages*, pp. 212-221, Capri, Italy, September 23-26, 1997.
- Cruz, I. F., Averbuch, M., Lucas, W. T., Radzysinski, M., & Zhang, K. Delaunay: a Database Visualization System. In *Proceedings of the ACM SIGMOD International Conference on Management of Data*, pp. 510-513, Tucson, AZ, May 13-15, 1997.

Refereed Workshop Papers:

- Lucas, W. Applying Lessons Learned to Fostering Inclusion. In *CHI 2019 Workshop on CHI Inclusion: Working toward a more inclusive HCI community*, May 5, 2019.

- Oja, M-K. & Lucas, W. Evaluating the Usability of ERP Systems: What Can Critical Incidents Tell Us? In *Pre-ICIS 2010 Workshop on Enterprise Systems Research in MIS*, December 11, 2010.
- Lucas, W. & Babaian, T. Reasoning for Intelligent System-User Interactions with ERP Systems. In *IJCAI 2009 Workshop on Intelligence and Interaction*, July 13, 2009.

Refereed Extended Abstracts:

- Babaian, T. & Lucas, W. A Reasoned Approach to Error Handling: Position Paper on Work-in-Progress. In *Proceedings of the 10th International Conference on Enterprise Information Systems*, Barcelona, Spain, June 12-16, 2008.
- Babaian, T., Lucas, W. & Topi, H. Using a Process Graph to Improve System-User Knowledge Sharing. In *Proceedings of the 1st ACM Symposium on Computer-Human Interaction for Management of Information Technology*, Cambridge, MA, March 30-31, 2007.
- Babaian, T., Lucas, W. & Topi, H. Making Memories: Applying User Input Logs to Interface Design and Evaluation. In *CHI '06 Extended Abstracts on Human Factors in Computing Systems*, pp. 496-501, ACM Press, Montreal, CN, April 24-27, 2006.

Refereed Tutorials

- Babaian, T. & Lucas, W. Collaborative Critique – A New Usability Evaluation Method for Assessing Human-Computer Collaboration. Presented at *User Experience Professional Association (UXPA '13) conference*, July 9, 2013.

Invited Talks and Panels:

- Jazwinski, D. & Lucas, W., 2nd annual faculty/industry roundtable on Diversity in Tech: Addressing the Talent Pipeline and Workplace Culture, presented by the Faculty Research Council and the Center for Women in Business, Bentley University, March 28, 2017.
- Bandaru, P., Brown, V., Kayastha, C., Lucas, W., Pickle, K, Tyrell, S., panel discussion at NCWIT Aspirations in Computing Celebration, Bentley University, March 25, 2017.
- Lucas, W. Collaborative Critique Method: Assessing a system's collaborative strength. Invited lecture in Graduate Seminar in Human-Computer Interaction, UMass Lowell, March 25, 2013.
- Babaian, T. & Lucas, W. Collaborative Critique Method: Usability inspection with an eye on system-user collaboration. Autodesk, Inc. Waltham, MA, July 19, 2012.
- Lucas, W., Babaian, T., Coopriker, J., Topi, H., & Xu, J. Applying Human-Computer Collaboration for Improving ERP Usability, *International Symposium on Collaborative Technologies and Systems (CTS)*, Chicago, Illinois, May 17-21, 2010.
- Lucas, W., Babaian, T., & Topi, H. Improving ERP Usability Through User-System Collaboration, *Pre-ICIS Enterprise Systems Research Workshop*, Montreal, CN, December 8, 2007.
- Lucas, W. An Information Visualization Language, *CIS/IPM Research Seminar Series*, Bentley University, March 26, 2007.
- Babaian, T., Lucas, W., & Topi, H. Improving ERP System Usability by Employing Theory Of Collaboration, *Inaugural Workshop on Enterprise Systems Research in MIS (pre-ICIS)*, 2006 workshop, Milwaukee, WI, December 10, 2006.

- Topi, H., Babaian, T., & Lucas, W. Enterprise Systems Usability. An invited panel discussion at *the 35th Annual Meeting of the Decision Sciences Institute*, Boston, MA, November 20-23, 2004.
- Lucas, W., Topi, H., & Babaian, T. Identifying ERP Usability Issues, *Enterprise Resource Planning Workshop*, Bentley University, October 15, 2004.
- Lucas, W., Topi, H., & Babaian, T. Collaborating to Improve ERP Usability, *Americas' SAP Users' Group (ASUG) New England Chapter Meeting*, May 17, 2004.
- Topi, H., Lucas, W., & Schiano, W. Web search in IS research. An invited session at *the 33rd Annual Meeting of the Decision Sciences Institute*, San Diego, CA, November 23-26, 2002.

Technical Reports:

- Babaian, T. & Lucas, W. Leveraging Usage History to Support Enterprise System Users. ERP Usability Project Technical Report, Bentley University, Waltham, MA, 2011.
- Cruz, I. F. & Lucas, W. T. An Interchange Format for Declaratively Specified Visualizations with Constraints. Database Visualization Research Group Technical Report, Tufts University, Medford, MA, 1996.
- Averbuch, M., Cruz, I. F., Lucas, W. T., & Radzysinski, M. As You Like It: Tailorable Information Visualization. Database Visualization Research Group Technical Report, Tufts University, Medford, MA, 1996.

ACADEMIC EXPERIENCE

- **Bentley University**, Computer Information Systems Department Waltham, MA
Professor 2010-present
Associate Professor 2004-2010
Assistant Professor 1998-2004
 Research focuses on human-computer collaboration and information visualization. Have taught graduate courses in the MSIT and MBA programs and undergraduate courses in the CIS program.
Director, MS in Information Technology Program 2013-2018
 Led program reviews and strategic initiatives; advised students; and participated in admissions process, career services activities, and marketing activities.
- **Harvard University**, Division of Engineering and Applied Science Cambridge, MA
Visiting Scholar 2005-2006
 Research project within the Computer Science group on the semi-automated generation of information visualizations from first principles.
- **Merrimack College**, Management Department North Andover, MA
Adjunct Lecturer 1997, 1991-1993
 Taught undergraduate courses in Database Management Systems and Introduction to Business Computer Applications.
- **Tufts University**, Medford, MA
Teaching Assistant, College of Engineering 1994-1996
 ES 15: Introduction to Computers in Engineering
 EN 2: Engineering Communication

Part-Time Lecturer, Civil Engineering Department 1992-1994
 CE51: Engineering Management
 CE53: Engineering Economy.

PROFESSIONAL EXPERIENCE

- **Lucas Systems Inc.** North Andover, MA
President 1997-2007
Provided software consulting services for financial institutions and small businesses. System development projects included portfolio management for bank back offices, loan management and processing, and inventory control. Personally responsible for all phases of the product development cycle for small business system projects, from initial feature specification through system installation and support.
- **EXOS, Inc.** Lexington, MA
Director of Marketing 1989-1990
High tech start-up venture that designed, manufactured, and marketed sensor systems for tracking the motions of the hand and quantifying the sense of touch. Analyzed potential market opportunities, determined pricing structure, developed product-positioning strategies, and prepared all promotional materials. Performed all sales functions from cold calls through closings. Designed and developed customer and investor database systems for internal use.
- **CompuCo, Inc.** Boston, MA
Senior Account Manager 1987-1988
Performed analyses and identified functional specifications of hardware and software system requirements for major clients of this microcomputer consulting company. Designed and developed software systems for those clients based on identified requirements.
- **SoftStart, Inc.** Norfolk, MA
President and Co-founder 1985-1987
Headed company that developed and marketed a PC-based medical office management system. Primary responsibilities for all aspects of company operations, including marketing, finance, product planning, and product development. Participated in all phases of the product development cycle, from initial product specification through final coding. Installed systems at client sites and provided user training and support services.
- **Intronics, Inc.** Newton, MA
Senior Marketing Analyst, 1984-1985
Analyzed market opportunities and competition for this manufacturer of dc-to-dc converters. Assessed corporate resources and limitations. Prepared performance specifications and cost/benefit justifications for new products. Coordinated engineering, manufacturing, and sales activities required for bringing new products to market.
- **Raytheon Company, Equipment Division** Sudbury and Wayland, MA
Associate Engineer 1980-1982
Responsibilities included digital and analog circuit analysis and design, technical writing, and computer programming for the Video Displays Section. Designed and developed solid-state microwave circuits for the Solid-State Microwave Devices Section.

TEACHING

Bentley University: Courses Developed and Taught

- CS451 Object-Oriented Programming Environment – undergraduate
- CS452 Object-Oriented Application Development – undergraduate

- CS454 Object Oriented Programming in Java – undergraduate
- CS603 Object-Oriented Application Development – graduate
- CS660 Object-Oriented Application Development with Enterprise JavaBeans – graduate

Bentley University: Other Courses Taught

- CS180 Programming Fundamentals
- CS230 Algorithm and Data Abstractions – with pseudocode/with Java
- CS280 Object-Oriented Application Development (undergraduate)
- GR620 Information Technology for Competitive Advantage

Merrimack College: Courses Taught

- MG310 Databases for Managers: Fall 1997
- MG107 Introduction to Business Computer Applications: Fall 1991 – Spring 1993

Tufts University: Courses Taught

- CE53 Engineering Economy: Spring 1992 – Spring 1994
- ES52 Engineering Management: Fall 1993

Executive Education:

- Program director at Bentley University for executive master’s students in Information Management visiting from TiasNimbas Business School in the Netherlands, June 2 – 6, 2008. Delivered course on the Business Value of Enterprise System Usability.
- Design Patterns course for employees of CGI, Inc., April, 2007.

SCHOLARLY AND PROFESSIONAL ACTIVITIES

Professional Service:

- Vice Chair: BostonCHI – Boston area chapter of the ACM’s Special Interest Group on Computer-Human Interaction (SIGCHI), July 2018 – present.
- Session Chair: Software Engineering Methods and Techniques and Software Project Management. *11th International Conference on Software Engineering and Applications (ICSOFT-EA)*, Lisbon, Portugal, July 24-26, 2016.
- Session Chair: Visualization Methods and Techniques. *16th International Conference on Human-Computer Interaction (HCI)*, Crete, Greece, June 22-27, 2014
- Committee on Social Collaboration for the Grace Hopper Celebration (GHC), Baltimore, MD, Oct. 3-6, 2012.
- Panels Co-Chair, Session chair: Spatial Computing for Networked Collaboration tutorial. *International Symposium on Collaborative Technologies and Systems (CTS)*, Chicago, Illinois, May 17-21, 2010.
- Program Chair, *ACM Symposium on Computer-Human Interaction for Management of information Technology (CHIMIT)*, Baltimore, MD, Nov. 7-8, 2009.
- Program Committee, Session Chair: Work Practices. *ACM Symposium on Computer-Human Interaction for Management of information Technology (CHIMIT)*, San Diego, CA, Nov. 14-15, 2008.

- Session Chair: Programming Languages. *2nd International Conference on Software and Data Technologies (ICSOFT)*, Barcelona, Spain, July 22-25, 2007
- Session Chair: Human-Computer Interaction. *9th International Conference on Enterprise Information Systems*, Funchal, Portugal, June 12-16, 2007.
- Program Committee, Session Chair: Technology and Use. *1st ACM Symposium on Computer-Human Interaction for Management of Information Technology*, Cambridge, MA, March 30-31, 2007.
- Track Co-Chair: Human-Computer Interaction. *15th International Conference of the Information Resources Management Association*, New Orleans, LA, May 23-26, 2004.
- Track Co-Chair: Web and Information Retrieval Technologies. *IEEE ITCC2004: 5th International Conference on Information Technology - Coding and Computing*, Las Vegas, NV, April 5-7, 2004.
- Reviewer for National Institute of Health Sciences (NIHS) Review Panel for Small Business Innovative Research (SBIR): eLearning Products for Worker Health and Safety Training, Raleigh, NC, June 24, 2002.
- Session chair: (1) Web Design Issues I, (2) Publishing and the Professorate, *33rd DSI Annual Meeting*, San Diego, CA, November 23-26, 2002.
- Panel Coordinator for the Technical Track, *AMCIS*, Boston, MA, August 3-5, 2001.
- Track Chair: MIS, DSS, AI & Microcomputers. *Northeast Decision Sciences Institute (NEDSI) annual meeting*, Newport, RI, March 24-26, 1999.

Papers Reviewed for:

- African Journal of Business Management (AJBM)
- Communications of the Association for Information Systems (CAIS)
- Data and Knowledge Engineering (DKE)
- Information Processing and Management (IP&M)
- Information and Software Technology
- Information Sciences
- Information Systems Management (ISM)
- International Journal of Information Management (IJIM)
- Journal of the American Society for Information Science and Technology (JASIST)
- Journal of Computer Information Systems (JCIS)
- Journal of Information Systems (JIS)
- Journal of Systems and Software (JSS)
- Journal of Web Engineering (JWE)
- MIS Quarterly (MISQ)
- Theory and Practice of Object Systems (TAPOS)
- Text Databases and Document Management: Theory and Practice (book)
- ACM International Multimedia Conference
- ACM SIGCHI Conference on Human Factors in Computing Systems
- ACM SIGMOD International Conference on Management of Data
- Americas Conference on Information Systems (AMCIS)
- ACM Symposium on Computer-Human Interaction for Mgmt of Information Technology (CHIMIT)
- Decision Sciences Institute (DSI) Annual Meeting
- Grace Hopper Celebration (GHC)
- Hawaii International Conference on System Sciences (HICSS)

- International Conference on Computer-Human Interaction Research and Applications (CHIRA)
- International Conference on Enterprise Information Systems (ICEIS)
- International Conference for Informatics Education & Research (SIG-ED IAIM)
- International Conference on Information Systems (ICIS)
- International Conference on Intelligent User Interfaces (IUI)
- International Workshop on Interfaces to Databases

Service Activities at Bentley University:

- Program Director, MS in Information Technology, July 2013 – June 2018.
- Chair of CIS Department Research and Scholarly Activities Committee, Fall 2006 – Spring 2018.
- Member of the Bentley Academic IT Task Force, Fall 2011 – Spring 2012.
- Member of the Day MBA Assurance of Learning Task Force, Fall 2008 – Spring 2009.
- Member of the Day MBA Review Task Force, Summer 2007 – Spring 2008.
- Member of the Graduate School Strategic Review Task Force, Spring 2008.
- Co-chair of CIS Department IT Minor Task Force, Summer 2007 – Fall 2007.
- Faculty Senate, CIS Department representative, Fall 2006 – Spring 2007.
- Member of Faculty Curriculum Committee, Fall 2006 – Spring 2007.
- Member of CIS Department Steering Committee, Spring 2008 – present.
- Chair of CIS Department Faculty Search Committee, Summer 2004-Spring 2005.
- Member of CIS Department undergraduate curriculum redesign group, Spring 2002-2004.
 - Co-coordinator of Programming and Software Development Team, Spring 2003-2004.
- Member of CIS Department Master of Science in Information Technology (MSIT) program committee, Summer 2000-Fall 2007.
- Member of Faculty Advisory Board, Fall 2000-2005.
- Member of Academic Honesty Board, Fall 2002-Spring 2004.
- Member of Academic Calendar Committee, Fall 2002-Spring 2003.
- Member of Student Affairs Committee, Fall 2000-Spring 2003.
- Member of CIS Department Scholarly Activity Profile Committee, Spring 2003
- Member of CIS Department Research and Scholarly Activity Task Group, Fall 2000 – Spring 2001.