

## YUQING (CHING) REN

### Employment

University of Minnesota, Twin Cities Campus (2016 – present)  
Associate Professor & Mary and Jim Lawrence Fellow, Carlson School of Management  
Affiliate Faculty, School of Journalism and Mass Communication

University of Minnesota, Twin Cities Campus (2007 – 2016)  
Assistant Professor

Carnegie Mellon University (2005-2007)  
Postdoctoral Fellow in Human-Computer Interaction Institute

### Education

Ph.D.	Carnegie Mellon University	Organization Science	2004
M.S.	Carnegie Mellon University	Organization Science	2001
M.S.	Xi'an Jiaotong University	Systems Engineering	1998
B.S.	Xi'an Jiaotong University	Electronic Engineering	1995

### Books

Kraut, R. E., Resnick, P., with Kiesler, S., Burke, M., Chen, Y., Kittur, N., Konstan, J., Ren, Y., Riedl, J. 2011. *Building Successful Online Communities: Evidence-Based Social Design*. Boston, MA: MIS Press.

### Refereed Journal Articles

1. Yang, M. Ren, Y., and Adomavicius, G. 2020. Engagement by design: An empirical study of the “reactions” feature on Facebook Business Pages. *ACM Transactions on Computer-Human Interaction*. 27, 6, Article 43, 35 pages.
2. Liu-Thompkins, Y., Maslowska, E., Ren, Y., and Kim, H. 2020. Creating, meta-Voicing, and propagating: A road map for understanding user roles in computational advertising. *Journal of Advertising*, 49(4), 394-410.
3. Daniel, S. L., Janansefat, S., Diamant, I., Ren, C. 2019. Single and double-loop learning: Linking Free/Libre Open Source Software (FLOSS) developer motivation, contribution, and turnover intentions. *The Data Base for Advances in Information Systems*
4. Yang, M., Ren, Y., and Adomavicius, G. 2019. “Understanding word-of-mouth and customer engagement on Facebook business pages,” *Information Systems Research*, 30(3), 839-855.
5. Yang, M., Adomavicius, G., Burtch, G., and Ren, Y. 2018. “Mind the gap: Accounting for measurement error and misclassification in variables generated via data mining,” *Information Systems Research*, 29(1), 4-24.
6. Ren, Y., Chen, J., and Riedl, J. 2016. “The impact and evolution of group diversity on online collaboration,” *Management Science*, 62(6), 1668-1686.
7. Ren, Y., and Kraut, R. E. 2014. “Agent-based modeling to inform online community theory and design: Impact of topical breadth, message volume, and discussion moderation on member commitment and contribution,” *Human-Computer Interaction* (29), pp. 351-389.
8. Wang, X., Butler, B., and Ren, Y. 2013. “The impact of membership overlap on the growth: An ecological competition view of online groups,” *Organization Science* (24:2), pp. 414-431.
9. Argote, L. and Ren, Y. 2012. “Transactive memory systems: A micro foundation of dynamic capabilities,” *Journal of Management Studies* (49:8), pp. 1375-1382.

10. Ren, Y., Harper, F. M., Drenner, S., Terveen, L., Kiesler, S., Riedl, J., and Kraut, R. E. 2012. "Building member attachment in online communities: Applying theories of group identity and interpersonal bonds," *MIS Quarterly* (36:3), pp. 841-864.
11. Ren, Y., and Argote, L. 2011. "Transactive memory systems 1985-2010: An integrative framework of key dimensions, antecedents, and consequences," *Academy of Management Annals* (5:1), pp. 189-229.
12. Ren, Y., Kiesler, S., and Fussell, S. 2008. "Multiple Group coordination in complex and dynamic task environments: Interruptions, coping mechanisms, and technology recommendations," *Journal of Management Information Systems* (25:1), pp. 105-130.
13. Ren, Y., Kraut, R. E., and Kiesler, S. 2007. "Applying common identity and bond theory to design of online communities," *Organization Studies* (28:3), pp. 377-408.
14. Boh, W. F., Ren, Y., Kiesler, S., and Bussjaeger, R. 2007. "Expertise and collaboration in the geographically dispersed organization," *Organization Science* (18:4), pp. 595-612.
15. Du, R., Ai, S., and Ren, Y. 2007. "Relationship between knowledge sharing and performance: A survey in Xi'an, China," *Expert Systems with Applications* (32:1), pp. 38-46.
16. Ren, Y., Carley, K. M., and Argote, L. 2006. "The contingency effects of transactive memory: When is it more beneficial to know what others know?" *Management Science* (52:5), pp. 671-682.

### Book Chapters

1. Ren, Y. 2019. "Learning in virtual teams" In *The Oxford Handbook of Group and Organizational Learning*, L. Argote and J. Levine (eds), Oxford, UK.
2. Ren, Y., and Kraut, R.E. 2014. "Agent-based modeling to inform the design of multiuser systems," In *Ways of Knowing in HCI*, J. Olson and W. Kellogg (eds.), New York: Springer, pp. 395-419.
3. Kiesler, S., Boh, W. F., Ren, Y., and Weisband, S. 2008. "Virtual teams: High tech rhetoric and low tech experience," In *Computerization Movements and Technology Diffusion: From Mainframe to Ubiquitous Computing*, K. Kraemer and M. Elliott (eds.) New Jersey: Information Today Medford, pp. 263-287.
4. Ren, Y. 2001. "Simulating the role of transactive memory in group performance," In *Organizational Learning and Knowledge Management: New Directions*, M. Crossan, and F. Olivera (eds.) London, Canada: Richard Ivey School of Business.

### Proceedings of Conferences

1. Zhang, H., Ren, Y., Kraut, R. E. 2020. "Mining and Predicting Temporal Patterns in the Quality Evolution of Wikipedia Articles" *Proceedings of Hawaii International Conference on Systems Sciences*, Maui, Hawaii.
2. Yu, B., Wang, X., Lin, A. Y., Ren, Y., Terveen, L., Zhu, H. 2017. "Out With The Old, In With The New? Unpacking Member Turnover in Online Production Groups," *Proceedings of ACM Conference on Computer Supported Cooperative Work*.
3. Yu, B., Ren, Y., Terveen, L., Zhu, H. 2017. "Predicting Member Productivity and Withdrawal from Pro-Joining Attachments in Online Productive Groups," *Proceedings of ACM Conference on Computer Supported Cooperative Work*, Portland, OR.
4. Wang, S, Chen, J., Ren, Y., and Riedl, J. 2012. "Searching for the Goldilocks zone: Trade-offs in managing online volunteer groups," *Proceedings of ACM Conference on Computer Supported Cooperative Work*, Seattle, Washington.
5. Musicant, D. R., Ren, Y., Johnson, J. A., and Riedl, J. 2011. "Mentoring in Wikipedia: A clash of cultures," *Proceedings of International Symposium on Wikis and Open Collaboration*, Mountain View, California.

6. Chen, J., Ren, Y., and Riedl, J. 2010. "The effects of diversity on group productivity and member withdrawal in online volunteer groups," *Proceedings of ACM Conference on Human Factor in Computing Systems*, Atlanta, Georgia.
7. Ren, Y., and Kraut, R. E. 2007. "An agent-based model to understand trade-offs in online community," *Proceedings of International Conference on Information Systems*, Montreal, Canada.
8. Weisz, J., Kiesler, S., Zhang, H., Ren, Y., Kraut, R. E., and Konstan, J. 2007. "Watching together: Integrating conversations with video," *Proceedings of ACM Conference on Human Factor in Computing Systems*.
9. Harper, F. M., Frankowski, D., Drenner, S., Ren, Y., Kiesler, S., Terveen, L., Kraut, R. E., and Riedl, J. 2007. "Talk amongst yourselves: Inviting users to participate in online conversations," *Proceedings of International Conference on Intelligent User Interfaces*.
10. Ren, Y., Kiesler, S., Fussell, S., and Scupelli, P. 2007. "Trajectories in multiple group coordination: A field study of hospital operating suites," *Proceedings of Hawaii International Conference on System Sciences*.
11. Ren, Y., Kraut, R. E., and Kiesler, S. 2006. "Identity and bond theories to understand design decisions for online communities," *Academy of Management Best Paper Proceedings*, Atlanta, GA.
12. Boh, W. F., Ren, Y., and Kiesler, S. 2002. "Managing expertise in a distributed environment," *Proceedings of International Conference on Information Systems*, Barcelona, Spain.
13. Carley, K. M., and Ren, Y. 2001. "Tradeoffs between performance and adaptability for C3I architectures," *Proceedings of Command and Control Research and Technology Symposium*, Annapolis, MA.
14. Carley, K. M., Ren, Y., and Krackhardt, D. 2000. "Measuring and modeling change in C3I architectures," *Proceedings of Command and Control Research and Technology Symposium*, Monterey, CA.

### **Working papers**

1. Babar, Y., and Ren, Y. "Meeting over meat: How do offline meets impact online activity in a hybrid foodie community?" Revise and resubmit at *MIS Quarterly*.
2. Ren, Y., Clement, J. "Augmenting Human Teams with Robots: A Literature Review and an Integrative Framework." Review and resubmit at *ACM Transactions on Human-Robot Interaction*.
3. Ren, Y., Torelli, C., Rodas, M., Yang, M. "Social Media to Engage the Global Market: Understanding Cultural Differences in User-Generated Posts on Facebook Business Pages." *Under review at International Journal for Research in Marketing*.
4. Ren, Y., Zhang, H., Kraut, R. E. "How Did Volunteer Editors Build the Free Online Encyclopedia: A Review of the Collaboration Behaviors and Dynamics of Wikipedia Editors." Under preparation for *ACM Transaction on Computer-Human Interaction*.
5. Ren, Y., Wang, S., and Curley, S. "The significance of task significance in online marketplaces for work." Under preparation for *Journal of MIS*.

### **Presentations, Posters, and Exhibits**

#### ***Invited Presentations at Universities***

1. University of Southern California, Marshall School of Business, September 28, 2018
2. University of Texas Austin, McCombs School of Business, April 20, 2018
3. Nanyang Technological University, Nanyang Business School, December 1, 2017
4. Temple University, Fox School of Business, November 10, 2017
5. Stevens Institute of Technology, October 2, 2017
6. University of Waterloo, Faculty of Engineering, September 25, 2017
7. University of Arkansas, Walton College of Business, April 2017

8. McGill University, Desautels Faculty of Management, November 18, 2016
9. University of Maryland, Robert H. Smith School of Business, November 4, 2016
10. Emory University, Goizueta Business School, March 25, 2016
11. University of Washington, School of Business, October 16, 2015
12. New York University, Stern School of Business, September 11, 2015
13. Georgia Institute of Technology, Sandy A. Slaughter Software Conference, May 8, 2015
14. Temple University, Fox School of Business, March 27, 2015
15. Stanford University, Center for Work, Technology, and Organization, January 12, 2015
16. University of Minnesota, Carlson School of Management (SME), April 2014
17. Michigan State University, Eli Broad College of Business, October 2013
18. Georgia Institute of Technology, Scheller College of Business, September 2013
19. University of Pittsburgh, Katz School of Business, October 2010
20. Carnegie Mellon University, Tepper School of Business, September 2010
21. Boston College Web 2.0 Social Technologies Workshop, May 2010
22. Georgia State University, Robinson College of Business, April 2010
23. University of Minnesota, Carlson School of Management (SME), September 2009
24. Michigan State University, Eli Broad College of Business, November 2007.
25. University of Minnesota, Carlson School of Business (IDSc), February 2007
26. University of Maryland, Smith School of Business, February 2007
27. Florida State University, College of Business, February 2007
28. McGill University, Desautels Faculty of Management, January 2007
29. Shanghai Jiaotong University, Shanghai, China. June, 2006
30. Xi'an Jiaotong University, Xi'an, China, June 2006
31. Xidian University, Xi'an, China, June 2006
32. University of Toronto, February, 2006
33. University of Delaware, May, 2005
34. University of Michigan, February, 2005
35. New Jersey Institute of Technology, February, 2005

#### ***Invited Presentations at Professional Meetings***

1. Carnegie Mellon University Jim March Workshop, October 5, 2019
2. Invited Talk at National Science Foundation Convergence Workshop on Crowdsourcing, Washington DC, May 2018
3. Plenary Panel on “Effects of Digitization on Organizations and Organizing”, *Organization Science Winter Conference*, March 2018
4. Panel on “Organizing Work Online With Crowds,” *Academy of Management*, 2016
5. Panel on “The Sharing Economy: Friend or Foe?” *International Conference on Information Systems*, 2016 (PANELIST)
6. Symposium on “Online Communities Research: Quo Vadis? Perspectives on knowledge work, collaboration, & innovation,” *Academy of Management Annual Meeting*, 2015 (PANELIST)
7. National Science Foundation ICIS Grantsmanship Workshop, Milan, Italy, December 2013
8. Symposium on “The Rising of Crowdsourcing in OCIS Research: How to attract, motivate, and organize the crowd,” *Academy of Management Annual Meeting*, 2010 (SYMPOSIUM)
9. Ren, Y., and Kraut, R. E. “Simulating newcomer socialization in online communities,” *Social Media Technology Workshop at CHI Conference*, Boston, MA, 2009.
10. Ren, Y. “Deciphering business fan pages on Facebook,” *Big Ten Information Systems Symposium*, Minneapolis, MN, 2013.
11. Ren, Y. “Increasing commitment to online communities: Designing from theory,” *Big Ten Information Systems Research Symposium*, Notre Dame, IN, 2008.

12. Ren, Y. "Expertise and collaboration in the geographically dispersed organization," *INFORMS Organization Science Conference within a Conference*, Pittsburgh, PA, 2006.
13. Symposium on "Building Sustainable Online Communities: Insights from social science and organization theories," *Academy of Management Annual Meeting*, 2006. (SYMPOSIUM)

***Papers Presented at Professional Meetings and Conferences***

1. Zhang, H., Ren, Y., Kraut, R. E. 2020. "Mining and Predicting Temporal Patterns in the Quality Evolution of Wikipedia Articles" *Hawaii International Conference on Systems Sciences*, Maui, Hawaii.
1. Babar, Y., Ren, Y. 2019. "Meeting over meat: How do offline meets impact online activity in a hybrid foodie community?" *2020 Workshop on Information Systems and Economics*, Munich, Germany.
2. Zhang, H., Ren, Y., Kraut, R.E. 2018 "Mining and predicting temporal patterns in the quality evolution of Wikipedia articles," *2018 Workshop on Information Systems and Economics*, San Francisco, CA.
3. Zhang, H., Ren, Y., Kraut, R.E. 2018 "Deciphering the Recursive Relationships between Quality and Crowd Size in Online Open Collaboration," *2018 Workshop on Information Systems and Economics*, San Francisco, CA.
4. Babar, Y., Ren, Y. 2018. "Meeting over meat: How do offline meets impact online activity in a hybrid foodie community?" *2018 Academy of Management Annual Conference*, Chicago, IL.
5. Zhang, H., Ren, Y., Kraut, R. E. 2018. "Mining and predicting temporal patterns in the quality evolution of Wikipedia articles," *2018 Academy of Management Annual Conference*, Chicago, IL.
6. Yang, M., Ren, Y., Adomavicious, G. 2017. "The dynamics of social media engagement: A quasi-experimental study of the 'reactions' feature on Facebook business pages," *2017 Workshop on Information Technology and Systems*, Seoul, South Korea.
7. Yang, M., Ren, Y., Adomavicious, G. 2017. "The dynamics of social media engagement: A quasi-experimental study of the 'reactions' feature on Facebook business pages," *2017 Conference of Information Systems and Technology*, Houston, TX.
8. Yang, M., Ren, Y., Adomavicious, G. 2017. "Engagement beyond liking and commenting: A quasi-experimental study of the reactions feature on Facebook Business Pages," *2017 Winter Conference on Business Intelligence*, Snowbird Utah.
9. Ren, Y. and Riedl, J. 2017. "Helping Wikipedia versus helping a WikiProject: Subgroup dynamics in online production communities," *Academy of Management Annual Meeting*, 2017, Atlanta, GA. (Best Paper Nomination)
10. Ren, Y. and Riedl, J. 2017. "Helping Wikipedia versus helping a WikiProject: Subgroup dynamics in online production communities," *11<sup>th</sup> China Summer Workshop on Information Management*, Nanjing, China, 2017. (Best Paper Nomination)
11. Ren, Y., Torelli, C.J., and Rodas, M.A. 2017. "A cross-cultural analysis of user-generated posts on Facebook Business Pages," *11<sup>th</sup> China Summer Workshop on Information Management*, Nanjing, China, 2017.
12. Yang, M., Ren, Y., Adomavicious, G. 2017. "Engagement beyond liking and commenting: A quasi-experimental study of the reactions feature on Facebook Business Pages," *2017 Winter Conference on Business Intelligence*, Snowbird Utah.
13. Yang, M., Adomavicious, G., Burtch, G., and Ren, Y. 2016. "Mind the gap: Accounting for measurement error and misclassification in variables generated via data mining," *2016 Winter Conference on Business Intelligence*, Snowbird Utah.
14. Ren, Y., Torelli, C., and Rodas, C. 2015. "Global versus local: Understanding cultural differences on Facebook business pages," *AMA Winter Marketing Educators' Conference*, San Antonio, TX.

15. Yang, M., Ren, Y., Adomavicius, G. 2014 “Understanding word-of-mouth and customer engagement on Facebook business pages,” *Conference of Information Systems and Technology*, San Francisco, CA.
16. Ren, Y., Wang, S., and Curley, S. 2014. “The significance of task significance in online marketplaces for work,” *Academy of Management Annual Meeting*, Philadelphia, PA.
17. Ren, Y., Gupta, A., and Butler, B. 2014. “Individuals to collectives: Research challenges in organizing and motivating e-lance team collaboration,” *Academy of Management Annual Meeting*, Philadelphia, PA.
18. Wang, S., Chen, J., Ren, Y., and Riedl, J. 2012. “Searching for the Goldilocks zone: Trade-offs in managing online volunteer groups,” *ACM Conference on Computer Supported Cooperative Work*, Seattle, Washington.
19. Wang, S., Chen, J., Ren, Y., and Riedl, J. 2011. “Searching for the Goldilocks zone: Trade-offs in managing online volunteer groups,” *The 6th Interdisciplinary Networks on Group Research (INGRoup) Conference*, Minneapolis, MN.
20. Ren, Y., Wang, S. 2010. “Task and incentive designs in online marketplaces for work,” *Academy of Management Annual Meeting*, Montreal, Canada.
21. Chen, J., Ren, Y., and Riedl, J. 2010. “The effects of diversity on group productivity and member withdrawal in online volunteer groups,” *ACM Conference on Human Factor in Computing Systems*, Atlanta, Georgia.
22. Ren, Y. 2010. “A field study of exploitation and exploration in the project-based organization,” *Academy of Management Annual Meeting*, Chicago, IL.
23. Ren, Y. 2008. “Increasing commitment to online communities: Designing from theory,” *New Media Research @ UMN Conference*, Minneapolis, MN.
24. Ren, Y., and Kraut, R. E. 2007. “An agent-based model to understand trade-offs in online community,” *28th International Conference on Information Systems*, Montreal, Canada.
25. Ren, Y. 2007. Project decisions and member selection strategies: Revisiting the exploration and exploitation argument. *Organizational Learning and Knowledge Management Conference*, London, Ontario, Canada.
26. Weisz, J., Kiesler, S., Zhang, H., Ren, Y., Kraut, R. E., and Konstan, J. 2007. “Watching together: Integrating conversations with video,” *ACM Conference on Human Factor in Computing Systems*, San Jose, CA.
27. Harper, F. M., Frankowski, D., Drenner, S., Ren, Y., Kiesler, S., Terveen, L., Kraut, R. E., and Riedl, J. 2007. “Talk amongst yourselves: Inviting users to participate in online conversations,” *International Conference on Intelligent User Interfaces*, Honolulu, HI.
28. Ren, Y., Kiesler, S., Fussell, S., and Scupelli, P. 2007. “Trajectories in multiple group coordination: A field study of hospital operating suites,” *Hawaii International Conference on System Sciences*, Big Island, HI.
29. Ren, Y., Kraut, R. E., and Kiesler, S. 2006. “Identity and bond theories to understand design decisions for online communities,” *Academy of Management Annual Meeting*, Atlanta, GA.
30. Ren, Y., and Kraut, R. E. 2006. “Modeling member motivation and participation in online communities,” 1st INGRoup Conference, Pittsburgh, PA.
31. Kiesler, S., Boh, W. F., Ren, Y., and Weisband, S. 2005. “Virtual teams as talk and action,” *Workshop on Social Informatics: Extending the Contributions of Professor Rob Kling to the Analysis of Computerization Movements*, Irvine, CA.
32. Ren, Y., Carley, K. M., and Argote, L. 2004. “The Contingency effects of transactive memory: When is it helpful to know what others know?” *Academy of Management Annual Meeting*, New Orleans, LA.
33. Ren, Y. 2004. “How does transactive memory help group performance?” *North American Association for Computational Social and Organization Science Conference (NAACSOS)*, Pittsburgh, PA.
34. Ren, Y. 2004. “Why and when does transactive memory matter: Opening the black box,” *10th Organization Science Winter Conference*, Steamboat Springs, CO.

35. Ren, Y., Carley, K. M., and Argote, L. 2003. "Exploring the contingency effects of transactive memory," *Academy of Management Annual Meeting*, Seattle, WA.
36. Boh, W. F., Ren, Y., and Kiesler, S. 2002. "Managing expertise in a distributed environment," *23rd International Conference on Information Systems*, Barcelona, Spain.
37. Ren, Y. 2001. "Simulating the role of transactive memory in group performance," *4th Organizational Learning and Knowledge Management Conference*, London, Canada.
38. Ren, Y. 2000. "A computer simulation model of transactive memory systems," *Computational Social and Organizational Science Conference*, Pittsburgh, PA.

## **HONORS AND AWARDS**

Best Paper Award, *Conference on Health IT and Analytics (CHITA)*, 2020  
Mary and Jim Lawrence Fellowship, 2017  
*Organization Science* Service Award, 2017  
Carlson School of Management Faculty Teaching Award, 2017  
Best Paper Award Nomination, *Academy of Management OCIS* Division, 2017  
Best Paper Award Nomination, *11<sup>th</sup> China Summer Workshop on Information Management*, 2017  
Carlson School of Management Faculty of the Year Nomination, 2017  
Allen Newell Research Award for work on *Designing Online Communities* jointly with Robert Kraut, Aniket Kittur, Moira Burke, Haiyi Zhu), 2016  
Carlson School of Management Outstanding Teaching Award, 2015  
Runner-up for Best Student Paper, *AMA Winter Marketing Educators' Conference*, 2015  
Best Research Paper Award, *International Conference of Information Systems*, 2002  
Best Paper Award Nominee, *Hawaii International Conference on System Sciences*, 2007  
Best Reviewer Award, *Information Systems Research*, 2009  
Carlson School Faculty of the Year Nomination, 2012, 2017  
Doctoral Consortium, *Academy of Management OCIS* Division, 2004  
Doctoral Consortium, *Academy of Management OB* Division, 2003  
Graduate Student Travel Award, Carnegie Mellon University, 2003  
Nanfang Telecommunication Enterprise Fellowship, Xi'an Jiaotong University, 1997  
Merit-Based Undergraduate Scholarship, Xi'an Jiaotong University, 1991-1995

## **Grants and Contracts**

### *External Sources*

Co-PI (PI: Robert E. Kraut)  
National Science Foundation IBSS-L #1620319  
Developing, Testing, and Designing from a Computational Theory of online communities, 2016-2019  
\$ 919,978 (individual share of \$306K)

Co-PI (PI: John Riedl and later changed to Joseph Konstan)  
National Science Foundation IIS-0808692  
Understanding Online Volunteer Communities, 2008-2013  
\$2.4 million (individual share of \$200K)

Co-PI (PI: John Riedl)  
National Science Foundation  
Research Experience for Undergraduate Grant, 2011, 2009  
\$32,723, \$31,900

Principal Investigator  
3M Foundation  
Business Use of Social Media, 2011-2014  
\$45,000

### ***University Sources***

Grant-in-Aid of Research, Artistry, and Scholarship  
Word-of-mouth on Facebook: Motivations, vibrancy, and business impact  
2013-2015, \$27,974

Carlson School Dean's Small Research Grant

- Spring 2018, \$9,500, Mindful Use of Mobile Technologies
- Spring 2016, \$4,775, Motivating and Managing the Crowd in Online Labor Marketplaces
- Spring 2014, \$4,608, Global vs. local: Understanding cultural differences on Facebook Fan Pages
- Spring 2012, \$ 3,420, Fortune 500's Facebook Fan Pages: Success metrics and best practices
- Spring 2011, \$ 6,000, Task designs to improve performance in online marketplaces for work
- Spring 2009, \$ 6,500, Simulating newcomer socialization in online communities

SOBACO Micro-Grant Award

- Summer 2016, \$5,000, Corporate Response to Negative WOM on Facebook Business Pages
- Spring 2015, \$5,000, Understanding word-of-mouth and engagement on Facebook business pages
- Spring 2015, \$5,000, Understanding the interplay of motivations in online marketplaces for work

Carlson School of Management Dean's Travel Grant

- 2017-2018, \$4,724
- February 2018, Amount: \$3,900

### **Current Membership in Professional Organizations**

Association for Information Systems (AIS)  
Academy of Management (AOM)  
Associations of Computing Machinery (ACM)  
Institute for Operations Research and Management Science (INFORMS)  
Interdisciplinary Network for Group Research (INGRoup)

### **TEACHING AND CURRICULUM DEVELOPMENT**

#### **Courses Taught at University of Minnesota**

1. IDSC 3001 Information Systems for Business Processes and Management (Undergraduate)
2. IDSC 3001H Information Systems for Business Processes and Management (Undergraduate)
3. IDSC 4455 Web 2.0: The Business of Social Media (Undergraduate)
4. IDSC 6455 Web 2.0: The Business of Social Media (MBA)
5. MABA 6251 AI for Competitive Advantage (MABA)
6. IDSC 8801 PhD Seminar on Social Media and Online Communities (Ph.D.)
7. DBA Course on Innovation Through Emerging Technologies (DBA)

#### **Curriculum Development**

1. IDSC 3001 Information Systems for Business Processes and Management (Undergraduate)



2. IDSC 3001H Information Systems for Business Processes and Management (Undergraduate)
3. IDSC 4455 Web 2.0: The Business of Social Media (Undergraduate)
4. IDSC 6455 Web 2.0: The Business of Social Media (MBA)
5. MABA 6251 AI for Competitive Advantage (MABA)
6. IDSC 8801 PhD Seminar on Social Media and Online Communities (Ph.D.)
7. DBA Course on Innovation Through Emerging Technologies (DBA)

### **Faculty Development Activities Regarding Teaching**

1. Faculty Success Program, 2020
2. Early Career Program, U of M Center for Teaching and Learning, 2008-2009
3. Workshop on “Multimedia Presentations: Designing for Engagement,” ATSS, 2015
4. Workshop on “Creating Effective Course Videos,” ATSS, 2015
5. Workshop on “Online Course Development,” Carlson School of Management, 2014
6. Workshop on “Fine Tune You’re Accent,” U of M Center for Teaching and Learning, 2013
7. Workshop on “Case Based Teaching,” Carlson School of Management, 2011
8. Workshop on “Designing In-class Projects,” Carlson School of Management, 2011
9. Workshop on “TurningPoint (Clickers),” Carlson School of Management, 2010
10. Workshop on “Active Learning,” Carlson School of Management, 2008
11. Workshop on “Assessments,” Carlson School of Management, 2007
12. Workshop for New Assistant Professor, Carlson School of Management, 2007

### **Courses Taught at Carnegie Mellon University**

1. Organizations (Undergraduate)

### **Guest Lecture**

1. University of Texas Austin PhD seminar Research in information systems, 2015, 2016

## **ADVISING AND MENTORING**

### **Undergraduate Student Activities**

#### Undergraduate Research Projects

1. Jiake Chen, Carlson School of Management, 2009 (UROP Advisor)

#### Undergraduate Honors Theses

1. Kayla Fixel, Carlson School of Management, 2021 (Reader)
2. Konnor Slaats, Carlson School of Management, 2017 (Reader)
3. Katrina Rudisel, Carlson School of Management, 2016 (Advisor)
4. Jialing Zhang, Carlson School of Management, 2016 (Advisor)
5. Ryan Grange, Carlson School of Management, 2015 (Reader)
6. Nathan Tennant, Carlson School of Management, 2013 (Advisor)
7. Amirhossein Kiani, Computer Science & Engineering, U of M, 2010 (Advisor)

### **Undergraduate Mentorship (Research Assistance and Participation)**

(I have mentored the following undergraduates who participated in my research projects either through the Honors Research Assistant Program or as regular research assistants. I held regular meetings to provide instructions and assess their progress. For some of them, I have also written letter of recommendations or served as job or internship references.)

1. Grace O'Neil
2. Erin Vogel
3. Adam Lemay
4. Joe Popham
5. Katrina Rudisel
6. Jialing Zhang
7. Samantha Lee
8. Chelsea Manor
9. Nina Domingo
10. Catherine Bui
11. Kathleen Jiang
12. Christopher Lee

## **Graduate Student Activities**

### **Master's Student Committees**

1. Yanjie Liu, Computer Science & Engineering, University of Minnesota, 2013
2. Weiwen Leung, Computer Science & Engineering, University of Minnesota 2018

### **Master's Student Mentorship (Research Assistance and Participation)**

(I have mentored the following graduate students who participated in my research projects. I held regular meetings to provide instructions and assess their progress. For some of them, I have also written letter of recommendations or served as job or internship references.)

1. Harsh Jha, Computer Science & Engineering, University of Minnesota
2. Shankar Vidyashankar, Computer Science & Engineering, University of Minnesota
3. Gowtham Natarajan, Computer Science & Engineering, University of Minnesota

### **Doctoral Students Advised**

1. Yash Babar, Carlson School of Management (co-advisor)
2. Mochen Yang, Carlson School of Management (co-advisor)
3. Sijia Wang, Carlson School of Management (co-advisor)

### **Doctoral Committees**

1. Bowen Yu, Computer Science & Engineering, U of Minnesota (Member)
2. Hyejin Kim, School of Journalism, U of Minnesota (Member)
3. Jisu Kim, School of Journalism, U of Minnesota (Member)
4. Swanand Deodhar, Carlson School of Management, U of Minnesota (Member)
5. Zhihong Ke, Carlson School of Management, U of Minnesota (Member)
6. Andrew Sheppard, Computer Science & Engineering, U of Minnesota (Member)
7. Hannah Miller, Computer Science & Engineering, U of Minnesota (Member)

8. Morten Warncke-Wang, Computer Science & Engineering, U of Minnesota, 2016 (Member)
9. Shuo Chang, Computer Science & Engineering, U of Minnesota, 2016 (Member)
10. Haiyi Zhu, Carnegie Mellon University, 2015 (Member)
11. Hani Safadi, McGill University, 2014 (External Examiner)
12. Katie Panciera, Computer Science & Engineering, U of Minnesota, 2014 (Member)
13. Fernando, Computer Science & Engineering, U of Minnesota, 2014 (Member)
14. Aaron Halfaker, Computer Science & Engineering, U of Minnesota, 2013 (Member)
15. YoungOk Kwon, Carlson School of Management, 2011 (Member)
16. Jing Zhu, Carlson School of Management, 2009 (Member)

#### **PhD Second Paper Committee**

1. Ramin Zandvakili, Carlson School of Management (Member)
2. Jeff Clement, Carlson School of Management (Member)
3. Zihong Huang, Carlson School of Management (Member)
4. Swanand Deodhar, Carlson School of Management (Member)
5. Christina Jeong, Carlson School of Management (Member)

#### **Carlson DBA Students Advised**

1. Tong Su, Carlson School of Management (Contacting Advisor)
2. Yanji Luo, Carlson School of Management (Contacting Advisor)
3. Ming Tan, Carlson School of Management (Contacting Advisor)
4. Haiqiong Li, Carlson School of Management (Contacting Advisor)
5. Donghui Wang, Carlson School of Management (Contacting Advisor)
6. Zhongliang Yao, Carlson School of Management (Contacting Advisor)
7. Jianghuang Chen, Carlson School of Management (Contacting Advisor)
8. Jun Ni, Carlson School of Management (Contacting Advisor)

#### **Visiting Scholars Hosted**

Haiying Yuan, Shanghai Lixin University of Accounting and Finance, 2018-2019  
Jing Fan, Beijing Foreign Studies University, 2014-2015  
Fang Liu, University of Queensland, Business School, fall 2015

#### **SERVICE AND PUBLIC OUTREACH**

##### **Service to the Discipline/Profession/Interdisciplinary Areas**

###### *Editorships for Journals*

1. INFORMS Publications Committee, 2019-
2. Senior Editor, *Organization Science*, 2020-
3. Board of Editors, *Journal of MIS*, 2019-
4. Senior Editor and Diffusion Editor, *Organization Science*, 2016-2020
5. Associated Editor, *Management Science*, 2015-2017
6. Editorial Board Member, *Organization Science*, 2007-2016
7. Guest Associate Editor, *MIS Quarterly* Special Issue on “Managing AI” 2019
8. Guest Associate Editor, *MIS Quarterly* Special Issue on “Next-Generation IS Theories” 2019

9. Guest Associate Editor, *MIS Quarterly* Special Issue on “Complexity and Information Systems Research in the Emerging Digital World,” 2016
10. Guest Associate Editor, *Information Systems Research* Special Issue on “Collaboration and Value Creation in Online Communities,” 2014
11. Guest Associate Editor, *MIS Quarterly* Special Issue on “Big Data and Analytics in Networked Business,” 2014

### ***Editorships for Conferences***

*AOM OCIS Mini Conference in Shanghai (Program Committee)*  
*ICIS Professional Development Workshop Track, 2019 (Associate Editor)*  
*ICIS Paper-a-thon, 2017 (Co-Organizer)*  
*ICIS Track on Human Behavior in IS, 2016 (Track Co-Chair)*  
*ICIS Track on Social Media and Digital Collaboration, 2014 (Associate Editor)*  
*ICIS Track on Digital and Social Networks, 2012 (Associate Editor)*  
*ICIS Track on Online Community and Group Collaborations, 2010 (Associate Editor)*  
*ICIS General Track, 2009 (Associate Editor)*  
*Track on Breakthrough Ideas, ICIS 2008 (Associate Editor)*  
*Track on Economics and Business Value of Information Systems, ICIS 2007 (Associate Editor)*  
*OCIS Division of Academy of Management 2009, 2010, 2014 (Associate Editor)*

### ***Journal Reviewer Experience***

1. Administrative Science Quarterly
2. Computational and Mathematical Organization Theory
3. Decision Support Systems
4. Group Processes and Intergroup Relations
5. IEEE Transactions on Engineering Management
6. IEEE Transaction on Systems, Man, and Cybernetics
7. Information and Organization
8. Information Systems Research,
9. Journal of Management Information Systems
10. Journal of Strategic Information Systems
11. Journal of the Association for Information Systems
12. Management Science
13. MIS Quarterly
14. OMEGA Special Issue on Knowledge Management and Organizational Learning
15. Small Groups Research
16. Transactions on Computer-Human Interaction
17. Communications of the ACM

### ***Review panels for external funding agencies, foundations, etc.***

National Science Foundation, 2020, 2017, 2016, 2013

### ***Committee Membership***

AOM OCIS Division Nominating Committee, 2019  
Program Committee, AOM OCIS Mini Conference in Shanghai, 2019  
Program Committee, CSCW Interactive Poster Program, 2019  
Mentor, AOM OCIS Division Junior Faculty Consortium, August 2018  
Mentor, ICIS Junior Faculty Consortium, December, 2016  
Mentor, University Passau, International Paper Development Workshop, May 2013

Mentor, AOM OCIS Division International Paper Development Workshop, August 2012  
Program Committee of the *International Conference on Electronic Commerce*, 2011  
Program Committee of the *IEEE Social Computing Conference*, 2011

## **Service to the University/College/Department**

### ***University of Minnesota***

#### **Collegiate Service**

1. Carlson School Strategy Committee, 2019-2020
2. Search Committee of Director of Strategic and Faculty Communication, 2019
3. Promotion and tenure committee for Betty Zhou, 2019
4. 4th year review Committee for Sunasir Dutta, 2019
5. 4th year review Committee for Gordon Burtch, 2017
6. Carlson School DBA with Tsinghua University Committee, 2016
7. Carlson School *Women Mean Business* MIS Session, 2015, 2016
8. Carlson School of Management Strategic Planning Committee, summer of 2014
9. Carlson School Commencement Ceremony, 2009, 2011, 2018
10. IT Service Level Agreement Committee, 2008

#### **Department Service**

1. IDSC PhD Coordinator, 2018-
2. Annual probationary faculty review reading committee, 2019, 2020, 2021
3. Department Level Promotion & Tenure Reading Committee, 2018
4. IDSC Core Course Review Committee, 2018-
5. IDSC Outreach Committee, 2016-2017
6. IDSC 50<sup>th</sup> Anniversary Steering Committee, 2016-2017
7. School Level Fourth Year Review reading committee, 2016
8. IDSC Advisory Board Meeting Presentation, 2016
9. Faculty Adviser for ICACA Student Group, 2015-2018
10. Coordinator of the Department Speaker Series, 2012-2016
1. Undergraduate Faculty Advising Committee (UFAC), 2008-2010
2. Undergraduate Program Coordinator, 2008-2010
3. Search Committee for Tenure-Track Faculty, 2009, 2010, 2012, 2013, 2014, 2015
4. Search Committee for SOBACO Associate Director, 2012
5. Search Committee for a Teaching Faculty, 2013
6. Big Ten Symposium Organizing Committee, 2013, 2012
7. PhD Admission Committee, 2008, 2009, 2014, 2015