CARLEEN F. MAITLAND

CONTACT

Pennsylvania State University
College of Information Sciences & Technology
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University Park, PA 16802-6823

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EDUCATION

DELFT UNIVERSITY OF TECHNOLOGY, DELFT, THE NETHERLANDS
Economics of Infrastructures

Ph.D. 2001

STANFORD UNIVERSITY, STANFORD, CA, USA
Engineering-Economic Systems

M.S. 1995

WORCESTER POLYTECHNIC INSTITUTE, WORCESTER, MA, USA
Electrical Engineering

B.S. 1988

APPOINTMENTS

PENNSYLVANIA STATE UNIVERSITY, UNIVERSITY PARK, PA

Associate Professor, College of Information Sciences and Technology
Affiliate Faculty Member, School of International Affairs

2009-Present

Co-Director, Institute for Information Policy – Colleges of IST & Communication

2015-Present

Interim Associate Dean for Graduate and Undergraduate Studies, College of
Information Sciences and Technology

2014-2015

Interim Director of Graduate Programs, College of Information Sciences and
Technology

2010

Assistant Professor, College of Information Sciences and Technology

2002-2009

NATIONAL SCIENCE FOUNDATION, ARLINGTON, VA
Program Manager, Office of International Science & Engineering and Office of
Cyberinfrastructure

2010 - 2012

DELFT UNIVERSITY OF TECHNOLOGY, DELFT, THE NETHERLANDS
Assistant Professor, College of Technology, Policy and Management

2001-2002

MICHIGAN STATE UNIVERSITY, EAST LANSING, MI
Teaching & Research Assistant, College of Communication Mass Media PhD
Program

1995-1998

AWARDS
Fulbright Commission
-Global Scholar Program Award 2020-2021
Pennsylvania State University
-Faculty Outreach Award 2019
UC Santa Barbara Center for Information Technology and Society
-Fellow (in-residence) October 2015
Association for Information Systems for Crisis Response and Management (ISCRAM)
- Community Distinguished Service Award 2014
National Science Foundation
-Director's Award for Collaborative Integration (CIF21 IGERT) 2012

PUBLICATIONS
HUMANITARIAN RELIEF AND DEVELOPMENT
BOOK
[B.1]   Maitland, C. F. (Ed.) (2018) Digital Lifeline? Information and Communication Technologies (ICTs) for Refugees and Displaced Persons. Cambridge, MA: MIT Press. (authored chapters 1, 4, 7, 10 & 11)

CONFERENCE PROCEEDINGS (PEER REVIEWED)
[HCP.27]   Hanrahan, B., <u>Maitland, C.</u>, Brown, T.X., Chen, A., Kamath, K., Kagame, F. (2020). Agency and Extraction in Emerging Industrial Drone Applications: Imaginaries of Rwandan Farm Workers and Community Members. In Proceedings of the 23rd ACM Conference on Computer-Supported Cooperative Work and Social Computing, October 17-21, pp. 1-20.
[HCP.26]   Canevez, R., <u>Maitland, C.</u>, Ettayebi, S., Shaw, J., Everson, C., & Rantanen, M. (2020). The Expression of Power in ICT's Knowledge Enterprise: An Empirical Illustration of Computing's Colonial Impulse. In Proceedings of the 11th ACM Conference on Information and Communication Technologies and Development, June 17-19, Guayaquil, Ecuador, pp. 1-5.
[HCP.25]   Fisher, K.E., Yafi, E., <u>Maitland, C.</u> and Xu, Y. (2019) "Al Osool: Understanding information behavior for community development at Za'atari Syrian refugee camp," In Proceedings of ACM 9th International Conference on Communities and Technologies (C&T'19). ACM, New York, NY, USA, pp. 273-282. https://doi.org/10.1145/3328320.3328395
[HCP.24]   Andris, C, Godfrey, B., Maitland, C. and McGee, M. (2019) The built environment and Syrian refugee integration in Turkey: an analysis of mobile phone data. Proceedings of the 3rd ACM SIGSPATIAL International Workshop on Geospatial Humanities, pp. 1-7,
[HCP.23]   Xu, Y. and <u>Maitland, C.</u> (2019) "Participatory Data Collection and Management in Low-Resource Contexts: A Field Trial with Urban Refugees," Proceedings of the 10th ACM Conference on Information and Communication Technologies for Development (ICTD), Jan. 4-7, 2019, Ahmedabad, India, pp. 1-12.
[HCP.22]   Caneba, R. and <u>Maitland, C.</u> (2019) "Dynamics of Technological Mediation: A Case of Television White Space Deployment," (Note) Proceedings of the 10th ACM Conference on Information and Communication Technologies for Development (ICTD), Jan. 4-7, 2019, Ahmedabad, India, pp. 1-4.
[HCP.21]   Xu, Y. and <u>Maitland, C.</u> (2017) "Mobilizing Assets: Data-driven Community Development with Refugees," Proceedings of the 9th ACM Conference on Information and Communication Technologies for Development (ICTD), Lahore, Pakistan, Nov. 2017, 11 pages.
[HCP.20]   Caneba, R. and <u>Maitland, C.</u> (2017) "Native American Cultural Identity Through Imagery: An Activity Theory Approach to Image Power," Proceedings of the 9th ACM Conference on Information and Communication Technologies for Development (ICTD), Lahore, Pakistan, Nov. 2017, pp. 1-12.
[HCP.19]   Xu, Y., Holzer, A., <u>Maitland, C.</u> and Gillet, D. (2017) "Community Building with Co-Located Social Media: A Field Experiment with Syrian Refugees," Proceedings of the 9th ACM Conference on Information and Communication Technologies for Development (ICTD), Lahore, Pakistan, Nov. 2017, pp. 1-11.

[HCP.18]   Cardia, I., Holzer, A., Xu, Y., Maitland, C., Gillet, D. (2017) "Towards a Principled Approach to Humanitarian Information and Communication Technology," Short Paper, Proceedings of the 9th ACM Conference on Information and Communication Technologies for Development (ICTD), Lahore, Pakistan, Nov. 2017, pp. 1-5.

[HCP.17]   Obeysekare, E., Mehta, K. and Maitland, C. (2017) "Defining Success in a Developing Country's Innovation Ecosystem: The Case of Rwanda," Proceedings of the 7th Annual IEEE Global Humanitarian Technology Conference, San Jose, CA, Oct. 2017, pp. 1-7.

[HCP.16]   Schmitt, P., Eland, D., Belding, E, Tomaszewski, B., Xu, Y. and Maitland, C. (2016) "Community-Level Network Access Divides: A Refugee Camp Case Study," Proceedings of the Eighth International Conference on Information and Communication Technologies and Development (ACM ICTD2015), Ann Arbor, June, 2016, pp. 1-11.

[HCP.15]   Xu, Ying and Maitland, C. F. (2016) "Communication Behaviors When Displaced: A Case Study of Za'atari Syrian Refugee Camp," (Note) Proceedings of the Eighth International Conference on Information and Communication Technologies and Development (ACM ICTD2016), Ann Arbor, June, 2016, pp. 1-4.

[HCP.14]   Hellmann, D., Maitland, C., & Tapia, A. (2016). "Collaborative Analytics and Brokering in Digital Humanitarian Response," Proceedings of the ACM 2016 Conference on Computer Supported Cooperative Work – CSCW '16, pp. 1284-1294 doi:10.1145/2818048.2820067

[HCP.13]   Maitland, C. F. and Obeysekare, E. (2015) "The creation of social capital through an ICT-based learning program: a case study of MOOC camp," Proceedings of the Seventh International Conference on Information and Communication Technologies and Development (ACM ICTD2015), Singapore, May 2015, pp. 1-10. DOI: 10.1145/2737856.2738024

[HCP.12]   Xu, Y., Tomaszewski, B. and Maitland, C. F. (2015) "Promoting participatory community building in refugee camps with mapping technology," (Notes) Proceedings of the Seventh International Conference on Information and Communication Technologies and Development (ACM ICTD2015), Singapore, May 2015, pp. 1-4. DOI: 10.1145/2737856.2737883

[HCP.11]   Maitland, C.F. (2013) "Maps, Politics and Data Sharing: A Palestinian Puzzle" (Note) Proceedings of the ACM ICTD2013 Conference, Cape Town, South Africa, Dec. 7-10, 2013, pp. 76-79.

[HCP.10]   Ngmassi, L., Tapia, A., Maitland, C. and Bajpai, K. (2011). "Humanitarian Organizational Collaboration: Information Technologies as Necessary but Not Sufficient," Proceedings of the 8th International Conference on Information Systems for Crisis Response and Management (ISCRAM), Lisbon, Portugal, May 8-11, 2011, pp. 1-5.

[HCP.9]   Bajpai, K., Maldanado, E., Ngamassi, L.-M., Tapia, A. and Maitland, C. (2011). "NGO Collaborations: Sharing and pooling projects," Proceedings of the sixth Annual iConference, University of Washington, Seattle, February, 8-11, 2011, pp. 410-416.

[HCP.8]   Bajpai, K., Ngamassi Tchouakeu, L.-M., Maitland, C., Zhao, K., and Tapia, A., (2010). "Crossing Borders, Organizations, Levels and Technologies: IS Collaboration in Humanitarian Relief," AMCIS 2010 Proceedings. Paper 115. http://aisel.aisnet.org/amcis2010/115.

[HCP.7]   Zhao, K., Yen, J., Ngamassi, L., Maitland, C., and Tapia, A. (2010) "From Communication to Collaboration: Simulating the Emergence of Inter-organizational Collaboration Network," Symposium on Social Intelligence and Networking (SIN-10), in the Proceedings of 2010 IEEE International Conference on Social Computing (SocialCom10), IEEE Press, Minneapolis, MN, 2010, pp. 413-418.

[HCP.6]   Zhao, K., Ngamassi, L., Yen, J, Maitland, C., & Tapia, A. (2010). "Assortivity Patterns in Multi-dimensional Inter-organizational Networks: A Case Study of the Humanitarian Relief Sector". in Proceedings of the 2010 International Conference on Social Computing, Behavioral Modeling, & Prediction (SBP10) Springer, Bethesda, MD, USA, 2010, pp. 265-272.

[HCP.5]   Ngamassi, L., Maitland, C., Tapia, A., Zhao, K., & Bajpai, K. (2010). "Assessing Humanitarian Inter-Organizational Network Effectiveness: The Case of the GlobalSympoNet". Proceedings of the 7th International Conference on Information Systems for Crisis Response and Management (ISCRAM), Seattle Washington USA, May 2-5, 2010.

[HCP.4]   Ngamassi, L., Zhao, K., Maldonado, E., Maitland, C., & Tapia, A. (2010). Exploring Motives for Collaboration within a Humanitarian Inter-organizational Network. Proceedings of the fifth Annual iConference, University of Illinois at Urbana-Champaign, February 3-6, 2010. http://nora.lis.uiuc.edu/images/iConferences/2010papers2_Page-Zhang.pdf

JOURNAL ARTICLES (PEER REVIEWED)

[HJ.17] Canevez, R., Maitland, C. and Rantanen, M. (2020), "A Dynamic Perspective of Internet Service Provider Adoption of Emergent Network Technology: A Case Study of Tribal Digital Village", Journal of Information Policy, 10, pp. 83-122.

[HJ.16] Maitland, C.F. and Xu, Y. (2019) "Collective Behaviors in Mobile Internet Access: An Exchange-Based Approach," Information Technologies in International Development (ITID), Vol. 15, 18 pages.

[HJ.15] Maitland, C. F. (2018) "Now you see it, now you don't' – Digital Connectivity in Marginalized Communities," *IEEE Computer*, June, 2018, pp. 32-41.

[HJ.14] Obeysekare, E., Mehta, K. and Maitland, C. (2018) "Bringing Community Back to Community Health Worker Studies," *Journal of Community Informatics*, Vol. 13, No. 3.

[HJ.13] Ngamassi, L., Maitland, C., & Tapia, A. (2014) "Humanitarian Inter-organizational Information Exchange Network: How Do Clique Structures Impact Network Effectiveness?" *VOLUNTAS: International Journal of Voluntary and Nonprofit Organizations*, Vol. 25, pp. 1483-1508.

[HJ.12] Tapia, A., Ngamassi, L.-M., Maldonado, E. and Maitland, C. F. (2013) "Crossing Borders, Organizations, Levels and Technologies: IS Collaboration in Humanitarian Action," *Information Technology & International Development*, Vol. 9, No.1, pp. 1-17.

[HJ.11] Ngamassi, L.-M., Maitland, C. F., Tapia, A., Kvasny, L. (2013) "Humanitarian Inter-organizational Collaboration Network: Investigating the Impact of Network Structure and Information and Communication Technology on Organization Performance," *International Journal of Services Technology and Management*, Vol. 19, No.1/2/3, pp. 19-43.

[HJ.10] Saab, D. J., Tapia, A., Maitland, C., Maldonado, E. and Tchouakeu, L.-M. (2013) "Inter-organizational Coordination in the Wild: Trust Building and Collaboration Among Field-Level ICT Workers in Humanitarian Relief Organizations," *VOLANTAS: International Journal of Voluntary and Nonprofit Organizations*, Vol. 24, No. 1, pp.194-213. DOI 10.1007/s11266-012-9285-x

[HJ.9] Maitland, C.F., Thomas, H., Ngamassi, L. (2012) "Internet censorship circumvention technology use in human rights organizations: An exploratory analysis" *Journal of Information Technology,* 27, pp. 285-300.

[HJ.8] Tapia, A. H., Maldanado, E., Ngamassi, L. and Maitland, C. (2012) "Coordinating humanitarian information: The problem of organizational and technological trajectories," *Information Technology and People,* Vol. 25, No. 3, pp. 240-258. Outstanding Paper Award Winner at the Literati Network Awards for Excellence 2013.

[HJ.7] Zhao, K., Yen, J., Ngamassi, L.-M., Maitland, C. and Tapia, A. (2012) "Simulating Inter-organizational Collaboration Network: a Multi-relational and Event-based Approach," *Simulation: Transactions of the Society for Modeling and Simulation International*, Vol. 88, No. 5, pp. 617-631.

[HJ.6] Ngamassi, L., E., Zhao, K., Maldonado, E., Maitland, C., & Tapia, A. (2011). "Humanitarian Information Exchange Networks: Why Do International Humanitarian Organizations Collaborate?" *International Journal of Society Systems Sciences* (IJSSS) Vol. 3, No. 4, pp. 362-384.

[HJ.5] Ngamassi, L., Maldonado, E., Zhao, K., Robinson, H., Maitland, C., & Tapia, A. (2011). "Exploring Barriers to Coordination Between Humanitarian NGOs: A Comparative Case Study of Two NGOs Information Technology Coordination Bodies," *International Journal of Information Systems and Social Change* (IJISSC), special issue on IS/IT in Nonprofits, Vol. 2, No. 2, pp. 1-25.

[HJ.4] Maldanado, E., Tapia, A.H., and Maitland, C.F. (2010). "Collaborative systems development in disaster relief: The impact of multi-level governance," *Information Systems Frontiers*, Vol. 12, pp. 9-27.

CONFERENCE PRESENTATIONS (PEER REVIEWED)

[HCN.13] Maitland, C.F. and Peha, J. (2018) "Telecommunications Resilience and Recovery: Puerto Rico after Hurricane Maria," TPRC, American University, Washington, DC, September 21-22nd, 2018.

[HCN.12]   Maitland, C.F, Caneba, R., Schmitt, P. and Koutsky, T. (2018) "Integrated Wireless Network Assessment System for Marginally Connected Communities," TPRC, American University, Washington, DC, September 21-22nd, 2018.
[HCN.11]   Maitland, C. and Bharania, R. (2017) "Balancing Security and Other Requirements in Hastily Formed Networks: The Case of the Syrian Refugee Response," TPRC, Arlington, VA September 8-9, 2017.
[HCN.10]   Hellmann, D., Chan, J., Tapia, A., & Maitland, C. (2015). The Potential of Big Data and Telecommunications in the Ebola Response. Regional ITS – Los Angeles, Oct 25-27, 2015.
[HCN.9]   Yu, X and Maitland, C. F. (2015) Communicating Abroad: A Case Study of the Za'atari Syrian Refugee Camp. Regional ITS – Los Angeles, Oct 25-27, 2015.
[HCN.8]   Maitland, C. F. and Xu, Y. (2015) A Social Informatics Analysis of Refugee Mobile Phone Use: A Case Study of Za'atari Syrian Refugee Camp. TPRC, Arlington, VA, September 25-27th, 2015.
[HCN.7]   Maitland, C.F. (2012). "National research and education networks as conduits for development," Panel presentation at ICTD2012, Atlanta, GA, March 12-15, 2012.

INTERNATIONL TELECOMMUNICATIONS, POLICY & COORDINATION

JOURNAL ARTICLES (PEER REVIEWED)

[J.19]   Petrick, I., Maitland, C.F. and Pogrebnyakov, N. (2016) "Unpacking coordination benefits in supply networks: Findings from manufacturing SMEs," *Journal of Small Business Management*. Vol. 54, No. 2, pp. 582–597.
[J.18]   Pogrebnyakov, N. and Maitland, C. F. (2013) "Intra-regional diffusion of spectrum license allocation policies," *Info*, Vol. 15, No. 4, pp. 23-42.
[J.17]   Maitland, C.F., Cave, M. and Clarke, R.N. (2012) "Special Issue Editorial: Papers from the 39th Research Conference on Communication, Information and Internet Policy (TPRC 2011)," *Telecommunications Policy*, Vol. 36, No. 9, pp. 689-690. DOI 10.1016/j.telpol.2012.07.012
[J.16]   Pogrebnyakov, N. and Maitland, C.F. (2011) "Institutional distance and the internationalization process: The case of mobile operators," *Journal of International Management*, Vol. 17, No. 1, pp. 68-82.

CONFERENCE PRESENTATIONS (PEER REVIEWED)

[CN.28]   Maitland, C.F. and Peha, J. (2018) Telecommunications Resilience and Recovery: Puerto Rico after Hurricane Maria, presentation at the 46th Research Conference on Communication, Information & Internet Policy (TPRC), American University, September 21-22, 2018.
[CN.27]   Maitland, C.F. (2011). "Global academic research networks: International and inter-organizational factors influencing network deployment and use, " Panel presentation at the *39th Research Conference on Communication, Information & Internet Policy (TPRC)*, Arlington, VA, September 23-25.

REPORTS

Maitland, C.F. (2019) "Digital Developments: Harbingers for Humanitarian Change," commissioned and peer reviewed by the World Refugee Council (https://www.worldrefugeecouncil.org/publications/digital-developments-harbingers-humanitarian-change).

Maitland, C.F. and Timbiti, T. (2018) Smart Communities Coalition Network Connectivity Assessment (slide deck), submitted to NetHope/USAID.

Jayakar, Maitland, et al. (2016). "Broadband 2021", submitted to National Science Foundation and National Telecommunications and Information Adminstration, http://broadband.ist.psu.edu

Maitland and Xu (2016) "Community Gathering Information Flows in Za'atari Camp", submitted to UNHCR, http://cmaitland.ist.psu.edu

Maitland, Tomaszewski, et al.(2015) "Youth Mobile Phone and Internet Use in Za'atari Camp, Mafraq, Jordan", submitted to UNHCR, https://cmaitland.ist.psu.edu/wp-content/uploads/sites/9/2015/01/ZaatariSurveyAnalysis2015November2.pdf

Maitland and Obeysekare (2015) "MOOC Camp: A multilevel analysis," submitted to the U.S. State Department

GRANTS & CONTRACTS

EXTERNAL *(led total of over $1 million in grants; served as co-investigator on another $800K)*

U.S. State Department $299,899 for "An Information-Centric Perspective on Coherence Collaboration: Analyses of Uganda and Ecuador," Carleen Maitland (PI), NetHope, Lisa Singh, Revi Sterling (co-PIs), 2019-2021.

UNHCR Innovation Fund $70,000 for "QualMiner: Mining qualitative data for enhancing the Venezuelan Response," Jean-Laurent Martin (PI), BeDataDriven, HIAS, Carleen Maitland (co-PIs), 2019.

National Science Foundation $299,870 for "IRES Site: U.S. Rwanda Collaborative Research on Data Flows in IoT Applications," Carleen Maitland (PI), 2018-2021.

NetHope/USAID $20,000 for "Refugee Camp Connectivity Analysis for the Smart Communities Coalition – Uganda," Carleen Maitland (PI), 2018.

National Science Foundation $108,332 for "NeTS: Medium: Collaborative Research: TribalNet: Expanding Internet Accessibility and Participation on Native American Reservations," Carleen Maitland (PI), 2016-2019.

UN Refugee Agency (UNHCR) $11,500 for "Community Capacities and Asset Mapping," Carleen Maitland (PI), Ying Xu (Senior Personnel), 2016.

National Science Foundation $76,774 for "Workshop for Developing a U.S. Broadband Research Agenda," Carleen Maitland (PI), Krishna Jayakar (co-PI), 2016-2017. Supplement for additional $15,000, 2017-2018.

National Science Foundation $99,902 for "Socio-technical systems and Big Data Analytics in the Ebola Response," Carleen Maitland (PI), Andrea Tapia (co-PI), Vasant Honovar (co-PI), 2015-2016.

National Science Foundation $26,763 for "US-Jordan planning visit: Integrated wireless and geographic information infrastructure for security in a multi-organizational context," Carleen Maitland (PI), Elizabeth Belding (co-PI), Brian Tomaszewski (co-PI), 2014-2015.

National Science Foundation $49,453 for "Workshop on Robust Socio-technical Architectures in Support of Displaced Persons," Carleen Maitland (PI), Elizabeth Belding (co-PI), 2013-2014.

INTERNAL

Penn State College of IST Seed Grant, $50,000 for "ICT-enable integration of resettled refugees in the U.S.," Carleen Maitland (PI), Clio Andris (co-PI), 2018-2019.

Penn State Social Sciences Research Institute, $20,000 for "Spatial Economic Patterns in Refugee Integration: An Analysis of TurkTelecom Call Data Records and Geographic Information Systems," Clio Andris (PI), Carleen Maitland, Zhenhui (Jessie) Li, Guangqing Chi (co-PIs).

Penn State, UNI and PUCP Collaborative Development Fund $16,250 for "Determining and Advancing Sustainable Solutions to Biodiversity, Water, and Food Security amid Climate Change and Rapid Urbanization in Peru" Karl Zimmer, PI, Carleen Maitland, David Baker, Tomas Carlo (co-PIs)

Penn State Center for Online Innovation in Learning, $10,468 for "MOOCs in STEM Education: The intentions and motivations of developing country students" Carleen Maitland (PI), Anthony Robinson (co-PI), 2013-2014.

Penn State College of Information Sciences and Technology, $1,000 for Summer Undergraduate Research Fellowship: "Integration of Social Media and Geospatial Analyses," Carleen Maitland (PI), 2013.

Penn State Social Sciences Research Institute, $5,000 for "Multi-level organizational governance of geographic information systems for international development," Carleen Maitland (PI), Anthony Robinson, 2013.

INVITED TALKS/PARTICIPATION

EXTERNAL

Georgetown University Law School, "Participatory design with and for marginalized communities," Invited workshop participant, Access to Justice Workshop (NSF funded), Washington, D.C. June 4th-6th, 2019.

"Refugee Data Systems" presented at the 11th annual ICT4D Conference, Kampala, Uganda, May 1-2, 2019.

MIT Global Media Technologies and Cultures Lab, "Digital Lifeline? ICTs for Refugees and Displaced Persons," Invited Talk, Cambridge, MA, February 22nd, 2018.

NetHope Learning Workshop: "Lessons Learned in the Response to Hurricanes Irma and Maria," Invited Observer, San Juan, Puerto Rico, January 18-19, 2018.

OECD International Forum on Migration Statistics, Panelist "Migration Traceability," Paris, France, January 15-16, 2018.

United Nations University - Computing & Society, "A General Model of Collective Behaviors in ICT Use," Invited Talk, Macau, China, April 5, 2017.

Chinese University Hong Kong, "Connectivity in Forced Migration," Invited workshop participant in Forced Migration and ICTs. Hong Kong, April 6-7, 2017.

Nanyang Technological University, "The Rise of the Digital Refugee," Invited workshop participant in 3M: Migrants, Marginalization and Mobiles. Singapore, February, 17-18, 2017.

University of Texas – Austin, Technology and Information Policy Institute, "Community-Level Access Divides," Invited Talk, Austin, TX, Sept. 1, 2016.

Carnegie Mellon University, Engineering and Public Policy, "A Socio-technical Analysis of ICTs for Refugees," Invited Talk, Pittsburgh, PA, Feb. 18th, 2016.

Kansas City International Relations Council, "IT Use for and by Syrian Refugees," Invited Talk, Kansas City, November 17th, 2015.

UC Santa Barbara Center for Information Technology and Society, "Vertical and Horizontal Information Flows in GIS Use: The Case of USAID," Invited Talk, October 15th, 2015.

Purdue University School of Industrial Engineering, "Future Directions for the Science of Organizations," Invited Participant, October 1-2, 2015.

Copenhagen Business School, "Multi-level Governance in Humanitarian Organizations: Implications for Information Flows," Invited Talk, March 11th, 2015.

U.S. Department of State Collaboratory, "Social and Cultural Capital in Online Education: The Case of MOOC Camp," Invited Talk, October 17th, 2014.

FEMA Response Directorate, Policy and Doctrine Office, Invited Briefing, "Emergent infrastructure for disaster relief" April 3rd 2014.

Oak Ridge National Laboratory, Knowledge Systems for Sustainability Workshop, Invited Participant, Knoxville, TN, November, 26-28th, 2013.

U.S. Department of State, Iraq National Science Policy Workshop, Invited Participant, US Embassy Baghdad, Iraq, January 25, 2012.

University of Maryland, College Park, MD, Invited Talk. "International multi-level governance: Implications for international and organizational ICT policymaking," College of Information Studies Colloquium, January 25, 2011.

INTERNAL

School of International Affairs, Community Discussion on the Paris Bombings, Invited Panelist, November 18, 2015.

SUPERVISION

PENNSYLVANIA STATE UNIVERSITY

COLLEGE OF INFORMATION SCIENCES AND TECHNOLOGY
-Matt McGee, Doctoral student (Chair)
-Nasim Montelabi, Doctoral student (Chair)
-Rich Caneba, PhD candidate (Chair)
-Abdelhady Abuolba, masters degree conferred 2020 (Chair)
-Dan Hellmann, PhD dissertation, degree conferred 2018 (Chair) – Research Staff, Institute for Defense Analyses
-Ying Xu, PhD dissertation, degree conferred 2018 (Chair) – Data Scientist

-Eric Obeysekare, PhD dissertation & Fulbright Fellow, degree conferred 2018 (Chair) – CTO and entrepreneur
-Jon Becker, PhD dissertation, degree conferred 2016, (Chair) – U.S. Government Research Analyst
-Kathleen Moore, PhD dissertation, degree conferred 2014, (Committee Member) – Assistant Professor, JMU
-Matt Lesniewski, MS thesis, degree conferred 2014, (Committee Member)
-Louis-Marie Tchouakeu, PhD dissertation, degree conferred 2011 (Chair) – Associate Professor of MIS, Prairie View University, Texas
-Liang Guo, PhD dissertation, degree conferred 2012 (Committee Member)

Katelyn Sullivan, BS Honors thesis, degree conferred 2017 (Thesis Advisor)

COLLEGE OF ENGINEERING, DEPT OF COMPUTER SCIENCE AND ENGINEERING
Yang Zhang, PhD dissertation, degree conferred 2011 (Committee Member)

COLLEGE OF COMMUNICATION, DEPT. OF TELECOMMUNICATION
Akshaya Srinivasan, PhD dissertation, degree conferred 2017 (Committee Member)
Brandie Martin, PhD dissertation, degree conferred 2013 (Committee Member)
Becky Wu, PhD dissertation, degree conferred 2010 (Committee Member)

COLLEGE OF LIBERAL ARTS
DEPT. OF SOCIOLOGY
Hannah Furnas, PhD dissertation, degree conferred 2017 (Committee Member)
DEPT. OF POLITICAL SCIENCE
Nick Dietrich, PhD dissertation (Committee Member)

GEORGE WASHINGTON UNIVERSITY
COLLEGE OF ENGINEERING, DEPT. OF SYSTEMS ENGINEERING
Stephen Fortier, PhD dissertation, degree conferred 2012 (Committee Member)

CURRICULA, COURSE DEVELOPMENT & TEACHING
CURRICULUM DEVELOPMENT
Pennsylvania State University
Penn State Inter-College Data Sciences Undergraduate Degree
Led design of curriculum and governance for degree program and shepherded initial Faculty Senate approval

COURSE DEVELOPMENT
Pennsylvania State University
IST 504: IST Integration of Theories and Methods
Prepared course proposal and taught first instantiation of our new masters' curriculum introductory seminar.
IST 301: Information and Organizations
Collectively developed core course, piloted Spring 2003, Faculty Senate approval Summer 2003, launched Fall 2003. Subsequently developed and offered section integrated with English Writing course (ENGL 202D).
IST 442: IT in the International Context
Developed elective course; piloted Spring 2004; Faculty Senate approval Summer 2004; launched Spring 2005. Enables students to fulfill 'foreign cultures' course requirement within the College.
IST 445H: Globalization Trends and World Issues
Developed elective honors course for the College; piloted Fall 2004; Faculty Senate approval Summer 2005; launched Fall 2005. College's first honors course.
IST 535: Information Technology Markets and Innovation
Collectively developed elective graduate course for the College; Faculty Senate approval Summer 2006.

TEACHING
Pennsylvania State University
IST 530: Foundations of Social Informatics; 2017
IST 504: IST Integration of Theories and Methods (masters course) 2013-17
IST 501: IST Integration of Theories and Methods; 2012
IST 402: Information & Communication Technologies for Development; 2012
IST 431: The Information Environment; 2013, 2016, 2017
IST 442: IT in the International Context; 8 semesters, 2004-2010; 2013, 2016-2018
IST 301: Information and Organizations; 6 semesters, 2004-2010, 2016

SERVICE
PROFESSION
USAID Women Connect Challenge
-Judge, 2018
World Bank Broadband for Refugees Project
-Advisory Committee, 2018
United Nations University – Computing & Society, Macau, China
-Advisory Board Member 2017 – present
-Director Search Committee Member 2017 - present

CONFERENCES
LEADERSHIP
Research Conference on Communication, Information and Internet Policy (TPRC)
-Board Chair (elected) 2015 - 2017
-Board Member 2014 - present

ACM Information and Communication Technologies for Development (ICTD) Conference
-General conference co-chair 2019-2020
-Program Committee co-Chair 2016-2017
-Notes Program co-Chair 2015 – 2016

Information Systems for Crisis Response and Management (ISCRAM)
-Scientific Committee Member 2011 – 2015

PROGRAM COMMITTEES
Research Conference on Communication, Information and Internet Policy (TPRC)
-Program Committee Chair 2013 – 2014
-Program Committee Vice-Chair 2012 – 2013
-Program Committee Member 2010 – 2014
-Convener of the Graduate Student Consortium 2015

Information Systems for Crisis Response and Management (ISCRAM)
-Program Committee 2008 – 2012

ACM SIGCAS Conference on Computing and Sustainable Societies
-Program Committee Member 2018

ACM Information and Communication Technologies for Development (ICTD)
-Program Committee Member 2012 – 2015, 2018

Information Systems for Crisis Response and Management (ISCRAM)
-Program Committee Member 2008-2012

-Session Co-Chair Washington, DC 2008.

Interact
-Program Committee Member 2013

European Conference on Information Systems
-Track co-chair 2012

JOURNALS
Editorial Boards
Digital Policy, Regulation and Governance
-Member, 2019-present
Telecommunications Policy
-Member, 2018-present
Information Technology in International Development (ITID)
-Associate Editor, 2017-present

Guest Editing
Information Systems Frontiers – Single Manuscript Coordinating Editor 2016
MIS Quarterly Special Issue Guest Associate Editor 'ICT and Societal Challenges' 2014 - 2015
Telecommunications Policy – lead guest editor for the special issue Vol. 36, No. 9 (2012) 'Papers from the 2011 TPRC Conference.'

Reviewing
TOCHI
Information Technology and International Development
Telecommunications Policy
Journal of Information Technology
Information Systems Frontiers
Electronic Markets
Information, Technology and People
International Journal of Electronic Commerce
Information and Management
Business Process Management Journal
International Journal of Technology Management
Government Information Quarterly

REVIEWS
CAREER ADVANCEMENT
Tenure Reviews
UMASS Boston, University of Tennessee
Early Career Researcher Portfolio Review
South Africa National Research Council

DEPARTMENTAL REVIEWS
-Michigan State University
Department of Media and Information 2016

SCIENTIFIC ORGANIZATIONS
U.S. National Science Foundation
-Panelist 2013 - present
-Ad hoc reviews of CAREER and international office proposals 2013 – present

FNRS (Belgian National Science Foundation)
-proposal review 2018

European Research Council
-proposal review 2020

PUBLISHERS
MIT Press
-Book Proposal Review
Oxford University
-Book Proposal Review

EXTERNAL THESIS REVIEWS
University of Cape Town
M.S. Thesis, 2018

PENN STATE
Strategic Interdisciplinary Research Office
Red Team Reviewer 2017

CONFERENCES
International Communications Association (ICA)
European Conference on Information Systems (ECIS)
International Conference on Information Systems (ICIS)
CHI (distinguished reviewer recognition)

WORKSHOP ORGANIZING
NSF/NTIA Sponsored Broadband 2021 Workshop, June 2016 – Co-Organizer and facilitator.
Open Session on ICT for Forced Migration and Refugees at ICTD2016 – Co-Organizer and facilitator.
Displaced Persons Workshop 2016 – Organizer and workshop facilitator.
Displaced Persons Workshop 2013 – Organizer and workshop facilitator.
Post-conference Workshop on the Future of Broadband at ICTD2012 – co-Organizer and participant

UNIVERSITY AND COLLEGE COMMITTEES
University
Graduate School Fellowships and Awards Committee
-College Representative
Faculty Senate
-College Senator (2017)
Academic Council of Undergraduate Education (2014-2015)
-Member
Academic Council of Graduate Education (2014-2015)
-Member

College of Information Sciences and Technology
Promotion and Tenure Committee (2016-2018)
Faculty Council (2015-2017)
Fixed Term Faculty Search Committee Member (2016)
Frymoyer Chair Search Committee 2012
Graduate Recruiting Committee (Chair 2010; Member 2008-2009; 2012-2013)
Comprehensive Exam Committee (Member 2005-2010, 2013)