

Nicholas C. Romano, Jr.

Associate Professor

[Department of Management Science and Information Systems](#)

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SSRN Papers <http://ssrn.com/author=446327>

Vita Summary

Research

- Published 28 Articles in Peer Reviewed Journals (25 while at OSU)
- Published 8 Industry/Professional Articles
- Ranked 3rd in World in Electronic Commerce Research Journal Articles 1998-2004 (2006)
- Ranked 1st in Electronic Commerce Customer Relationship Management Research Publications from 1984-2000 (2002)
- Co-authored 10th Most popular article in Journal of Relationship Marketing (2006)
- Co-authored #4 out of 10 Emerald 10 Key Readings (2006)
- Co-authored Keynote Article: Journal of International Technology and Information Management 15(2) (2006)
- Co-authored 24th most read article in Small Group Research during April 2007
- Co-authored #2 most downloaded article: SSRN "Project & Program Management" List June 2007
- Published 43 Peer Reviewed Conference Articles or Abstracts
- Published 2 Edited Books (2004, 2006) and 5 Edited Book Chapters
- Received/Participated in 4 Research-related Grants totaling over \$580,000.00
- Citation Count Exceeds 600

Teaching

- Received Five Teaching Awards (2004, 2005, 2006 Sp, 2006 Fa, 2007 Sp)
- Taught systems analysis and design, database management, strategic information systems, introduction to business programming(C), collaborative computing, advanced topics in MIS (Doctoral seminar), object-oriented programming applications for business, advanced file and data structures with java, virtual teaming, engineering teaming: application and execution.

Academic Service

- Region 1 Representative (the Americas), Association for Information Systems Council, 2007-2009.
- Panel Member, NSF Decision Theory and Economics 2007 Panel - P071235 – May 2007
- Associate Editor for *European Journal of Information Systems* 2006-Present
- Associate Editor for *Journal of Information Science and Technology* 2004-Present
- Editorial Board member for
 - *International Journal of Services and Standards*, 2005-Present
 - *International Journal of e-Collaboration*, 2004-Present
 - *Electronic Markets*, 2004-Present
 - *International Journal of Enterprise Information Systems*, 2004-Present
 - *Logistics and Information Management*, 2002-2004
 - Board of Regular Reviewers *IEEE Trans. on Professional Communication*, 2006-Present
- Guest-Editor of 12+ Special Issues of IS and related-Discipline Journals
- Proceedings Editor, *Americas Conference on Information Systems* (2004-2006)
- Program Review Coordinator, *Americas Conference on Information Systems* (2002-2006)
- Minitrack Co-Chair, *Americas Conference on Information Systems, Customer Relationship Management* (2000-2005); *Information Systems Accessibility* (2003-2005), *Computer-Supported Collaborative Learning Requiring Immersive Presence* (2004)
- Member: *AIS -Web Academic Conference Management System* Committee 2003-Present
- Theme Chair, *Hawai'i International Conference on Systems Science, Customer-Focused Processes and Applications* (2006 & 2007)
- Minitrack Co-Chair, *Hawai'i International Conference on Systems Science, Electronic Customer Relationship Management*, (2001-2007); *Information Systems Accessibility* (2004-2005); *Computer-Supported Collaborative Learning Requiring Immersive Presence* (2003-2005); (2006-2007); *Distributed Collaborative Project Management* (2003)
- Program Co-Chair, *ISOneWorld* (2003 & 2004)
- Minitrack Co-Chair, *ISOneWorld, Customer Relationship Management* (2002 & 2003)
- Section Editor: *ISWORLD* Journal pages (2003-Present)
- Doctoral Student Advisor and Committee Member, MSIS & IEM OSU (2002-present)

Professional Service

- Served as a Groupware Facilitator since 1994
- Systems Programmer for International Business Machines, Inc.

1. Academic History

Education

Ph.D. in Business Administration (*4.0 GPA*)

Major: Management Information Systems (Advisor Jay. F. Nunamaker, Jr.)

Minor: Educational Psychology (Advisor Darrell Sabers)

University of Arizona, Tucson, Arizona, USA 1998.

Masters of Science (*Magna Cum Laude 4.0 GPA*)

Major: Management Information Systems

University of Arizona, Tucson, Arizona, USA 1992.

Bachelor of Science (*Cum Laude, Phi Kappa Phi Distinction*)

Major: Management Information Systems

University of Arizona, Tucson, Arizona, USA 1988.

Bachelor of Science (*Cum Laude*)

Major Biology: College of Arts and Sciences

University of Arizona, Tucson, Arizona, USA 1986.

Education Awards

Spring-1996 Graduate Registration Scholarship, MIS, University of Arizona

Fall-1995 Graduate Registration Scholarship, MIS, University of Arizona

1988 Phi Kappa Phi Honorary Society, Initiate

1988 Beta Gamma Sigma, Initiate

1987 National Collegiate Business Award

1986-87 United States Achievement Academy Award

1986-87 Recognition Award for Straight A Average, University of Arizona, CBA

1986 Golden Key National Honor Society, Initiate

1986-87 National Dean's Honor List

1985-86 National Dean's Honor List

1984-85 Arizona Ambassadors Recognition Award

1986-87 Arizona Ambassadors Recognition Award

Academic Positions

2007-Present Associate Professor, Management Science and Information Systems,

William S. Spears of School of Business, Oklahoma State University

2001-2007 Assistant Professor, Management Science and Information Systems,

William S. Spears of School of Business, Oklahoma State University

2005-Present Guest Lecturer – Doctor of Computer Science in Enterprise Information Systems

Program, Colorado Technical University, Colorado Springs, CO, USA.

2002-Present Instructor in the MSETM Program, Industrial Engineering Management,

College of Engineering, Oklahoma State University

1999-2001 Assistant Professor of Management Information Systems

College of Business Administration, University of Tulsa

- 1998-1999 Adjunct Lecturer, Management Information Systems
Karl Eller School of Management, University of Arizona
- 1998- 1999 Research Scientist Center for the Management of Information, University of
Arizona
- 1992-1998 Research Associate Center for the Management of Information, University of
Arizona
- 1992-1993 Graduate Teaching Assistant, Department of Management Information Systems,
Karl Eller School of Management, University of Arizona.
- 1992 Lab Teaching Assistant, MIS 111 Introduction to Computing,
Management Information Systems, Karl Eller School of Management,
University of Arizona
- 1991-1993 Assistant Coordinator, Quality Teaching Fellowship Program,
Management Information Systems, Karl Eller School of Management,
University of Arizona
- 1991-1992 Master Tutor - Office of Minority Student Affairs, Math and Science Learning
Center, University of Arizona, (Certified in Biology and MIS.)

Professional Experience

(Most professional experience part-time while holding faculty appointments or attending school)

- Associate Programmer, International Business Machines Corporation, Tucson, AZ, 1988-1991.
- Technical Facilitator: Institute For the Future, Groupware Users Group, Groupware Outlook Exchange, Tucson, AZ, With J. Nunamaker, D. Vogel, & B. Briggs, February 17-19, 1993.
- Facilitator, Electronic meeting sessions for the Eller School of Management National Board of Advisors, Tucson, Arizona, with J. Nunamaker, D. Vogel, & B. Briggs, 1994.
- Software Engineering Consultant: Ventana Corporation 1996.
- Technical Facilitator, Medical Management Executive Program Curriculum Development Committee, University of Arizona, February 1999.
- Software Engineering Consultant: Ventana Corporation, 1998-1999
- Technical Facilitation Consultant: Dr. Olivia Sheng, Department Head, University of Arizona MIS and Shannon Brixius, Arthur Andersen Consulting, Pre-planned GSS sessions and provided Technical Facilitation for the UA MIS Department Strategic Plan Development, November 1998.
- Software Engineering Consultant, GroupSystems.Com (Formally Ventana Corporation) Tucson, AZ, March, 2000.
- Technical Facilitation Consultant, American Society for Quality, Futures Study, Spring 2002.
- Technical Facilitation Consultant, American Society for Quality, Futures Study, Spring 2005.

2. Scholarly Activities

Recognitions

Ranked 3rd in the world Electronic Commerce Research Journal Articles from 1998-2004 in Kim, S., Aiken, M., and Vanjani, M. "Profiles in Electronic Commerce," Business Research Yearbook, Adams, M. and Alkhafaji, A. Eds. (2006). Vol. 13, 464-469. The article surveyed 344 articles from 1998-2004 in 4 leading e-commerce journals and ranked 619 unique authors. See: http://osu.okstate.edu/news/romano_mitchell.htm

Ranked 1st in Electronic Commerce Customer Relationship Management Research Journal Publications from 1984-2000 in Romano, N. C., Jr., and J. Fjermestad. (2001-2002) "Customer Relationship Management: An Assessment of Research," *International Journal of Electronic Commerce*, 6(3 Winter): 59-111. The article surveyed 369 articles from 1984 to 2000 in all and ranked 665 unique authors.

Co-authored the 10th most popular article (viewed online) in the Journal of Relationship Marketing based on online viewing: Shapiro, J., Romano, N. C. Jr. and B. Mittal. (2003) "Emergent Internet Technology Applications for Relationship Marketing: A Customer-Centered View." *Journal of Relationship Marketing* 2(3-4): 85-108.

Co-authored an article listed as #4 out of 10 Emerald 10 Key Readings:

Sharda, R., N. C. Romano, Jr., J. Lucca, M. Weiser, G. Scheets, J.-M. Chung and C. M. Sleezer. (2004) "Foundation for the study of Computer Supported Collaborative Learning Requiring Immersive Presence (CSCLIP)." *Journal of Management Information Systems* 20 (4 Spring): 31-63.

Co-authored Keynote Article for Journal of International Technology and Information Management:

Chen, F., Romano, N. C. Jr., & Nunamaker Jr., J. F. (2006). A Collaborative Project Management Approach and a Framework for Its Supporting Systems. *Journal of International Technology and Information Management* 15(2) 1-16.

Co-authored 24th most read article in Small Group Research during April 2007

Lowry, P. B., Roberts, T. L., Romano, N. C. Jr., Cheney, P. Hightower, R.T. (2006) The Impact of Group Size and Social Presence on Small-group communication: Does Computer-Mediated Communication make a Difference? **Small Group Research**, 37(6 December) 1-31.

Co-authored #2 most downloaded paper in SSRN "Project & Program Management" List.

Chen, Fang, Romano, Nicholas C. and Nunamaker, Jay F., "A Collaborative Project Management Approach and a Framework for its Supporting Systems" . *Journal of International Technology and Information Management (JIITM)*, Vol. 15, No. 2, 2006 Available at SSRN: <http://ssrn.com/abstract=939627>

a. Publications

Journal Articles (*= Student Coauthor; ϕ = Practitioner coauthor)

28. **Romano, N. C. Jr.** and J. Fjermestad (2007). "Privacy and Ssecurity in the Age of Electronic Ccustomer Rrelationship Management." **International Journal of Information Security and Privacy** 1(1): 85-106.
27. Loiacono, Eleanor T., **Romano, Nicholas C. Jr.** and McCoy, Scott. (forthcoming) State of Corporate Website Accessibility. **Communications of the ACM (CACM)** Conditionally Accepted.
26. **Romano, N. C. Jr.**, Lowry, P. B. and Roberts, T. L. (2007). Technology-Supported Small Group Interaction: Extending a Tradition of Leading Research for Virtual Teams and Global Organizations. **Small Group Research**, 38(1), Forthcoming. (**ISI Impact Factor SGR 2004:0.648; 2005:0.561**) (Acceptance Rate ~ 30%.)
25. Fjermestad, J. and **Romano, N. C. Jr.** (2006). Customer Relationship Management: Satisfying the Customer. **Journal of Information Science and Technology**, 3(2), 1-3. (Acceptance Rate < 20%.)
24. Schubert, P., **Romano, N. C. Jr.** and Fjermestad, J. (2006) Introduction to the Special Issue on Virtual Communities and Personalization in E-Commerce. **Journal of Organizational Computing and Electronic Commerce**, 16(3&4), 177–178. (Acceptance Rate 12.33%.)
23. **Romano, N. C. Jr.** and Fjermestad, J. (2006) Privacy and Security in the Age of Electronic Customer Relationship Management. **International Journal of Information Security and Privacy**, 1(1), 85-106.
22. Lowry, P. B., Roberts, T. L., **Romano, N. C. Jr.**, Cheney, P. Hightower, R.T. (2006) The Impact of Group Size and Social Presence on Small-group communication: Does Computer-Mediated Communication make a Difference? **Small Group Research**, 37(6 December) 1-31. (24th most read articla in Small Group Research during April 2007)
(**ISI Impact Factor SGR 2004:0.648; 2005:0.561**) (Acceptance Rate ~ 30%.)
http://papers.ssrn.com/sol3/papers.cfm?abstract_id=929324
21. Loiacono, E. T., McCoy, S. and **Romano, N. C. Jr.** (2006) Information technology systems accessibility, **Universal Access in the Information Society**, 5(1), 1-3. (Acceptance Rate 42.5%)
<http://www.springerlink.com/content/wv6075647kr65450/>
20. Fjermestad, J. and **Romano, N. C. Jr.** (2006). "Collaborative Project Management: Challenges and Opportunities for Distributed and Outsourced Projects." **International Journal of e-Collaboration**, 2(4 October-December) i-vii. <http://www.idea-group.com/articles/details.asp?id=6418>
19. **Romano, N. C. Jr.** and J. Fjermestad (2006). "Collaborative Project Management: Challenges and Opportunities for Virtual Teams and Virtual Projects in E-Collaboration." **International Journal of e-Collaboration**, 2(3) i-ix.
18. Chen, F., **Romano, N. C. Jr.** and Nunamaker, J. F. Jr. (2006). "A Collaborative Project Management Approach and a Framework for Its Supporting Systems." **Journal of International Technology and Information Management** (JIITM) 15(2) 1-16. Keynote paper for issue 15(2) 1-16. (Acceptance Rate 22%) http://papers.ssrn.com/sol3/papers.cfm?abstract_id=939627
17. Beranek, P., ϕ Broder, J., **Romano, N. C. Jr.** ϕ Sump, S. and Reinig, B. A. (2005). "Management of Virtual Project Teams: Guidelines for Team Leaders." **Communications of the**

AIS Volume 16 (Article 10): 247-259 (*Cited once to date*). (Acceptance Rate 40%).
<http://cais.isworld.org/articles/default.asp?vol=16&art=10>

16. **Romano, N. C. Jr.**, Sharda, R. and *Lucca, J. (2005) "Computer-Supported Collaborative Learning Requiring Immersive Presence (CSCLIP): an Introduction." **Information Systems Frontiers** 7(2): 5-12. (**ISI Impact Factor ISF 2004 0.218**) (**Acceptance Rate 10-15%**)

<http://portal.acm.org/citation.cfm?id=1046959.1046981>

15. Sharda, R., **Romano, N. C. Jr.**, *Lucca, J., Weiser, M., Scheets, G., Chung, J.-M. and Sleezer, C. M.. (2004) "Foundation for the study of Computer Supported Collaborative Learning Requiring Immersive Presence (CSCLIP)." **Journal of Management Information Systems** 20 (4 Spring): 31-63. (**ISI Impact Factor JMIS 2002 1.271** Cited 7 times to date) (**2004 Acceptance Rate 9%**.)

(Consistently ranked in top 5 IS journals across multiple surveys)

Listed as #4 Among the 10 Key Readings by Emerald. http://jmis.bentley.edu/articles/v20_n4_p31/index.html

14: *Scullin, S. S., Fjermestad, J. and **Romano, N. C. Jr.** (2004) "E-relationship marketing: changes in traditional marketing as an outcome of electronic customer relationship management." **Journal of Enterprise Information Management** 17(6): 410-415. (Cited 3 times to date) (Acceptance Rate 22%)

<http://www.ingentaconnect.com/content/mcb/088/2004/00000017/00000006/art00001>

13: Shapiro, J., **Romano, N. C. Jr.** and B. Mittal. (2003) "Emergent Internet Technology Applications for Relationship Marketing: A Customer-Centered View." **Journal of Relationship Marketing** 2(3-4): 85-108. (Ranked as the 10th most popular article (viewed online) in the journal) (**Acceptance Rate 15-20%**.)

12: **Romano, N. C. Jr.**, *Donovan, C.B., Chen, H.C. and Nunamaker, J.F. Jr. (2003) A Methodology for Analyzing Web-Based Qualitative Data. **Journal of Management Information Systems**, 19(4): 215-248. (**ISI Impact Factor JMIS 2002 1.225**; Cited 17 times to date) (**2003 Acceptance Rate 9%**.) (Consistently ranked in top 5 IS journals across multiple surveys)

<http://dlist.sir.arizona.edu/538/>

11: **Romano, N. C. Jr.** and Fjermestad, J. (2003) Electronic Commerce Customer Relationship Management: A Research Agenda. **Information Technology and Management**, 4(2/3): 233-258. (**Cited 41 Times to date**)

<http://portal.acm.org/citation.cfm?id=641782&dl=ACM&coll=&CFID=15151515&CFTOKEN=6184618>

10: Fjermestad, J. and **Romano, N. C. Jr.** (2003) Electronic Customer Relationship Management Revisiting the General Principles of Usability and Resistance: An Integrative Implementation Framework. **Business Process Management Journal**, 9(5): 572-591. (Cited 15 times to date)

<http://www.emeraldinsight.com/Insight/viewContentItem.do?contentType=Article&contentId=843547>

09: **Romano, N. C. Jr.** (2002-03) Customer Relationship Management for the Web-Access Challenged: Inaccessibility of the Fortune 250 Business Web Sites. **International Journal of Electronic Commerce**, 7(2): 81-117. (**ISI Impact Factor IJEC 2002 1.543** Cited 11 times to date) (**2002 Acceptance Rate 11%**.) (Ranked Highest Quality EC Journal - CACM 2002)

http://papers.ssrn.com/sol3/papers.cfm?abstract_id=937395

08: Fjermestad, J. and **Romano, N. C. Jr.** (2002-2003). Introduction to the Special Section: Advances in Electronic Commerce Customer Relationship Management. **International Journal of Electronic Commerce**, 7(2), 7. (**ISI Impact Factor IJEC 2002 1.543**) (**2002 Acceptance Rate 11%**.) (Ranked Highest Quality EC Journal - CACM 2002) <http://www.gvsu.edu/business/ijec/v7n2/p007.html>

07: Nunamaker, J. F. Jr., **Romano, N. C. Jr.** and Briggs, R. O. (2001-2002). Increasing Intellectual Bandwidth: Generating Value from Intellectual Capital with Information Technology. **Group Decision and Negotiation** 11(2 March): 69-86. (**ISI Impact Factor GDN-2002 0.655** Cited 14 times to date)

<http://www.ingentaconnect.com/content/klu/grup/2002/00000011/00000002/00396219;jsessionid=2rg3sc4sud2mv.alice>

06: **Romano, N. C. Jr.** and J. Fjermestad. (2001-2002) Electronic Customer Relationship Management: An Assessment of Research, **International Journal of Electronic Commerce**, 6(3): 59-111. (**ISI Impact Factor IJEC-2002 1.543 Cited 62 Times to date**) (**2001 Acceptance Rate 13%**). (Ranked Highest Quality EC Journal - CACM 2002) http://papers.ssrn.com/sol3/papers.cfm?abstract_id=937387

05. **Romano, N. C. Jr.** and Fjermestad, J. (2001). Introduction to the special section: Electronic commerce customer relationship management (ECCRM). *International Journal of Electronic Commerce*, 6(2), 7-8. (**ISI Impact Factor IJEC-2002 1.543** Cited 6 Times to date) (**2001 Acceptance Rate 13%**). (Ranked Highest Quality EC Journal - CACM 2002) <http://www.gvsu.edu/business/ijec/v6n2/p007.html>

04: Bradley, W. E. and **Romano, N. C. Jr.** (2001) *Training in the E-Commerce Era: Some Considerations for Computer Mediated Instruction*. **Journal of e.Commerce and Psychology**, 1(4): 40-59.

03: **Romano, N. C. Jr.**, Nunamaker, J. F. Jr., Briggs, R. O., and Vogel, D. R. (1998) Architecture, Design, and Development of an HTML/JavaScript Web-Based Group Support System. **Journal of the American Society for Information Science**, 49(7): 649-667. (**Cited 35 times to date**) ERIC #: EJ565483 http://papers.ssrn.com/sol3/papers.cfm?abstract_id=937380

02: Briggs, R. O., Ramesh, V., **Romano, N. C. Jr.**, and Latimer, J. (1994) The Exemplar Project: Using Group Support Systems to improve the Learning Environment. **Journal of Educational Technology Systems**, 23(3): 277-287. (**Cited 31 Times to date**) ERIC #: EJ505384 http://eric.ed.gov/ERICWebPortal/Home.portal?_nfpb=true&_pageLabel=RecordDetails&ERICExtSearch_SearchValue_0=EJ505384&ERICExtSearch_SearchType_0=eric_accno&objectId=0900000b80040164

01: **Romano, N. C. Jr.** and Balthazard, P. A. (1993) Computer Literacy Instruction using Nonlinear Environments, **Journal of the International Academy for Information Management**, 1(1): 11-18. (Cited 6 Times to date) (Later known as The Journal of Education for Management Information Systems - see)

Journal Articles under Review and in Progress

10. Lucca, J., **Romano, N. C. Jr.** and Sharda, R. Psychomotor Skill Acquisition and Transfer in a Virtual Lab Environment. Under Review at **Decision Sciences Journal of Innovative Education**.

09. Fjermestad, J. and **Romano, N. C. Jr.** Customer Relationship Management Success and Failure: Revisiting the General Principles of Usability and Resistance. Under Revision after Positive first round comments from editor **Communications of the Association for Computing Machinery**.

08. Roberts, T. L., Lowry, P. B. and **Romano, N. C. Jr.** Building Collective Mind through Implicit Team Coordination Mechanisms found in Collaborative Software: Applying Signal Detection Theory to Group Productivity. Under Preparation for submission to **Management Information Systems Quarterly**.

07. Fjermestad, J. and **Romano, N. C. Jr.** Group Support Systems Experimental Research the Next 100+ Studies. Under Preparation for submission to **Journal of Management Information Systems**.
06. Lowry, P. B., **Romano, N. C. Jr.** and Guthrie, R. Developing Media Interactivity Theory for Audience Response Systems: An investigation of computer-mediated interaction in large classrooms, Under Preparation for submission to **IEEE Transactions on Education**.
05. **Romano, N. C. Jr.**, Lowry, P. B. and Roberts, T. Communication Process Enhancement with Group Support Systems, Under Preparation for submission to **IEEE Transactions on Professional Communication**.
04. Paulissen, K., Milis, K., Brengman, M. Fjermestad, F. and **Romano, N. C. Jr.** Voids in the Current Customer Relationship Management Literature: (2000-2005). Under Preparation for submission to **International Journal of Electronic Commerce**.
03. **Romano, N. C. Jr.**, Booker, G. and Ray, D. Earned Value Management Maps: Rapid Visual Cognition of Project Status for Everyone. Under preparation for submission to **Communications of the Association for Computing Machinery**.
- 02 Ray, D. and **Romano, N. C. Jr.** The Intellectual Bandwidth Maturity Model. Under Preparation for submission to **International Journal of Knowledge Management**.
01. **Romano, N. C. Jr.**, Rotzicki, N. and Pick, J. Collaboration Issues in Cross-Organizational and Cross-Border IS/IT. Under Preparation for submission to **Journal of Information Technology Theory and Application**.

Conference Proceedings (*= Student Coauthor; φ = Practitioner coauthor)

43. Barnes, Stephen*;Biros, David; Weiser, Mark; and **Romano, Nicholas**; (2007) Incorporating Information Assurance in Systems Analysis and Design Curricula, Proceedings of the *13th Americas Conference on Information Systems*, Keystone CO, USA, August 9th-12th.
42. Paulissen, K., J. Milis, Koen, Brengman, Malaika, Fjermestad, J. and **Romano, N. C. Jr.** (2007) Voids in the current CRM literature: academic literature review and classification (2000- 2005). In Sprague, R. (Ed.) Fortieth Hawaii International Conference on System Sciences (HICSS-40), Waikoloa, Big Island, Hawaii, USA, January 3-6, IEEE Computer Society Press, Washington, DC, USA, Forthcoming. (*Acceptance rate ~ 50%*)
41. Tom Roberts, Paul Lowry and Nicholas C. Romano, Jr. (2006) The transfer of knowledge via implicit coordination in groups using collaborative software. In M. Adam Mahmood (Ed.) Proceedings of Thirty-Seventh Annual Meeting of the Decision Sciences Institute, San Antonio, TX, USA. Nov 18-21, Decision Sciences Institute (DSI), Atlanta, GA, USA. (*Abstract Only*).
40. Ray, D. and **Romano, N. C. Jr.** (2006). An Assessment of the Impact of National Culture on Organizational Knowledge Maturity. In Nicholas C. Romano, Jr. (Ed.) Proceedings of the Twelfth Annual Americas Conference on information Systems, Acapulco, Mexico, August 4-6th, Association for Information Systems (AIS), Atlanta, GA, USA, 1343-1351. (*Acceptance rate ~ 60%*)
39. *Guthrie, Randy, Lowry, Paul, Romano, Nicholas C. Romano, Jr. Explaining and Predicting Outcomes of Large Classrooms Using Audience Response Systems, in R. H. Sprague Jr. and J. F. Nunamaker Jr., (Eds.) Proceedings of the Thirty-Ninth Hawaii International Conference on

Systems Sciences, January 2006, Poipu Kauai, HI USA, January 4-7, IEEE Computer Society Press, Washington, DC, USA, Volume 1, p. 4.3. (*Acceptance rate ~ 50%*) http://papers.ssrn.com/sol3/papers.cfm?abstract_id=876060

38. **Romano, N. C. Jr.** (2005). The Pervasively Low Accessibility Rate of Websites: A Cross-Disciplinary Analysis of Validation Results. in Gavriel Salvendy (Ed.) Proceedings of the Eleventh International Conference on Human-Computer Interaction (HCI in MIS), Las Vegas, NV, USA, Lawrence Earlbaum and Associates, Mahwah, NJ, USA: July 22-27, CD-ROM (ISBN/ISSN: 0-8058-5807-5).

37. *Ray, D. and **Romano, N. C. Jr.** (2005) Intellectual Bandwidth Maturity Model: A Conceptual Approach. In Shin, B. (Ed.) Proceedings of the San Diego International Conference on Information Science (SISC), San Diego, CA, USA, May 15-18. http://sisc.sdsu.edu/archive2005/Groupware/Ray_Romano.pdf

36. *Ray, D. and **Romano, N. C. Jr.** (2005) The Intellectual Bandwidth Maturity Model: An Instrument to determine Organizational Intellectual Bandwidth Maturity. in Mehdi Khosrow-Pour (Ed.) Proceedings of the 16th Information Resources Management Association International Conference, San Diego, CA, USA, Information Resources Management Association (IRMA), Hershey, PA, USA, 956-958.

35. Roberts, T., L., Lowry, P. B. and **Romano, N. C. Jr.** (2005) Improving design artifact reviews with group support systems and an extension of heuristic evaluation techniques. in R. H. Sprague Jr. and J. F. Nunamaker Jr., (Eds.) Proceedings of the Thirty-Eighth Hawaii International Conference on Systems Sciences, Waikoloa Village, Kona, HI, USA, January 3-6, IEEE Computer Society Press, Washington, DC, USA, USA, Track 1, Volume 01, P. 45.3 *Nominated for Best paper in the Collaboration Systems and Technology Track (*Acceptance rate ~ 50%*). http://papers.ssrn.com/sol3/papers.cfm?abstract_id=666226

34. Roberts, T. L., *Li, C., Lowry, P. B. and **Romano, N. C. Jr.** (2004) Nomological Network of Trust In Virtual Teams, In Kenneth E. Kendall (Ed.) Proceedings of the 35th Annual Meeting of Decision Sciences Institute 2004, Nov 20th-23rd, Boston, MA, USA. Decision Sciences Institute (DSI), Atlanta, GA, USA. (*Abstract Only*).

33. *Lucca, J., Sharda, R., **Romano, N. C. Jr.** and Weiser, M. (2004). An Assessment Of Elearning Technologies To Support Telecommunications Laboratory Learning Objectives. in R. H. Sprague Jr. and J. F. Nunamaker Jr., (Eds.) Proceedings of the Thirty-Seventh Hawaii International Conference on Systems Sciences, Waikoloa Village, Kona, HI, USA, January 5-8, IEEE Computer Society Press, Washington, DC, USA, Track 1, Volume 1, P. 10014. *Nominated for Best Paper in the Collaboration Systems and Technology Track. (Cited 1 Time to date) (*Acceptance rate ~ 50%*) http://ieeexplore.ieee.org/xpl/freeabs_all.jsp?arnumber=1265067

32. *Chen, F., **Romano, N. C. Jr.**, and Nunamaker. J. F. Jr. An Overview of a Collaborative Project Management Approach and Supporting Software. in D. Galletta and J. Ross, (Eds.) Proceedings of the Americas Conference on Information Systems. 2003. Tampa, FL, USA: Association for Information Systems, Atlanta, GA, USA, 1303-1313. (Cited 1 Time to date) (*Acceptance rate ~ 65%*)

31. Schubert, P., Leimstoll, U. and **Romano, N. C. Jr.** (2003) Internet Groupware Systems for Project Management: Experiences from a Longitudinal Study. in R.T. Wigand, Y.-H. Tan, J. Gricar, A. Pucihar, and T. Lunar, (Eds.) Proceedings of the 16th Bled eCommerce Conference:

- eTransformation. Bled, Slovenia, Association for Information Systems, Atlanta, GA, USA, 611-631. (Cited 1 Time to date) : <http://e-business.fhbb.ch/eb/publications.nsf/id/224>
30. *Scullin, S., Fjermestad, J., **Romano, N. C. Jr.**, *Allora, J. and *Lloyd, G. O.. (2003) Changes in Traditional Marketing Due to Implementation of Electronic Customer Relationship Management in K. Kathy Dhanda (Ed.) Proceedings of ISOneWorld, Information Institute. April 22-24, Las Vegas, NV, USA. (Cited 3 Times to date)
29. Fjermestad, J. and **Romano, N. C. Jr.** (2003). An integrative implementation framework for electronic customer relationship management: revisiting the general principles of usability and resistance. in R. H. Sprague Jr. and J. F. Nunamaker Jr., (Eds.) Proceedings of the Thirty-Sixth Hawai'i Intentional Conference on System Sciences, Kona, HI, USA, January 6-9, IEEE Computer Society Press, Washington, DC, USA, (Cited 4 Times to date) (*Acceptance rate ~ 50%*) http://ieeexplore.ieee.org/xpl/freeabs_all.jsp?isnumber=26341&arnumber=1174394&count=615&index=336
28. *Lucca, J., **Romano, N. C. Jr.** and Sharda, R. An overview of systems enabling Computer supported collaborative learning Requiring immersive presence (*CSCLIP*). (2003) in R.H. Sprague Jr. and J.F. Nunamaker Jr., (Eds.) Proceedings of the Thirty-Sixth Hawai'i Intentional Conference on System Sciences. January, Kona HI, USA, January 6-9, IEEE Computer Society Press, Washington, DC, USA, USA, Track 1, Volume 1, p. 5.1. (Cited 8 Times to date) (*Acceptance rate ~ 50%*) <http://portal.acm.org/citation.cfm?id=820748.821396>
27. *Chen, F., **Romano, N. C. Jr.**, and Nunamaker, J. F. Jr. A Collaborative Project Management Architecture. (2003) in R.H. Sprague Jr. and J.F. Nunamaker Jr., (Eds.) Proceedings of the Thirty-Sixth Hawai'i Intentional Conference on System Sciences. January, Kona HI, USA IEEE Computer Society Press, Washington, DC, USA, Track 1, Volume 1, p. 15.1 (Cited 13 Times to date) (*Acceptance rate ~ 50%*)
26. Sharda, R., **Romano, N. C. Jr.**, *Lucca, J., Scheets, G. and Weiser, M. (2002) Panel: Computer Supported Collaborative Learning Requiring Immediate Presence (*CSCLIP*): Introduction And Research Opportunities. in Ramsower, R. and Windsor, J. (Eds.) Proceedings of the Eighth Americas Conference on Information Systems. August 9-11, Dallas, TX, USA, Association for Information Systems, Atlanta, GA, USA, 2449-2451. (*Panel Presentation and short paper*)
25. Bradley, W. E., **Romano, N. C. Jr.** and Vozikis, G. S. (2002). Organizational Learning as a Driver for Entering the E-Commerce Marketplace. in Proceedings of the Hawaii International Conference on Business, Honolulu, HI, USA, June 18 - 22, 1-/1-15.
24. **Romano, N. C. Jr.**, Web site accessibility: A survey of is associations, organizations and conferences. (2002) Proceedings of the ISOneWorld Conference, Las Vegas NV, USA, April, Information Institute. (Cited 1 Time to date)
23. **Romano, N. C. Jr.** and Fjermestad, J. (2002) Electronic commerce customer relationship management: A research agenda. Proceedings of the ISOneWorld Conference, Las Vegas, NV, USA, April, Information Institute.
22. **Romano, N. C. Jr.**, Customer Relationship Management for the Web-Access Challenged: Inaccessibility of the Fortune 100 Business Web Sites. (2002) in J. Ralph H. Sprague, Proceedings of Thirty-Fifth Annual Hawai'i International Conference on Systems Sciences,

Kona, HI, USA, IEEE Computer Society Press, Washington, DC, USA, 2296-2307. (Cited 5 Times to date) (*Acceptance rate ~ 50%*)

21. **Romano, N. C. Jr.**, Chen, F. and Nunamaker, J. F. Jr. (2002) Collaborative Project Management Software. in Ralph H. Sprague (Ed.) Proceedings of Thirty-Fifth Annual Hawai'i International Conference on Systems Sciences, Kona, HI, USA, IEEE Computer Society Press, Washington, D. C. USA: 234-243. (Cited 6 Times to date) (*Acceptance rate ~ 50%*)

20. **Romano, N. C. Jr.** and Fjermestad, J. (2001) An agenda for electronic commerce customer relationship management research. in J. DeGross, Proceedings of Seventh Annual America's Conference on Information Systems, Boston, MA, USA, Association for Information Systems, Atlanta, GA, USA: 831-833. (Cited 10 Times to date) (*Acceptance rate ~ 65%*)

19. Nunamaker, J. F. Jr., **Romano, N. C., Jr.**, and Briggs, R. O. (2001) Increasing Intellectual Bandwidth: An Integrated Framework of KMST and CST. in G.-J. de Vreede, and Ackermann, Fran, Proceedings of Group Decision and Negotiation Conference, La Rochelle France, June, Faculty of Technology, Policy and Management, Delft University of Technology, The Netherlands: 5-36. (Cited 1 Time to date)

18. Sharda, R., **Romano, N. C., Jr.** and *Lucca, J. (2001) A Conceptual Framework for Computer Supported Collaborative Learning Requiring Immediate Presence (CSCLIP). in Sleezer, Cathleen (Ed.) Proceedings of Academy of Human Resource Development International Research Conference 2001, Learning Preconference, February, Tulsa, OK, USA, AHRD. (Cited 3 Times to date)

17. **Romano, N.C., Jr.** (2001) Customer Relationship Management Research: An assessment of Sub Field Development and Maturity. In Sprague, R. H. Jr., and Nunamaker, J. F. Jr. (Eds.) Proceedings of the Thirty-Fourth Annual Hawai'i International Conference on System Sciences, Maui, HI, USA, January 3-6, IEEE Computer Society Press, Washington, D.C., USA: 7021. **Nominated for best paper in the Internet and the Digital Economy Track.* (Cited 26 Times to date) (*Acceptance rate ~ 50%*)

16. **Romano, N. C. Jr.** and Nunamaker, J. F. Jr. (2001) Meeting Analysis: Findings from Research and Practice, In Sprague, R. H. Jr., and Nunamaker, J. F. Jr. (Eds.) Proceedings of the Thirty-Fourth Annual Hawai'i International Conference on System Sciences, Maui, HI, USA, January 3-6, IEEE computer Society Press, Washington, DC, USA: 1072. (Cited 25 Times to date) (*Acceptance rate ~ 50%*)

15. **Romano, N. C. Jr.** (2000) Customer Relations Management in Information Systems Research, in H. Michael Chung (Ed.) Proceedings of the America's Conference on Information Systems (*AIS 2000*), August, Long Beach, CA, USA, Association for Information Systems, Atlanta, GA, USA, 811-819. (Cited 21 Times to date) (*Acceptance rate ~ 65%*)

14. **Romano, N. C. Jr.**, *Bauer, C., Chen, H. and Nunamaker, J. F. Jr. (2000). The Mindmine Comment Analysis Tool for Collaborative Attitude Solicitation, Analysis, Sense-Making and Visualization. In Sprague, R. H., Jr., and Nunamaker, J. F., Jr. (Eds.) Proceedings of the Thirty-Third Annual Hawai'i International Conference on System Sciences, Maui, HI, USA, January 3-7, IEEE Computer Society Press, Washington DC, USA: 1036. (Cited 4 Times to date) (*Acceptance rate ~ 50%*)

13. Mittleman, D. D., Briggs, R. O., Nunamaker, J. F. Jr. and **Romano, N. C. Jr.** (1999). Lessons Learned from Synchronous Distributed GSS Sessions: Action Research at the U. S. Navy Third Fleet. in de Vreede, Gert-Jan & Ackermann, Fran (Eds.) Proceedings of the Tenth EuroGDSS Workshop, Copenhagen, Denmark, Faculty of Technology, Policy and Management, Delft University of Technology, The Netherlands: 63-79. (Cited 2 Times to date)
12. Michael J. McQuaid, R. O. Briggs., Duffy Gillman, Rosie Hauck, Chienting Lin, Daniel D. Mittleman, J. F. Nunamaker, Marshall Ramsey and **Nicholas Romano** (2000). Tools for Distributed Facilitation. in Proceedings of the Thirty-Third Annual Hawai'i International Conference on System Sciences, Sprague, R. H., Jr., and Nunamaker, J. F., Jr. (Eds.) Maui, HI, USA, January 3-7, IEEE Computer Society Press, Washington, DC, USA: 1041. (Cited 9 Times to date) (*Acceptance rate ~ 50%*)
11. **Romano, N. C. Jr.**, Roussinov, D., Nunamaker, J. F. Jr., and Chen, H. (1999) Collaborative Information Retrieval Environment: Integration of Information Retrieval with Group Support Systems. In Sprague, R. H., Jr., and Nunamaker, J. F., Jr. (Eds.) Proceedings of the Thirty-second Proceedings of the Hawaii International Conference on System Sciences, Maui HI, USA, January 4-8, IEEE Computer Society Press, Washington D.C., USA: 1053. (Cited 37 Times to date) (*Acceptance rate ~ 50%*)
10. **Romano, N. C. Jr.**, Briggs, R. O., Nunamaker, J. F. Jr. and Mittleman, D. D. (1999) Distributed GSS Facilitation and Participation: Field Action Research. In Sprague, R. H., Jr., and Nunamaker, J. F., Jr. (Eds.) Proceedings of the Thirty-second Hawaii International Conference on System Sciences, Maui HI, USA, January 4-8, IEEE Computer Society Press, Washington DC, USA: 1056. (Cited 20 Times to date) (*Acceptance rate ~ 50%*)
09. **Romano, N. C. Jr.** and Nunamaker, J. F. Jr. (1998) A project-centered Course: Collaborative Computing. in Sprague, R. H., Jr. and Nunamaker, J. F. Jr. (Eds.) Proceedings of the Thirty-first Annual Hawaii International Conference on System Sciences, Vol. I, Maui, HI, USA, January, IEEE Computer Society Press, Washington D.C., USA: 4. (Cited 3 Times to date) (*Acceptance rate ~ 50%*)
08. Briggs, R. O., Nunamaker, J. F. Jr., Reinig, B. A., **Romano, N. C. Jr.** and Sprague, R. R., Jr. (1998) Group Support Systems: A Cornucopia of Research Opportunities. In Sprague, R. H., Jr., and Nunamaker, J. F. Jr. (Eds.) Proceedings of the Thirty-first Annual Hawaii International Conference on System Sciences, Vol. I, Maui, HI, USA, January IEEE Computer Society Press, Washington D.C., USA: 495-504. (Cited 4 Times to date) (*Acceptance rate ~ 50%*)
07. **Romano, N. C., Jr.**; Nunamaker, J. F. Jr.; and Briggs, R. O. (1997) User Driven Design of a Web-Based Group Support System. In Sprague, R. H., Jr., and Nunamaker, J. F., Jr. (Eds.) Proceedings of the Thirtieth Annual Hawaii International Conference on System Sciences, Vol. II, Maui, HI, USA, January, IEEE Computer Society Press, Washington D.C., USA: 366-375. (Cited 13 Times to date) (*Acceptance rate ~ 50%*)
06. Nunamaker, J. F. Jr., Briggs, R. O. and **Romano, N. C. Jr.** (1994) Meeting Environments of the Future: Meeting to plan work or meeting to do work? In Coleman, David (Ed.) Proceedings of the Groupware '94 Europe Conference, London, England, June, The Conference Group, 521-545. (Cited 3 Times to date)

05. Nunamaker, J. F. Jr., Briggs, R. O. and **Romano, N. C. Jr.** (1993) The Meeting Environment of the Future. In Coleman, David (Ed.) Proceedings of the GroupWare '93 Conference, San Mateo, CA, USA, August 11, The Conference Group, 125-144. (Cited 10 Times to date)
04. Briggs, R. O., **Romano, N. C. Jr.** and Brown, H. (1992) Learning to think/thinking to learn: Electronic support for the problem solving educational paradigm. In Maidment, Fred (Ed.) Proceedings of 10th Annual National Association of Management Conference, 10(2): Las Vegas, NV, USA, August, Association of Management, 115-120. (Cited 3 Times to date)
03. **Romano, N. C. Jr.**, and Balthazard, P. A. (1992) Applying Hypermedia to Computer Literacy Instruction. In Maidment, Fred (Ed.) Proceedings of the 10th Annual National Conference of the Association of Management, 10(2): Las Vegas, NV, USA, August, Association of Management, 93-98.
02. **Romano, N. C. Jr.** and Balthazard, P. A. (1992) Computer Literacy Instruction using Nonlinear Environments. In Robert W. Stone (Ed.) Proceedings of the 7th Annual Conference of the International Academy for Information Management, Dallas, TX, USA December 11-13, International Academy for Information Management, 369-384 (**Nominated for Best Paper.*) (Cited 6 Times to date)
01. Balthazard, P. A. and **Romano, N. C. Jr.** (1992) The Quality Teaching Fellowship Program, In the Proceedings of the 7th Annual Conference of the International Academy for Information Management, Robert W. Stone (Ed.), Dallas, TX, USA, December 11-13, International Academy for Information Management, 267-280.

Edited Books

02. Fjermestad, J. and Romano, N.C. Jr. (Eds.) Electronic Customer Relationship Management. Advances In Management Information Systems, Zwass, V. Series Editor, Volume 3 (Armonk, NY: M.E. Sharpe, 2006).
01. Fjermestad, J. and **Romano, N. C. Jr.** (2004) E-commerce Relationship Marketing, Emerald Group Publishing (EBOOK), 11/1/2004, ISBN 1845442156; online at: http://www.ebooks.com/ebooks/book_display.asp?IID=231868#buy

Book Chapters (* = student coauthor)

05. **Romano, N. C. Jr.** and Fjermestad, J. Electronic Customer Relationship Management: An Introduction, in Fjermestad, J. and Romano, N.C. Jr. (Eds.) Electronic Customer Relationship Management. Advances In Management Information Systems, Zwass, V. Series Editor, Volume 3 (Armonk, NY: M.E. Sharpe, 2006), 3-20.
04. Shapiro, J., **Romano, N. C. Jr.** and B. Mittal (2003). Emergent Internet Technology Applications for Relationship Marketing: A Customer-Centered View. Customer Relationship Management in Electronic Markets. in G. Iyer, R. and D. Bejou, (Eds.) Binghamton, NY, USA, Hawthorne Press: 85-108.
03. Bradley, W. E. and **Romano, N. C. Jr.** (2001) Retooling Corporate Strategy to Accommodate E-Commerce, in 2002 Handbook of Business Strategy, P. Goett, (Ed.) New York, NY, USA: EC Media Group, Thomson Financial, 19-24.

02. Sharda, R., **Romano, N.C. Jr.**, and *Lucca, J. (2001) A Conceptual Framework for Computer Supported Collaborative Learning Requiring Immediate Presence (CSCLIP), Chapter 9 in Human resource development in a networked world: Making Global Connections, C.M. Sleezer, T.L. Wentling, and R. L. Cude, (Eds.). Kluwer Academic Publishers: New York, NY USA, 183-209. (Cited 3 times to date)

01. Nunamaker, J. F. Jr., Briggs, R. O., **Romano, N. C. Jr.** and Mittleman, D. (1997) The Virtual Office Work-Space: GroupSystems Web and Case Studies. Chapter 7D, in GroupWare: Collaborative Strategies for Corporate LANs and Intranets, David Coleman (Ed.), Englewood Cliffs, NJ, USA, Prentice Hall, 231-253. (Cited 19 times to Date)

Professional Articles (*= Student Coauthor; φ = Practitioner coauthor)

08. **Romano, N. C. Jr.** (2006) The Virtual Iron Triangle of Project Management: Technology, Process and Social Interaction Tradeoffs, Tulsa Project Management Institute (PMI) Newsletter, Vol. 1, Issue 6 (August.) pp. 3, 9-15.

http://www.pmitulsa.org/files/pmi_newsletter_aug_06.pdf.

07. Booker, G. L., **Romano, N. C. Jr.** and *Ray, D. (2005, September) "Technical Performance: The Primary Business Metric." The Measured, PMI Metrics SIG Newsletter, Vol. 5, Issue 3, pp. 3-8. http://www.metsig.org/docs/Sept_newsletter_final_final.PDF

06. **Romano, N. C. Jr.** "Are Collaborative Tools Really Collaborative?" AS/400 Systems Management Journal, August 1996. (Cited once to date)

05. Nunamaker, J. F. Jr. and **Romano, N. C. Jr.** (1994). Boeing: A Collaborative Technology Case Study. A Case Study of Boeing's move to become more collaborative organization. Department of MIS University of Arizona, Information Technology Module of the Advanced Management Program.

04. **Romano, N. C. Jr.**, (2003) "MIS/OM Curriculum Proposal", January, Developed for MIS 797 class for the University of Arizona Department of MIS Curriculum Committee.

03 **Romano, N. C. Jr.**, (1992) "Supplier and Customer Identification for the Total Quality Management Program for the University Learning Center," University of Arizona.

02. **Romano, N. C. Jr.**, (1992) "Effective Strategies for Involving Students in the Problem Solving Paradigm". Presented by Louris Ogsby, Director of Tutoring University learning Center, at the Workshop for University of Arizona Instructors.

01. Woodward, B. and **Romano, N. C. Jr.** (1991) "IBM Graduate Work Study Program, Technical Memorandum, Admittance Procedure" IBM General Products Division, Education Department, Graduate Work Study Program, Tucson, AZ, USA.

Technical/Research Reports

04. John W. Nazemetz (Oklahoma State University), Paul Rossler (Oklahoma State University), **Romano, N. C. Jr.** (Oklahoma State University), Rose Gamble (University of Tulsa), Leon Price (University of Oklahoma), Nate Goodman (Langston University), Al Schwarzkopf (University of Oklahoma) Final Technical Report (CDRL A013) Engineering Assignment\TIET 02-004 OC-ALC-TIET Technology and Engineering Project Contract F34601-99-D-0196 Project Collaboration Altech, Inc. (2002)
03. Briggs, R. O.; & **Romano, N. C. Jr.** “Collaborative WWW Tools II”, Center for the Management of Information, University of Arizona, for EDGE Systems, Contract Number E0501057P1109, under the direction of professors J. F. Nunamaker, Jr. and Douglas R. Vogel, principal investigators, (1997).
02. **Romano, N. C. Jr.** “Advanced Distributed Electronic Meeting System (GSWeb) for the World Wide Web”, Center for the Management of Information, University of Arizona, for EDGE Systems contract number DAAD05-94-D-7050, under the direction of professors J. F. Nunamaker, Jr. and Douglas R. Vogel, principal investigators, (1996).
01. **Romano, N. C. Jr.** “EMS Support Over the Internet”, Center for the Management of Information, University of Arizona, for U.S. Army Engineer Waterways Experiment Station, contract number DACA 3994K0056, under the direction of professors J. F. Nunamaker, Jr. and Douglas R. Vogel, principal investigators, (1996).

Conference Minitrack Introductions

14. Glissmann, S. Kolbe, L. M., **Romano, N. C. Jr.** and Fjmerestad, F. (2007). Electronic Customer Relationship Management Mini-Track Introduction. 40th Annual Hawaii International Conference on System Sciences HICSS '07, IEEE Computer Society Press, forthcoming.
13. **Romano, N. C. Jr.**, Pick, J. B. and Roztock, N. (2007). Collaboration Issues in Cross-Organizational and Cross-Border IS/IT Mini-Track Introduction. 40th Annual Hawaii International Conference on System Sciences HICSS '07, IEEE Computer Society Press, forthcoming.
12. **Romano, N. C. Jr.**, Loiacono, E. T. and McCoy, S. (2006). Mintirack Introduction: Information Systems Accessibility. 39th Annual Hawaii International Conference on System Sciences HICSS '06 January 04-07, IEEE Computer Society Press, 1, 122.
11. **Romano, N. C. Jr.**, Pick, J. B. and Roztock, N. (2006). Mintirack Introduction: Cross Border and Cross Organizational Collaboration. 39th Annual Hawaii International Conference on System Sciences HICSS '06, IEEE Computer Society Press, January 04-07, 1, 6.
10. Schierholz, R., Kolbe, L. M., **Romano, N. C. Jr.** and Fjermestad, J. (2006). Mintirack Introduction CRM. 39th Annual Hawaii International Conference on System Sciences HICSS '06 January 04-07, IEEE Computer Society Press, 1, 110.
09. Fjermestad, J. and **Romano, N. C. Jr.** (2005). Minitrack Introduction: E-Commerce Customer Relationship Management. 38th Annual Hawaii International Conference on System Sciences HICSS '05 Jan 03-06, IEEE Computer Society, 169.

08. **Romano, N. C. Jr.**, Loiacono-Mello, E. T. and McCoy, S. (2005). Minitrack Introduction: Information Systems Accessibility. Proceedings of the 38th Annual Hawaii International Conference on System Sciences HICSS '05 Jan 03-06 IEEE Computer Society Press, 182.
07. **Romano, N. C. Jr.**, Lucca, J. and Sharda, R. (2004). Computer supported collaborative learning requiring immersive presence (CSCLIP): minitrack introduction. 37th Annual Hawaii International Conference on System Sciences Jan 05-08, IEEE Computer Society Press, 14
06. **Romano, N. C. Jr.** and Fjermestad, J. (2004). Introduction to ecommerce customer relationship management (ECCRM) mini-track. 37th Annual Hawaii International Conference on System Sciences HICSS '04 Jan 05-08, IEEE Computer Society, 171.
05. Evaristo, J. R., Katzy, B. R. and **Romano, N. C. Jr.** (2003). Minitrack Introduction: Distributed collaborative project management. 36th Annual Hawaii International Conference on System Sciences Jan 6-9, IEEE Computer Society Press, 14
04. **Romano, N. C. Jr.** and Fjermestad, J. (2003). Introduction to the HICSS-36 electronic customer relationship management mini-track. 36th Annual Hawaii International Conference on System Sciences Jan 6-9, IEEE Computer Society Press, 180.
03. **Romano, N. C. Jr.**, Lucca, J. and Sharda, R. (2003). Computer supported collaborative learning requiring immersive presence (CSCLIP) minitrack introduction. 36th Annual Hawaii International Conference on System Sciences Jan 6-9, IEEE Computer Society Press, 4.
02. **Romano, N. C. Jr.** and Fjermestad, J. (2002). Electronic commerce customer relationship management (ECCRM) minitrack introduction. 35th Annual Hawaii International Conference on System Sciences Jan 7-10, IEEE Computer Society Press, 2217.
01. **Romano, N. C. Jr.** (2001). Electronic commerce customer relations management (ECCRM) minitrack introduction. 34th Annual Hawaii International Conference on System Sciences Jan 3-6, IEEE Computer Society Press, 2322.

b. Grant Proposals

Funded

Center for Aviation Systems/Support Infrastructure (CASI): Project Collaboration (2004)

Funding Source: Center for Aviation Systems/Support Infrastructure (CASI)
Oklahoma City Air Logistics Center (OC-ALC)
Tinker Air Force Base

Level of Funding: \$112,834

Proposed Duration 9 Months

Disposition: Approved and Funded

Principal Investigators: John W. Nazemetz,, Paul Rossler and **Nicholas C. Romano, Jr.**

Institutions: Oklahoma State University

Telecommunications Virtual Laboratory Development Congressional Award Proposal (2003)

Funding Source: U.S. Department of Education
Congressional Office

Level of Funding: \$349,000.

Proposed Duration 1 Year

Disposition: Approved and Funded
 Principal Investigators: Ramesh Sharda and **Nicholas C. Romano, Jr.**
 Institutions: Oklahoma State University

Free Form Semantic Comment Analysis and Visualization for Usability Studies (2000)

Funding Source: The University of Tulsa Office of Research
 Faculty Development Summer Fellowship Program 2000
 Level of Funding: \$6300.00
 Principal Investigator: **Nicholas C. Romano, Jr.**
 Disposition: Approved and Funded
 Institutions: University of Tulsa

Eva (Earned-value Virtual-office Animator)

Funding Source: Oklahoma Center for the Advancement of Science & Technology
 (OCAST)
 OKLAHOMA APPLIED RESEARCH SUPPORT (OARS)
 PROGRAM FY07.1
 Disposition: Funded December 2006
 Level of Funding: \$ 184,541.00
 Proposed Duration: 2 years
 Primary Investigators: Garry Booker; Nicholas C. Romano, Jr.
 Institutions: Project Frontier, LLC; Oklahoma State University

Under Review

Oklahoma Self-Employment and Entrepreneur Development System (OK – SEEDS)

Funding Source: Office of Disability Employment Policy (ODEP) [SGA 06-07]
 “Self Employments of Adults and Youth with Disabilities Research
 and Technical Assistance.”
 Disposition: Under Review
 Proposed Duration: 3 years
 Primary Investigators: Dr. Belen Burkhalter Ph.D.
 Consultant: Nicholas C. Romano, Jr. – 2/12s time each year
 Institutions: Oklahoma Department of Rehabilitative Services; Oklahoma State
 University

c. Recognitions

18. Co-authored #2 most downloaded paper in SSRN "Project & Program Management" List
17. Co-authored 24th most read article in Small Group Research during April 2007
16. Co-authored an article listed as #4 out of Emerald 10 Key Readings 2006
15. Co-authored the 10th most popular article (viewed online) in the Journal of Relationship Marketing based on online viewing 2006
14. Ranked 3rd in the world for research productivity in Electronic Commerce 2006
13. Listed in Who's Who in Engineering and Science 8th Edition 2005-06
12. Best Reviewer Nomination for the Third Annual Pre-ICIS HCI/MIS Workshop 2005
11. Nominated for Best paper in the Collaboration Systems and Technology Track, HICSS 2005
10. Listed in Who's Who in America, 58th Edition, 2004
08. Nominated for Best paper in the Collaboration Systems and Technology Track, HICSS 2004
07. Ranked 1st in the world for research productivity in ECCRM 2002
06. Nominated for Best paper in the Internet and the Digital Economy Track, HICSS 2001
05. Nominated for Best Paper, International Academy for Information Management, 1992
04. Quality Teaching Fellowship Award, 1992
03. University Learning Center Tutor Certification, University of Arizona 1991
02. IBM Corporate Suggestion Award, Optical Drive Display Program, 1991
01. IBM Corporate Suggestion Award, Data Integrity Enhancement, 1990

d. Supervision of Student Research

Ph.D. Dissertations Chaired

Deepa Ray, in progress (MSIS), Defense June 28th 2007.

Ph.D. Committees

Atilio Moran, in progress (IEM)

Joyce Lucca, Graduated 2004 (MSIS).

e. Editorial Appointments

1. Theme Chair: Customer-Focused Processes and Applications, consisting of three minitracks: Electronic and Mobile Customer Relations Management, Electronic Marketing, and Web Services. in the Internet and the Digital Economy Track of the Forty-First Annual Hawai'i International Conference on System Sciences (HICSS-41), Maui Hawai'i, January, 2008.
2. Co-Chair: Electronic and Mobile Customer Relations Management (ECRM) Minitrack, in the Internet and the Digital Economy Track of the Forty-First Annual Hawai'i International Conference on System Sciences (HICSS-41), Maui Hawai'i, January, 2008. (with Jerry Fjermestad, NJIT, Lutz Kolbe, University of St. Gallen, and Suzanne Glissman, University of St. Gallen).

3. Co-Chair: Cross-Organizational and Cross-Border IS/IT Collaboration Minitrack, in the Collaborative Systems Track of the Forty-First Annual Hawai'i International Conference on System Sciences (HICSS-41), Maui Hawai'i, 2008. (With James Pick m Redlands, and Narcyz Roztock, SUNY at New Paltz).
4. Member: International Editorial Advisory Board of Advances in E-Collaboration (AECOB) Book Series 2007-Present.
5. Associate Editor: European Journal of Information Systems (EJIS) Fall 2006-Present.
6. Permanent Reviewer: IEEE Transactions on Professional Communication, 2006-present.
7. Proceedings Editor: AMICS-2006 – Acapulco Mexico CD ISBN (970-31-0621-8) and the online ISBN (970-31-0740-0) proceedings.
8. Proceedings Editor: AMCIS 2005 – Omaha Nebraska <http://amcis2005.isqa.unomaha.edu/>
9. Associate Editor: Journal Information Science and Technology (JIST) Winter 2004-Present
10. Editorial Board Member: International Journal of Services and Standards - IJSS (2005-2006)
11. Editorial review Board Member: International Journal of e-Collaboration; Fall 2004-Present.
12. Proceedings Editor: AMCIS 2004 - New York, NY <http://howe.stevens.edu/amcis2004>
13. Editorial Review Board: International Journal of Enterprise Information Systems (IJEIS) Spring 2004-Present
14. Editorial Board: Electronic Markets (EM) – Summer 2004-Present.
15. Editorial Review Board: Logistics and Information Management: An international Journal, 2002-2004.
16. Co-Guest Editor: Small Group Research, Special Issue on Technology-Supported Small Group Interaction, 2007, 38(1).
17. Co-Guest Editor: Journal of Journal of Information Science and Technology, Special Issue on Customer Relationship Management, 2006, 3(2) With Jerry Fjermestad (NJIT.)
18. Co-Guest Editor: *International Journal of Electronic Collaboration*, Special Issue on Challenges and Opportunities for Distributed and Outsourced Projects, 2006 Forthcoming. With Jerry Fjermestad (NJIT.)
19. Co-Guest Editor: *International Journal of Electronic Collaboration*, Special Issue on Collaborative Project Management: Virtual Teams and Virtual Projects, 2006 Forthcoming. With Jerry Fjermestad (NJIT.)
20. Co-Guest Editor: *Journal of Information Systems Technology*, Special Issue, Forthcoming, With Jerry Fjermestad (NJIT.)
21. Co-Guest Editor: *Journal of Organizational Computing and Electronic Commerce* (JOCEC) Special issue of CRM and Personalization, forthcoming 2006, with Jerry Fjermestad (NJIT) and Petra Schubert (St. Gallen)
22. Co-Guest Editor: *Universal Accessibility in the Information Society*, Special issue on Information Technology Systems Accessibility, Issue 5/1 2006. (With Scott McCoy William an Mary and Eleanor Loiacono-Mello RPI)
23. Co-Guest Editor: *Information Systems Frontiers*, Special Issue on Computer Supported Collaborative Learning Requiring Immersive presence, 7,1 February 2005, With Ramesh Sharda (OSU.) and Joyce Lucca (OSU.)

24. Co-Guest Editor: *Journal of Enterprise Information Management*, Special Issue on Relationship Marketing, 17, 6 2004, With Jerry Fjermestad (NJIT.)
25. Co-Guest Editor: *International Journal of Electronic Commerce*, Special Issue on Electronic Customer Relationship Management, 7, 2, Winter 2002-2003. With Jerry Fjermestad (NJIT.)
26. Co-Guest Editor: *International Journal of Electronic Commerce*, Special Issue on Electronic Customer Relationship Management, 6, 3 Winter 2001-2002, With Jerry Fjermestad (NJIT.)
27. Co-Guest Editor: *Business Process Management Journal*, Special Issue on Electronic Customer Relationship Management, 9,5 2003, With Jerry Fjermestad (NJIT.)
28. Proceedings Editor: AMCIS-11, 2005, Omaha, NE, USA.
29. Proceedings Editor: AMCIS-10 2004 - New York, NY <http://howe.stevens.edu/amcis2004>
30. Conference Committee Service
 - Program Committee Member: Workshop on Global Business Services Delivery Platforms, in conjunction with IEEE CEC07 (Tokyo, Japan, July 24, 2007).
 - Theme Chair: Customer-Focused Processes and Applications, consisting of three minitracks: Electronic and Mobile Customer Relations Management, Electronic Marketing, and Web Services. in the Internet and the Digital Economy Track of the Fortieth Annual Hawai'i International Conference on System Sciences (HICSS-40), Maui Hawai'i, January, 2007.
 - Co-Chair: Electronic and Mobile Customer Relations Management (ECRM) Minitrack, in the Internet and the Digital Economy Track of the Fortieth Annual Hawai'i International Conference on System Sciences (HICSS-40), Maui Hawai'i, January, 2007. (with Jerry Fjermestad, NJIT, Lutz Kolbe, University of St. Gallen, and Ragnar Schierholz, University of St. Gallen).
 - Co-Chair: Cross-Organizational and Cross-Border IS/IT Collaboration Minitrack, in the Collaborative Systems Track of the Fortieth Annual Hawai'i International Conference on System Sciences (HICSS-40), Maui Hawai'i, 2007. (With James Pick m Redlands, and Narczyk Roztock, SUNY at New Paltz).
 - Program Committee Member, 2006 HCI/MIS 2006, The Fifth Annual Pre-ICIS Workshop on HCI Research in MIS, (http://sigs.aisnet.org/SIGHCI/icis06_wksp/) Sponsored by AIS SIGHCI (<http://sigs.aisnet.org/sighci/>) Saturday, December 9, 2006, Milwaukee, WI, USA.
 - Co-Chair: Electronic and Mobile Customer Relations Management (ECRM) Minitrack, in the Internet and the Digital Economy Track of the Thirty-Ninth Annual Hawai'i International Conference on System Sciences (HICSS-39), Maui Hawai'i, January, 2006. (with Jerry Fjermestad, NJIT, Lutz Kolbe, University of St. Gallen, and Ragnar Schierholz, University of St. Gallen). Resulted in the best paper in the Internet and the Digital Economy Track.
 - Co-Chair: IT Systems Accessibility (ISA) Minitrack, in the Internet and the Digital Economy Track of the Thirty-Ninth Annual Hawai'i International Conference on System Sciences (HICSS-39), Maui Hawai'i, January, 2006. (with Scott McCoy William and Mary and Eleanor Loiacono-Mello RPI).
 - Co-Chair: Collaboration Issues in Cross-Organizational and Cross-Border IS/IT Minitrack, in the Collaborative Systems Track of the Thirty-Ninth Annual Hawai'i International

- Conference on System Sciences (HICSS-39), Maui Hawai'i, January, 2006. (With James Pick m Redlands, and Narcyz Roztocki, SUNY at New Paltz)
- Program Review Chair AMCIS-11, 2005, Omaha, NE, USA.
 - Co-Chair: IT Systems Accessibility (ISA) Minitrack, 2005 Americas Conference on Information Systems (AMCIS-11) Omaha, NE, August 2005. (with Scott McCoy William an Mary and Eleanor Loiacono-Mello RPI) Resulted in the best paper in the Internet and the Digital Economy Track
 - Co-Chair: Customer Relationship Management Minitrack, 2005 Americas Conference on Information Systems (AMCIS-11) Omaha, NE, August 2005. (With Jerry Fjermestad, NJIT).
 - Chair of the E-businesses and e-economy Track of First Annual San Diego International Conference on Information Science (SICIS), July, 2005, Sand Diego State University.
 - Co-Chair: Electronic Customer Relations Management (ECRM) Minitrack, in the Internet and the Digital Economy Track of the Thirty-Eighth Annual Hawai'i International Conference on System Sciences (HICSS-38), Maui Hawai'i, January, 2005. (with Jerry Fjermestad, NJIT)
 - Co-Chair: Computer Supported Work Requiring Immersive Presence (CSCLIP) Minitrack, in the Collaborative Systems Track of the Thirty- Eighth Annual Hawai'i International Conference on System Sciences (HICSS-38), Maui Hawai'i, January, 2005. (with Ramesh Sharda of OSU) *Resulted in the best paper in the Collaborative Systems Track.*
 - Co-Chair: IT Systems Accessibility (ISA) Minitrack, in the Internet and the Digital Economy Track of the Thirty- Eighth Annual Hawai'i International Conference on System Sciences (HICSS-38), Maui Hawai'i, January, 2005. (with Scott McCoy William an Mary and Eleanor Loiacono-Mello RPI)
 - Member: Best Paper Selection Committee; Pre-ICIS HCI Workshop, 2004.
 - Program Committee Member: Third Annual Pre-ICIS HCI/MIS Workshop, December 10-11, 2004, Washington, DC, USA.
 - Program Review Chair: AMCIS-10 2004 - New York, NY <http://howe.stevens.edu/amcis2004>.
 - Co-Chair: IT Systems Accessibility (ISA) Minitrack, 2004 Americas Conference on Information Systems (AMCIS-10) New York, NY, August 2004. (with Scott McCoy William an Mary and Eleanor Loiacono-Mello RPI)
 - Co-Chair: Customer Relationship Management Minitrack, 2004 Americas Conference on Information Systems (AMCIS-10) New York, NY, August 2004. (With Jerry Fjermestad, NJIT).
 - Co-Chair: Computer Supported Work Requiring Immersive Presence (CSCLIP) Minitrack, 2004 Americas Conference on Information Systems (AMCIS-10) New York, NY, August 2004. (With Ramesh Sharda and Joyce Lucca, Both of OSU).
 - Co-Chair: Electronic Commerce Customer Relations Management (ECCRM) Minitrack, in the Internet and the Digital Economy Track of the Thirty-Seventh Annual Hawai'i International Conference on System Sciences (HICSS-37), Maui Hawai'i, January, 2004. (With Jerry Fjermestad, NJIT)

- Program Co-Chair: ISONeWorld Conference & Convention April 14-16 2004
<http://www.isoneworld.org/>
- Program Review and Submission Chair: for AMCIS 2003- Tampa
(http://coba.usf.edu/amcis2003/L1_Contacts.htm?dest=cont)
- Program Co-Chair: ISONeWorld Conference & Convention April 23-25, 2003
<http://www.isoneworld.org/conf2003/default.htm>
- Co-Chair: Customer Relationship Management Minitrack, 2003 Americas Conference on Information Systems (AMCIS-9) Tampa, FL, August 2003. (With Jerry Fjermestad, NJIT)
- Co-Chair: Customer Relationship Management Minitrack, 2003 ISONeWorld Conference Las Vegas, NV, April 2003. (With Jerry Fjermestad, NJIT)
- Co-Chair: Computer Supported Work Requiring Immersive Presence (CSCLIP) Minitrack, in the Collaborative Systems Track of the Thirty-Sixth Annual Hawai'i International Conference on System Sciences (HICSS-36), Maui Hawai'i, January, 2003. (With Ramesh Sharda and Joyce Lucca, Both of OSU)
- Co-Chair: Distributed Collaborative Project Management (DCPM) Minitrack, in the Collaborative Systems Track of the Thirty-Sixth Annual Hawai'i International Conference on System Sciences (HICSS-36), Maui Hawai'i, January, 2003. (Roberto Evaristo, Illinois, Bernhard Katzy)
- Co-Chair: Electronic Commerce Customer Relations Management (ECCRM) Minitrack, in the Internet and the Digital Economy Track of the Thirty-Sixth Annual Hawai'i International Conference on System Sciences (HICSS-36), Maui Hawai'i, January, 2003. (With Jerry Fjermestad, NJIT)
- Program Review Chair: AMCIS 2002 - Dallas, TX, USA
<http://hsb.baylor.edu/AMCIS2002/contacts.htm>
- Co-Chair: Customer Relationship Management Minitrack, in the Organizational Track of the 2002 Americas Conference on Information Systems (AMCIS-8) Dallas, Texas, August 2002. (With Jerry Fjermestad, NJIT)
- Co-Chair: Customer Relationship Management Track, ISONeWorld Conference, Las Vegas, NV, USA, April 2002. (With Jerry Fjermestad, NJIT)
- Co-Chair: Electronic Commerce Customer Relationship Management Minitrack, in the Internet and the Digital Economy Track of the Thirty-Fifth Annual Hawai'i International Conference on System Sciences (HICSS-35), Maui Hawai'i, January, 2002. (With Jerry Fjermestad, NJIT)
- Co-Chair: Customer Relationship Management Minitrack, in the Organizational Track of the 2001 Americas Conference on Information Systems (AMCIS-7) Boston, Massachusetts, August 3rd - 5th, 2001.
- Chair: eCommerce Customer Relationship Management Minitrack, in the Internet and the Digital Economy Track of the Thirty-Fourth Annual Hawai'i International Conference on System Sciences (HICSS-34), Maui Hawai'i, January, 2001.
- Chair: Customer Relationship Management Minitrack, in the Organizational Track of the 2000 Americas Conference on Information Systems (AMCIS-6) Long Beach, California, August 10th - 13th, 2000.

- Section Editor: AISWORLD Journal pages, formerly held by Nik Dalal (OSU) 2003-Present.

f. Invited Presentations

- Invited Presentation, Doing Science in Doctoral Programs Researching and Publishing, Enterprise Information Systems and Management Doctoral Residencies, Colorado Technical University, April 2007, Colorado Springs, CO, USA.
- Invited Presentation, Computing and Information Systems Taxonomies Finding one's place in the Discipline, Enterprise Information Systems Doctoral Residency, Colorado Technical University, January 2007, Colorado Springs, CO, USA.
- Invited Presentation, "Documenting My Accomplishments", Faculty Development Series, Institute for Teaching and Learning Excellence, Oklahoma State University, November 29, 2006.
- Invited Presentation, Doing Science in Doctoral Programs: Publishing and Researching on Enterprise Systems, Enterprise Information Systems Doctoral Residency, Colorado Technical University, October, 2006, Colorado Springs, CO, USA.
- Invited Presentation, Doing Science in Doctoral Programs: Publishing and Researching on Enterprise Systems, Enterprise Information Systems Doctoral Residency, Colorado Technical University, August, 2006, Colorado Springs, CO, USA.
- Invited Presentation, Knowledge Management in Project Management, Hosted by Tulsa Chapter of the Project Management Institute, April 2006.
- Invited Presentation, Doing Science in Doctoral Programs: Publishing and Researching on Enterprise Systems, Enterprise Information Systems Doctoral Residency, Colorado Technical University, April 21st, 2006, Colorado Springs, CO, USA.
- Invited Presentation, SIGPAM 2005 Pre-AMCIS workshop: Process Automation and Management. Integration of Collaboration Technology and Process Management Technology, Omaha, NE, USA.
- Invited Presentation, Meeting Metrics and Virtual Teamwork, University of Arizona MIS Department's 30th anniversary Conference. November 3-6, 2004, , Tucson, AZ, USA.
- Invited Presentation, CSCLIP Psychomotor Lab Learning, Arizona State University, MIS Department, Friday March 12, 2004, Tempe, AZ, USA.
- Invited Presentation, GroupSystems Worldwide Conference '98, Tucson, Arizona, with J. F. Nunamaker, Jr. and B. Briggs. March 1998.
- Invited Presentation, Research on group support systems and involved students in hands-on use of tools, MIS 111 introduction to computing class, for instructor Shailaja Venkatasabarumian, Spring Semester 1998.
- Invited presentation at the Information Currents '96 Conference, with J. Nunamaker, Corporate Information Center/USAMC at Redstone Arsenal, July 1996, Huntsville, AL, USA.
- Invited guest speaker at the University of Arizona Computer Fair, sponsored by Arizona Student Union Association (ASUA) and the Center for Computing and Information Technology (CCIT), September 1993, Tucson, Arizona, USA.

- Invited Presentation, Exemplar Prototype, Instructional Curriculum Advising Council (ICAC), University of Arizona, February 1993, Tucson, Arizona, USA.

g. Paper Presentations

- Ray, D. and N. C. Jr. Romano (2006). An Assessment of the Impact of National Culture on Organizational Knowledge Maturity. *Twelfth Annual Americas Conference on information Systems*, Acapulco, Mexico, Association for Information Systems (AIS).
- Lowry, P.B., N.C. Jr. Romano, and R. Guthrie. *Explaining and Predicting Outcomes of Large Classrooms Using Audience Response Systems*. in R.H. Sprague Jr. and J.F. Nunamaker Jr., (Eds.) *Proceedings of the Thirty-Ninth Hawaii International Conference on Systems Sciences*. 2006. Koloa, Hawaii, USA: IEEE Computer Society Press.
- Romano, N.C. Jr. *The Pervasively Low Accessibility Rate of Websites: A Cross-Disciplinary Analysis of Validation Results*, *Proceedings of the Human Computer Interaction International*. 2005. Las Vegas, NV, USA.
- Ray, D. and N.C. Romano, Jr. *Intellectual Bandwidth Maturity Model: A Conceptual Approach*. in B. Shen, (Ed.) *Proceedings of the San Diego International Conference on Information Science (SISC)*. 2005. San Diego, CA, USA. p. Forthcoming.
- Roberts, T., L., P. B. Lowry and N. C. Romano, Jr. (2005). Improving design artifact reviews with group support systems and an extension of heuristic evaluation techniques, Presented at HICSS-39 2005 January 2005.
- Chen, F., N.C. Romano, Jr. and J.F. Nunamaker, Jr. *An Overview of a Collaborative Project Management Approach and Supporting Software*. in D. Galletta and J. Ross, (Eds.) *Proceedings of the Americas Conference on Information Systems*. 2003. Tampa, FL, USA: Association for Information Systems.
- Scullin, S., J. Fjermestad, N.C. Romano Jr., J. Allora, and G.O. Lloyd. *Changes in Traditional Marketing Due to Implementation of Electronic Customer Relationship Management* *Proceedings of ISOneWorld*. April 22-24, 2003. Las Vegas, NV, USA.
- Fjermestad, J. and N.C. Romano Jr. *Electronic Customer Relationship Management Revisiting the General Principles of Usability and Resistance: An Integrative Implementation Framework*. in R.H. Sprague Jr. and J.F. Nunamaker Jr., (Eds.) *Proceedings of the Thirty-Sixth Hawai'i International Conference on System Sciences*. 2003. Kona Hawai'i: IEEE Computer Society Press.
- Lucca, J., N.C. Romano, Jr. and R. Sharda. An overview of systems enabling Computer supported collaborative learning Requiring immersive presence (CSCLIP). in R.H. Sprague Jr. and J.F. Nunamaker Jr., (Eds.) *Proceedings of the Thirty-Sixth Hawai'i International Conference on System Sciences*. 2003. Kona Hawai'i: IEEE Computer Society Press.
- Chen, F., N.C. Romano Jr., and J.F. Nunamaker Jr. *A Collaborative Project Management Architecture*. in R.H. Sprague Jr. and J.F. Nunamaker Jr., (Eds.) *Proceedings of the Thirty-Sixth Hawai'i International Conference on System Sciences*. 2003. Kona Hawai'i: IEEE Computer Society Press.
- Panel Member: Sharda, Ramesh, Romano, Nicholas C. Jr., Lucca, Joyce, Scheets, George, and Weiser, Mark. Panel: Computer Supported Collaborative Learning Requiring Immediate Presence (CSCLIP): Introduction And Research Opportunities. in Ramsower, R. and

Windsor, J. (Eds.) Proceedings of the Eighth Americas Conference on Information Systems. pp. 2449-2451. August 9-11 2002. Dallas, TX, USA: AIS – Online at <http://aisel.isworld.org/Proceedings/AMCIS/2002/program.asp>

- Paper Presented on my behalf by my colleague Jerry Fjermestad of NJIT: N. C. Romano, Jr., Web site accessibility: A survey of is associations, organizations and conferences, at the *ISOneWorld Conference*, Las Vegas Nevada, April 2002.
- Presented paper N. C. Romano, Jr., "Customer Relationship Management for the Web-Access Challenged: Inaccessibility of the Fortune 100 Business Web Sites," in J. Ralph H. Sprague, *Proceedings of Thirty-Fifth Annual Hawai'i International Conference on Systems Sciences*, Kona, HI, 2002.
- Presented paper N. C. Romano, Jr., F. Chen, and J. F. Nunamaker, Jr., "Collaborative Project Management Software," in J. Ralph H. Sprague, *Proceedings of Thirty-Fifth Annual Hawai'i International Conference on Systems Sciences*, Kona, HI, 2002.
- Panel Member: Personal Technologies and Agent Ontologies: Research and Practice Issues Chair: Atta Badii, University of Northhampton Panelists: Kecheng Liu, University of Staffordshire; Nicholas C. Romano Jr., Oklahoma State University; Andrew Turk, Murdoch University, at the *Seventh Annual America's Conference on Information Systems*, Boston, MA, USA, August 2001. Online at: <http://ecampus.bentley.edu/org/amcis2001/schedule.html>
- Presented paper N. C. Romano, Jr., and Jerry Fjermestad, "An agenda for electronic commerce customer relationship management research" at the *Seventh Annual America's Conference on Information Systems*, Boston, MA, USA, August 2001.
- Presented paper J. F. Nunamaker, Jr., Romano, N. C., Jr., and Briggs, R. O., "Increasing Intellectual Bandwidth: An Integrated Framework Of KMST And CST," in G.-J. de Vreede, and Ackermann, Fran, *Proceedings of Group Decision and Negotiation Conference 2001*, La Rochelle France, 2001.
- Presented paper J. F. Nunamaker, Jr., Romano, N. C., Jr., and Briggs R. O., "A Framework for Collaboration and Knowledge Management," in R. H. Sprague, Jr., *Proceedings of the Thirty-Fourth Annual Hawai'i International Conference on System Sciences*, Maui, HI, 2001.
- Presented paper N. C. Romano, Jr., "Customer Relationship Management Research: An Assessment of Sub Field Development and Maturity," in J. Ralph H. Sprague, *Proceedings of Thirty-Fourth Annual Hawaii International Conference on Systems Sciences*, Maui, Hawai'i, 2001.
- Presented paper N. C. Romano, Jr., and Nunamaker, J. F., Jr., "Meeting Analysis: Findings from Research and Practice," in R. J. Sprague, *Proceedings of 34th annual Hawaii International Conference on System Sciences*, Maui, HI, 2001.
- Presented paper Customer Relations Management in Information Systems Research, at *Fifth Annual America's Conference on Information Systems (AIS 2000)*, Long beach, CA, USA, August 10-13, 2000.
- Presented paper The MindMine Comment Analysis Tool for Collaborative Attitude Solicitation, Analysis, Sense-Making and Visualization, at the *Thirty-Third Hawai'i International Conference on System Sciences (HICSS)*, January 3-7 2000.
- Presented Paper Distributed Facilitation and Participation: Field Action Research, at the *Thirty-Second Hawaii International Conference on System Sciences*, January, 1999.

- Presented Paper Collaborative Information Retrieval, an Early Study of Team Internet Searches, at the *Thirty-Second Proceedings of the Hawaii International Conference on System Sciences*, January, 1999.
- Presented Paper Facilitating distributed teamwork with GroupSystems, at Creating Global Solutions, *GroupSystems world Wide Conference '98*, March 15-18, 1998, Tucson, Arizona.
- Presented Paper A project-centered Course: Collaborative Computing, at The *Thirty-First Annual Hawaii International Conference on System Sciences*, Maui, Hawaii January 1998.
- Presented Paper Group Support Systems: A Cornucopia of Research Opportunities at The *Thirty-First Annual Hawaii International Conference on System Sciences*, Maui Hawaii, January 1998.
- Presentation, Mittleman, D. D., Briggs, R. O., and Romano, N. C., Jr. Facilitating distributed teamwork with GroupSystems. In the *Proceedings of Creating Global Solutions, GroupSystems world Wide Conference '98*, March 15-18, 1998, Tucson, Arizona.
- Presentation to the Japan-America Institute of Management Science, July 1998.
- Presented research at the *Japan-America Institute of Management Science Conference*, University of California Irvine, Irvine, CA, with J. Nunamaker and K. Kraemer., June 1997
- Presented Paper User Driven Design of a Web-Based Group Support System at The Thirtieth Annual Hawaii International Conference on System Sciences, Maui Hawaii, January 1997.
- Presentation at Jannos Pannonius University in Pecs, Hungary, Summer 1993. Participated in United States Information Agency (USIA) Grant to Eastern Europe with Dr. Douglas Vogel.
- Presentation at the National University for World Economics in Sofia, Bulgaria, Summer 1993. Participated in United States Information Agency (USIA) Grant to Eastern Europe with Dr. Douglas Vogel and Dr. Petko Russov.
- Presentation at the University of Maribor in Kranj, Slovenia, Summer 1993. Participated in United States Information Agency (USIA) Grant to Eastern Europe with Dr. Joze Gricar and Darjan Petric.
- Presented Paper Computer Literacy Instruction using Nonlinear Environments at *The Seventh Annual Conference of the International Academy for Information Management*, Dallas, Texas, December 1992, pp. 369-378.
- Presented Paper Computer Literacy Instruction using Nonlinear Environments, at The Seventh Annual Conference of the International Academy for Information Management, Dallas, Texas, December 1992, pp. 267-280.
- Presented Paper The Quality Teaching Fellowship Program, at The Seventh Annual Conference of the International Academy for Information Management, Dallas, Texas, December 1992, pp. 267-280.
- May 1997, presented research at the Computer Sciences Corporation (CSC) Annual Conference, Dallas Texas, with J. Nunamaker and B. Marsh.
- Presentation University of Arizona/Finova Forum, Phoenix Arizona, with J. F. Nunamaker, Jr., D. Vogel, & B. Briggs, August 1997.
- Presentation at the Computer Sciences Corporation (CSC) Annual Conference, Dallas Texas, with J. Nunamaker, May 1996.

- Presentation at the National Design Engineering Show and Conference, Chicago, Illinois, with J. F. Nunamaker, Jr., March 8-10, 1993.
- Presented Paper Learning to think/thinking to learn: Electronic support for the problem solving educational paradigm, at the Tenth Annual National Association of Management Conference, 10(2), Las Vegas, Nevada, August 1992.
- Presented Paper Applying Hypermedia to Computer Literacy Instruction, at the Tenth Annual National Conference of the Association of Management, 10(2), Las Vegas, Nevada, August 1992.
- Presentation at GroupWare Boston '94 Conference, Boston MA, with J. Nunamaker, 1994.
- Presentation on tips on being successful at presenting research, Workshop On Information Technology Systems (WITS), Orlando, Florida, with J. Nunamaker and S. Ram, December 1993.
- Presentation at the ORSA/TIMS 40th Anniversary Conference, Phoenix Arizona. With J. Nunamaker, October 1993.
- Presentation at Intel sponsored Field Service Engineering (FSE) Conference, San Diego, CA, with J. Nunamaker, B Briggs, J. Yen, & W. Pagliarini, January 25-28, 1993.
- Research Presentation for J. D. Edwards World Solutions Company, July 1998.
- Research Presentation, Army Intelligence and Security Command, Fort Belvoir, Virginia with J. F. Nunamaker, Jr. and R. Briggs, July 1998.
- Presentation, Collaborative Computing for Intellectual Capital NASA project managers, Hagerstown, PA, with J. F. Nunamaker, Jr. and H. Chen, July 1998.
- Presentation at the MIS Executive Roundtable, University of Arizona, Tucson, Arizona, April 1998.
- Workshop on JavaScript and thin client Web-based Applications, for Dr. H. Chen and the staff of the University of Arizona BPA Artificial Intelligence Lab, November 1997.
- Invited Presentation, Research on group support systems and involved students in in-class use of tools, MIS 111 introduction to computing class, for instructor Shailaja Venkatasabarumian, Fall Semester 1997.
- Participated in IBM sponsored Working Group, Collaboration Technology, IBM Institute for Electronic Government, Washington D.C., Summer 1997.
- Presentation at Global Associates, Arlington, Virginia, with J. Nunamaker. Summer 1996.
- Presentation at American Express, Phoenix, AZ, with J. Nunamaker, 1996.
- Presentation on group support systems, MIS 111 introduction to computing class, for instructor Bruce Reinig, Spring Semester 1996.
- Presented to National Defense College, with D. Dean, March 1996.
- Presentation at the Motorola Voice Applications Awareness Symposium, Phoenix, Arizona, with J. Nunamaker, 1995.

h. Other

- AIS Review Proceedings System Implementation Representative with ScholarOne (Fall 2006 - Spring 2007)

- Invited Member AIS Focus Group for AIS Website Redesign (Fall 2006 - Spring 2007)
- Member: ISONEWORLD Academic Affairs Steering Committee: <http://www.isoneworld.org/Executive/executive.htm> 2001-2003.
- Member: AIS -Web Academic Conference Management System (WACMS) Steering Committee 2003-Present.
- Summer Visiting Scholar, Center for Management of Information, University of Arizona 2000-2004.

i. Publicity

16. OKC Business, E-Commerce – E-Calling: OSU Academician Earns World-Wide Recognition. Volume 9, No. 12. June 12-25, 2006. (<http://www.okcbusiness.com>)
15. Oklahoma State University Accomplishments/June 2006. Dr. Nicholas C. Romano Jr., assistant professor in management science and information systems at OSU-Tulsa, was ranked the third most prolific electronic commerce researcher in the world in the 2006 edition of “Business Research Yearbook.” (Online at: http://osu.okstate.edu/images/stories/osuaccomplishments/062306_osuaccomplishments.pdf)
14. OSU’s Romano featured on “College Connection” The radio program produced by the state’s higher education regents recently featured a report on Dr. Nicholas Romano, who is ranked third globally for research in the area of electronic commerce. Romano, an assistant professor in the Department of Management Science and Information Systems in the Spears School of Business at OSU, talked to Harve Allen about the connection between his research and customer relationship management. To hear the report, click [here](#) and then on the July 1 report.
13. OSU Researcher Ranked, NewsPress, Stillwater, OK Friday June 2, 2006, 8A.
12. Davis, Kirby L., OSU Researcher Leads Growing Field, The Journal Record, Tuesday June 6th, 2006, 3A, 22.
11. Journal Record Staff, “OK State Univ. professor ranked as third-most-prolific electronic commerce researcher in world” Journal Record, The (Oklahoma City, OK) May 25, 2006.
10. Mitchell, J. Spotlight News, OSU has top researcher in e-commerce field, May 22, 2006. http://osu.okstate.edu/news/romano_mitchell.htm
09. Mitchell, J. OSU Headlines – May - OSU has third most prolific researcher in e-commerce field
08. D'Souza, A. OSU Professor studies Web site accessibility for the handicapped, The Daily O'Collegian, Stillwater, Monday March 3, 2003 - online at: http://www.ocolly.com/issues/2003_Spring/030303/stories/website.html.
07. Mitchell, J. Not Accessible: Study Reveals major websites inaccessible to many with disabilities, OSU Magazine, Vol. 74, No. 1 Spring, (2003), 21.
06. Oklahoma State University CBA., Study Reveals Fortune 500 Websites Lacking: <http://www.newswise.com/articles/2003/2/DISABLED.OSB.html>. 2003 (Feb 28), Newswise:
05. OSU-CBA, Study reveals major corporate web sites inaccessible to many with disabilities. 2003, OSU Website.

04. Journal Record Staff, J.R. Study shows many Fortune 500 sites inaccessible to disabled, THE JOURNAL RECORD, Oklahoma City, OK, 03/04/2003 2003, 4.
03. STAFF REPORTS Web sites inaccessible to disabled, Daily Oklahoman, The, Oklahoma City, OK, March 1, 2003, 2-B.
02. Fortune 500 Web Sites Are Inaccessible. 2003, ADVANCE (March 13-20, 2003): ADVANCE Newsmagazines Website (www.advanceforspanda.com).
01. University Wire, March 3, 2003, Monday, 983 words, Oklahoma State U. professor studies handicapped Web site accessibility, By Alan D'souza, Daily O'Collegian.

3. Instructional Activities

Teaching Awards

- Dean's Award for Outstanding Instruction, Spring 2007
- Dean's Award for Outstanding Instruction, Fall 2006
- Dean's Award for Outstanding Instruction, Spring 2006
- Dean's Award for Outstanding Instruction, Fall 2005
- Technology Innovator Award for Teaching, 2004
- Listed on OSU Presidents' list of Faculty awards in recognition of Excellence that includes teaching and student advisement responsibilities, Academic year 2003-2004.

Courses Taught

Course	Semester	Description	Context/Institution
MSIS 6333	Fall 2007	Advanced Topics in MIS: Doctoral Seminar	Continuing Prep 1 sect. /STW
MSIS 4013	Fall 2007	Database Systems	Continuing Prep 1 sect. /OSU
ETM 5632	Spring 2007	Virtual Team Project Management –	Continuing prep through Engineering Extension/OSU
MSIS 3303	Spring 2007	Systems Analysis and Design	Continuing Prep 2 sects. /OSU
MSIS 6333	Fall 2006	Advanced Topics in MIS: Doctoral Seminar <i>*Recognized as Outstanding Instructor</i>	Continuing Prep 1 sect. /STW
MSIS 4013	Fall 2006	Database Systems <i>*Recognized as Outstanding Instructor</i>	Continuing Prep 1 sect. /OSU
MSIS 3303	Spring 2006	Systems Analysis and Design <i>*Recognized as Outstanding Instructor</i>	Continuing Prep 1 sect. /OSU
MSIS 6200	Fall 2005	Advanced Topics in MIS: Doctoral Seminar <i>*Recognized as Outstanding Instructor</i>	New Prep 1 sect. /STW
MSIS 4013	Fall 2005	Database Systems for MIS Majors	Continuing Prep 1 sect. /OSU
MSIS 3303	Spring 2005	Systems Analysis and Design	Continuing Prep 1 sect. /OSU
MSIS 4013	Fall 2004	Database Systems for MIS Majors	Continuing Prep 1 sect. /OSU
MSIS 3103	Fall 2004	Database Systems for non-MIS Majors	Continuing Prep 1 sect. /OSU
MSIS 3303	Spring 2004	Systems Analysis and Design	Continuing Prep 2 sects. /OSU
MSIS 5600 /ETM 5631	Spring 2004	Managing Virtual Teams <i>*Received Technology Innovator Award</i>	Continuing Prep 1 sect./OSU Business Extension Course with Dr. Paul Rossler IEM /OSU
MSIS 4013	Fall 2003	Database Management Systems	First Time prep 2 sect./OSU
MSIS 3303	Spring 2003	Systems Analysis and Design	Continuing Prep 1 sect. /OSU
MSIS 5523	Spring 2003	Object-Oriented Programming Applications for Business	Continuing Prep 1 sect. /OSU
MSIS 5600 /ETM 5110	Spring 2003	Virtual Teaming	Continuing Prep 1 sect. Business Extension with Dr. Paul Rossler IEM /OSU
MSIS 3303	Fall 2002	Systems Analysis and Design	New Prep 2 sect. /OSU
MSIS 5523	Spring 2002	Object-Oriented Programming Applications for Business	New Prep 1 sect. /OSU
ETM 5221	Spring 2002	Engineering Teaming: Application and Execution	New Prep 1 sect. Engineering Extension with Dr. Paul Rossler IEM/OSU
MSIS 5543	Fall 2001	Advanced File and Data Structures with Java	New Prep 1 sect. /OSU
MIS 3013	Fall 2000	Systems Analysis and Design	Continuing prep 1 sect. /University of Tulsa
MIS 7293 / ACCT 7293	Fall 2000	Strategic Information Systems	Continuing prep 1 sect. /University of Tulsa
Orientation	Fall 2000	TU Orientation for MIS Advisees	First time Prep 1 sect. /University of Tulsa
MIS 3013	Spring 2000	Systems Analysis and Design	Continuing prep 1 sect. /University of Tulsa
MIS 7093 / ACCT 7293	Spring 2000	Strategic Information Systems	Continuing prep 1 sect. /University of Tulsa
MIS 7993NR	Spring 2000	Oracle DB for GSWeb	Independent Study with Graduate Student Anthony Dionisio /University of Tulsa
MIS 3013	Fall 1999	Systems Analysis and Design	First time Prep 1 sect. /University of Tulsa
MIS 7093 / ACCT 7293	Fall 1999	Strategic Information Systems	First time Prep 1 sect. /University of Tulsa
MIS 121	Fall 1998	Introduction to Business Programming	New Prep Restructured curriculum from Pascal to C, 2 sections of 50 Students /University of Arizona

MIS 121	Spring 1999	Introduction to Business Programming	Continuing prep 2 sections of 50 Students /University of Arizona
MIS 497/597	Spring 1998	Collaborative Computing	Managed group projects, wrote and graded exams. Co-taught w/J. F. Nunamaker Jr. Continuing prep 1 sect. /University of Arizona
MIS 497/597	Fall 1997	Collaborative Computing	Continuing prep 1 sect. /University of Arizona
MIS 497/597	Fall 1996	Collaborative Computing	Managed group projects, wrote and graded exams. Co-taught w/J. F. Nunamaker Jr. Continuing prep 1 sect. /University of Arizona
MIS 497/597	Spring 1996	Collaborative Computing	Managed group projects, wrote and graded exams. Co-taught w/J. F. Nunamaker Jr. Continuing prep 1 sect. /University of Arizona
MIS 497/597	Fall 1995	Collaborative Computing	Managed group projects, wrote and graded exams. Co-taught w/J. F. Nunamaker Jr. Continuing prep 1 sect. /University of Arizona
MIS 497/597	Spring 1995	Collaborative Computing	Managed group projects, wrote and graded exams. Co-taught w/J. F. Nunamaker Jr. Continuing prep 1 sect. /University of Arizona
MIS 497/597	Spring 1994	Collaborative Computing	Managed group projects, wrote and graded exams. Co-taught w/J. F. Nunamaker Jr. Continuing prep 1 sect. /University of Arizona
MIS 497/597	Fall 1993	Collaborative Computing	Managed group projects, wrote and graded exams. Co-taught w/J. F. Nunamaker Jr. Continuing prep 1 sect. /University of Arizona
MIS 331	Spring 1993	Database Systems	Continuing prep 2 sects. / University of Arizona
MIS 331	Fall 1993	Database Systems	First time prep 2 sects. / University of Arizona

4. Service

National Service

- Panel Member, NSF Decision Theory and Economics 2007 Panel - P071235 – May 2007

Regional Service

- Program Committee Member, Doctor of Computer Science in Enterprise Information Systems Program, Colorado Technical University, Colorado Springs, CO, USA, December, 2006
- Session Chair: Electronic Commerce: 4th Annual Big XII Research Symposium, Baylor University, Waco, TX, USA April, 2006.
- Reviewer 4th Annual Big XII Research Symposium, Baylor University, Waco, TX, USA April, 2006.

- Reviewer 3rd Annual Big XII Research Symposium, University of Oklahoma, Norman, OK, USA April, 2005.

Invited Reviewer

Special issue of IJEB (International Journal of Electronic Business). (Fall 2006)

Theme “Project Management and Information Systems Evaluation in Electronic Business”.

Ad hoc Journal Reviewer for

Information Systems Research

Journal of Management Information Systems

Decision Support Systems

Communications of the ACM

Management Science

Decision Sciences Journal

International Journal of Electronic Commerce

IEEE Computer

IEEE Transactions on Professional Communication

Electronic Markets

International Journal of Simulation and Process Modeling

Journal of Computer-Mediated Communication

Group Decision and Negotiation

Group Facilitation: A Research & Applications Journal

Conference Reviewer for

Big XII Research Symposium 2005-2006

ICIS 2005, 2006

Southwest Academy of Management, 2004

CRWIG Workshop on Collaborative Systems, 2004

HICSS 1995-2000, 2004

e-Society Conference 2003

ISOneWorld 2002

AMCIS 2001, 2002

IRMA 2001

Informing Science + IT Education Conference 2001

Group 1999

ACM Multimedia 1993

IAIM 1993

Other Reviewing

Prentice Hall for manuscript about Customer Relationship Management 2004

5. Other Service

Outreach

- Member Library Faculty Lecture Series, 2006-Present
- Presenter, Library Faculty Lecture Series, march 29th, 2007. Website Accessibility Research: Disabled Users Still Locked Out Thursday, March 29, 2007, North Hall Room 150, 6:00 pm <http://www.osu-tulsa.okstate.edu/library/lecture.htm>
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Management Science and Information Systems department, Oklahoma State University

- Host for Candidates: Richard Johnson, Gabe Giordano, and JinKyu Lee in Tulsa, spring 2006
- Interviewer at ICIS: For Tenure Track Position in MSIS, December 2005.
- Member: MSIS Department New Hire Search Committee 2005-2006
- Member: OSU-Tulsa Library Committee 2005-Present
- SPIRIT Keynote Speaker Host: Arranged for Joey George to speak at SPIRIT 2005.
- Host for Candidates: Dave Biros and Fang Fang in Tulsa, spring 2005
- Host: OSU-Tulsa Trustee Joel Sanders, Spoke in my class to students
- Interviewer at ICIS: For Tenure Track Position in MSIS, December 2004.
- Invited Research Presentation: to MSIS Faculty and Students, November 16, 2004
- Member Committee to revise the Promotion and Tenure and Appraisal and Development Document for MSIS, Fall 2002 and Spring 2003.
- Member Meyer's Chair Search Committee: MSIS, Fall 2002.
- Host: Arranged for Dr. Jay Nunamaker to visit OSU Tulsa and Stillwater Campuses and speak with the Dean, Faculty, and Doctoral Students, April 2002. Associate Member of the Graduate Faculty – Oklahoma State University, April 2002-Present.

Civic Service Activities

- Vice President and Voting Director: Waterford Crossing Neighborhood Homeowners Association Board of Directors, Broken Arrow, OK, 2002-2003
- Member Knights of Columbus: Broken Arrow, 2002-Present.
- Volunteer for Community Action Project, Tulsa County Head Start, Fall 2000.
- Member, Knights of Columbus, St. Pius X Chapter, Tucson, Arizona, 1998-1999.
- Host Computer Capers Program: Junior High School Students, University of Arizona, Summer 1996.
- Lecture, Thomas More, Catholic Newman Center, University of Arizona, 1998-1999. Volunteer Campus Wide Tutor Training: University Learning Center, University of Arizona, Tucson, Arizona, 1992.

- Invited Panel Member: Tips from the Top Program Campus Residence Life, University of Arizona, 1991.
- United Way Charitable Contributions Representative, IBM, 1990.

Publisher Service

Reviewed Portions Of A Textbook For Kendall/Hunt Publishing Company And Content Connections Entitled *Introduction To Computer Information Systems*, By Geoffrey Steinberg. Spring 2007.

Professional Affiliations

- Association for Information Technology Professionals (AITP), Member of Tulsa Satellite Chapter, Oklahoma City Chapter, 2006-Present.
- Special Interest Group for Information Technology Project Management (SIGITProjMgmt), Charter Board Member, 2006-Present.
- Association for Information Systems (AIS), 2000-Present
- AIS Special Interest Group on Human Computer Interaction (SIGHCI) 2004-Present
- Association for Computing Machinery (ACM), 1998-Present.
- ACM SIGMIS, 2005-Present
- EuroGDSS workgroup 1999-2000
- INFORMS, 1998-2000
- International Academy for Information Management (IAIM), 1992-93.