CRAIG K. TYRAN

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EDUCATION

Ph.D.   **University of Arizona**, Tucson, AZ, 1993
Major: Management Information Systems.

M.B.A.   **University of California, Los Angeles**, Anderson School of Management, 1988
Concentration: Management Information Systems.
IS Associates Award for Outstanding MIS Graduate Student

M.S.   **Stanford University**, Stanford, CA, 1983
Major: Energy Resources Engineering.

B.S.   **Stanford University**, Stanford, CA, 1982
Major: Energy Resources Engineering.
Graduated with distinction.

ADMINISTRATIVE, ACADEMIC & PROFESSIONAL EXPERIENCE

Administrative Appointments

- **Department Chairperson**, Department of Decision Sciences, College of Business and Economics, Western Washington University, Bellingham, WA (2012-present; elected in 2012, re-elected in 2016, 2020, and 2023)

  o Chairperson for a dynamic department that includes the areas of Manufacturing and Supply Chain Management (MSCM), Operations Management, Management Information Systems, Quantitative Methods, and Business Analytics. Department has 13 tenured/tenure-track faculty members, 4 senior instructors, 2 instructors, 2 staff members and serves approximately 200 undergraduate pre-major, major, and minor students.

  o Responsibilities include: Provide customer service and support to students, faculty members, and other constituents; Manage departmental operations; Manage budget and enrollment; Facilitate curriculum revisions; Prepare teaching schedule and assignments; Recruit, hire, and evaluate faculty and staff; Provide external outreach and support for WWU Advancement; and Collaborate with college leadership team.

- **Associate Dean & Director of the Center for Innovation in Education/Center for Excellence in Management Education**, College of Business and Economics, Western Washington University, Bellingham, WA (2009-13)

  o Managed the following college-level programs designed to support business education and professional development for students: Strategy Speaker Series, Ethics and Social

Responsibility Speaker Series, student-industry Leadership Lunch Program, Annual "Western Business Summit" student-faculty-industry event. Also, established and coordinated the following programs/events: Student Professional Readiness Program, Student Leadership Council, Student Club Fair, and Student "CBE Week" program.

o Other responsibilities included: Coordinated review and evaluation of Business Administration curriculum; Assisted with AACSB accreditation-related projects; Evaluated proposal for new branch campus; Represented College at student recruiting and orientation events; Handled special projects for College; Provided external outreach and support for WWU Foundation; and Collaborated with college leadership team.

Academic Appointments

- **Professor**, Department of Decision Sciences, College of Business and Economics, Western Washington University, Bellingham, WA (2008-present)

- **Associate Professor**, Department of Decision Sciences, College of Business and Economics, Western Washington University, Bellingham, WA (2001-08)

- **Assistant Professor**, Department of Accounting, Finance, and Information Management, College of Business, Oregon State University, Corvallis, OR (1997-2001)

- **Assistant Professor**, Department of Management and Systems, College of Business and Economics, Washington State University, Pullman, WA (1993-97)

- **Research Associate and Instructor**, College of Business and Economics, University of Arizona, Tucson, AZ (1988-93)

Professional Experience

- **Senior Project Engineer**, Exxon Company, USA, Thousand Oaks, CA (1985-86)

- **Project Engineer**, Exxon Company, USA, Thousand Oaks, CA (1983-85)

- **Engineering Intern**, Exxon Company, USA, Century City, CA (1982)

- **Engineering Intern**, Union Oil/Geothermal Company, Brawley, CA (1981)

HONORS AND AWARDS

Western Washington University, Bellingham, WA

- College of Business and Economics Dean's Research Award (2023)

- Best Reviewer Award, AIS-SIGED International Conference (2021)

- Best Paper Award, AIS-SIGED International Conference (2020)

- Best Reviewer Award, AIS-SIGED International Conference (2018)

- College of Business and Economics Dennis R. Murphy Faculty Research Award (2012)

- College of Business and Economics Distinguished Teaching Fellowship Award (2007-2010)

- MBA Professor of the Year (2-year program), College of Business and Economics (2007-08)

- Allette and Cayden Franklin Excellence in Teaching Award (2004)

- Nominee, WWU University Excellence in Teaching Award (2003, 2007, 2023)

- Finalist, Best Paper Award - International Conference on Informatics Education Research (2003)

Oregon State University, Corvallis, OR

- Business Advisory Council Award for Service for Outstanding Service to the College of Business (2000-01)

- Byron L. Newton Excellence in Teaching Award for Outstanding Teacher in the College of Business (1998-99)

Washington State University, Pullman, WA

- MBA Professor of the Year, College of Business and Economics (1995-96)

University of Arizona, Tucson, AZ

- Dean's Teaching Distinction List for Outstanding Teaching, College of Business and Public Administration (1991-92)

- Graduate Academic Scholarship and Graduate Registration Scholarship (1988-93)

- AACSB National Doctoral Fellowship in Business and Management (1988-89)

University of California, Los Angeles

- IS Associates Award for Outstanding MIS Graduate Student, Anderson School of Management (1988)

- Fred E. Case Fellowship, Anderson School of Management (1987-88)

- Honor Society: Beta Gamma Sigma (Business, Inducted in 1988)

Stanford University, Palo Alto, CA

- N.L. Industries Fellowship (1982-83)

- Graduated with distinction (1982)

- Honor Society: Sigma Gamma Epsilon (Earth Sciences, Inducted in 1982)

GRANTS

- Summer Teaching Grant, College of Business and Economics, Western Washington University (2003, 2005, 2006). Amount of each grant was $5,000.

- Summer Research Grant, College of Business and Economics, Western Washington University (2002, 2004, 2007). Amount of each grant was $5,000.

- MBA Program Development Grant, College of Business, Oregon State University (2001). Amount of grant was $5,000.

- Summer Research Grant, College of Business, Oregon State University (1999, 2000). Amount of each grant was $5,000.

- Faculty Development Grant, College of Business, Oregon State University (1997-98). Amount of grant was $2,500.

- Software Research Grant, Ventana Corporation, Tucson, AZ (1997). Value of grant was $23,700.

- Virtual WSU Grant, Office of Provost, Washington State University (1995-96). Amount of grant was $10,000.

- Software Research Grant, Ventana Corporation, Tucson, AZ (1995). Value of grant was $28,000.

SCHOLARSHIP

Peer-Reviewed Journal Articles

- Chen, X. & Tyran, C.K. "A Framework for Analyzing and Improving IS Policy Compliance," Journal of Computer Information Systems, 63(6), 2023, 1408-1423.

- Springer, M. & Tyran, C.K. "Assessing the Quality of Faculty-Delivered Individual Academic Advising," Quality Assurance in Education, 30(2), 2022, 236-250.

- Springer, M., Tyran, C.K, & Ross, S. C. "Assessing the Quality of a Decision Support E-Service," International Journal of E-Business Research, 9(2), 2013, 61-80.

- Tyran, C. K. "Designing the Spreadsheet-Based Decision Support Systems Course: An Application of Bloom's Taxonomy," Journal of Business Research, 63(2), 2010, 207-216.

- Tyran, C. K. "A Software Inspection Exercise for the Systems Analysis and Design Course," Journal of Information Systems Education, 17(3), 2006, 341-350.

- Tyran, C.K., Sandvig, J.C., & Ross, S.C. "Assessing MIS Program Admission Criteria," Journal of Informatics Education Research, 8(2), 2006, 21-51.

- Ross, S.C., Burton, B.K., & Tyran, C.K. "Make, Source, or Buy: The Decision to Acquire a New Reporting System," Journal of Cases on Information Technology, 8(3), 2006 55-70.

- Sandvig, J.C., Tyran, C.K., & Ross, S.C. "Determinants of Graduating MIS Student Starting Salary in Boom and Bust Job Markets," Communications of the Association for Information Systems, 16 (October), 2005, 604-624.

- Tyran, C.K., Ross, S., & McClain, L. "Educational Software for a Personal Productivity Software Course: Use and Effectiveness," Journal of Informatics Education Research, 7(1), 2005, 75-106.

- Ross, S., Tyran, C.K., Auer, D., Junell, J., & Williams, T. "Up in Smoke: Rebuilding after an IT Disaster," Journal of Cases on Information Technology, 7(2), 2005, 30-48.

- Tyran, C.K. "Supporting Case Method Discussions with Groupware: Opportunities and Pitfalls," Journal on Excellence in College Teaching, 13(2/3), 2003, 67-86.

- Tyran, C. K. & George, J., "Augmenting Software Inspection Meetings with Group Support Technology," Communications of the ACM, 45(9), 2002, 87-92.

- Tyran, C.K. & Shepherd, M., "Electronic Meeting Room Technology in the Classroom: A Review and Assessment of the Research," Information Technology and Management, 2(4), 2001, 395-418.

- Tyran, C.K. & Coakley, J. "The E-commerce Course Project: Creating Educational Linkages with the Value Chain," Journal of Informatics Education Research, 2(2), 2000, 59-70.

- Dennis, A.R., Tyran, C.K., Vogel, D.R., & Nunamaker, J.F., "An Evaluation of Group Support Systems for Strategic Planning," Journal of Management Information Systems, 14(1), 1997, 155-184.

- Tyran, C.K. & George, J.F. "Expert Systems Implementation and Impacts: A Managerial Perspective," Journal of Information Technology Management, 5(1), 1994, 27-36.

- George, J.F. & Tyran, C.K. "Expert Systems and Organizations: Predictions and Evidence," Accounting, Management, and Information Technologies, 3(3), 1993, 173-189.

- Tyran, C.K. & George, J.F. "The Implementation of Expert Systems: A Survey of Successful Implementations," Data Base, 24(1), 1993, 5-15.

- Tyran, C.K., Dennis, A.R., Vogel, D.R., & Nunamaker, J.F. "The Application of Electronic Meeting Technology to Support Strategic Management," MIS Quarterly, 16(3), 1992, 313-334.

Peer-Reviewed Book Chapters

- Springer, M. & Tyran, C.K. "The Dimensions of E-Service Quality," Chapter in Encyclopedia of E-Commerce Development, Implementation, and Management (Lee, I., editor), IGI Global: Hershey, PA, 2016, 441-452.

- Springer, M., Tyran, C.K, & Ross, S. C. "Measuring the Quality of E-Business Services," Chapter in Encyclopedia of E-Business Development and Management in the Digital Economy (Lee, I., editor), IGI Global: Hershey, PA, 2010, 125-134.

- Tyran, K., & Tyran, C. K. "The Role of Leadership in Virtual Teams," Chapter in Encyclopedia of E-Collaboration (Kock, N., editor), Idea Group: Hershey, PA, 2008, 540-546.

- Ross, S. C., Tyran, C. K., & Auer, D. J. "Up in Smoke: Rebuilding after an IT Disaster." Book chapter in Information Security and Ethics: Concepts, Methodologies, Tools, and Applications (Nemati, H., editor), Information Science Reference: Hershey, PA, 2008, 3659-3675. (Note: Chapter previously appeared as an article in the Journal of Cases on Information Technology, 7(2), 2005.)

- Tyran, K.L., Tyran, C.K., & Shepherd, M. "Exploring the Leader's Role in Virtual Teams." Book chapter in Virtual Teams That Work: Creating Conditions for Effective Teamwork (Cohen, S. and Gibson, C., editors), Jossey-Bass: San Francisco, CA, 2003, 183-195.

- Coakley, J. & Tyran, C.K. "A Stage Model For Academic-Corporate Partnerships: Using an Advisory Council to Build Bridges between an Academic IS Program and the Business Community." Book chapter in Managing IT/Community Partnerships in the 21st Century (Lazar, J., editor), Idea Group: Hershey, PA, 2002, 133-156.

Peer-Reviewed Conference Proceedings

- Tyran, C.K., Raja, V., & Tyran K. "Supporting Student Collaboration for Online Learning," Proceedings of AIS-SIGED International Conference on IS Education and Research, 2021.

- Tyran, C.K. & Tyran, K. "Preparing Students for the IS Profession: Designing and Assessing a Professional Readiness Program," Proceedings of AIS-SIGED International Conference on IS Education and Research, 2020. (Manuscript was recognized with a "Best Paper Award" for conference.)

- Tyran, K. & Tyran, C. K. "From Professional Readiness to Professional Identity: Preparing Students to be Business Professionals," Western Academy of Management Conference, 2019.

- Tyran, C.K. & Pencil, K.K. "Energizing an Information Systems Program by Empowering Student Leaders," Proceedings of AIS-SIGED International Conference on Informatics Education Research (Dallas-Ft. Worth, TX), 2015.

- Springer, M.C. & Tyran, C.K. "Learning and Team Attributes in an Enterprise Systems Simulation," Proceedings of the Eighteenth Americas Conference on Information Systems (Seattle, WA), 2012.

- Tyran, C.K., Bajwa, D.S., Raja, V.T., & Tyran, K.L. "The impact of relational and task-oriented leaders on virtual team performance," Group Decision and Negotiation Conference (Delft, Netherlands), 2010.

- Tyran, C.K., Raja, V., & Tyran, K. "Using Wikis to Support Virtual Teams in Education: The Effect of Instructor Leadership Style," Proceedings of AIS-SIGED International Conference on Informatics Education Research (Phoenix, AZ), 2009.

- Tyran, C.K., Bajwa, D.S., Raja, V.T., & Tyran, K.L. "Using a Function-Centric Approach to Investigate the Adoption and Use of Information Technology in Virtual Teams," <u>Group Decision and Negotiation Conference</u> (Toronto, Ontario), 2009.

- Tyran, C. K., & Ross, S. C. "User Assessment of an Advisory Service System: Use of the E-S-Qual Instrument," Issues in Information Systems, <u>Proceedings of Annual Conference of International Association of Computer Information Systems</u> (Vancouver, BC), 8(2), 2007, 26-31.

- Tyran, K., Tyran, C. K., & Shepherd, M. "Trust and Leadership in Virtual Teams," Managing Worldwide Operations and Communications with Information Technology, <u>Proceedings of the International Conference of the Information Resources Management Association</u> (Vancouver, BC), 2007, 1319-1320.

- Tyran, C. K., & Ross, S. C. "Service Quality Expectations and Perceptions: Use of the SERVQUAL Instrument for Requirements Analysis," Issues in Information Systems, <u>Proceedings of Annual Conference of International Association of Computer Information Systems</u> (Reno, NV), 7(1), 2006, 357-362.

- Tyran, C.K. "Reconnecting with MIS Alumni," <u>Proceedings of AIS-SIGED International Conference on Informatics Education Research</u> (Milwaukee, WI), 2006, 435-455.

- Tyran, C.K., & Ross, S.C. "Academic Advising Services for IS Students: What are Student Expectations and What Support Can Technology Provide?" <u>Proceedings of AIS-SIGED International Conference on Informatics Education Research</u> (Las Vegas, NV), 2005, 353-365.

- Ross, S.C., Tyran, C.K., Tyran, K., Roehl, T.W., & Sands, J.K. "Connecting Students and Faculty to Businesses: The PIPES Project," Issues in Information Systems, <u>Proceedings of Annual Conference of International Association of Computer Information Systems</u>, 6(1), 2005, 80-86.

- Sandvig, C., Tyran, C.K, & Ross, S. "Predictors of Starting Salaries for MIS Graduates -- An Exploratory Study." <u>Proceedings of Decision Sciences Institute National Conference</u>, 2004, 4331-4336.

- Ross, S., Tyran, C.K., & Sandvig, C. "Specialty Course Offerings in IS Education: Is there a Fast "Track" for Job Placement Success?" Issues in Information Systems, <u>Proceedings of Annual Conference of International Association of Computer Information Systems</u>, 5(2), 2004, 680-686.

- Tyran, C.K., Ross, S., & McClain, L. "The Use and Impacts of Educational Software: An Exploratory Study." <u>Proceedings of AIS-SIGED International Conference on Informatics Education Research</u> (Seattle, WA), 2003, 157-168. (Manuscript was selected as a "Best Paper Finalist" for conference.)

- Tyran, C.K. "Learning to Develop Decision Support Systems by Doing: Course Development and Assessment." <u>Proceedings of AIS-SIGED International Conference on Informatics Education Research</u> (Seattle, WA), 2003, 20-30.

- Tyran, K.L., Tyran, C.K. & Shepherd, M. "Using Team Leadership to Build Trust in Global Virtual Teams." Presentation at Western Academy of Management Conference (Santa Fe, NM), 2002.

- Tyran, K.L., Tyran, C.K., & Shepherd, M. "Exploring the Leader's Role in Virtual Teams." Presentation at Conference on Creating Conditions for Effective Virtual Teams (Los Angeles, CA), April 2001.

- Coakley, J. & Tyran, C.K. "A Framework for Controlling Cheating in IS Education." Proceedings of AIS-SIGED International Conference on Informatics Education Research (New Orleans, LA), 2001, 236-243.

- Coakley, J. & Tyran, C.K. "Can E-Cheating be Prevented?: An Approach to Detect Plagiarism in Computer Skills Courses." Proceedings of Americas Conference on Information Systems (Boston, MA), 2001, 1239-1243.

- Tyran, C.K., "Groupware Support for Software Inspections: The Impact of Group Interaction and Interface on Performance," Proceedings of Americas Conference on Information Systems (Long Beach, CA), 2000, 439-441.

- Tyran, C.K., Shepherd, M., & Lewis, K. "Leadership in Virtual Teams: An Exploratory Study," Proceedings of Americas Conference on Information Systems (Long Beach, CA), 2000, 629-631.

- Coakley, J. & Tyran, C.K., "Computer Skills Training: Using Technology to Support Customized Delivery of Instruction," Proceedings of AIS-SIGED International Conference on Informatics Education Research (Charlotte, NC), 1999.

- Tyran, C.K. & Shepherd, M., "Collaborative Technology in the Classroom: A Research Framework," Proceedings of Americas Conference on Information Systems (Milwaukee, WI), 1999, 157-159.

- Coakley, J. & Tyran, C.K., "Computer Skills and Student Learning," Proceedings of Americas Conference on Information Systems (Milwaukee, WI), 1999, 957-959.

- Tyran, C.K. & Shepherd, M., "GSS and Learning Research: A Review and Assessment of the Early Studies," Proceedings of the Thirty-First Hawaii International Conference on System Sciences, 1998, 470-479.

- Tyran, C.K., "GSS to Support Classroom Discussion: Opportunities and Pitfalls," Proceedings of Hawaii International Conference on System Sciences, 1997, 620-629.

- Tyran, C.K. "The Software Inspection: The Task and Mechanisms for Group Support," Presentation at Northwest Group Support Systems Conference (Moscow, ID), 1995.

- Tyran, C.K., George, J.F., & Nunamaker, J.F. "Group Support for Technical Review Teams: An Exploratory Investigation," Proceedings of the Twenty-Sixth Hawaii International Conference on System Sciences, 1993, 102-111.

- Dennis, A.R., Tyran, C.K., Vogel, D.R., & Nunamaker, J.F. "An Evaluation of Information Technology to Support Strategic Management," Proceedings of the Eleventh International Conference on Information Systems (New York, NY), 1990, 37-52.

- Marsden, S.S. & Tyran, C.K. "The Streaming Potential Generated by Flow of Wet Steam in Capillary Tubes," Proceedings of the Eleventh Workshop on Geothermal Reservoir Engineering (Stanford, CA), 1986.

- Tyran, C.K. & Marsden, S.S. "The Streaming Potential of Steam," Proceedings of the International Symposium of the Geothermal Resources Council (Kona, HI), 1985.

- Kapteyn, R.A., Kubow, K.E., O'Conner, A.J., Shockley, J.W., Sweet, M., & Tyran, C.K. "Determination of Ethylene Produced by Pea Seedlings under Near-Zero Gravity Conditions – Preliminary Studies," Proceedings of the Twenty-Sixth Annual Conference on the Space Shuttle: Dawn of an Era, 1979, 481-485.

Non-Refereed Conference Proceedings and/or Presentations

- Sandvig, J.C. & Tyran, C.K. "Factors Associated with Early Career Success for University Graduates," Decision Sciences Institute National Conference (Seattle, WA), 2015.

- Springer, M. & Tyran, C.K. "Maximizing the Benefits of an Enterprise Systems Simulation," Decision Sciences Institute National Conference (San Francisco, CA), 2012.

- Springer, M., Tyran, C.K., & Ross, S.C. "Assessing E-Service Quality for a Pure Service Website," Decision Sciences Institute National Conference (Baltimore, MD), 2008.

- Tyran, C. K. "Educational Software for Computer Skills Learning: Future Opportunities and Directions." Presentation at the Shaping the Future of Information Technology Conference (Tucson, AZ), 2004.

- Tyran, C.K., Tyran, K.L., & Shepherd, M. " Virtual Teams for Distance Learning: Does Leadership Matter?" Presentation at the Group Decision and Negotiation Conference, CORS Annual Meeting (Banff, Alberta), 2004.

- Sullivan, D.R. & Tyran, C.K., "Using Technology in Instruction," Presentation at INFORMS National Meeting (Seattle, WA), 1998.

TEACHING EXPERIENCE

Western Washington University

- Principles of Information Systems (Business Core Course)

- Systems Analysis and Design (MIS Core Course and Business Elective Course)

- Management Support Systems (MIS Elective Course)

- Management Information Systems (MBA Core Course)

- Information Systems for Management Decision Making (MBA Elective Course)

Oregon State University

- Management Information Systems (Business Core Course)
- Introduction to Information Management & Database (MIS Core Course)
- Business Systems Analysis and Design & Programming (MIS Core Course)

Washington State University

- Business Information Systems (Business Core Course)
- Introduction to Management Information Systems (MIS Core Course)
- Information Systems Management (MBA Core Course)

University of Arizona

- Systems Analysis and Design (MIS Core Course)

SERVICE ACTIVITIES & COMMITTEE APPOINTMENTS

Western Washington University (2001-present)

Service to College and University

- Member, Dean and Chairs Council, College of Business and Economics (2009-present)
- Member, College Policy Council, College of Business and Economics (2006-present)
- Faculty Member, CBE Industry Advisory Board, College of Business and Economics (2017-present)
- Organizing Committee, CBE "Business Bound" College Pathway Program for High School Students (2023-present)
- Associate, WWU Center for Operations Research and Management Science (2013-present)
- Member, CBE AACSB Faculty Assessment Committee (2021-present)
- Member, WWU President's Council on Equality, Inclusion, and Social Justice, Western Washington University (2017-2019)
- Recruiting: CBE Administration, Faculty, and Staff
  - Member, Interview Committee, Associate Dean, College of Business and Economics (2023-24)
  - Member, Search Committee, Dean, College of Business and Economics (2022-23)
  - Chair, Search Committee, Associate Dean, College of Business and Economics (2016-17)
  - Chair, Search Committee, Director of Information Technology, College of Business and Economics (2014)

- o Coordinator, Assessment of Non-Tenure Track Decision Sciences Faculty Candidates for WWU on the Peninsulas Campus-Poulsbo (2014-present)

- o Chair, Search Committee, Program Coordinator - Dean's Office, College of Business and Economics (2012)

- o Interviewer, Assessment of Faculty and Staff Recruits, College of Business and Economics (2012-present)

- Administrative Support, WWU on the Peninsulas Campus (Poulsbo), Extended Education, Western Washington University (2014-present)

- Member, WWU All University Department Chairs Group, Western Washington University (2014-present)

- College and Department Liaison, University Advancement/Foundation – Western Washington University (2009-present)

- Member, Task Force - Digital Measures Faculty Information System, College of Business and Economics (2015-2016)

- Member, Task Force – Assessment of WWU Business Program Proposal for Poulsbo Campus, College of Business and Economics (2013)

- Member, Task Force – Multi-College Funding Proposal for Data Analytics Programs, Western Washington University (2013-2014)

- Member, Task Force – CBE Funding Proposal for Data Analytics Programs, College of Business and Economics (2012-2013)

- Chair, Task Force - Review of Curriculum for Business Administration Major, College of Business and Economics (2011-2012)

- Member, Task Force - College Revenue Enhancement and Cost Reduction, College of Business and Economics (2010)

- College Representative and Speaker, Student Recruiting/Admissions/Orientation Events, College of Business and Economics and Western Washington University (2010-2013)

- College Representative, University Advancement/Foundation Events, Western Washington University (2010-2013)

- Center for Innovation in Education (CIE)/Center for Excellence in Management Education (CEME), College of Business and Economics (2009-2013)

  - o Coordinator, CIE/CEME Industry Advisory Board

  - o Chair, CIE/CEME Faculty Advisory Board

  - o Coordinator, Executive Speaker Series Program

  - o Coordinator, Executive Ethics and Social Responsibility Speaker Series Program

  - o Founder/Coordinator, Student Professional Readiness Program (2011-2013)

  - o Founder/Coordinator, Student Leadership Council (2010-2013)

- o Coordinator, Student Club Fair and CBE Week Events (2010-2013)
- o Coordinator, Faculty Distinguished Teaching and Research Fellow Programs (2009-2012)
- o Chair, Selection Committee, Allette and Cayden Franklin Excellence in Teaching Award (2009-2012)
- Chair, Selection Committee, College of Business and Economics Distinguished Teaching Fellow Award, Center for Excellence in Management Education (2008-09)
- Member, Faculty Advisory Committee, Center for Excellence in Management Education, College of Business and Economics (2007-2009)
- Member, Selection Committee, College of Business and Economics Distinguished Teaching Fellow Award, Center for Excellence in Management Education (2007-08)
- Member, Teaching Seminar Committee, Center for Excellence in Management Education, College of Business and Economics (2007-08)
- Member, Curriculum Committee, College of Business and Economics (2006)
- Coordinator/Facilitator, Student "Conversation Hour" events with Industry Professionals (2006-present)
- Member, Selection Committee, Allette & Cayden Franklin Excellence in Teaching Award, Center for Excellence in Management Education, College of Business and Economics (2005-2008)
- Task Force Member, Center for Excellence in Management Education Partners in Professional Education System Database Project, College of Business and Economics (2003-06)
- Member, College of Business and Economics Library Committee (2002-2004)
- Faculty Mentor, Western Washington University Scholars Academy (2002-2003)

Service to Department
- Recruiting: Faculty and Staff
  - o Chair, Search Committee, Administrative Service Manager, Department of Decision Sciences (2022)
  - o Chair, Search Committee, Administrative Service Manager, Department of Decision Sciences (2020)
  - o Coordinator, WWU Tenure-Track Dual Career Assistance Hiring Process, Department of Decision Sciences (2017)
  - o Chair, Search Committee, Administrative Service Manager, Department of Decision Sciences (2016)
  - o Chair, Search Committee, MIS Faculty Member, Department of Decision Sciences (2014-15)

- o Coordinator, WWU Tenure-Track Dual Career Assistance Hiring Process, Department of Decision Sciences (2015)
- o Coordinator, WWU Non-Tenure Track Dual Career Assistance Hiring Process, Department of Decision Sciences (2015)
- o Chair, Search Committee, MIS Faculty Member, Department of Decision Sciences (2013-14)
- o Chair, Search Committee, Administrative Service Manager, Department of Decision Sciences (2013-14)
- o Chair, Search Committee, Operations Management Faculty Member, Department of Decision Sciences (2013-14)
- o Lead Recruiter and Evaluator, Non-Tenure Track Faculty for Department of Decision Sciences (2013-present)
- Department Coordinator, Admissions Process for Management Information Systems concentration, Operations Management concentration, and Business Analytics minor (2016-Present)
- Academic Advisor
  - o MIS Students (2002-present)
  - o Business Analytics Minor Students (2016-2019)
- Fundraising Coordinator
  - o Initiate and manage annual WWU "Give Day" campaigns for MIS program (2018-present) and CBE Professional and Career Readiness program (2022-present)
  - o Monitor fundraising and acknowledge donors for MIS and Decision Sciences fundraising areas.
- Manager, WWU MIS Alumni LinkedIn Group (2011-present)
- Administrative Coordinator, Annual "Western Information Systems Connection" Student-Faculty-Industry Event (2018-2019)
- Member, Faculty Mentor Committees (2006-2008; 2016-2019)
- Coordinator, Task Force to Design and Implement Business Analytics Minor Program (2014-16)
- Coordinator, MIS Alumni Outreach Project (2006-07)
- Faculty Advisor, MIS Association Student Club (2004-08)
- Coordinator, IS 2002 Curriculum Assessment (2003-05)
- Liaison, External Partners for MIS Program (2003-present)
- Member, Planning and Assessment Committee for "Principles of MIS" course (2002-2010)
- Faculty Member, MIS Industry Advisory Board for MIS program at WWU (2001-2007)

Oregon State University (1997-2001)

Service to College and University

- Member, Research and Scholarship Committee (2001)
- Member, MBA Program Redesign Committee (1999-2000)
- Member, Strategic Computing Committee (1997-2000)
- Web Master, College of Business E-Commerce WWW site (2000-2001)
- Faculty Instructor, Kaleidoscope Learning Program (2000)
- Coordinator, Electronic Meeting Room Facility (1997-2001)

Service to Department

- Faculty Advisor, MIS Student Club (1998-2001)
- IS Alumni Development Program (1999-2001)
- Co-chair, Annual IS Career Night (1998-2001)
- Co-chair, IS Scholarship Committee (1998-2001)
- Co-chair, Semi-annual IS Graduation Night events (1998-2001)
- Recruiting: Faculty
  - Member, Search Committee, Tenure track MIS position (2000-01)
  - Member, Search Committee, Visiting MIS position (2000)
  - Member, Search Committee, Non-tenure track MIS position (1999)
  - Member, Search Committee, Tenure track MIS position (1999)
  - Member, Search Committee, Tenure track MIS position (1998-99)
  - Member, Search Committee, Tenure track MIS position (1998)
  - Member, Search Committee, Visiting MIS position (1997-98)
- Faculty Member, IS Industry Advisory Council for MIS program at OSU (1997-2001)
- Faculty Representative, Interview Team for Multiple Engineering Cooperative Program (2000)
- Co-chair, Organizing Committee, Symposium for the Society of Information Management: Portland, OR (1998)
- Faculty Liaison, MIS Industry Recruiters (1997-2001)
- Facilitator, Electronic Meeting Room Strategic Planning Sessions, AACSB Accreditation (1998)

Washington State University (1993-1997)

Service to College and University

- Co-Leader, Task Force, Information Technology Planning Committee (1996)

- MIS Instructor, Executive Education, Certificate in International Business Program (1996)

- Group Leader, College of Business/Extended University Services Subgroup for Virtual Education Task Force at WSU (1995-96)

- Coordinator and Designer, Electronic Meeting Room Facility (1995-97)

- Member, Task Force, Electronic Meeting Room Facility (1994-95)

- Chair, Software Course Development Committee (1994-95)

- Member, Computer User Committee (1994-95)

- Member, Task Force, Mid-range Computer Procurement (1994-95)

- Member, Search Committee, MIS/Engineering Management position, WSU-Vancouver (1994)

- Reviewer, WSU Virtual Education Project Proposals (1996)

- Member, WSU Steering Committee for Virtual Education Task Force (1995-96)

- Member, WSU Provost's Committee for Virtual Education (1995)

Service to Department

- Faculty Member, MIS Industry Advisory Council for MIS program at WSU (1993-1997)

- Member, MIS Area Curriculum Committee (1993-97)

- MIS Faculty Liaison with Industry Recruiters, Student Career Placement (1993-97)

- Academic Advisor, MIS Students (1994-97)

- Coordinator, MIS Scholarship Program (1994-97)

- Co-advisor to MIS Club (1994-96)

- Member, Human Subjects Committee (1996-97)

- Member, Departmental Curriculum Committee (1993-95)

- Recruiting: Faculty

  o Member, Search Committee, Distinguished Professor in Information Technology (1995-96)

  o Member, Search Committee, MIS position at WSU-Pullman campus (1995-96)

  o Chair, Search Committee, Non-tenure track MIS position (1995)

- o Member, Search Committee, Distinguished Professor in Information Technology (1994-95)
- o Member, Search Committee, MIS position at WSU-Tri Cities campus (1994-95)
- o Member, Search Committee, Non-tenure track MIS position (1994)

Service to Profession (1993-present)

- Member, Organizing Committee, 2016 Group Decision and Negotiation Conference, Bellingham, WA (2015-2016)
- Member, Organizing Committee, 2014 Queuing Theory and Network Applications Conference, Bellingham, WA (2013-2014)
- Program Chair and Member of Conference Organizing Committee, International Conference on Informatics Education and Research, Association for Information Systems - Special Interest Group for Education (AIS-SIGED)
  - o 2016 Conference, Dublin, Ireland
  - o 2015 Conference, Fort Worth, TX
  - o 2014 Conference, Auckland, New Zealand
  - o 2013 Conference, Milan, Italy
  - o 2012 Conference, St. Louis, MO
  - o 2011 Conference, Shanghai, China
  - o 2010 Conference, St. Louis, MO
  - o 2009 Conference, Phoenix, AZ
  - o 2008 Conference, Paris, France
- Member, Board of Directors, Association for Information Systems - Special Interest Group for Education (AIS-SIGED) (2006-2011)
- Associate Editor, Communications of the Association for Information Systems (2006-2010)
- Associate Editor, 2009 International Conference on Information Systems, Phoenix, AZ (2009)
- External Reviewer, Promotion and Tenure Applicant (Oregon State University) (2006)
- Reviewer, IS Exam Assessment, Center for Computing Education Research (2004-2005)
- Member, IS 2002 National Curriculum Model Development and Assessment Team (2003)
- Officer, Consortium Arrangements, International Conference on Information Systems (2003)
- Program Committee, International Conference on Information Systems (1999)
- Session Chair, International Conference on Information Systems (1999)
- Session Chair, International Academy for Information Management Conference (1999, 2001, 2003, 2006)

- Tutorial Session Chair, INFORMS National Meeting, Seattle, WA (1998)

- Program Committee, Group'97 Conference, Phoenix, AZ (1997)

- Reviewer, Journals and Books (Various years from 1993-present)
  - Communications of the ACM
  - Communications of the AIS
  - Data Base
  - Decision Support Systems
  - Encyclopedia of E-Collaboration
  - Group Decision and Negotiation
  - Informatica
  - Information Systems Research
  - Journal of Business Research
  - Journal of Informatics Education Research
  - Journal of Information Systems Education
  - Journal of Information Technology Management
  - Journal of Management Education
  - Journal of Management Information Systems
  - MIS Quarterly

- Reviewer, Conferences (Various years from 1993-present)
  - AIS Americas Conference on Information Systems
  - AIS-SIGED International Conference for Information Systems Research
  - Conference on Information Technology in Tertiary Education
  - Global Information Technology Management Conference
  - Hawaii International Conference on System Sciences
  - International Conference on Information Systems

Service to Community (2008-present)

- Chuckanut Raptors Youth Running Club, Bellingham, WA
  - President, Board of Directors (2017-2020)
  - Volunteer Coach (2017-2018)
  - Web Master and Social Media Coordinator (2017-2020)

- Volunteer Judge, Bellingham United High School Debate Team, Bellingham, WA (2018)

- Tesseract Youth Running Club, Bellingham, WA
  - Member, Board of Directors (2016-17)
  - Volunteer (2011-17)
- Cascades Montessori Middle School, Bellingham, WA
  - Volunteer (2015-2017)
- Cedar Tree Montessori Elementary School, Bellingham, WA
  - Coordinator and Instructor, Math Olympiad Program, (2013-15)
  - Volunteer (2010-2015)
- Bellingham Theatre Guild, Bellingham, WA
  - Trustee, Board of Directors (2008-2012)
  - Member, Membership Committee (2012-2014)
  - Chair, Office Operations Committee (2009-2012)