

Michael Sanford Nilan

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Education:

Ph.D. University of Washington, School of Communications, 1985,
Communication Research in Cognitive Behavior

M.A. University of Washington, School of Communications, 1980,
International Communication Research

B.A. University of Washington, Asian Languages and Literature, 1976
Chinese Mandarin

Certificate of Completion and Certificate of Achievement, Defense
Languages Institute - West Coast, 1971, Intermediate and
Advanced French

Academic Employment:

1989-present	Associate Professor, Syracuse University, School of Information Studies
1996-1997	Visiting Scholar, University of Washington, School of Communications
1986-1991	Undergraduate Program Director, Syracuse University, School of Information Studies
1986-1989	Assistant Professor, Syracuse University, School of Information Studies

1983-1986 Assistant Professor, Rutgers University, School of
Communication, Information and Library Studies

Awards:

"Top Three" paper in Health Communication Division of the International Communication Association, 1981.

"Outstanding Doctoral Candidate" Scholarship awarded by the University of Washington Graduate School, 1982 academic year.

"Top Student Paper" in Information Systems Division of the International Communication Association, 1982.

Selected as a Research Associate for the Air Force Office of Scientific Research, Summer Faculty Research Program at Rome Air Development Center, Rome, NY, 1991, 1992.

"Top Paper" in WebNet World Conference of the Association for the Advancement of Computing in Education, Orlando, FL, 1998.

Peer Reviewed Publications – Journal Articles/Book Chapters:

Weis, R.J., Stamm, K., Nilan, M.S., Smith, C., Clark, F., Weis, J., & Kennedy, K. Communities of Care and Caring: The Case of MSWatch.com(R), **Journal of Health Psychology**, 8:1, 135-148, 2003.

Kwasnik, B. H., Crowston, K, Nilan, M. S. & Roussinov, D. Identifying Genre to Improve Web Search Effectiveness. **Bulletin of the American Society for Information Science & Technology**, 27:3, 23-26, 2001.

Chen, H., Wigand, R.T., Nilan, M.S. Exploring Web Users' Internal Experiences. **Information Technology and People**, 13:4, 263-281, 2000.

Yoon, K., Nilan, M.S. Toward a Reconceptualization of Information Seeking Research: Focus on the Exchange of Meaning. **Information Processing & Management**, 35, 871-890, 1999.

Nilan, M.S. & Dervin, B. Beyond Agency to Structure: Moving Quantitative Sense-Making Studies to a Focus on Both Societal Structural Arrangements and Information Seeking Agency. **Electronic Journal of Communication/La Revue Electronique de Communication**, 9:4, 1999.

Spirek, M.M., Dervin, B., Nilan, M.S. & Martin, M. Bridging Gaps Between Audience and Media: A Sense-Making Comparison of Reader Information Needs in Life-Facing versus Newspaper Reading contexts. **Electronic Journal of Communication/La Revue Electronique de Communication**, 9:3, 1999.

Chen, H., Wigand, R.T., Nilan, M.S. Flow Experiences on the Web. **Computers in Human Behavior**, 15:5, 585-608, 1999.

Nilan, M.S. "Speculations on the Impact of Global Electronic Networks on Human Cognition and Human Organization," **Internet Research: Electronic Networking Applications and Policy**, 3:3, 47-56, 1993.

Nilan, M.S. "Improving Usability in System Design: A Brief Description of the User-Based Approach." **Information & Technology Management**, 11:2, 69-74, 1993.

Nilan, M.S. "Cognitive Space: Using Virtual Reality for Large Information Resource Management Problems." **Journal of Communication**, 42:4, 115-135, 1992. Also published in **Communication in the Age of Virtual Reality**, Oxford University Press, 1993.

Nilan, M.S., Silverstein, J.L. and Lankes, R.D. "The VR Technology Agenda in Medicine." **AI Expert: Virtual Reality '93 Special Report**, 33-37, 1993.

Bergeron, P. and Nilan, M.S. "Users' Information Needs in the Process of Learning Word-Processing: A User-Based Approach Looking at Source Use." **Canadian Journal of Information Science**, 16:2, 13-27, 1991.

Schamber, L., Eisenberg, M.B. and Nilan, M.S. "A Re-Examination of Relevance: Toward a Dynamic Multidimensional Cognitive Definition." **Information Processing & Management**, 26:6, 755-776, 1990.

Dervin, B. and Nilan, M. S. "Information Needs and Uses," **Annual Review of Information Science and Technology**, 21, 3-33, 1986.

Dervin, B., Jacobson, T. L., and Nilan, M. S. "Measuring Aspects of Information Seeking: A Test of a Quantitative/Qualitative Methodology," **Communication Yearbook 6**, 419-444, 1982.

Nilan, M. S. "Development Communication Expectations in Occupational Contexts: A Comparison of U. S. and Foreign Graduate Students," in **International Journal of Intercultural Relations, 6**, 185-210, 1982.

Dervin, B., Nilan, M. S., and Jacobson, T. L. "Improving Predictions of Information Use: A Comparison of Predictor Types in a Health Communication Setting," **Communication Yearbook 5**, 807-830, 1982.

Publications – Conference Proceedings:

Nilan, M.S., Zakaria, Norhayati, Guzman, I., & Zakaria, Nasriah. Virtual communities on the Web: Facilitating and hindering users' cognitive movement. **Proceedings of the International Conference on Web Based Communities**, Lisbon, Portugal, March 23-36, 2004.

Nilan, M.S. & D'Eredita, M. E-commerce organizations as virtual communities: Uniting knowledge consumers and knowledge workers. **Proceedings of the International Conference on Web Based Communities**, Lisbon, Portugal, March 23-36, 2004, 311-318.

Chen, H. & Nilan, M. (1999) On-line ESM Data Collection Tool – Transformation, Implementation, and Assessment. **Proceeding of 5th Americas Conference on Information Systems**.

Chen, H., Wigand, R.T., Nilan, M.S. Optimal Flow Experience in Web Navigation. **Effective Utilization and Management of Emerging Information Technologies, Proceedings of the 9th Information Resources Management Association International Conference**. Boston, MA: Idea Group Publishing, 1998.

Chen, H., Nilan, M.S. An Exploration of Web Users' Internal Experiences: Application of the Experience Sampling Method to the Web Environment. **Proceedings of WebNet 98 World Conference of the WWW, Internet & Intranet**. Orlando, FL, 1998.

Nilan, M.S. "Ease of User Navigation through Digital Information Spaces." In the **Proceedings of the 37 Allerton Institute: How We Do User-Centered Design and Evaluation of Digital Libraries: A Methodological Forum**, Graduate School of Library and Information Science, University of Illinois at Urbana-Champaign, 1995.

Nilan, M.S. "Task-Specific Usability Requirements for Virtual Information Environments: Interface Design and Data Representation for Human Operators of Complex Medical Systems." **Virtual Interfaces: Research and Applications**, Advisory Group for Aerospace Research & Development Conference Proceedings #541, pages 1-1 to 1-8, Specialized Printing Services, London: May 1994.

Nilan, M.S. "Cognitive Space: What Comes After a GUI?" **Proceedings of the 2nd International 3-D Media Technologies Conference**, Montreal, June, 1993.

Auricchio, D., Jorgense, C., Kalinowski, R. and Nilan, M.S. "User-Oriented Campus-Wide Information System Development." **EduCom Proceedings**, October, 1992.

Nilan, M.S. and Hert, C.A. "Incorporating the User in System Evaluation and Design." **Proceedings of the National Online Meeting**, 217-234, 1992.

Hert, C.A. and Nilan, M.S. "User-Based Information Retrieval System Interface Evaluation: An Examination of an On-line Public Access Catalog." **Proceedings for the 54th Annual Meeting of the American Society for Information Science**, **28**, 170-177, 1991.

Newby, G.B., Nilan, M.S. and Duvall, L.M. "Towards a Reassessment of Individual Differences for Information Systems: The Power of User-Based Situational Predictors." **Proceedings for the 54th Annual Meeting of the American Society for Information Science**, **28**, 73-81, 1991.

Nilan, M.S. and Paik, W. "Knowledge Acquisition for Information System Design: A Comparison of User Based and Frame Based Approaches." **Proceedings for the Annual Meeting of the Artificially Intelligent Systems Technology Conference**, 230-234, 1991.

Nilan, M.S., Newby, G.B. Paik, W. and Lopatin, K. "User-Oriented Interfaces for Computer Systems: A User-Defined On-line Help System for Desktop Publishing." **Proceedings for the 52nd Annual Meeting of the American Society for Information Science**, **26**, 104-110, 1989. Also published as CASE Technical Report No. 8908.

Nilan, M.S. and Pannen, P. "User-Defined Information System Design Specification for Specific Sub-Groups: An Example with Resident and Non-Resident University Students." **Proceedings of the 52nd Annual Meeting of the American Society for Information Science**, **26**, 116-171, 1989.

Nilan, M. S., Peek, R. P. and Snyder, H. W. "A Methodology for Tapping User Evaluation Behaviors: An Exploration of Users' Strategy, Source and Information Evaluating." **Proceedings of the 51st Annual Meeting of the American Society for Information Science**, **25**, 152-159, 1988.

Halpern, D. and Nilan, M. S. "A Step Toward Shifting the Research Emphasis in Information Science from the System to the User: An Empirical Investigation of Source Evaluation Behavior in Information Seeking and Use." **Proceedings of the 51st Annual Meeting of the American Society for Information Science**, **25**, 169-176, 1988.

Nilan, M. S. and Kwasnik, B. "A User-Oriented Method for Investigating Information Classification Behaviors." **Proceedings of the 44th International Federation for Information and Documentation Conference and Congress**, **1**, 114-121, 1988.

Nilan, M. S. and Fletcher, P. T. "Information Behaviors in the Preparation of Research Proposals: A User Study." **Proceedings of the 50th Annual Meeting of the American Society for Information Science**, **24**, 186-192, 1987.

Minor Publications – Invited Articles/Book Reviews:

Nilan, M.S. "From Homo Sapiens to Homo Connectus." **Bulletin of the American Society for Information Science**, **22:2**, p. 24. Also published in the Association for Computing Machinery's **SIGOIS Bulletin, Special Issue on Digital Libraries**, Guest Editor: Ann P. Bishop, **16:2**, 2-44, 1996.

Nilan, M.S. "Information Research: Research Methods in Library and Information Science." Book Review in ***Information Processing & Management***, **25**:5, 589-590, 1989

Nilan, M.S. "ASIS 2000: An Open Forum for the 1990's -- Communication Sciences." ***Bulletin of the American Society for Information Science***, **16**:1, 17-18, 1989.

Competitively Selected Papers:

Nilan, M.S. & Mundkur, A., A foundation of purchasing behaviors for e-commerce web site design: Part I – the model. Paper submitted to the International Conference on the Internet, Madrid, Spain, October 2004.

Nilan, M.S. & Mundkur, A., A foundation of purchasing behaviors for e-commerce web site design: Part II – the resources. Paper submitted to the International Conference on the Internet, Madrid, Spain, October 2004.

Nilan, M.S., Zakaria, Norhayati, Guzman, I., & Zakaria, Nasriah. Virtual communities on the Web: Facilitating and hindering users' cognitive movement. Paper presented to the International Conference on Web Based Communities, Lisbon, Portugal, March 23-36, 2004.

Nilan, M.S. & D'Eredita, M. E-commerce organizations as virtual communities: Uniting knowledge consumers and knowledge workers. Paper presented to the International Conference on Web Based Communities, Lisbon, Portugal, March 23-36, 2004.

Nilan, M.S., Kongsmak, K., Mohd Yusof, S.A. & Annabi, H. Internet-based virtual communities: An examination of digital imaging communities. Paper presented at the 52nd International Conference of the International Communication Association, Communication and Technology Division, Seoul, Korea, August, 2002.

Roussinov, D., Crowston, K., Nilan, M., Kwasnik, B, Cai, J. & Lui, X. Genre Based Navigation on the Web. Paper accepted for presentation , Hawaii International Conference on System Sciences (HICSS-34), January 4-7, 2001.

Chen, H. & Nilan, M.S. On-line ESM Data Collection Tool – Transformation, Implementation and Assessment. Paper presented at AIS '99, Milwaukee, WI, Aug 12-15, 1999.

Chen, H., Nilan, M.S. An Exploration of Web Users' Internal Experiences: Application of the Experience Sampling Method to the Web Environment. Paper presented at WorldNet 98, World Conference on the WWW, Internet & Intranet, Orlando, FL, Nov 7-12, 1998.

Chen, H., Wigand, R.T., Nilan, M.S. "Optimal Flow Experience in Web Navigation." Paper presented at the 9th Information Resources Management Association International Conference, Boston, MA, May 17-20, 1998.

Nilan, M.S. "Ease of User Navigation through Digital Information Spaces." Paper presented at the 37th Allerton Institute: How We Do User-Centered Design and Evaluation of Digital Libraries: A Methodological Forum In the , Graduate School of Library and Information Science, University of Illinois at Urbana-Champaign, October 28-31, 1995.

Nilan, M.S. & Moen, W. E. "Beginnings of a Conceptual Framework for Inquiry into the Diversity of Communication Behaviors and Content in a Globally Networked Environment." Paper presented at the International Communication Association annual meeting, Sydney, Australia, July, 1994.

Nilan, M.S. "Task-Specific Usability Requirements for Virtual Information Environments: Interface Design and Data Representation for Human Operators of Complex Medical Systems." Paper presented at the Advisory Group for Aerospace Research & Development Aerospace Medical Panel on Virtual Interfaces: Research and Applications Conference, Lisbon, Portugal, October, 1993.

Nilan, M.S. "Improving Usability in System Design: A Brief Description of the User-Based Approach." Paper presented at the 11th Annual Conference of the Association of Management, Atlanta, August, 1993.

Auricchio, D., Jorgensen, C., Kalinowski, R. and Nilan, M.S. "User-Oriented Campus-Wide Information System Development." Paper presented at EduCom, October, 1992.

Nilan, M.S. "Cognitive Space: What Comes After a GUI?" Paper presented to the 2nd International 3-D Media Technologies Conference, November, Montreal, 1992.

Nilan, M.S., Silverstein, J.L. and Lankes, R.D. "Whose Reality? The VR Technology Agenda in Medicine," Paper presented to the National Medicine Meets Virtual Reality Conference, San Diego, June, 1992.

Hert, C.A. and Nilan, M.S. "Incorporating the User in System Evaluation and Design." Paper presented at the National Online Meeting, May, 1992.

Hert, C.A. and Nilan, M.S. "User-Based Information Retrieval System Interface Evaluation: An Examination of an On-line Public Access Catalog," Paper presented at the 54th Annual Meeting of the American Society for Information Science, Washington, D.C., October, 1991.

Newby, G.B., Nilan, M.S. and Duvall, L.M. "Towards a Reassessment of Individual Differences for Information Systems: The Power of User-Based Situational Predictors." Paper to be presented at the 54th Annual Meeting of the American Society for Information Science, Washington, D.C., October, 1991.

Nilan, M.S. and Paik, W. "Knowledge Acquisition for Information System Design: A Comparison of User Based and Frame Based Approaches." Paper presented to the annual AIST Artificial Intelligence Conference, March, 1991.

Nilan, M.S. and Paik, W. "Knowledge Representation for Information System Design: A User-Based Approach." Paper presented to Canadian Association for Information Science, Kingston, Ontario, 1990.

Bergeron, P. and Nilan, M.S. "User's Information Needs in the Process of Learning Word-Processing: A User-Based Approach." Paper presented to Canadian Association for Information Science, Kingston, Ontario, 1990.

Nilan, M.S., Newby, G.B., Paik, W. and Lopatin, K. "User-Oriented Interfaces for Computer Systems: A User-Defined On-line Help System for Desktop Publishing." Paper accepted for presentation to the American Society for Information Science, Washington, D.C., 1989.

Nilan, M.S. and Pannen, P. "User-Defined Information system Design Specification for Specific Sub-Groups: An Example with Resident and Non-Resident University Students." Paper accepted for presentation to the American Society for Information Science, Washington, D.C., 1989.

Nilan, M. S., Peek, R. P. and Snyder, H. W. "A Methodology for Tapping User Evaluation Behaviors: An Exploration of Users' Strategy, Source and Information Evaluating." Paper presented to the American Society for Information Science, Atlanta, October, 1988.

Halpern, D. and Nilan, M. S. "A Step Toward Shifting the Research Emphasis in Information Science from the System to the User: An Empirical Investigation of Source-Evaluation Behavior in Information Seeking and Use." Paper presented to the American Society for Information Science, Atlanta, October, 1988.

Nilan, M. S. and Kwasnik, B. H. "A User-Oriented Method for Investigating Information Classification Behaviors." Paper presented to the 44th FID Conference and Congress, Helsinki, Finland, August, 1988.

Nilan, M. S. and Fletcher, P. T. "Information Behavior in the Presentation of Research Proposals: A User Study." Paper presented to the American Society for Information Science, Boston, October, 1987.

Nilan, M. S. "Cognitive Images: Windows on Cultural Values." Paper presented to the Eastern Communication Association Annual meeting, Atlantic City, May, 1986.

Nilan, M. S. "Structural Constraints to Information Seeking: An Interpretive Approach." Paper presented to the International Communication Association, Honolulu, May, 1985.

Nilan, M. S. and Zakahi, W. "Changing Images of Communication as an Instructional Field: The Student Perspective - A Survey." Paper presented to the Eastern Communication Association, Providence, RI, May, 1985.

Dervin, B., Nilan, M. S. and Martin, M. "Research for Responsive Media Design: An Example." Paper presented to the International Communication Association, San Francisco, May, 1984.

Nilan, M. S. "The Software Gap: An Essay Calling for Basic Behavioral Research into Human Information Seeking and Use." Paper presented to the Eastern Communication Association, Philadelphia, March, 1984.

Nilan, M. S. "Structural Constraints and Situational Predictors of Information Seeking and Use: A Test of Two Predictors in a Sense-Making Context." Paper presented to the International Communication Association, Dallas, May, 1983.

Dervin, B., Jacobson, T. L., and Nilan, M. S. "Measuring Aspects of Information Seeking: A Test of a Quantitative/Qualitative Methodology." Paper presented to the International Communication Association, Boston, May, 1982.

Dervin, B., Nilan, M. S., and Jacobson, T. L. "Conducting Helpful Communication Research: An Approach with Blood Donors." Paper presented to the International Communication Association, Boston, May, 1982.

Nilan, M. S. "Development Communication Expectations in Occupational Contexts: A Comparison of U. S. and Foreign Graduate Students." Paper presented to the International Communication Association, Minneapolis, May, 1981.

Dervin, B., Nilan, M. S., and Jacobson, T. L. "Improving Predictions of Information Use: A Comparison of Predictor Types in a Health Communication Setting." Paper presented to the International Communication Association, Minneapolis, May, 1981.

Reports:

Nilan, M.S. (with Carlos Briceno) "The Implementation of the SYRACUSE ONLINE Website on the Internet." Report to Syracuse Newspapers, December, 1995, 45 pages

Nilan, M. S. "Visiting Scholar Report to IUC-IDIA: Final Report." Prepared for Dr. Mangingdaan, Director, IUC-IDIA, Jakarta, July, 1995, 75 pages.

Nilan, M.S. (with Geoffrey Fox, Wojtek Furmanski and Ruth Small) "Assessing Virtual Reality for Education." Report to the National Science Foundation, June 1995, 16 pages.

Nilan, M.S. and Tirenin, W. "Internet Data for Virtual Reality in Education." Northeast Parallel Architecture Center Technical Report SCCS-707, April, 1995, 200 pages.

Nilan, M. S. "Interface Specifications for Transient Stability Applications." Report to Niagara Mohawk Power Corporation, May, 1994, 19 pages.

Nilan, M. S. "Visiting Scholar Report to IUC-IDIA: Final Report." Prepared for Dr. Mangingdaan, Director, IUC-IDIA, Jakarta, March, 1994, 51 pages.

Silverstein, J. and Nilan, M.S. "Syracuse University Campus-Wide Information System," Report to the Nason Foundation, August, 1993, 24 pages. Published as CASE Center Technical Report No. 9314.

Nilan, M.S. and Jorgensen, C. "The Users Speak: Incorporating User Needs into the Design of a Campus-Wide Information System," Report to the Nason Foundation, June 13, 1992, 113 pages.

Nilan, M.S. and Lankes, R.D. "User-Based Requirements for Large-Scale Distributed Information Management Systems: Representation for System Designers." Report submitted to the U.S. Air Force Office of Scientific Research, 25 pages, September, 1992.

Nilan, M.S. "Application-Based Utility Evaluation: A Discussion Leading to Assessing the Role of End-Users in the Exploitation of Virtual Reality Technology." Report to Richard Slavinski, Director of Virtual Reality Research, Rome Lab, 23 pages, September, 1991. Also presented to the Air Force of Scientific Research, October, 1991.

Berra, P.B.; Chen, C.Y.R.; Ghafoor, A.; Lin C.C.; Little, T.D.C.; Nilan, M.S.; Schamber, L.; Shin, D. "Multiuser Multimedia Application Development System Project: Technical Report." Presented to NYNEX Corp., November 6, 1989, 51 pages.

Nilan, M.S. and Schamber, L. "User Behaviors in the Use of Weather Information." Report to NYNEX Corporation, October 10, 1989, 20 pages.

Nilan, M. S. and Boissy, R. "Cognitive Diversity and Overlap among Staff and Users in an Academic Library." Report submitted to David Stam, Syracuse University Librarian, Syracuse, September, 1987, 20 pages.

Nilan, M. S. and Holt, D. "Syracuse University Libraries User and Staff Studies: Comments and Suggestions by the Library Middle States Report Recommendations." Report submitted to David Stam, Syracuse University Librarian, Syracuse, August, 1987, 16 pages.

Nilan, M. S. and Boissy, R. "Syracuse University Libraries Staff Study Preliminary Report." Report submitted to David Stam, Syracuse University Librarian, Syracuse, June, 1987, 52 pages.

Nilan, M. S. "Syracuse University Libraries User Study Preliminary Report." Report submitted to David Stam, Syracuse University Librarian, Syracuse, May, 1987, 49 pages.

Nilan, M. S. "Interim Report on Self-Study Surveys for Syracuse University Libraries Middle States Report." Report presented to the Syracuse University Libraries Library Reorganization Steering Committee, Syracuse, March, 1987, 2 pages.

Nilan, M. S. "Incidental Cigarette Advertising Content Analysis." An unpublished, confidential report presented to Gray & Company, Washington D. C., January, 1985, 15 pages.

Nilan, M. S. "Music in Programming and Advertising: A Broadcasting Content Analysis." An unpublished, confidential report presented to R. H. Bruskin & Associates, New Brunswick, NJ, December, 1984, 10 pages.

Nilan, M. S. "Evaluation of Market Projections for Portland, Oregon Area Cellular Radiotelephone Service." An unpublished report prepared for Gilmore Research Group and submitted to the Federal Communications Commission, Seattle, Washington, July, 1983, 53 pages.

Dervin, B. and Nilan, M. S. "The Situational Roots of Safeco Images." A series of four unpublished, confidential reports presented to Safeco Insurance Companies, Seattle, Washington, October, 1982, approximately 2,000 pages.

Nilan, M. S. "Media Roundtable on Third World Trade and Development Issues." An unpublished report presented to the U.S. Agency for International Development, Seattle, Washington, March, 1982, 10 pages.

Dervin, B., Nilan, M. S., Krenz, C., and Wittet, S. W. "When Cancer Strikes: How Cancer Patients Make Sense out of Their Health Situations." An unpublished report presented to the National Cancer Institute under grant procurement order #263-MD-102094-3, Washington D. C., June, 1982, approximately 200 pages.

Nilan, M. S. "Puget Sound Blood Center Donor Retention Demonstration Program." An unpublished report presented to the Puget Sound Blood Center, Seattle, Washington, March, 1981, 20 pages.

Dervin, B. and Nilan, M. S. "Voluntary Blood Donation: Situational and Orientational Profiles of Women with Different Blood Donation Histories." An unpublished report presented to the Puget Sound Blood Center and supported by the National Heart, Lung, and Blood Institute (PHS HL 17265-05), Seattle, Washington, January, 1981, 75 pages.

Research-Based Information Systems Developed:

Syracuse Online <<http://www.syracuse.com>> Developed and turned over to Stan Linhorst of Syracuse Newspapers (Newhouse Newspaper Corp.), October, 1995. One of the first newspapers to have a presence on the WWW.

Syracuse University's School of Information Studies Home Page <<http://istweb.syr.edu>> Developed and turned over to Beth Mahoney of IST, April, 1995. One of the first school information systems on the WWW.

SyraCWIS (Syracuse University Campus-Wide Information System) <<http://www.syr.edu>> Developed and turned over to Deirdre Stam, CWIS Librarian of Syracuse University, August, 1994. One of the first university information systems on the WWW.

Funded Projects (last ten years):

Multimedia Kiosk Demonstration Project (Phase 1) to the Deans and Directors, Center for Science & Technology, Syracuse University, September 1996. Amount Requested: \$42,000. Duration: One and a half years. Status: Completed, 1998. Phase 2 was not funded.

Distributed Multimedia Demonstration to the CASE Center, May, 1996. Amount Requested: \$24,000. Duration: 1 year. Status: Completed, 1997.

Dynamic Distributed Multimedia Information Systems: ATM Network Request for IST, CASE Center and Computer Engineering (with Bruce Berra and Salim Hariri) to IBM, July, 1995. Amount Requested: \$300,000 equipment grant. Status: Completed, 1996.

Distributed Multimedia Lab Support to the CASE Center, May, 1995. Amount Requested: \$23,500. Duration: 1 year. Status: Completed, 1996.

Newspaper Publishing in a Global Electronic Environment: An Investigation into Evolutionary Information Services through User-Source Interaction to Syracuse Newspapers (Newhouse Newspaper Corp.), August, 1994. Amount Requested: \$37,644 plus equipment. Duration: 1 year. Status: Project completed, 1995.

Multimedia Lab Support for User-Based System Design to the CASE Center, May, 1994. Amount Requested: \$23,000. Duration: 1 year. Status: Completed, 1995.

The Role of VR Technology in Education (with Geoffrey Fox, Wojtek Furmanski and Ruth Small) to the National Science Foundation, December 15, 1993. Amount Requested: \$50,000. Duration: 9 months. Status: Completed, 1994.

Multimedia Lab Support for User-Based System Design to the CASE Center, May, 1993. Amount Requested: \$22,000. Duration: 1 year. Status: Completed, 1994.

High Performance Computing and Parallel Processing in the Utility Industry (with Geoffrey Fox, Paul Coddington, Alok Choudhary, Salim Hariri, Nancy McCracken and Sanjay Ranka) to the Niagara Mohawk Power Corporation and ACTION-NYS, November, 1993. Amount Requested: \$300,000. Duration: 9 months. Status: Completed, 1994.

An Exploratory Investigation of Multimedia Data Reinforcement for Large-Scale Information Resource Management Systems to the U.S. Air Force Office of Scientific Research, August, 1992. Amount Requested: \$20,000 plus equipment. Duration: 1 Year. Status: Completed, 1994.

Multimedia Lab Support for User-Based System Design to the CASE Center, May, 1992. Amount Requested: \$20,000. Duration: 1 year. Status: Completed, 1993.

Campus-Wide Information System (with Ron Kalinowski) to the Nason Foundation, August 1991. Amount Requested: \$250,000. Duration: 3 years. Completed, 1994.

Multimedia System Applications Development Project to NYNEX, Division of Science & Technology, September 1988. Amount Requested: \$600,000. Duration: 3 years. \$200,000 received for year one and NYNEX reorganized and cancelled the project in that process.

Professional Activities (Past and Present):

Reviewer, Information, Technology and People.

Reviewer, Communications of the ACM.

Reviewer, The Information Society.

Reviewer, Journal of the American Society for Information Science.

Reviewer for **Progresses In Communication Sciences**.

Reviewer for **Information Processing & Management**.

Reviewer, various divisions of the National Science Foundation.

Reviewer, National Library of Medicine.

Reviewer for American Society for Information Science & Technology Annual Conference Paper Competition (various divisions).

Reviewer for the International Communication Association Annual Conference Paper Competition (various divisions).

Member, Virtual Reality Technical Evaluation Group, National Institutes of Health/National Library of Medicine for the High Performance Computing and Communications in Biomedical Applications of Computing Technology.

Member of the editorial board of Ablex Publishing Monograph Series on **Communication and Information Science**.

Consulting editor for the International Communication Association's **Paradigm Dialog**.

Editor, Ablex Publishing Monograph Series on **User-Based Information System Design**.

Member Research Committee of the American Society for Information Science & Tehcnology.

Jury Member, American Society for Information Science Research Award.

Member of the International Communication Association's Program Planning Committee.

Chair, American Society for Information Science "Think-Group" for Communication Science for the **ASIS 2000** project.

Reviewer, American Society for Information Science's Doctoral Dissertation Awards and Doctoral Dissertation Proposal Awards, 1990-1992.

Consulting Activities (Past and Present):

Consultant, Weis Communications, Seattle, WA.

Member, Scientific board of Directors, Virtual Reality, Inc.

Syracuse Newspapers, Syracuse, NY.

Universitas Terbuka - The Open University, Jakarta, Indonesia.

Hilton Systems, Inc., New York, NY.

Synectics Corporation, New York, NY.

Niagara Mohawk Power Corporation, Syracuse, NY.

Central New York Technology Development Organization, Syracuse, NY.

Genisys Research and Development Corporation, Rome, N.Y.

R. H. Bruskin & Associates, New Brunswick, N.J.

Gray & Company, Washington D.C.

Analytical Software Incorporated, Seattle, WA.

Gilmore Research Group, Seattle, WA.

Safeco Insurance Companies, Seattle, WA.

Professional Associations:

New York Academy of Sciences, elected 1989, member, 1989-present.

International Communication Association, 1978-present.

American Society for Information Science & Technology, 1985-present.

Association for Computing Machinery, Special Interest Group in Computer-Human Interaction, Special Interest Group in Graphics, 1990-present.

International Association for the Development of the Information Society, 2003-present.

Courses Taught:

Undergraduate Introduction to Mass Communications – (Rutgers University).

Undergraduate Course on Marketing Research – (Rutgers University).

Undergraduate Course on Research Methods – (Rutgers University).

Undergraduate “Gateway” Course – Introduction to field of information studies (IST 155 – co-developed and taught).

Undergraduate Survey of Research Methods Course – (IST 215 co-developed and taught).

Undergraduate Course on Information Technology – Computing and networking technologies (IST 255 co-developed and taught).

Undergraduate Honors Thesis Seminar - (HNR 300).

Undergraduate Information Networking Course – User-based Web design (IST 440 – developed and taught).

Undergraduate User Behaviors Courses – User-based research methods (IST 341, IST 441 – developed and taught).

Undergraduate Course on Critique of the Informatin Age (IST 443 co-developer and taught).

Undergraduate Honors Thesis – Thesis writing supervision (HNR 499).

Graduate Survey of Research Methods Course (MS-level) – (developed and taught – IST 501).

Graduate Information Evaluation Course (MS-level) – Research methods and research evaluation course – (IST 525).

Graduate Course on Information Networking (MS-level) – Use of intranet metaphor for development and management of organizational information technology – (IST 553 – developed and taught).

Graduate Course on User-Based Research Methods (MS- and Ph.D.-level) – Focus on system design issues from a user perspective – (IST 641 – developed and taught).

Graduate Course on Advanced Research Methods (Ph.D.-level) – Various foci associated with the conduct of inquiry into user behaviors – (IST 720 – developed and taught).

Graduate Seminar on Advanced Topics (Senior Ph.D.-level) – Various foci associated with philosophy of science and philosophy of method - (IST 820 – developed and taught).

Graduate Seminar on Advanced Topics (Ph.D.-level) Concept development – Part of the program's core methods sequence (IST 820 – developed and taught).

Service to Department, School and University:

Member, Syracuse University Honors Council, 1989-present.

School of Information Studies Honors Program Advisor, 1989-present.

Member of the School of Information Studies Ph.D. Committee, 1991-present.

Member of the School of Information Studies curriculum committee, 1986-1987, 1988-1995, 1999-2000, 2003-2004.

Member of the School of Information Studies Undergraduate Grievance Committee 2001-present.

Member, Syracuse University Senate Committee on Academic Freedom, Tenure and Professional Ethics, 2000-2003.

Chair, School of Information Studies Personnel Committee, 1994-1995, 1998-1999.

Member of the School of Information Studies personnel committee, 1994-1995, 1989-1990, 1997-1999, 2000-2001, 2002-2003.

Member of the Syracuse University Board of Graduate Studies, 1987-1990, 2001-2002.

Syracuse University Representative for negotiations with University of Hong Kong for Masters of Science degree, Hong Kong, July, 1995.

Syracuse University Representative for negotiations with Singapore Institute of Management for Bachelor of Science and Master of Science degrees, Singapore, July, 1995.

IST representative to the Faculty Senate Committee on Computing, 1994-1996.

IST representative to the University Distance Learning Committee, 1994-1996.

School of Information Studies Division of International Programs Abroad Program Advisor, 1989-1996.

Member, Syracuse University Computing Services Faculty Advisory Committee, 1992-1995.

School of Information Studies representative to the New York State Centers for Advanced Technology, Center for Computer Applications and Software Engineering, 1991-1996.

Chair, School of Information Studies Information Technology Committee, 1992-1993, 1995-1996.

Member, Syracuse University Campus-Wide Information System Committee, 1992-1994.

Member, Syracuse University Advanced Graphics Laboratory Advisory Group, 1991-1994.

Chair, School of Information Studies Ph.D. Program Evaluation Committee, 1990-1993.

Member of the Syracuse University Fellowship Committee for Engineering, Computer and Information Science, 1991-1993.

Member of the Syracuse University Information Management Implementation Group, 1989, 1990.

Director of the School of Information Studies undergraduate program in information studies, 1986-1990. Implementation of new undergraduate program.

Chair, School of Information Studies Faculty Search Committee, 1990.

Member of the School of Information Studies financial aid committee, 1987-1988.

Member of the School of Information Studies executive committee, 1986-1990.

Chair of the School of Information Studies Undergraduate Grievance Committee 1986-1990.