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EDUCATION

DELFT UNIVERSITY OF TECHNOLOGY, DELFT, THE NETHERLANDS
Economics of Infrastructures — Ph.D. 2001

STANFORD UNIVERSITY, STANFORD, CA, USA
Engineering-Economic Systems — M.S. 1995

WORCESTER POLYTECHNIC INSTITUTE, WORCESTER, MA, USA
Electrical Engineering — B.S. 1988

APPOINTMENTS

PENNSYLVANIA STATE UNIVERSITY, UNIVERSITY PARK, PA

Associate Dean for Research, College of Information Sciences and Technology — 2023-present

Professor, College of Information Sciences and Technology — 2021-Present

Associate Professor, College of Information Sciences and Technology
Affiliate Faculty Member, School of International Affairs — 2009-2021

Co-Director, Institute for Information Policy – Colleges of IST & Communication — 2015-Present

Interim Associate Dean for Graduate and Undergraduate Studies, College of Information Sciences and Technology — 2014-2015

Interim Director of Graduate Programs, College of Information Sciences and Technology — 2010

Assistant Professor, College of Information Sciences and Technology — 2002-2009

NATIONAL SCIENCE FOUNDATION, ARLINGTON, VA
Program Manager, Office of International Science & Engineering and Office of Cyberinfrastructure — 2010 - 2012

DELFT UNIVERSITY OF TECHNOLOGY, DELFT, THE NETHERLANDS
Assistant Professor, College of Technology, Policy and Management — 2001-2002

MICHIGAN STATE UNIVERSITY, EAST LANSING, MI
Teaching & Research Assistant, College of Communication Mass Media PhD Program — 1995-1998

AWARDS

Fulbright Commission
-Global Scholar Program Award 2020-2022
Pennsylvania State University
-Faculty Scholar Medal 2022
-Faculty Outreach Award 2019
UC Santa Barbara Center for Information Technology and Society
-Fellow (in-residence) October 2015
Association for Information Systems for Crisis Response and Management (ISCRAM)
- Community Distinguished Service Award 2014
National Science Foundation
-Director's Award for Collaborative Integration (CIF21 IGERT) 2012

PUBLICATIONS

HUMANITARIAN RELIEF AND DEVELOPMENT

BOOK

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

CONFERENCE PROCEEDINGS (PEER REVIEWED)

[HCP.30] Maitland, C. F., Martin, J.-L., Urgiles Bravo, M. G., & Bertram, A. (2022). A Qualitative Difference: Integrating Qualitative Data into Humanitarian Response Operations. ACM Conference ICTD 2022. (pp. 27).

[HCP.29] Maitland, C. F., Wong-Villacres, M., Pereira, R., Valderrama Bahamondez, E. D. C., Peres, L. M., & Baguma, R. (2022). Digital Platform Use for Refugee Crisis Response. Proceedings of the ACM Conference ICTD 2022. (pp. 7).

[HCP.28] McGee, M. A., Maitland, C. and Njoroge, D. (2021) "Information Sources and Anxiety among Refugees in Kenya during COVID-19," Proceedings of the 14th IFIP WG 9.4 International Conference on Social Implications of Computers in Developing Countries, Virtual, May 26-28, 2021, 16 pages.

[HCP.27] Hanrahan, B., Maitland, C., Brown, T.X., Chen, A., Kamath, K., Kagame, F. (2020). "Agency and Extraction in Emerging Industrial Drone Applications: Imaginaries of Rwandan Farm Workers and Community Members." In Proceedings of the 23rd ACM Conference on Computer-Supported Cooperative Work and Social Computing, October 17-21, pp. 1-20.

[HCP.26] Canevez, R., Maitland, C., Ettayebi, S., Shaw, J., Everson, C., & Rantanen, M. (2020). "The Expression of Power in ICT's Knowledge Enterprise: An Empirical Illustration of Computing's Colonial Impulse." In Proceedings of the 11th ACM Conference on Information and Communication Technologies and Development, June 17-19, Guayaquil, Ecuador, pp. 1-5.

[HCP.25] Fisher, K.E., Yafi, E., Maitland, C. and Xu, Y. (2019) "Al Osool: Understanding information behavior for community development at Za'atari Syrian refugee camp," In Proceedings of ACM 9th International Conference on Communities and Technologies (C&T'19). ACM, New York, NY, USA, pp. 273-282. https://doi.org/10.1145/3328320.3328395

[HCP.24] Andris, C, Godfrey, B., Maitland, C. and McGee, M. (2019) "The built environment and Syrian refugee integration in Turkey: an analysis of mobile phone data." Proceedings of the 3rd ACM SIGSPATIAL International Workshop on Geospatial Humanities, pp. 1-7.

[HCP.23] Xu, Y. and Maitland, C. (2019) "Participatory Data Collection and Management in Low-Resource Contexts: A Field Trial with Urban Refugees," Proceedings of the 10th ACM Conference on Information and Communication Technologies for Development (ICTD), Jan. 4-7, 2019, Ahmedabad, India, pp. 1-12.

[HCP.22] Caneba, R. and Maitland, C. (2019) "Dynamics of Technological Mediation: A Case of Television White Space Deployment," (Note) Proceedings of the 10th ACM Conference on Information and Communication Technologies for Development (ICTD), Jan. 4-7, 2019, Ahmedabad, India, 4 pages.

[HCP.21] Xu, Y. and Maitland, C. (2017) "Mobilizing Assets: Data-driven Community Development with Refugees," Proceedings of the 9th ACM Conference on Information and Communication Technologies for Development (ICTD), Lahore, Pakistan, Nov. 2017, 11 pages.

[HCP.20] Caneba, R. and Maitland, C. (2017) "Native American Cultural Identity Through Imagery: An Activity Theory Approach to Image Power," Proceedings of the 9th ACM Conference on Information and Communication Technologies for Development (ICTD), Lahore, Pakistan, Nov. 2017, pp. 1-12.

[HCP.19] Xu, Y., Holzer, A., Maitland, C. and Gillet, D. (2017) "Community Building with Co-Located Social Media: A Field Experiment with Syrian Refugees," Proceedings of the 9th ACM Conference on Information and Communication Technologies for Development (ICTD), Lahore, Pakistan, Nov. 2017, pp. 1-11.

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

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

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

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

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

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

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

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

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

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

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

[HCP.7] Zhao, K., Yen, J., Ngamassi, L., Maitland, C., and Tapia, A. (2010) "From Communication to Collaboration: Simulating the Emergence of Inter-organizational Collaboration Network,"

Symposium on Social Intelligence and Networking (SIN-10), in the Proceedings of *2010 IEEE International Conference on Social Computing (SocialCom10),* IEEE Press, Minneapolis, MN, 2010, pp. 413-418.

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

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

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

[HCP.3] Maitland, C.F., Ngamassi Tchouakeu, L.-M., Tapia, A.H. (2009) "Information management and technology issues addressed by humanitarian relief coordination bodies" *Proceedings of the 6th International ISCRAM Conference*, J. Landgren and S. Jul, (eds.), Gothenburg, Sweden, May 2009.

[HCP.2] Saab, D., Maldonado, E., Ngamassi Tchouakeu, L.-M., Orendovici, R, Maitland, C.F., Tapia, A.H. (2008). "Building Global Bridges: Coordination Bodies for Improved Information Sharing Among Humanitarian Relief Agencies," In Fiedrich and Van de Walle (Eds.), *Proceedings of the 5th International Information Systems for Crisis Response and Management (ISCRAM) Conference*, Washington DC, May 4-7, pp. 471-483.

[HCP.1] Maitland, C.F., Pogrebnyakov, N. and Van Gorp, A. (2006). "A fragile link: Disaster relief, ICTs and development," *2006 International Conference on Information and Communication Technologies for Development (ICTD 2006)*, Berkeley, CA, May 25-26, pp. 339-346.

JOURNAL ARTICLES (PEER REVIEWED)

[HJ.19] Canevez, R., Maitland, C., Shaw, J., Ettayebi, S., & Everson, C. (2021). STEM Educational Outreach and Indigenous Culture:(Re) Centering for Design Scholarship. International Journal of Human–Computer Interaction, 1-17.

[HJ.18] Canevez, R., Maitland, C., Xu, Y., Hannah, S., and Rodriguez, R. (2021), "Exploring the Relationship between Information and Communication Technology Collective Behaviors and Sense of Community: An Urban Refugee Analysis", Information, Technology & People, Vol. 34, pp. 1-22.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

[HJ.3] Zhao, K., Yen, J., Ngamassi, L-M,, Maitland, C. F. and Tapia, A. (2009) "Modeling Emerging Coalitions in the context of Inter-Organizational Networks: A Case Study of Humanitarian Coordination," *International Journal of Intelligent Control and Systems*, Vol. 14, pp. 97-103.

[HJ.2] Tapia, A. H. and Maitland, C. F. (2009). "Wireless Devices for Humanitarian Data Collection: The Socio-Technical Implications for Multi-level Organizational Change," *Information, Communication and Society,* Vol. 12, No. 4, pp. 584-604.

[HJ.1] Maitland, C.F. and Tapia, A. (2007). "Coordinated ICTs for Effective Use in Humanitarian Assistance," *The Journal of Information Technology in Social Change*, Vol. 1, No. 1, pp. 128-141.

CONFERENCE PRESENTATIONS (PEER REVIEWED)

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

[HP.12] Maitland, C.F, Caneba, R., Schmitt, P. and Koutsky, T. (2018) "Integrated Wireless Network Assessment System for Marginally Connected Communities," TPRC, American University, Washington, DC, September 21-22nd, 2018.

[HP.11] Maitland, C. and Bharania, R. (2017) "Balancing Security and Other Requirements in Hastily Formed Networks: The Case of the Syrian Refugee Response," TPRC, Arlington, VA September 8-9, 2017.

[HP.10] Hellmann, D., Chan, J., Tapia, A., & Maitland, C. (2015). The Potential of Big Data and Telecommunications in the Ebola Response. Regional ITS – Los Angeles, Oct 25-27, 2015.

[HP.9] Yu, X and Maitland, C. F. (2015) Communicating Abroad: A Case Study of the Za'atari Syrian Refugee Camp. Regional ITS – Los Angeles, Oct 25-27, 2015.

[HP.8] Maitland, C. F. and Xu, Y. (2015) A Social Informatics Analysis of Refugee Mobile Phone Use: A Case Study of Za'atari Syrian Refugee Camp. TPRC, Arlington, VA, September 25-27th, 2015.

[HP.7] Maitland, C.F. (2012). "National research and education networks as conduits for development," Panel presentation at ICTD2012, Atlanta, GA, March 12-15, 2012.

[HP.6] Zhao, K., Ngamassi, L.-M., Yen, J., Maitland, C., and Tapia, A. (2009). "Exploring Assortive Patterns in Multi-dimensional Inter-organizational Networks: A Case Study of the Humanitarian Relief Sector," North American Association for Computational Social and Organization Sciences Annual Conference, Tempe, Arizona, USA, October 23-24, 2009.

[HP.5] Zhao, K., Yen, J., Maitland, C. F., Tapia, A. H., Tchouakeu, L.-M. (2009). "A Formal Model for Emerging Coalitions under Network Influence in Humanitarian Relief Coordination," Agent-Directed Simulation (ADS) 2009, March 22-27, San Diego, CA.

[HP.4] Maitland, C.F., Thomas, T. and Ngamassi Tchouakeu, L.-M. (2008). "Internet censorship and the protection of human rights: A social informatics perspective," Panel presentation at the *36th Research Conference on Communication, Information & Internet Policy (TPRC)*, Arlington, VA, September 26-28.

[HP.3] Tapia, A.H. and Maitland, C.F. (2008). "The Data Collection Imperative: The Implications of Wireless Device Use for Humanitarian Accountability," Panel presentation at the *Annual Meeting of the American Sociological Association Section on Communication and Information Technologies* (CITASA), Boston, MA, July 31-August 4.

[HP.2] Zhao, K., Maitland, C.F., Ngamassi Tchouakeu, L.-M., Orendovici, R., Tapia, A. and Yen, J. (2008). "Emergence of Collaborative Projects and Coalitions: A Framework for Coordination in Humanitarian Relief," Panel presentation at the *World Congress on Social Simulation 2008 (WCSS 2008)*, George Mason University, Fairfax, VA, July 14-17.

[HP.1] Van Gorp, A., Ngamassi Tchouakeu, L.-M., Maitland, C.F. and Tapia, A.H. (2008). "VSAT Deployment for Post-Disaster Relief and Development: Opportunities and Constraints for Inter-Organizational Coordination among International NGOs," Panel presentation at the *17th Biennial Conference of the International Telecommunications Society*, Montreal, Canada, June 24-27.

INTERNATIONL TELECOMMUNICATIONS, POLICY & COORDINATION

JOURNAL ARTICLES (PEER REVIEWED)

[J.19] Petrick, I., Maitland, C.F. and Pogrebnyakov, N. (2016) "Unpacking coordination benefits in supply networks: Findings from manufacturing SMEs," *Journal of Small Business Management*. Vol. 54, No. 2, pp. 582–597.

[J.18] Pogrebnyakov, N. and Maitland, C. F. (2013) "Intra-regional diffusion of spectrum license allocation policies," *Info,* Vol. 15, No. 4, pp. 23-42.

[J.17] Maitland, C.F., Cave, M. and Clarke, R.N. (2012) "Special Issue Editorial: Papers from the 39th Research Conference on Communication, Information and Internet Policy (TPRC 2011)," *Telecommunications Policy*, Vol. 36, No. 9, pp. 689-690. DOI 10.1016/j.telpol.2012.07.012

[J.16] Pogrebnyakov, N. and Maitland, C.F. (2011) "Institutional distance and the internationalization process: The case of mobile operators," *Journal of International Management,* Vol. 17, No. 1, pp. 68-82.

[J.15] Van Gorp, A. and Maitland, C.F. (2009). "Comparative research on regional regulators' associations: A theory-driven path for progress," *Telecommunications Policy,* Vol. 33, pp. 41-53.

[J.14] Maitland, C.F. and Van Gorp, A. (2009). "Beyond Harmonization: ICT policy making in regional economic communities," *The Information Society,* Vol. 25, No. 1, pp. 23-37.

[J.13] Van Gorp, A. and Maitland, C.F. (2009). "Regulatory innovations in Tanzania: the role of administrative capabilities and regulatory governance," *Info – The journal of policy, regulation and strategy for telecommunications*, Vol. 11, No. 1, pp. 64-77.

[J.12] Tarnacha, A. and Maitland, C.F. (2008). "Structural Effects of Platform Certification on a Complementary Product Market: The Case of Mobile Applications," *International Journal of IT Standards and Standardization Research*, Vol. 6, No. 2, pp. 48-65.

[J.11] Tapia, A., Maitland, C.F. and Stone, M. (2006). "Making IT work for municipalities: Building municipal wireless networks," *Government Information Quarterly*, Vol. 23, No. 3-4, pp. 359-380.

[J.10] Van Gorp, A., Maitland, C.F. and Hanekop, H. (2006). "The broadband Internet access market: The changing role of ISPs," *Telecommunications Policy*, Vol. 30, No. 2, pp. 96-111.

[J.9] Wehn de Montalvo, U., van de Kar, E.A.M., Maitland, C.F. (2005). "Resource based interdependencies in value networks for mobile e-services," *International Journal of e-Business Research*, Vol. 1, No. 3, pp. 1-20.

[J.8] Maitland, C.F., van de Kar, E.A.M., Wehn de Montalvo, U. and Bouwman, H. (2005). "Mobile information and entertainment services: Business models and service networks," *International Journal of Management and Decision Making*, Vol. 6, No. 1, pp 47-64.

[J.7] de Vlaam, H. and Maitland, C.F. (2003). "Competitive Mobile Access in Europe: Comparing Market and Policy Perspectives," *Communications & Strategies*, No. 50, 2nd quarter 2003, pp. 69-96.

[J.6] Westerveld, R. and Maitland, C.F. (2002). "Technical and policy advances in rural telecommunications," *Southern African Journal of Information and Communication*, Vol.3, No. 1, pp. 80-84.

[J.5] Maitland, C.F., Bauer, J.M., Westerveld, R. (2002). "The European Market for Mobile Data: Evolving Value Chains and Industry Structure," *Telecommunications Policy*, Vol. 26, No.9/10, pp.485-504.

[J.4] Bauer, J.M., Berne, M. and Maitland, C.F. (2002). "Internet Access in the European Union and the United States," *Telematics and Informatics*, Vol. 19, No. 2, pp. 117-137.

[J.3] Sadowski, B.M., Maitland, C.F. and van Dongen, J. (2002). "Strategic Use of the Internet by Small-and-Medium-Sized Firms: An Exploratory Study," *Information Economics and Policy*, Vol. 14, No.1, pp. 75-93.

[J.2] Maitland, C. (1999). "Global diffusion of interactive networks: The impact of culture," *AI &Society*, Vol. 13, pp. 341-356.

[J.1] McDowell, S.D. and Maitland, C.F. (1998). "The V-Chip in Canada and the United States: Themes and Variations in Design and Deployment," *Journal of Broadcasting and Electronic Media*, Vol. 42, No. 4, pp. 401-422.

CONFERENCE PROCEEDINGS (PEER REVIEWED)

[CP.10] Van Gorp, A. and Maitland, C.F. (2009) "Regulatory independence and wireless market development: A comparative analysis of two African nations," *Proceedings of the third IEEE/ACM International Conference on Information and Communication Technologies andDevelopment (ICTD 2009)*, Doha, Qatar, April 17-19, 2009, pp. 427-436.

[CP.9] Tarnacha, A. and Maitland, C.F. (2006). "Entrepreneurship in Mobile Application Development," In Spencer et al. (Eds.) *Proceedings of Eighth International Conference on Electronic Commerce*, Fredericton, Canada, August 14-16, pp. 589-593.

[CP.8] Maitland, C.F., Van Gorp, A., Tarnacha, A. and Westerveld, J.R. (2006). "A multi-layer approach to the study of inter-organizational wireless infrastructure," In Spencer et al. (Eds.), *Proceedings of the Eighth International Conference on Electronic Commerce*, Fredericton, Canada, August 14-16, pp. 309-318.

[CP.7] Wehn de Montalvo, U., van de Kar, E.A.M., and Maitland, C.F. (2004). "Resource-based interdependencies in value networks for mobile Internet services," *Proceedings of the Sixth International Conference on Electronic Commerce*, Delft, The Netherlands, October 25-27, pp. 627-638.

[CP.6] van de Kar, E.A.M., Maitland, C.F., Wehn de Montalvo, U. and Bouwman, H. (2003). "Design guidelines for mobile information and entertainment services: Based on the Radio538 ringtunes i-mode service case study," *Proceedings of the Fifth International Conference on Electronic Commerce*, Pittsburg, PA, September 30-October 3, pp. 413-421.

[CP.5] Maitland, C.F., van de Kar, E.A.M., Wehn de Montalvo, U. and Bouwman, H. (2003). "Mobile information and entertainment services: Business models and service networks," *Proceedings of the Second International Conference on Mobile Business, m-Business2003,* Vienna, Austria, June 23-24, pp. 69-86.

[CP.4] Maitland, C.F., van de Kar, E.A.M., Wehn de Montalvo, U. (2003). "Network formation for provision of mobile information and entertainment services," In Wigand, R. et al. (Eds.) *Proceedings of the Sixteenth Bled Electronic Commerce Conference*, Bled, Slovenia, June 9-11, pp. 686-702.

[CP.3] Maitland, C.F. (2001). "Exploring the Digital Divide: Institutional Foundations for Electronic Commerce," In O'Keefe, B. et al. (Eds.) *Proceedings of the Fourteenth Bled Electronic Commerce Conference*, Bled, Slovenia, June 25-27, pp. 403-418.

[CP.2] Maitland, C.F. (1998). "Global Diffusion of Interactive Networks: The impact of culture," In Ess, C. and Sudweeks, F. (Eds.) *Proceedings of the Conference on Cultural Attitudes Toward Technology and Communication (CATAC)*, London, England, August 1-3, pp. 51-70.

[CP.1] Maitland, C., Steinfield, C. and Jang, C.-Y. (1997). "Supporting Globally Distributed Engineering Design Teams with Communication Technologies," In Enslow, P. et al. (Eds.) *Proceedings of the Global Network '97 Conference*, Calgary, Canada, June 15-18, pp. 338-346.

BOOK CHAPTERS (PEER REVIEWED)

[BC.8] Petrick, I.J. and Maitland, C.F. (2007). "Economies of speed: A conceptual framework to describe network effectiveness," In Susman, G. (Ed.), *Small and Medium-Sized Enterprises in the Global Economy*, (pp. 61-77), UK: Edward Elgar.

[BC.7] Wehn de Montalvo, U., van de Kar, E.A. and Maitland, C.F. (2007). "Content is King? Interdependencies in value networks for mobile services," In Lee, I. (Ed.), E-Business Innovation and Process Management, (pp. 68-92), Hershey: Idea Group Publishing.

[BC.6] Maitland, C.F. (2006). "Mobile commerce business models and network formation," In Groebel, J., Noam, E. and Feldman, V. (Eds.), *Mobile Media Content and Services for Wireless Communications*, (pp.139-152), Mahway, NJ: Lawrence Erlbaum.

[BC.5] Van Gorp, A., Maitland, C.F. and Cameron, B. (2005). "Scaling the wall: Factors influencing the conditions for market entry in the mobile data market," In Sorensen, C. et al. (Eds.), *Designing ubiquitous information environments: Socio-technical issues and challenges*. IFIP TC 8 WG 8.2 International working conference, August 1-3, 2005, Cleveland, Ohio, (pp.277-292).

[BC.4] Maitland, C.F. (2004). "Mobile commerce technologies and services: A SME user's perspective," In Preissl, B., Bouwman, H. and Steinfield, C. (Eds.), *E-life after the Dot Com Bust*, (pp. 159-176), Berlin: Springer Verlag.

[BC.3] Westerveld, R. and Maitland, C.F. (2002). "Technical Aspects of Rural Telecom," In Mansell, R., Samarajiva, R. and Mahan, A. (Eds.), *Network Knowledge for Information Societies: Institutions and Intervention,* (pp. 115-117), Delft: Delft University Press.

[BC.2] Maitland, C. and Bauer, J. (2001). "National Level Culture and Global Diffusion: The Case of the Internet," In Ess, C. (Ed.), *Culture, Technology, Communication: Towards an Intercultural Global Village,* (pp. 87-128), Albany: State University of New York Press.

[BC.1] McDowell, S.D. and Maitland, C. (1998). "Developing Television Ratings in Canada and the United States: The Perils and Promises of Self-Regulation," In Price, M.E. (Ed.), The V-Chip Debate: Content Filtering from Television to the Internet, (pp. 23-46), Mahway, NJ: Lawrence Erlbaum.

CONFERENCE PRESENTATIONS (PEER REVIEWED)

[CN.28) Maitland, C.F. and Peha, J. (2018) Telecommunications Resilience and Recovery: Puerto Rico after Hurricane Maria, presentation at the 46th Research Conference on Communication, Information & Internet Policy (TPRC), American University, September 21-22, 2018.

[CN.27] Maitland, C.F. (2011). "Global academic research networks: International and inter-organizational factors influencing network deployment and use, " Panel presentation at the *39th Research Conference on Communication, Information & Internet Policy (TPRC)*, Arlington, VA, September 23-25.

[CN.26] Maitland, C. F. (2009). "International information and telecommunications policy harmonization: A comparative analysis," Panel presentation at the *37th Research Conference on Communication, Information & Internet Policy (TPRC)*, Arlington, VA, September 25-27.

[CN.25] Van Gorp, A.F. and Maitland, C.F. (2007). "The Regulatory Design Problem Revisited: Tanzania's Pioneering Position in Africa," Panel presentation at the *35th Research Conference on Communication, Information & Internet Policy (TPRC)*, Arlington, VA, September 28-30.

[CN.24] Maitland, C.F. and Van Gorp, A.F. (2007). "Beyond Harmonization: The Role of Regions in Facilitating ICT-based Development," Panel presentation at the *35th Research Conference on Communication, Information & Internet Policy (TPRC)*, Arlington, VA, September 28-30.

[CN.23] Van Gorp, A.F. and Maitland, C.F. (2007). "Regionalization of Telecommunications Regulatory Policy: A Model to Assess Regional Effects on National Regulations," Panel presentation at the *57th Annual Conference of the International Communication Association*, San Francisco, CA, May 24-28.

[CN.22] Pusey, B., Maitland, C.F., Tapia, A.H. and Yen, J. (2007). "A Survey of Trust Models in Agent Applications," Panel presentation at the *Annual Conference of the North American Association for Computational Social and Organizational Sciences (NAACSOS),* Atlanta, GA, June 7-9.

[CN.21] Yen, J., Maitland, C. and Tapia, A. (2007). "Simulated Decision Making for ICT Coordination in Disaster Relief Using Cognitive Agents," Panel presentation at the *AI in ICT for Development*

Workshop at the IJCAI, Twentieth International Joint Conference on Artificial Intelligence, Hyderabad, India, January 6-12.

[CN.20] Tarnacha, A. and Maitland, C.F. (2006). "Standards Competition and the Role of Intermediation in the Supply of Mobile Applications," Panel presentation at the *34th Research Conference on Communication, Information & Internet Policy (TPRC)*, Arlington, VA, September 29 – October 1.

[CN.19] Maitland, C.F. (2006). "(De)centralization in policy making and network architectures: A new era for wireless policy," Panel presentation at the *16th Biennial conference of the International Telecommunications Society (ITS)*, Beijing, China, June 17-19.

[CN.18] Petrick, I. and Maitland, C.F. (2005). "Economies of speed: A conceptual model to describe network effectiveness," Panel presentation at the *Third Klein Symposium*, University Park, PA, October 12-14.

[CN.17] Tapia, A.H., Stone, M. and Maitland, C.F. (2005). "Public-private partnerships and the role of state legislation in wireless municipal networks," Panel presentation at the *33rd Research Conference on Communication, Information & Internet Policy (TPRC)*, Arlington, VA, September 23-25.

[CN.16] Maitland, C.F. (2005). "Self-regulation in the mobile internet industry: The case of location information privacy," Panel presentation at the *50th Annual conference of the International Communication Association*, New York, NY, May 25-27.

[CN.15] Bauer, J.M., Lin, Y.-C., Maitland, C.F. and Tarnacha, A. (2004). "Mobile communications policy and the transition to Next Generation Wireless," Panel presentation at the *32nd Research Conference on Communication, Information & Internet Policy (TPRC)*, Arlington, VA, October 1-4.

[CN.14] Van Gorp, A., Maitland, C.F., and Hanekop, H. (2004). "The broadband Internet access market: Market and firm specific forces influencing the participation of ISPs," Panel presentation at the *15th Biennial Conference of the International Telecommunications Society*, Berlin, Germany, September 4-7.

[CN.13] Westerveld, R., Maitland, C.F. and Van de Kar, E.A.M. (2004). "UMTS Testbed TU Delft: From imagination to reality," Panel presentation at the *World Wireless Congress*, San Francisco, CA, May 25-28.

[CN.12] Maitland, C.F. and de Vlaam, H. (2003). "The implications of European Union policies for mobile Internet services in Europe," Panel presentation at the *53rd Annual Conference of theInternational Communication Association*, San Diego, CA, May 23-27.

[CN.11] de Vlaam, H. and Maitland, C.F. (2003). "The increasing importance of access in European mobile telecommunications," Panel presentation at the *EuroCPR Conference*, Barcelona, Spain, March 23-25.

[CN.10] de Vlaam, H. and Maitland, C.F. (2002). "The increasing importance of access in 3rd generation mobile markets," Panel presentation at the *13th ITS European Regional Conference*, Madrid, Spain, September 8-10.

[CN.9] Bauer, J.M., Westerveld, R. and Maitland, C.F. (2001). "Advanced wireless communication infrastructure: Technical, economic and regulatory conditions of UMTS network deployment," Panel presentation at the *12th ITS European Regional Conference*, Dublin, Ireland, September, 2-3.

[CN.8] Bauer, J.M., Berne, M. and Maitland, C. (2000). "Internet access in the European Union and the United States," Panel presentation at *Regulating the Internet: EU and US Perspectives*, Seattle, WA, April 27-29.

[CN.7] Sadowski, B.M., Maitland, C.F. and van Dongen, J. (1999). "Strategic Use of the Internet by Small-and-Medium-Sized Firms: An Exploratory Study," Panel presentation at the 27th Telecommunication Policy Research Conference (TPRC), Arlington, VA, September 25-27.

[CN.6] Maitland, C. and Bauer, J.M. (1999). "Global Diffusion of the Internet," Panel presentation at the *10th ITS European Regional Conference*, Turin, Italy, September 2-4.

[CN.5] Maitland, C. (1999). "Bridge or Road Block? Developing Country Firms, Electronic Commerce and Trust," Panel presentation at the Annual Meeting of the *International Association for Media and Communication Research (IAMCR)*, Leipzig, Germany, July 27-31.

[CN.4] Mody, B., Yoo, H.-O., Maitland, C. and Malouche, M. (1998). "Preparing for Competition in Telecommunications Services: Effects on Employment Around the World," Panel presentation at the *48th Annual Conference of the International Communication Association*, Jerusalem, July, 20-24th.

[CN.3] McDowell, S.D. and Maitland, C. (1998). "Developing Television Ratings in Canada and the United States: The Perils and Promises of Self-Regulation," Panel presentation at the *48th Annual Conference of the International Communication Association*, Jerusalem, July, 20-24th.

[CN.2] Maitland, C. and McDowell, S.D. (1997). "Developing Television Ratings in Canada and the United States: Themes and Variations in V-Chip Design and Deployment," Panel presentation at the *47th Annual Conference of the International Communication Association*, Montreal, Canada, May, 22-26th.

[CN.1] Mody, B., Maitland, C. and Malouche, M. (1997). "Jobs in Teleutopia: An International Comparison of Employment in Telecommunication Services," Panel presentation at the *Annual Convention of the International Studies Association*, Toronto, Canada, March 18-22nd.

REPORTS

Maitland, C.F. and Motalebi, N. (2020) "Comparative Analysis of Coherence Activity Uganda versus Ecuador," for the U.S. State Department (https://coherence4rd.com/files/Coherence_Comparative-Analysis_web.pdf)

Maitland, C. F. (2020) "Access and Agency: Digital Refugees and the Future of Protection in the Context of Ubiquitous Connectivity," commissioned and peer reviewed by the UN Refugee Agency (UNHCR) Innovation Service (https://www.unhcr.org/innovation/wp-content/uploads/2020/04/Access-and-agency_WEB042020.pdf)

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

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

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

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

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

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

GRANTS & CONTRACTS

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

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

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

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

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

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

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

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

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

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

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

Japan Foundation's Center for Global Parntership, $18,611 for "Standards: An impetus for growth in a regional economy," Carleen Maitland (PI), John Bagby, John Hill, 2009-2010.

U.S. Department of the Navy. $387,000 for "Rapid Reaction Technology Initiatives," Dave Hall (PI), Mike McNeese, John Yen, Hank Foley, Carleen Maitland and Andrea Tapia, 2008-2009. (Part of a larger $6,450,000 grant to the Penn State Applied Research Lab).

International Business Machines Corporation (IBM) $75,000 for "DNA of the Supply Chain," Irene Petrick (PI), Carleen Maitland, 2007-2008.

National Science Foundation (Human and Social Dynamics cross-cutting program) $650,000 for "DRU: Inter-organizational decision making and organization design for improved ICT coordination in disaster relief," Carleen Maitland (PI), Andrea Tapia, John Yen, and Benita Beamon of University of Washington, 2007-2009.

National Science Foundation (Human and Social Dynamics cross-cutting program) $6,000 for "REU Supplement: DRU: Inter-organizational decision making and organization design for improved ICT coordination in disaster relief," Carleen Maitland (PI), and Benita Beamon of University of Washington, 2007-2009.

Pennsylvania Industrial Research Center Network. $37,000 for "PA Plastics Initiative –Supply Chain Analysis," Irene Petrick (PI), Carleen Maitland, 2007.

Central Pennsylvania Workforce Development Corporation. $65,160 for "PA Plastics Initiative – Supply Chain Analysis," Irene Petrick (PI), Carleen Maitland, 2006-2007. (Part of a larger $814,500 grant to University Outreach)

National Institutes of Standards and Technology (NIST), $79,024 for "Supply Chain Network Effectiveness," Irene Petrick (PI), Carleen Maitland, Gerry Susman and Doug Thomas, 2005-2007.

National Institutes of Standards and Technology (NIST), $109,730 for "Supply Chain Network Effectiveness," Irene Petrick (PI), Carleen Maitland, Gerry Susman and Doug Thomas, 2005-2006.

The NET Institute $15,000 for "The Delft UMTS Test-bed and End-User Security Features," Carleen Maitland (PI), 2003.

European Commission Information Society Technology Programme €44,500 for "e-HUBs:e-Engineering enabled by Holonomic and Universal Broker Services," Godfried Augenbroe (PI), Carleen Maitland, 2002-2004. (Part of a larger €1,000,000 grant to a multi-university consortium project.)

INTERNAL

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

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

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

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

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

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

Penn State College of Information Sciences and Technology. $8,000 for "Seed Grant: Using Social Media to Tailor HIV/AIDS Health Messages for College Students in Cameroon" Lynette Kvasny (PI), Carleen Maitland, 2009-2010.

Penn State College of Information Sciences and Technology. $8,000 for "Seed Grant: Measuring the Value of Coordinating for Extreme Events" Andrea Tapia (PI), Carleen Maitland, 2009-2010.

Pennsylvania State University Equal Opportunity Planning Committee (EOPC) $8,686 for "The international context of information technology course," Carleen Maitland (PI), 2004-2005.

Pennsylvania State University Equal Opportunity Planning Committee (EOPC) $12,741 for "The international context of information technology course," Carleen Maitland (PI), 2003-2004.

INVITED TALKS/PARTICIPATION

EXTERNAL

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

George Washington University, Washington, DC, Invited Talk. "Decentralization and Information Flows," *School of Media and Public Affairs Colloquium*, April 7th, 2009.

United Nations Office of Coordination for Humanitarian Affairs (OCHA) "Global Symposium Analysis," Invited Panelist. Global Symposium +5, UN Palais, Geneva, Switzerland,, October 22-26th, 2007.

NetHope Annual Meeting, Microsoft, Redmond, WA, Invited Panelist. "Collaborating and partnering with NetHope – lessons learned, future opportunities," May 9-11, 2007.

HumaniNet webinar, Invited Panelist. "Disaster Management and Humanitarian Assistance Tools," February 15, 2007.

Delft University of Technology, The Netherlands, Workshop on Business Models for Innovative Mobile Services, Invited Panelist. "Business models for mobile information and entertainment services," November 15-16, 2002.

European Institute for the Media, Duesseldorf, Germany, Invited Panelist. "Roles and relations in business models for mobile commerce," *2nd Transatlantic Dialogue: Mobile Communications in the Next Generation Wireless Networks, New Applications and Usability*, February 28th, 2002.

German Institute for Economic Research, Berlin, Germany, Invited Speaker. "Mobile Commerce: Small Firm User Perspective," *Workshop on E-life after the dot-com bust,* December 13-14, 2001.

Adam Smith Institute, London, England, Invited Speaker. "Internet Diffusion: Technology, Commercial and Policy Issues," *Workshop on Policies for extending telecommunications services: Addressing the technical and institutional practicalities*, February 29-March 2, 2001.

University of Dar es Salaam & NUFFIC, Dar es Salaam, Tanzania, Invited Speaker. "Technologies and policies for e-commerce in developing countries," Ecommerce: Myths and Realities, October 30th, 1999.

INTERNAL

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

US-China International Workshop on GeoCollaborative Crisis Management, Pennsylvania State University, University Park, PA, Invited Speaker: "Inter-agency coordination in humanitarian relief activities," December 3-4, 2008.

College of the Liberal Arts Globalization Seminar, Pennsylvania State University, University Park, PA, Invited Speaker. "Beyond harmonization: The role of regions in ICT policy making," March 24, 2008.

Department of Telecommunications Colloquium, Pennsylvania State University, University Park, PA, Invited Speaker. "Inter-organizational coordination for effective ICT deployment and use," November 13, 2007.

SUPERVISION

PENNSYLVANIA STATE UNIVERSITY

COLLEGE OF INFORMATION SCIENCES AND TECHNOLOGY

-Nasim Montelabi, Doctoral student (Chair)
-Matt McGee, MS degree conferred 2022 (Chair)
-Kathleen Shatinsky, MS degree conferred 2021 (Committee Member)
-Rich Canevez, PhD dissertation, degree conferred 2020 (Chair) – Assistant Professor, Michigan Technical University
-Abdelhady Abuolba, MS degree conferred 2020 (Chair)
-James Reep, PhD dissertation, degree conferred 2020 (Committee Member)
-Anita Chen, MS degree conferred 2020 (Committee Member)

-Dan Hellmann, PhD dissertation, degree conferred 2018 (Chair) – Research Staff, Institute for Defense Analyses
-Ying Xu, PhD dissertation, degree conferred 2018 (Chair) – Data Engineering Manager, Primer.AI
-Eric Obeysekare, PhD dissertation & Fulbright Fellow, degree conferred 2018 (Chair) – Engineering Manager, FranklinCovey
-Jon Becker, PhD dissertation, degree conferred 2016, (Chair) – U.S. Government Research Analyst
-Kathleen Moore, PhD dissertation, degree conferred 2014, (Committee Member) – Assistant Professor, JMU
-Matt Lesniewski, MS thesis, degree conferred 2014, (Committee Member)
-Louis-Marie Tchouakeu, PhD dissertation, degree conferred 2011 (Chair) – Associate Professor of MIS, Prairie View University, Texas
-Ankur Tarnacha, PhD dissertation, degree conferred 2008 (Chair) – Director, Innovation Strategy, Microsoft
-Nicolai Pogrebnyakov, PhD dissertation, degree conferred 2008 (Chair) – Head of AI at Sparrow Bioacoustics
-Annemijn van Gorp, PhD dissertation, degree conferred 2008 (Chair) – Chief Data Officer, Leiden City Government, The Netherlands
-Liang Guo, PhD dissertation, degree conferred 2012 (Committee Member)
-Haiyan Huang, PhD dissertation, degree conferred 2009 (Committee Member)
-Ivanna Terrell, PhD dissertation, degree conferred 2006 (Committee Member)
-Chia Yin Leslie Tu, MS Thesis, degree conferred 2005 (Committee Member)

Mikayla Casey, BS Honors thesis, degree conferred 2021 (Thesis Advisor)
Katelyn Sullivan, BS Honors thesis, degree conferred 2017 (Thesis Advisor)
Ryan Pfister, BS Honors thesis, degree conferred 2009 (Thesis Advisor)
Hershel Trey Thomas, BPhil thesis, degree conferred 2009 (Thesis Advisor)
Jim Surdoval, BS Honors thesis, degree conferred 2008 (Thesis Advisor)
Mike Zawacki, BS Honors thesis, degree conferred 2007 (Thesis Advisor)
Christina Pawlikowski, BA Honors thesis, degree conferred 2007 (Thesis Advisor)
Nick Kilmer, BS Honors thesis, degree conferred 2006 (Thesis Advisor)
Kevin Shah, BS Honors thesis, degree conferred 2006 (Thesis Advisor)
Todd Bacastow, BS Honors thesis, degree conferred 2005 (Thesis advisor)

COLLEGE OF ENGINEERING, DEPT OF COMPUTER SCIENCE AND ENGINEERING
Yang Zhang, PhD dissertation, degree conferred 2011 (Committee Member)
Aravindhan Venkateswaran, PhD dissertation, degree conferred 2007 (Committee Member)
Kameswari Kotapati, PhD dissertation, degree conferred 2007 (Committee Member)
Hee Sook Choi, PhD dissertation, degree conferred 2007 (Committee Member)
Hui Song, PhD dissertation, degree conferred 2007 (Committee Member)
Sun-Ho Lim, PhD dissertation, degree conferred 2004 (Committee Member)

COLLEGE OF COMMUNICATION, DEPT. OF TELECOMMUNICATION
Akshaya Srinivasan, PhD dissertation, degree conferred 2017 (Committee Member)
Brandie Martin, PhD dissertation, degree conferred 2013 (Committee Member)
Becky Wu, PhD dissertation, degree conferred 2010 (Committee Member)
Eun-a Park, PhD dissertation, degree conferred 2008 (Committee Member)
Pinjia Liao, PhD dissertation, degree conferred 2007 (Committee Member)
Ben Eisenberg, MA Thesis, degree conferred 2004 (Committee Member)

COLLEGE OF LIBERAL ARTS
DEPT. OF SOCIOLOGY
Hannah Furnas, PhD dissertation, degree conferred 2017 (Committee Member)
DEPT. OF POLITICAL SCIENCE
Nick Dietrich, PhD dissertation, degree conferred 2020 (Committee Member)

DELFT UNIVERSITY OF TECHNOLOGY
FACULTY OF TECHNOLOGY, POLICY AND MANAGEMENT
Annemijn van Gorp, MS Thesis, degree conferred 2002 (Chair)
Sonoko Takahashi, MS Thesis, degree conferred 2002 (Chair)

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

UNIVERSIDAD TECNOLÓGICA de PANAMÁ
FACULTY OF ENGINEERING OF COMPUTATIONAL SYSTEMS
Rene Prosper, MS Human Computer Interaction, (Co-Chair)

CURRICULA, COURSE DEVELOPMENT & TEACHING

CURRICULUM DEVELOPMENT

Pennsylvania State University
Penn State Inter-College Data Sciences Undergraduate Degree
Led design of curriculum and governance for degree program and shepherded initial Faculty Senate approval

COURSE DEVELOPMENT

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

TEACHING

Pennsylvania State University
IST 530: Foundations of Social Informatics; 2017, 2020
IST 504: IST Integration of Theories and Methods (masters course) 2013-17
IST 501: IST Integration of Theories and Methods; 2012
IST 402: Information & Communication Technologies for Development; 2012, 2021
IST 431: The Information Environment; 2013, 2016, 2017, 2021
IST 442: IT in the International Context; 8 semesters, 2004-2010; 2013, 2016-2020
IST 301: Information and Organizations; 6 semesters, 2004-2010, 2016
IST 445H: Globalization Trends and World Issues (honors course); 2004-2008, 2022
IST 432: The Legal and Regulatory Environment of IST; 2 semesters, 2009-2010
IST 532: Organizational Informatics; 1 semester, 2008
PSU017: First Year Seminar; 1 semester, 2007
IST 110: Information, People and Technology; 2002, 2022, 2023

Delft University of Technology
SPM1410: Business Data Communications; 2 semesters, 2001-2002

Michigan State University
TC801: Intro to Telecom Technologies; 1 semester, 1998
TC201: Intro to Media and Comm Technology: 1 semester, 1998

SERVICE

PROFESSION

USAID Women Connect Challenge
-Judge, 2018
World Bank Broadband for Refugees Project
-Advisory Committee, 2018
United Nations University – Computing & Society, Macau, China
-Advisory Board Member 2017 – present
-Director Search Committee Member 2017 – 2020
Worcester Polytechnic Institute
-Board of Trustees Member 2022 - present

CONFERENCES

LEADERSHIP

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

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

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

PROGRAM COMMITTEES

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

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

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

ACM Information and Communication Technologies for Development (ICTD)
-Program Committee Member 2012 – 2015, 2018, 2022

Information Systems for Crisis Response and Management (ISCRAM)
-Program Committee Member 2008-2012
-Session Co-Chair Washington, DC 2008.

Interact

-Program Committee Member 2013

European Conference on Information Systems
-Track co-chair 2012

Global Mobility Roundtable, University of Southern California
-Program Committee Member 2007-2009.

International Telecommunications Society
European Regional Conference
-Program Committee Member 2005, 2007.

International Conference on Electronic Commerce
-Mobile and Pervasive Computing Track Program Committee Member 2006.

JOURNALS

Editorial Boards
Digital Policy, Regulation and Governance
-Member, 2019-present
Telecommunications Policy
-Member, 2018-present
Information Technology in International Development (ITID)
-Associate Editor, 2017-2020

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

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

REVIEWS

CAREER ADVANCEMENT

Tenure & Promotion Reviews
UMASS Boston, University of Tennessee, Arizona State
Early Career Researcher Portfolio Review
South Africa National Research Council

DEPARTMENTAL REVIEWS

-Michigan State University

Department of Media and Information 2016

SCIENTIFIC ORGANIZATIONS

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

FNRS (Belgian National Science Foundation)
-proposal review 2018

European Research Council
-proposal review 2020

PUBLISHERS

MIT Press
-Book Proposal Review (2020, 2021, 2022)
Oxford University
-Book Proposal Review (2020)

EXTERNAL THESIS REVIEWS

University of Cape Town
M.S. Thesis, 2018

PENN STATE

Strategic Interdisciplinary Research Office
Red Team Reviewer 2017

CONFERENCES

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

WORKSHOP ORGANIZING

Migration And Mobility In HCI: Rethinking Boundaries, Methods, and Impact 2021 – Co-Organizer
NSF/NTIA Sponsored Broadband 2021 Workshop, June 2016 – Co-Organizer and facilitator.
Open Session on ICT for Forced Migration and Refugees at ICTD2016 – Co-Organizer and facilitator.
Displaced Persons Workshop 2016 – Organizer and workshop facilitator.
Displaced Persons Workshop 2013 – Organizer and workshop facilitator.
Post-conference Workshop on the Future of Broadband at ICTD2012 – co-Organizer and participant

UNIVERSITY AND COLLEGE COMMITTEES

University
Graduate School Fellowships and Awards Committee
-College Representative
Faculty Senate
-College Senator (2017)
Academic Council of Undergraduate Education (2014-2015)
-Member
Academic Council of Graduate Education (2014-2015)
-Member
Graduate Council Subcommittee on Programs and Curriculum
- Member 2009, 2010

Women in Science and Engineering Advisory Board
-Member 2002-2005
Schreyer Honors College Faculty Selection Committee
-Member 2005-2009

College of Information Sciences and Technology
Social and Organizational Informatics Faculty Search Committee 2021 - Chair
Promotion and Tenure Committee (2016-2018)
Faculty Council (2015-2017)
Fixed Term Faculty Search Committee Member (2016)
Frymoyer Chair Search Committee 2012
Graduate Advisory Council (Chair 2010; Member 2009)
Graduate Recruiting Committee (Chair 2010; Member 2008-2009; 2012-2013)
Faculty Search Committee (Member 2009/2010, 2005/2006)
Associate Dean for Research Search Committee (Member 2006)
Distinguished Lecture Series Committee (Member 2008)
Faculty Advisory Committee (member 2005-2006)
Comprehensive Exam Committee (Member 2005-2010, 2013)
Scholarship Committee (Member 2004-2006)
IST New Building Transition Committee (Member 2003-2004)