

PRISCILLA A. ARLING

College of Business
Butler University
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EDUCATION

Doctor of Philosophy

Business Administration – Information and Decision Sciences
University of Minnesota, Carlson School of Management, Minneapolis, MN

Dissertation Topic

A Social Capital Perspective on Communication, Technology Use and Individual Outcomes
in Distributed Teams

Dissertation Committee

Mani Subramani (Primary Advisor, Information and Decision Sciences)
Gordon B. Davis (Committee Chair, Information and Decision Sciences)
David Knoke (Sociology)
Harry Sapienza (Strategic Management and Organization)

Masters of Business Administration

Bloch School of Business, University of Missouri-Kansas City, Kansas City, MO.

Bachelor of Science (Information Systems)

School of Business, Virginia Commonwealth University, Richmond, VA.

PROFESSIONAL EXPERIENCE

Butler University, College of Business, Indianapolis, IN

Assistant Professor of Management Information Systems (August 2006-Present).

American Family Insurance, Information Services (I/S) Department.

I/S Manager
I/S Development Supervisor
I/S Development Specialist
I/S Sr. Development Analyst

TEACHING EXPERIENCE

Teaching

- Information Technology (Undergraduate business core course), Fall 2006-Present, Butler College of Business.
- Systems Analysis and Design (Undergraduate elective), Spring 2008-Present, Butler College of Business.
- Data Networks and Communication (Undergraduate elective), Fall 2006–Present, Butler College of Business.
- Information Systems for Competitive Advantage (Graduate elective), Fall 2009, Butler College of Business.
- College of Business Internship (Undergraduate 3 credit core course), Fall 2008, Butler College of Business.
- Expert Systems and Knowledge Management (Undergraduate elective), Spring 2007, Butler College of Business.
- Information Systems for Business Processes and Management (Undergraduate core-two sections), Fall 2004, University of Minnesota Carlson School of Business.

Teaching Assistant

- Internet Technologies (MBA), Mar 2004-May 2004, Information and Decision Sciences, University of Minnesota
- Managing Information Technologies (MBA), Jan 2004-Mar 2004, Information and Decision Sciences, University of Minnesota

- Knowledge Management (MBA), Oct 2003-Dec 2003, Information and Decision Sciences, University of Minnesota
- Managerial Decision Making (MBA), Aug-Oct 2003, Information and Decision Sciences, University of Minnesota
- Information Technology Management (MBA-Required), Aug-Dec 2002, Information and Decision Sciences, University of Minnesota
- Managing Organizational Information Resources (MBA) Mar-May 2002, Information and Decision Sciences, University of Minnesota
- Management of Information Systems Development (MBA) Jan-Mar 2002, Oct-Dec 2001, Information and Decision Sciences, University of Minnesota
- Enterprise Technology (MBA) Aug-Oct 2001, Information and Decision Sciences

TEACHING INTERESTS

- Management of Information Technologies, Systems Analysis and Design
- Data Networks and Communication
- Knowledge Management, Project Management
- Managerial Decision Making

RESEARCH INTERESTS

- Systems of Knowledge and Communication in Organizations, Social Network Analysis
- Impact of Technology on Individual and Organizational Communication
- Quality Improvement in Healthcare
- Distributed Work and Virtual Teams
- Knowledge Management

PEER REVIEWED PUBLICATIONS - JOURNALS

Abrahamson, K., Arling, P. A. and Wesorick, B. *Forthcoming*. "An Application of the Socio-Technical Systems Approach to Implementation of Electronic Evidence into Practice: The Clinical Practice Model Framework," *International Journal of Reliable and Quality e-Healthcare*.

Florental, B. and Arling, P. A. *Forthcoming*. "Do Green Lifestyle Consumers Appreciate Low Involvement Green Products?" *Marketing Management Journal*.

Florental, B., Arling, P. A., Skinner, D. King, K. and Rondeau, P. *Forthcoming*. "Enhancing the Traditional IMC Recruitment Plan to Gauge the Impact of Vodcast Usage on Students," *International Journal of Integrated Marketing Communications*.

Arling, P. A. and Subramani, M. 2011. "The Effect of Virtuality on Individual Network Centrality and Performance in Ongoing, Distributed Teams," *International Journal of Internet and Enterprise Management*, 7(4), pgs 325-348.

Arling, P. A., Doebbling, B. N., and Fox, R. L. 2011. "Improving the Implementation of Evidence-based Practice and Information Systems in Healthcare: A Social Network Approach," *International Journal of Healthcare Information Systems and Informatics*. 6(2), pgs 38-60.

Arling, P. A. and Chun, M. 2011. "Facilitating New Knowledge Creation and Obtaining KM Maturity," *Journal of Knowledge Management*, 15(2), pgs 231-250.

Arling, P. A., Deeter, C. and Eggers, H. 2010. "A Systems Analysis Experiential Case Study: Repeatable Real World Problem Solving," *Decision Sciences Journal of Innovative Education*, 8(2), pgs 417-422.

Arling, P. A. and Xu, H. 2010. "The Impact of Team Member Familiarity on Communication Media Use and Subsequent Project Performance," *Communications of the ICISA*, 11(1), pgs 57-80.

Chun, M., Sohn, K., Arling, P. A. and Granados, N. 2009. "Applying Systems Thinking to Knowledge Management Systems: The Case of Pratt-Whitney Rocketdyne," *Journal of Information Technology Case and Application Research*, 11(3), pgs 43-67.

Arling, P. 2009. "A Network Implementation Class Exercise: BusinessQuest Business Incubator, LLC," *Journal of Information Systems Education*, 20(1), pgs 25-27. Additional teaching notes at: <http://www.jise.appstate.edu/Notes.htm>.

PEER REVIEWED WRITTEN WORK – CONFERENCES and BOOK CHAPTERS

Abrahamson, K., Arling, P. A., Mueller, C., Davila, H. and Arling, G. 2011. "Early Findings from the Evaluation of the Minnesota Performance Incentive Payment Program (PIPP)," The Gerontological Society of America's 64th Annual Scientific Meeting, November 18-22, Boston.

Arling, G., Inui, T., Arling, P. A., Abrahamson, K., Mueller, C., Davila, H. and Perkins, A. 2011. "Case Study of a Highly Effective Nursing Home Quality Improvement Collaborative: The Empira Fall Prevention Project," The Gerontological Society of America's 64th Annual Scientific Meeting, November 18-22, Boston.

Florental, B., Arling, P. A., Skinner, D., King, K. and Rondeau, P. 2011. "Vodcast Impact on Students' Attitudes and Behavioral Intentions," *Direct and Interactive Research Summit*, October 1-2, Boston, http://www.directworks.org/uploadedFiles/Educators/Research_Summit/28-Florental-Paterson-Arling-Skinner-King-Rondeau.pdf

Arling, P. A., Doebbling, B. N., and Fox, R. L. 2011. "Leveraging Social Network Analysis to Improve the Implementation of Evidence-Based Practices and Systems in Healthcare," *Proceedings of the Forty-Fourth Annual Meeting of the Hawaii International Conference on Systems Sciences*, January 4-7, Kauai, Hawaii.

Abrahamson, K. and Arling, P. A. 2011. "Improving the Implementation of Evidence-based Practice: A Socio-technical Approach," *Nineteenth Annual International Conference of the Clinical Practice Model Resource Center*, January 19-22, San Francisco.

Arling, P. A., Fox, R. L. and Doebbling, B. N. 2010. "Toward More Effective Implementation of Evidence-based Practice: Relational and Contextual Considerations," in *Handbook of Healthcare Delivery Systems*, Yih, Y. editor, CRC Press.

Arling, P. A., Doebbling, B. N., and Fox, R. L. 2010. "Improving the Implementation of Evidence-Based Practices and Information Systems in Healthcare: A Social Network Approach," *Workshop on Health IT and Economics (WHITE)*, Washington, D.C., October 8-9.

Arling, P. A. and Chun, M. 2010. "Assessing New Knowledge Creation and KM Maturity in Information Systems," *Academy of Management Annual Meeting*, Montreal, Canada, August 6-10, available on-line at <http://annualmeeting.aomonline.org/2010>.

Chun, M., Arling, P. and McQuaid, B. 2010. "Knowledge Management: Integrating Social Networking Technologies and a Generative Learning Environment," *IEEE / IFIP Network Operations and Management Symposium*, Osaka, Japan, April 19-23, pgs 262-269.

Florental, B. and Arling, P. A. 2010. "Do Consumers with Green Lifestyles Appreciate Green Attitudes of Low Involvement Products?," *Marketing Management Association Conference*, March 24-26, Chicago.

Arling, P. 2009. "Got No Satisfaction? The Ups and Downs of Performance and Job Satisfaction in Distributed Teams," Paper presented at the America's Conference on Information Systems, MISQ Executive Workshop, San Francisco, August 11, 2009.

Arling, P. and Chun, M. 2009. "Leveraging Knowledge Management Information Systems for Generative Learning," *Proceedings of the Thirty-Eighth Annual Meeting of the Western Decision Sciences Institute*, April 7-11, Lihue, Kauai, Hawaii.

Arling, P. 2008. "New Ventures Network Setup", *Workshop on Information Technology and Systems 2008*, Winner of Innovation in Technology Teaching Award, December 13-14, Paris, France.

Chun, M., Sohn, K. Arling, P. and Granados, N. 2008. "Systems Theory and Knowledge Management Systems: The Case of Pratt-Whitney Rocketdyne," *Proceedings of the Forty-First Annual Meeting of the Hawaii International Conference on Systems Sciences*, January 7-10, Waikoloa, Hawaii.

Chun, M., Sohn, K. Arling, P. and Granados, N. 2007. "Knowledge Management Systems and Systems Theory at PWR," *International Workshop on Managing Knowledge for Space Missions*, July 1, Pasadena, CA.

Arling, P. 2007. "Redefining and Measuring Virtual Work in Teams: An Application of Social Network Analysis," *Proceedings of the Fortieth Annual Meeting of the Hawaii International Conference on Systems Sciences*. January 3-6, Waikoloa, Hawaii.

Arling, P. and Subramani, M. 2006. "Leveraging Social Networks and Team Configuration to Enhance Knowledge Access in Distributed Teams," *Best Paper Proceedings of the Sixty-fifth Annual Meeting of the Academy of Management*, Winner: Best Paper Award in OCIS Division. Honolulu, Hawaii. August.

Arling, P. and Subramani, M. 2005. "Being There vs. Being Wired: The Effect of Co-Location on Social Capital in Distributed Teams," *Proceedings of the International Conference of Information Systems*, December 11-14, Las Vegas, Nevada.

Arling, P. 2004. The Impact of Telework on Performance: A Social Network Approach. *Proceedings of the Americas Conference on Information Systems*, August.

OTHER WRITTEN INTELLECTUAL CONTRIBUTIONS

Abrahamson, K, Arling, P., Gillette, J., Wyngarden, K. and Schwartz, C. 2011. "Evidence Based Practice Research Survey," *The Consortiums Connections Newsletter*, Quarter 3, http://www.cpmrc.com/Consortium_Connections/2011Q3/CPM_survey.html.

Williams, C., Arling, P., Judge, S. 2010. "Helping Teams at Work Get the Most Out of Electronic Communication," *Inside Indiana Business*, October 5, <http://www.insideindianabusiness.com/contributors.asp?id=1822#middle>.

Arling, P. and Eckle, J. 2009. "Career Watch: Insights into telework," *Computerworld*, 43(2), pg 32.

Arling, P. and Judge, S. 2008. "Information Technology - Internet and Blogging Policies," *Ice Miller Blog on Indiana CEO Survey*, October 9, <http://blog.icemiller.com/blog/ice-miller-llp/0/0/information-technology---internet-and-blogging-policies>.

Arling, P. and Judge, S. 2008. "Information Technology - Outsourcing IT Functions," *Ice Miller Blog on Indiana CEO Survey*, October 8, <http://blog.icemiller.com/blog/ice-miller-llp/0/0/information-technology---tsourcing-it-functions>.

Arling, P. and Judge, S. 2008. "Information Technology - Evaluating IT Staff," *Ice Miller Blog on Indiana CEO Survey*, October 6, <http://blog.icemiller.com/blog/ice-miller-llp/0/0/information-technologyevaluating-it-staff>.

Arling, P. 2008. "Studying the Effects of Telework - A Letter to the Editor," *Computerworld*, September 22, <http://www.computerworld.com/action/article.do?command=viewArticleBasic&articleId=325924>.

Arling, Priscilla. 2005. "Virtual Work". In G. Davis (Ed.). *Blackwell Encyclopedic Dictionary of Management: Management Information Systems*, Cambridge, MA: Blackwell Business, pg 340.

Dolan, D. and Arling, P. 2004. "Loudoun Magazine Telework Pilot: One-Month Preliminary Findings," *Congressional Record: House Committee on Government Reform: Hearing on Telework Programs and Policies in the Federal Government*. July 8.

Arling, P. 2003. "The Hidden Value of IT", *International Journal of Electronic Commerce and Business Media*. Vol 5(1).

WORK Under REVIEW or IN PROGRESS

Arling, P. A. and Subramani, M. "Leveraging Communication Networks and Team Configuration to Enhance Knowledge Transfer in Distributed Teams."

Florenthal, B., Arling, P. A., Skinner, D., King, K. and Rondeau, P. J. "The Impact of Vodcasts on Students' Attitudes and Behavioral Intentions."

Arling, P. A. "A Study of Social Networks and Quality Improvement in Long-Term Care."

Arling, P. A. and Abrahamson, K. "A Socio-Technical Approach to Implementing Electronic Evidence-based Practice Guidelines."

PRESENTATIONS

Arling, P. 2011. "SAP in the College of Business," Invited presentation at Butler University Board of Trustees meeting, Indianapolis, IN, September 30.

Arling, P. 2011. "Experiential Case Study Approach," Presentation at What Our Teachers Do Best - Butler University Fall Faculty Workshop, Indianapolis, IN, August 17.

Arling, P. 2009. "Nice to See You, but Send Me an Email," Presentation to the Indianapolis Chapter of the Society for Information Management (SIM), Indianapolis, IN, June 18.

Arling, P. 2009. "Systems Theory and Knowledge Management Systems," Presentation at the Purdue University Research Workshop, West Lafayette, IN, April 10.

Arling, P. 2008. "New Ventures Network Setup," Presentation and separate Poster Session, Workshop on Information Technology and Systems, December 10-11, Paris, France. Winner: Innovation in Technology Teaching Case competition.

Arling, P. 2008. "Trust and Reputation On-line," Session Chair. Academy of Management Annual Conference, Anaheim, California, August 11.

Arling, P. 2007. "Social Network Analysis and Organizational Disintegration: A Discussion," International Conference on Information Systems, Association for Information Systems, Montreal, Canada, December 10.

Arling, P., Granados, N., Chun, M. & Sohn, K. 2007 "Latest Research Trends in Knowledge Management: Systems Thinking," International Conference on Managing Knowledge for Space Missions, California Institute of Technology, Jet Propulsion Laboratory, Pasadena, California, July.

Arling, P. 2006. "Face-to-Face and Electronic Social Capital and Performance," International Sunbelt Social Network Conference, April 27.

Arling, P. 2006. "Communication in Distributed Teams," MISRC Seminar Series, Minneapolis, MN, April 7.

Arling, P. 2006. "Social Network and Team Configurations in Distributed Teams," MIS Research Center Workshop, Minneapolis, MN, February 10.

Arling, P. 2005. "Technology, Communication and Performance in Distributed Teams," SIM Academic Workshop-Las Vegas, Dec. 9.

Arling, P. 2005. "Managing Your Social Capital," Association for Women in Computing-Twin Cities Chapter. Minneapolis, MN, March 16.

Arling, P. 2004. "Communication and Social Capital in Your Job," Continuing Education Credit Session for the Minnesota/Wisconsin Chapter of Medical Transcriptionists. November 20.

Arling, P. 2004. "Technology, Communication and Performance," Loudoun Economic Summit. Herndon, VA. October 1.

Arling, P. 2004. "Social Networks, Social Capital and the IT Artifact," Big Ten Research Symposium. Michigan State University, Lansing, MI. April.

Arling, P. 2004. "Managing the Firm's Social Capital: Telework and Performance," MIS Research Center Workshop, Carlson School of Management, Minneapolis, MN, April.

Arling, P. 2004. "The Impact of Telework on Social Relations and Performance," PhD BrownBag session, University of Minnesota, IDSc department, Minneapolis, MN, February.

GRANT AWARDS

Arling, P. 2011. "A Study of Social Networks and Quality Improvement in Long-Term Care," Indianapolis, IN, Summer.

Templeton, W., Arling, P., Wolfsie, M. and Albert, E. 2010. "Investigation into an Undergraduate Healthcare Management Curriculum in the College of Business," Indianapolis, IN, Summer.

Arling, P. 2009. "Got No Satisfaction? The Ups and Downs of Performance and Job Satisfaction in Distributed Teams," funded travel to present, Butler Awards Committee, Butler University, Indianapolis, IN, Summer.

Arling, P. and Xu, H. 2009. "The Effectiveness of Media and Communication Processes in the Educational Environment," funded research proposal, College of Business, Butler University, Indianapolis, IN, Summer.

Arling, P., King, B., Kuhle, S. and Sauer, J. 2008. "MS100/MS265 Continuing Course Development," funded course development/enhancement proposal, Indianapolis, IN, Summer.

Rondeau, P., Jones, L, and Arling, P. 2006. "MS265 Course Restructuring", funded course development/enhancement proposal, Indianapolis, IN, Summer.

CONSULTING EXPERIENCE

Research Consultant

- Telework Consortium, Herndon, Virginia: A nonprofit group supported through federal funding, established to research telework technologies and issues. Duties: Develop data collection instruments, conduct interviews, analyze data, prepare reports for telework pilots being conducted. Dana Dolan, Director of Research (supervisor).

PROFESSIONAL MEMBERSHIP

- Academy of Management
- Association for Information Systems
- Association for Computing Machinery
- Women and HiTech

ACADEMIC AWARDS and SERVICE

Awards

- Butler College of Business Award for Outstanding Service, 2008-2009.
- Innovation in Technology Teaching Case award, Workshop on Information Systems, December 2008.
- University of Minnesota Graduate School Doctoral Dissertation Fellowship for 2005-2006.
- Carlson School of Management Doctoral Dissertation Fellowship for 2005-2006.
- Paul Goldsborough Research award 2005-2006.

Doctoral Consortiums and Symposium Honors

- Americas Conference for Information Systems Doctoral Consortium, August 2005.
- Academy of Management, Org. Communication & Information Systems Doctoral Consortium, Aug 2005.
- Big Ten Information Systems Research Symposium, East Lansing, MI, April 2004.

Committees

- Information Management Council, Butler University, Fall 2007-Present.
- Indiana University Center for Health Services and Outcomes Research, Indiana Transforming Healthcare Research Initiative (INTHRI) Collaborative, Fall 2008 – Present.
- Hiring Committee Member and Interviewer for New MIS/Statistics Tenure Track Faculty member,

Summer/Fall 2011.

- Technology Master Strategic Plan 7D Task Force, Butler University, February 2010 – August 2010.
- Holcomb Awards Committee, Butler University, August 2008-2009.
- MIS Task Force, Butler University, Fall 2006-2007.
- Representative, Student Advisory Group for Director of Graduate Studies, Carlson School of Management, University of Minnesota, Fall 2002-Fall 2003.

Reviewer

- Journal of Strategic Information Systems (ad-hoc).
- Journal of the Association for Information Systems (ad-hoc).
- Information Systems Research Journal (ad-hoc).
- MIS Quarterly Journal (ad-hoc).
- European Journal of Management Information Systems (ad-hoc).
- International Journal of Internet and Enterprise Management (ad-hoc).
- Academy of Management Conference.
- America's Conference on Information Systems (AMCIS).
- International Conference on Information Systems (ICIS).
- Hawaii International Conference on Systems Sciences (HICSS).
- Workshop on e-Business (WEB).

Other Service

- Advisor, MIS Student Organization, Butler University Fall 2006-present.
- Academic Advisor, undergraduate business students, Fall 2007-present.
- Coordinator, Introduction to Technology course, Fall 2006 – present.
- Invited Presenter, Butler University Board of Trustees Meeting, “SAP in the College Business”, September, 2011.
- Mentor, new lecturer in Management Information Systems, Fall 2009-Fall 2010.
- Mentor Assistant on Technology/Research Issues for Ratanya Bowens (student), David Haggstrom, M.D. (mentor), Indiana University Cancer Center (IUCC) High School Summer Internship, Summer 2009.
- Invited Attendee, Pi Beta Phi, Scholarship Dinner, multiple years.
- Invited Attendee, Delta Tau Delta, Scholarship Dinner, multiple years.
- Invited Attendee, Kappa Kappa Gamma, Scholarship Dinner, multiple years.
- Invited Attendee, Lambda Chi Alpha, Scholarship Dinner, multiple years.
- Pro Bono Professional Service, Butler University, Butler Business Accelerator System Requirements and Software Selection for a Knowledge Management System, Fall 2006-Spring 2007.
- Pro Bono Professional Service, Butler University, IR Microsoft Access Workshop Development, Fall 2007.
- Planning assistant, Symposium to honor Gordon B. Davis (May 2005)
- Participant, Twin Cities Knowledge Management Forum (2003-2006)

CONTINUING PROFESSIONAL EDUCATION

- Discussions on Teaching (DOT) meetings, participant, Butler University College of Business, Fall 2011.
- SAP software training, University of Wisconsin-Milwaukee, July 11-14, 2011.
- Transforming Teaching through Technology workshops, Butler University, May-August, 2010.
- St. Vincent's Healthcare System Research Symposium, Indianapolis, IN, June 16, 2010.
- LINKS Social Network Analysis workshops, University of Kentucky, June 7-10, 2010.
- Blackboard Version 9 Workshop, Butler University, May, 2010.
- Art and Craft of Discussion Leadership, Harvard Business School Seminar, February 10-11, 2010.
- SMART PLS statistical software workshop, University of Georgia, January 8-9, 2010.
- Developing and Using Grading Rubrics, Butler University, April 20, 2009.
- Junior Faculty Forum, IUPUI, Indianapolis, IN, March 27, 2009.
- Junior Faculty Development Seminar, Butler University, November 21, 2008.
- Using Technology in the Classroom, Butler University, August 22, 2008.
- Evaluating Oral Presentations, Butler University, June 24, 2008.
- Writing Across the Curriculum Workshop, Butler University, April 21, 2008.
- Technology Use in Teaching Workshop, Butler University, April 11, 2008.
- Great Plains ERP software training, January 10, 2008.
- Steps for Better Thinking: Teaching Critical Thinking Skills, WolcottLynch, August 10-11, 2007.