CARLEEN F. MAITLAND

CONTACT

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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

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

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

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

LEADERSHIP

PROFESSION

Information Technology in International Development (ITID) Journal (published by USC Annenberg Press)
-Associate Editor 2016 – present
NSF/NTIA Defining the National Digital Inclusion Research Agenda (June 2016) – Workshop and Report Co-Chair (by invitation)

Research Conference on Communication, Information and Internet Policy (TPRC)
-Board Chair (elected) 2015 - 2017
-Board Member 2014 - 2015
-Program Committee Chair and ex-officio Board Member 2013 – 2014
-Program Committee Vice-Chair 2012 – 2013
ACM Information and Communication Technologies for Development (ICTD) Conference
-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 Committee 2008 – 2012

PENNSYLVANIA STATE UNIVERSITY, UNIVERSITY PARK, PA
Institute for Information Policy – Colleges of IST & Communication, Co-Director, 2015 – Present

Taskforce – Formulating the University Policy on Open Access, Member 2017

Rock Ethics Institute – Internal Advisory Board Member, 2014 – Present

Penn State Laboratory for Public Scholarship and Democracy
- Fellow (by invitation) 2009 – 2010

AWARDS

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

GRANTS & CONTRACTS

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

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

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

National Science Foundation $76,774 for "Workshop for Developing a U.S. Broadband Research Agenda," <u>Carleen Maitland (PI)</u>, 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," <u>Carleen Maitland (PI)</u>, 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," <u>Carleen Maitland (PI)</u>, 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," <u>Carleen Maitland (PI)</u>, 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," <u>Carleen Maitland (PI)</u>, 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, <u>Carleen Maitland</u> 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), <u>Carleen Maitland</u>, 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," <u>Carleen Maitland (PI)</u>, 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," <u>Carleen Maitland (PI)</u>, 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), <u>Carleen Maitland,</u> 2007.

INVITED TALKS/PARTICIPATION
EXTERNAL

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.

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.

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.

PUBLICATIONS
HUMANITARIAN RELIEF AND DEVELOPMENT
BOOK

[B.1]   Maitland, C. F. (Ed.) (in press, expect March 2018) Digital Lifeline? Information and Communication Technologies (ICTs) for Refugees and the Displaced (MIT Press).

CONFERENCE PROCEEDINGS (PEER REVIEWED)

[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.

[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.

[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.

[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.

[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.

[HCP.16] Schmitt, P., Eland, D., Belding, E, Tomaszewski, B., Xu, Y. and Maitland, C. (2016) "Community-Level 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.

[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 ICTD2015), Ann Arbor, June, 2016.

[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. doi:10.1145/2818048.2820067

[HCP.13] Maitland, C. F. and Obeysekare, E. (2015) "The creation of 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, DOI: 10.1145/2737856.2738024

[HCP.12] Yu, X., 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, 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.

[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.

[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, <u>Maitland, C.</u>, & 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., <u>Maitland, C.</u>, 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., <u>Maitland, C.</u>, & 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]   <u>Maitland, C.F.</u>, 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, <u>Maitland, C.F.</u>, 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]   <u>Maitland, C.F.</u>, 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.13]   Ngamassi, L., <u>Maitland, C.</u>, & 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 <u>Maitland, C. F.</u> (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., <u>Maitland, C. F.</u>, 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., <u>Maitland, C.</u>, 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]   <u>Maitland, C.F.</u>, 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 <u>Maitland, C.</u> (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., <u>Maitland, C.</u> 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., <u>Maitland, C.</u> & 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., <u>Maitland, C.,</u> & 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 <u>Maitland, C.F.</u> (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,, <u>Maitland, C. F.</u> 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 <u>Maitland, C. F.</u> (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]   <u>Maitland, C.F.</u> 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)

[HCN.11] <u>Maitland, C.</u> and Bharania, R. (2017) "Balancing Security and Other Requirements: The Case of the Syrian Refugee Response," TPRC, Arlington, VA September 8-9, 2017.

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

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

[HCN.8]   <u>Maitland, C. F</u>. and Yu, X. (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.

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

[HCN.6]   Zhao, K., Ngamassi, L.-M., Yen, J., <u>Maitland, C.,</u> 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.

[HCN.5]   Zhao, K., Yen, J., <u>Maitland, C. F.</u>, 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.

[HCN.4]   <u>Maitland, C.F.</u>, 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.

[HCN.3]   Tapia, A.H. and <u>Maitland, C.F.</u> (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.

[HCN.2]   Zhao, K., <u>Maitland, C.F.</u>, 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.

[HCN.1]   Van Gorp, A., Ngamassi Tchouakeu, L.-M., <u>Maitland, C.F.</u> 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: 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.

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.

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.

CONFERENCE PRESENTATIONS (PEER REVIEWED)

[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 <u>Maitland, C.F.</u> (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., <u>Maitland, C.F.</u>, 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., <u>Maitland, C.</u> 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.

SUPERVISION

PENNSYLVANIA STATE UNIVERSITY

COLLEGE OF INFORMATION SCIENCES AND TECHNOLOGY
Rich Caneba, PhD student (Chair)
Dan Hellmann, PhD candidate (Chair)
Ying Xu, PhD candidate (Chair)
Eric Obeysekare, PhD candidate & Fulbright Fellow (Chair)
Jon Becker, PhD dissertation, degree conferred 2016, (Chair)
Kathleen Moore, PhD dissertation, degree conferred 2014, (Committee Member)
Matt Lesniewski, MS thesis, degree conferred 2014, (Committee Member)
Louis-Marie Tchouakeu, PhD dissertation, degree conferred 2011 (Chair) – Assistant Professor of MIS, Prairie View University, Texas
Ankur Tarnacha, PhD dissertation, degree conferred 2008 (Chair) – Strategic Management, T-Mobile
Nicolai Pogrebnyakov, PhD dissertation, degree conferred 2008 (Chair) – Associate Professor of International Business, Copenhagen Business School
Annemijn van Gorp, PhD dissertation, degree conferred 2008 (Chair) – Assistant Professor, The Hague University of Applied Science, The Netherlands
Liang Guo, PhD dissertation, degree conferred 2012 (Committee Member)
Haiyan Huang, PhD dissertation, degree conferred 2009 (Committee Member)

Katelyn Sullivan, BS Honors thesis (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)

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)

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)

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

SERVICE

CONFERENCE PROGRAM COMMITTEES
Research Conference on Communication, Information and Internet Policy (TPRC)
-Program Committee Member 2010 – 2012
-Convener of the Graduate Student Consortium 2015

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

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

REVIEWS

CAREER ADVANCEMENT
Tenure Reviews
UMASS Boston, University of Tennessee
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

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)

JOURNALS
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