

STARR ROXANNE HILTZ
CURRICULUM VITAE
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Distinguished Professor, Emerita
Information Systems
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MAJOR ACCOMPLISHMENTS

*In *The Network Nation: Human Communication via Computer*, co-authored with Murray Turoff in 1978, described the technical and social possibilities for what has become the Internet and the World Wide Web; this book received an award from the Association of American Publishers for the Best Technical- Scientific Publication.

*With Murray Turoff, conceived of the possibility of structures and processes to support group decision making and group collaboration within a computer-mediated communication environment, helped to design and conduct some of the first experiments on them (“Computer Support for Group vs. Individual Decisions,” 1982); these are generally now referred to as “Group Decision Support Systems” and “Computer-Supported Cooperative Work” (CSCW)

*Conducted one of the earliest and pioneering longitudinal studies of “Online Communities” (1984)

*Conceived the possibility of an online “virtual classroom” environment; designed, implemented, and studied the first version of such a system in 1986-88 and trademarked the name; these are now generally referred to as Learning Management Systems supporting “Asynchronous Learning Networks” and are being used by hundreds of educational organizations and over 4 million students.

See more about some of these contributions in “Starr Roxanne Hiltz: Pioneer Digital Sociologist,” IEEE Annals of Computing, 2013.

EDUCATION

Ph. D. in Sociology, Columbia University, June 1969
M. A. in Sociology, Columbia University, June 1964
A. B., Vassar College, June 1963, magna cum laude,
Major in Sociology, Minor in Economics
Baldwin High School, 1960

RESEARCH INTERESTS: Computer-Mediated Communication, Information systems for emergency management, Information Systems evaluation-

methodology, Asynchronous Learning Networks, Computer-Supported Cooperative Work, Group Decision Support Systems, Virtual Teams, Human-Computer Interaction, Technology and Society, Pervasive Information Technologies, Computers and Education, information systems and aging.

EXPERIENCE

Distinguished Professor, Information Systems Department, College of Computing Sciences, NJIT, 1985 – 2007. Currently transitioned to emerita status; still have an office, conduct research, teach a course online about once year, and advise Ph.D. students.

2008-2009: Fulbright/ University of Salzburg Distinguished Chair in Media and Communications

2009-2010 academic year: invited visits to University of Hawaii and universities in Romania and Finland.

2010-2011: Holder of a visiting research professorship, the Catedra de Excelencia, at Carlos III University of Madrid.

2012 Visiting Researcher, University of Agder, Norway; research visit to China

2013 Visiting faculty, TECNUN, San Sebastian Spain

2015 Visiting Faculty at U. of Loughborough (UK) and U. of Agder

Additional Positions

Co Director and founder, Collaborative Hypermedia Systems Laboratory NJIT (1995- 2007)

Faculty member, Ph.D. in Management Program, Graduate School of Business, Rutgers University (1988-- 2008)

Director, Ph.D. in Information Systems, NJIT, 2000-2003 and 2005- 2007. The program grew to about 50 students under my leadership and produced its first graduates. In 2007, the IS Ph.D. program was ranked as “number 9” in the U.S. by Academic Analytics.

Prior positions at NJIT:

Acting Chair, Information Systems Department, January- June 2005

Distinguished Professor, 1993-2007, Department of Computer and Information Science; Professor (1985-1993-) Dept. of Computer and Information Science, New Jersey Institute of Technology, Newark, NJ

Visiting faculty (on sabbatical), University of Auckland, Auckland NZ, Fall 2004.

Visiting Fellow, Armed Forces Defense Academy, CIS department, University College, University of New South Wales, Canberra Australia, February- May 1996.

Professor of Sociology (1981--1985) Upsala College
East Orange, New Jersey 07019

Assistant Professor, Upsala College, 1969-73; Associate Professor, 1973-1981. Chairperson, Sociology, Anthropology, and Social Work, Upsala College (1973-84).

Visiting Fellow, Department of Sociology, Princeton University; and participant in a seminar on the Sociology of Science, Institute for Advanced Study, Princeton, NJ. (1976 - 77)

Prudential Insurance Company of America Newark, New Jersey 07101, Special Consultant (1969 - 73). Responsible for the design, supervision, and analysis of a three year project to evaluate the effectiveness of a counseling agency for widows in the New York City area. Also, consulted on questionnaire design and the data analysis for surveys of consumers and employees. Research Analyst (1967 - 69) - Operations Analysis and Research Department. Conducted surveys and analyses on consumer behavior and projections on future trends and developments affecting the insurance industry. Also assumed responsibility for implementation and training users of a new software system.

Sociologist (January - April 1967) U. S. Army Human Engineering Laboratories Systems Research Laboratory, Aberdeen Proving Ground, Maryland. Responsible for the design, administration and analysis of an opinion survey on a new information service for human factors engineers. Also consulted on human factors experiments on the person/machine interface. Received Army Letter of Commendation. "Secret" level security classification.

Research and Teaching Assistant (1964 - 65), Department of Sociology, Graduate Faculties, Columbia University.

AWARDS, HONORS AND LISTINGS

NSF Faculty Fellowship in Science, academic year 1976 - 77

Research Training Fellowship, National Institute of Mental Health, 1964 - 67

Columbia University President's Fellow, 1964 - 65

Danforth Foundation - Vassar College Fellowship, 1963 - 64

New York State Regents Teaching Fellowship, 1963 - 64

New York State Regents Scholarship, 1960 - 63

Member, Phi Beta Kappa. Dean's List at Vassar all semesters

Matthew Vassar Scholar, 1961 - 63

Recipient of the Electronic Networking Association's Rodale award for Creative Achievement, 1990.

Recipient of the Electronic Frontier Foundation's "Pioneer" award, 1994 for "significant and influential contributions to computer-based communications and to the empowerment of individuals in using computers."

Named one of "New Jersey's Women of the Millennium" by the Easter Seals Foundation for "creating solutions and changing lives, in the field of educational technology," 2000.

The 2004 Sloan-C award for "Most Outstanding Achievement in Online Teaching and Learning by an Individual", presented at the 10th International ALN meeting in Orlando Florida, November 2004.

2005 Rudolph J. Joenk Jr. Award for best article in IEEE Transactions on Professional Communication. (for Coppola, Nancy W., Hiltz, Starr Roxanne, and Rotter, Naomi (2004) Building Trust in Virtual Teams).

2008 Fulbright fellow, Distinguished Chair

2009 Community Service Award from ISCRAM (Information Systems for Crisis Response and Management)

2010 Named to the inaugural class of Sloan-C fellows (now called the Online Learning Consortium) "*For conceiving the idea of Virtual Classrooms and for scholarship related to the design, implementation, and verification of effective online education over multiple decades.*"

2013 ACM Making a Difference Award for 2012 in recognition of my academic research and teaching on the issues of ubiquitous network computing and online learning, and their social impact.

MEMBERSHIPS (current and former)

Association for Computing Machinery
 SIGCHI (Special Interest Group on Computer-Human Interaction, formerly SIGSOC) Vice Chairperson, 1979-81)
 SIGCAS (Computers and Society): Member of Advisory Board, 1985-89; member of Nominating Committee, 1990-91.

Association for Information Systems; co-chair of Doctoral Consortium for AMCIS meeting, August 2004

ISCRAM (Information Systems for Crisis Response and Management)

American Sociological Association; member of committee on electronic publications 1996- 1998.

New Jersey Sociological Society - (member of Executive Committee, 1977 - 78; Vice-President, 1978; President, 1979)

American Association of University Professors - Chairperson, 1970 - 71 and 1975 - 76, Committee W on the Status of Women and Minorities, New Jersey State Conference; President, Upsala chapter, two terms.

BIOGRAPHICAL LISTINGS

Who's Who in America

Who's Who of American Women

CONSULTING

Specialty: Group collaboration and decision support, including Delphi Method, Nominal Group Technique, Brainstorming, and the use of qualitative and quantitative methods to assess its effectiveness and outcomes. Clients have included IBM, a government agency in Canada, the National Library of Medicine, Childrens National Medical Center, and many other corporations and public service organizations, including the Office of Technology Assessment of the U.S. Congress.

Consulting is currently offered through Starr Roxanne Hiltz, LLC

TEACHING

Courses developed and taught at NJIT: CIS 350 Computers, Society and Ethics; CIS 475 Evaluation of Computer Applications; CIS 623/763, Qualitative Research on Information Systems; CIS 675 Evaluation of Information Systems; CIS 735 Computer-Mediated Communication Systems (Social Media); CIS 787-788, Information Systems Ph.D. Seminar

At the U. of Salzburg department of Media and Communications, I developed and taught courses in "Web 2.0 and Online Communities," "Teaching and Learning Online," and Qualitative Research Methods.

At Upsala: Courses developed and taught included Introduction to Sociology, Small Group Communication, Population, Political Sociology, Stratification, Sociological Theory, Computers and Society, Gender Roles, and Methods of Social Research.

Recipient of the Lindback Foundation Award for Excellence in Teaching, Upsala College, 1982

Nominated for NJIT Institute Teaching Excellence award several times by the CIS department, and by IS in the years 2000- 2006.

Named "Master Teacher" by NJIT, 2006

ADVISING

Service as an outside advisor/examiner for dissertations, including advisees who have received Ph.D.'s from Stanford, Washington U. (St. Louis), City University, and the U. of Waikato (New Zealand).

Advisor at NJIT to several dozen master's and Ph.D. projects and theses, including:

Enrico Hsu, Management Games for Management Education: A Case Study, Ph.D., 1992; nominated by the Ph.D. in Management Program for the 1992 Rutgers U. Dean's Dissertation Award.

Jerry Fjermestad (1994 degree, finalist in the ICIS "best dissertation" national competition);

Donna Dufner, Rosalie Ocker, and Ajaz Rana, (1995 degrees);

- Cesar Perez (1996), Raquel Benbunan (1997).
 William Anderson (2000) Cultural Values and Communication Mode: A Study of Culturally Homogeneous and Culturally Heterogeneous Groups, Ph. D. Dissertation, Rutgers University.
 Yooncheong Cho (2002) The Effects of Post-Purchase Evaluation Factors on Online vs. In-Store Customer Complaining Behavior.
 David Spencer (2002) A Field Study of Use of Synchronous Computer-Mediated Communication in Asynchronous Learning Networks.
 Wang, Yuanqiong. "Design and Evaluation of a List Gathering Tool in a Web-based Collaborative Environment", Ph.D. Dissertation, 2003.
 Han, Hyo Joo Virtual Teams Combining Mobile devices with web-based communication for group decision making. December 2003.
 Zhang, Yi Modeling Usage of an Online Research Community, NJIT, August 2004.
 Kim, Eunhee. "Effects of Digital Audio on Social Presence, Motivation and Perceived Learning in Asynchronous Learning Networks." May 2005.
 Shen, Jia. "Collaborative Examinations in Asynchronous Learning Networks." May 2005.
 Wong-Bushby, Irene. Using content and process scaffolds for collatorative discourse in asynchronous learning networks . December 2005.
 Saltz, Jeffrey. Dynamic Measuring Tools for Online Discourse. December, 2005.
 Dwyer, Cathy. Appropriation of Privacy Management Within Social Networking Sites. 2008
 Privman, Faina (Robin).. In-Group / Out-Group Dynamics And Effectiveness In Partially Distributed Teams, 2009.
 Plotnick, Linda. Leadership in Partially Distributed Teams, 2009.
 Plummer, Maria. Job Seeking and Job Application in Social Networking Sites: Predicting Job Seekers' Behavioral Intentions. 2010.
 Osatuyi, Jide. Effects of Information Importance and Distribution on Information Exchange in Team Decision Making, 2012.
 Collins, Regina. Assessing Learning Outcomes and Social Capital Formation Resulting from the Use and Sharing of Internet Knowledge Resources. 2015.
 Baksa, Robert. Continuous Monitoring of Enterprise Risks: A Delphi Feasibility Study. 2015.
 Hendela, Art. Collaborative Development of a Small Business Emergency Planning Model. 2016.

Current Students: Erick Sanchez, Lori Wastrous- deversterre

On committee for many other Ph.D. students

SCHOLARLY ACTIVITIES

BOOKS-

Hiltz, S.R., Pfaff, M.F., Plotnick, L., and Shih, P.C., eds., *Proceedings of the 11th International ISCRAM Conference*, University Park, PA., 2014.

Van de Walle, B., Turoff, M. and Hiltz, S.R., eds. *Information Systems for Emergency Management*. In the Advances in Management Information Systems monograph series (Editor-in-Chief: Vladimir Zwass). Armonk, NY: M.E. Sharpe Inc., 2010.

Hiltz, S.R. and Goldman, R., eds. *Learning Together Online: Research on Asynchronous Learning Networks*. Mahwah NJ: Erlbaum, 2005.

Linda Harasim, Starr Roxanne Hiltz, Lucio Teles, and Murray Turoff, *Learning Networks: A Field Guide to Teaching and Learning Online*. MIT Press, 1995.

Starr Roxanne Hiltz *The Virtual Classroom: Learning Without Limits Via Computer Networks*. Norwood, NJ, Ablex Publishing (Human-Computer Interaction Series), 1994. (Currently available from Intellect at www.intellect-net.com)

1984 *Online Communities: A Case Study of the Office of the Future*. Norwood NJ: ABLEX Publishing Corp., Human-Computer Interaction Series.

1982 *Computer-Mediated Communication Systems: Status and Evaluation* (with Elaine Kerr). New York, Academic Press.

1978/1993 *The Network Nation: Human Communication via Computer*, (with Murray Turoff). Reading, Massachusetts: Addison Wesley Advanced Book Program. The Network Nation received the 1978 "TSM Award" of the Association of American Publishers for the Best Technical Publication of 1978. It was also nominated for an award as the best book in information science for 1978. Fourth printing of paperback edition, 1983. Revised edition, MIT Press, 1993.

1977 *Creating Community Services for Widows: A Pilot Project*. Port Washington, NY/London: Kennikat Press, National University Publications.

BOOK CHAPTERS (selected)

Hiltz, S.R., Turoff, M. and Harasim, L. (2007). Development and Philosophy of the Field of Asynchronous Learning Networks. For R. Andrews and C. Haythornthwaite, eds, *Handbook of E-Learning Research*, London, Sage, 55-72.

Shen, J., Hiltz, S.R., and Bieber, M. (2005). Collaborative assessment in Asynchronous Learning Networks: Research in progress. In J.C. Moore, ed., *Elements of Quality Online Learning: Engaging Communities: Wisdom from the Sloan Consortium*. Needham MA, SCOPE, pp. 85-96.

Hiltz, S.R., Fjermestad, J., Ocker, R. and Turoff, M. (2006) *Asynchronous Virtual Teams: Can Software Tools and Structuring of Social Processes Enhance*

Performance? In Volume II: Human-Computer Interaction in Management Information Systems: Applications, Dennis Galletta and Ping Zhang, editors. , Armonk, NY: M. E. Sharpe, Inc., pp. 119- 142.

Hiltz, S.R. The virtual classroom. In A. DiStefano, K E Rudestam, and R.J. Silverman, eds., Encyclopedia of Distributed Learning, pp. 470-472. Thousand Oaks CA, Sage, 2004.

Hiltz, S.R., Arbaugh, J. B., Benbunan-Fich, R., and Shea, P. ALN research: what we know and what we need to know about contextual influences. Bourne, J. And Moore, J.C., Eds, Elements of quality online education, volume 5, 2004. Needham MA, Sloan-C.

Turoff, M., Hiltz, S.R., Li, Z., Wang, Y., Cho, H-K, The Delphi Process as a Collaborative Learning Method, in Bourne, J. and Moore, J., (ed.) Elements of Quality Online Education: Into the Main Stream—Wisdom Papers, Needham, MA: Sloan-C, 2004.

Hiltz, S.R. and Arbaugh, J.B. Studies of the Effectiveness of ALN: Improving Quantitative Research Methods. In Bourne, J. and Moore, J.C., eds., Elements of Quality of Online Education. Needham, MA, SCOPE, 2003.

Starr Roxanne Hiltz, Murray Turoff, and Yi Zhang, "Studies of Effectiveness of Learning Networks," paper presented at the Sloan ALN Workshop, Lake George, September 2001; revised version published in Bourne, J. and Moore, J.C., eds., Elements of Quality of Online Education. Needham, MA, SCOPE, 2002, pp. 15-41.

Turoff, M. and Hiltz, S.R. (2001). Effectively managing large enrollment courses: A case study. In In J. Bourne an J.C. Moore, eds., Online Education, Volume 2: Learning Effectiveness, Faculty Satisfaction and Cost Effectiveness. Needham, MA., Sloan Center for Online Education, pp. 55-80.

Turoff, M. Hiltz, S.R., Fjermestad, J., Bieber, M., and Whitworth, B.(2001). Computer-Mediated Communications for Group Support: Past and Future. In Carroll, J., ed., HCI in the New Millennium, Addison Wesley pp. 279- 302..

Hiltz, S.R., Dufner, D., Fjermestad, J., Kim, Y., Ocker, R., Rana A. and Turoff, M. Distributed Group Support Systems: Theory Development and Experimentation. For Olsen, B.M., Smith, J.B. and Malone, T., eds., Coordination Theory and Collaboration Technology. Hillsdale NJ: Lawrence Erlbaum Assocs., 2001. Reprinted 2013, New York: Psychology Press.

Turoff, M. and Hiltz, S.R. Computer-Based Delphi Processes, in M. Adler and E. Ziglio, Gazing into the Oracle: The Delphi method and its application to social policy and public health. London, Jessica Kingsley Publishers, 1995, pp. 56-88.

Hiltz, S.R. and Turoff, M. Virtual Meetings: Computer Conferencing and Distributed Group Support. In R. Bostrum, S. Kinney, and R. Watson, eds., Computer Augmented Teamwork. New York: Van Nostrand, 1992, 67-85.

Starr Roxanne Hiltz, Constructing and Evaluating a Virtual Classroom, in Martin Lea, ed., Contexts of Computer-Mediated Communication. London, Harvester Wheatsheaf, 1992, 188- 208.

Hiltz, Starr Roxanne, *The Virtual Classroom: Software for collaborative learning*. In E. Barrett, ed., *Sociomedia: Multimedia Hypermedia, and the Social Construction of Knowledge*. Cambridge MA, MIT Press, 1992, pp. 347-368.

1991 Turoff, M., S.R. Hiltz and M. Mills, "Telecomputing: Organizational Impacts," *Advances in Social Science and Computers*, Vol. 2, (Stuart Nagel and David Garson, eds.), JAI Press, Greenwich, CT. 233- 251.

Hiltz, S.R. and Turoff, M. "Structuring Computer-Mediated Communication to Avoid Information Overload," reprint of previously published paper, in D. Marca and G. Bock, eds., *Groupware: Software for Computer-Supported Cooperative Work*, Washington D.C., IEEE Computer Society Press, 1992, pp. 384-393.

Turoff, M., J. Foster, S.R. Hiltz, and K. Ng, *The TEIES Design and Objectives: Computer Mediated Communications and Tailorability*, Proceedings of the 22 Annual Hawaii International Conference on System Sciences, Volume III, 1989. pp. 403-411. Washington, IEEE Computer Society. Reprinted in Nahouraii and Petry, *Object-Oriented Databases*, IEEE Computer Society Press, 1990.

1990 Hiltz, S.R., "Evaluating the Virtual Classroom," Chapter in L. Harasim, ed., *On-line Education: Perspectives on a New Medium*, New York, Praeger/Greenwood.

1978 Hiltz, S.R. "Widowhood: A Roleless Role?" *Marriage and Family Review*, Volume 1, No. 5. Reprinted in Marvin Sussman, ed., *Marriage and the Family*, Haworth Press, 1979; in Skolnick and Skolnick, eds, *Family in Transition*, Little Brown, 1980; Peter J. Stein, ed., *Single Life: Unmarried Adults in Social Context*, New York: St. Martin's Press, 1981; and Edwards and Demo, *Dating Marriage and Divorce*, Allyn and Bacon, 1990.

S.R. Hiltz and M. Turoff, "More Inequality? An Exploration of the Potential Impacts of EFT on Social Stratification in American Society." Presentation at an NSF Workshop on Electronic Funds Transfer, June 1977. Published in *Telecommunications Policy*. March 1978. Reprinted in *Computers and Banking, Electronic Funds Transfer Systems*, Plenum, 1980.

1986 Hiltz, S.R., *Teleconferencing: Recent Developments in Computer-Mediated Communication and Other Technologies*. Chapter in A.E. Cawkell, ed., *The International Handbook of Information Technology and Office Systems*, North Holland.

1982 Hiltz, S.R. *Experiments and Experiences with Computerized Conferencing*, presentation at the Stanford University Office Automation Forum, March, 1980; published in Robert Landau and James Bair, eds., *Emerging Office Systems*. Norwood, NJ: Ablex, 187-222.

M. Turoff and S.R. Hiltz, "Computerized Conferencing: A Review and Statement of Issues", paper presented at a NATO symposium on the Evaluation of Telecommunications Systems, Italy, Sept. 1977. Published in Elton, et. al., *Evaluating New Telecommunications Policies*, Plenum, 1978.

1979 Turoff, M. and Hiltz, S.R., "Teleconferencing," *Encyclopedia of Computer and Information Science* (Vol. 13, Marcel Dekker).

1979 Hiltz, S.R., "Operational Trials of the Electronic Information Exchange System: Feedback from the Members." Paper presented at the AAAS, January 1979. Published in the AAAS Symposium Series, Westview Press, 1980. Also published in Telecommunications Policy, June 1979.

1977 Turoff, M. and Hiltz, S.R., "Meeting Through Your Computer," IEEE Spectrum, May 1977, 58-64. Reprinted in William C. House, Electronic Communications Systems, Petricelli Books, 1980.

C. ARTICLES- in Refereed Journals

Plotnick, Linda L. and Hiltz, S.R. (2016). Barriers to use of social media by emergency managers. *Homeland Security & Emergency Management* 13 (2) January.

Gimenez, R., Hernantes, J., Hiltz, S.R., and Turoff, M. Improving the resilience of disaster management organizations through virtual communities of practice: A Delphi study. *Journal of Contingencies and Crisis Management*, in press, 2017.

Plotnick, L., Hiltz, S.R., Privman, R. 2016. *Ingroup Dynamics and the Effectiveness of Partially Distributed Teams*, IEEE Transactions on Professional Communications, 59, 3: 203-229.

Osatuyi, Babajide, Hiltz, Starr Roxanne, and Passerini, Katia (2016). Seeing is Believing (or at Least changing Your Mind): The Influence of Visibility and Task Complexity on Preference Changes in Computer-Supported Team Decision Making. *Journal of the Association for Information Science and Technology*, 67, 9: 2090- 2104.

Mayer, Julia, Jones, Quentin, and Hiltz, Starr Roxanne (2015). Identifying Opportunities for valuable encounters: Towards context-aware social matching systems. *ACM TOIS*, 34, 1, August 2015, Article 1.

Banuls-Silvera, Victor Amadeo, Turoff, Murray, and Hiltz, Starr Roxanne. Collaborative Scenario Modelling in Emergency Management through Cross-Impact. *Special issue of Technological Forecasting and Social Change*, 80 (9), November 2013, 1756- 1774.

Turoff, M., Hiltz, S.R., Banuls-Silvera, V. And Van Den Eede, G., Multiple Perspectives on Planning for Emergencies: An Introduction to the Special Issue on Planning and Foresight for Emergency Preparedness and Management. *Technological Forecasting and Social Change*, 80 (9), November 2013, 1647-1656.

Plotnick, L., Hiltz, S.R. and Burns, M. "You've Been Warned?" Public Perceptions of Outdoor Sirens and Their Alternatives for Tornadoes *IJISCRAM*, April- June 2013, 5, 3, 37-62.

Privman, R., Hiltz, S.R. and Wang, Y. In-Group (Us) vs. Out-Group (Them) Dynamics and Effectiveness in Partially Distributed Teams. *IEEE Transactions on Professional and Technical communication*, Vol. 56 No 1 March 2013, 33- 48.

Hiltz, S.R., Diaz, P. and Mark, G. Introduction: Social Media and Collaborative Systems for Crisis Management. In ACM TOCHI, 18, 4, December 2011.

Han, H.J., Hiltz, S.R., Fjermestad, J. and Wang, Y. Does Medium Matter? A Comparison of Initial Meeting Modes for Virtual Teams. IEEE Transactions on Professional Communication, 54, 4 (December 2011), 376-391.

Ocker, R.J., Huang, H., Benbunan-Fich, R. and Hiltz, S.R. Leadership Dynamics in Partially Distributed Teams: an Exploratory Study of the Effects of Configuration and Distance. Group Decision and Negotiation, 2011, 20, 3, 273-292.

Wu, D., Hiltz, S.R., and Bieber, M. "Acceptance of Educational Technology: Field Studies of Asynchronous Participatory Examinations," Communications of the Association for Information Systems (CAIS), 2010. Vol. 26, Article 21. Available at: <http://aisel.aisnet.org/cais/vol26/iss1/21>

White, C., Plotnick, L., Hiltz, S.R. and Turoff, M. An online social network for emergency management *Int. J. Emergency Management*, Vol. 6, Nos. 3/4, 2009 369- 382.

Wu, Dezhi, Michael Bieber and Starr Roxanne Hiltz. Asynchronous Participatory Exams: Internet Innovation for Engaging Students. IEEE Internet Computing. 13, 2 (March-April 2009), pp. 30- 36.

Turoff, M., Hiltz, S.R., White, C., Plotnick, L., Hendela, A., and Yao, X. The Past as the Future of Emergency Preparedness and Management. *Int. J. of Information Systems for Crisis Response and Management*, 1 (1), 12-28. Jan-March 2009.

Ocker, Rosalie., Dana Kracaw, Starr Roxanne Hiltz, and Mary Beth Rosson, , Enhancing learning experiences in Partially Distributed Teams: Training students to work effectively across distances, Volume 1 Number 1 of ACM Transactions on Computing Education, March 2009.

Plummer, Maria, Linda Plotnick, Starr Roxanne Hiltz, and Quentin Jones. (2008). A Wiki That Knows Where It Is Being Used: Insights from potential users. *The DATA BASE for Advances in Information Systems* 13 Volume 39, Number 4, November 2008, pp 13-30.

Turoff, M., S.R. Hiltz, Assessing the Health Information Needs of the Emergency Preparedness and Management Community, *Journal of Information Services and Use*, 28 (2008) 269-280, IOS Press.

Shen, Jia, Starr Roxanne Hiltz, Michael Bieber, Learning Strategies in Online Collaborative Examinations , IEEE Transactions on Professional Communication, 51, 1, (2008) 63- 78.

Shen, Jia, Starr Roxanne Hiltz, and Michael Bieber. Collaborative Online Examinations: Impacts on Interaction, Learning, and Student Satisfaction. IEEE Transactions on Systems, Man and Cybernetics. (Special issue on collaboration support systems), October 2008.

Wu, Dezhi, Michael Bieber and Starr Roxanne Hiltz. Engaging Students and Increasing Learning with Constructivist Participatory Examinations in Asynchronous Learning Networks. *Journal of Information Systems Education*, 19, 3, 2008.

Schultze, U., Starr Roxanne Hiltz, Bonnie Nardi, Julie Renneker and Susan Stuckey. Using Synthetic Worlds for Work and Learning. *Communications of the AIS*, Volume 22, Article 19, pp. 351-370, March 2008

Saltz, J. Passerini, K. and Hiltz, S.R. Visualizing Online Interaction to Increase Participation in Distance Learning Courses. *IEEE Internet Computing*, Volume: 11 Issue: 3 May-June 2007, pp. 36- 44.

Palen, Leysia, Starr Roxanne Hiltz, and Sophia Liu, Citizen Participation in Emergency Preparedness and Response. *Communications of the ACM special issue*, March 2007, pp. 54-58.

Hiltz, S.R., Shea, P. and Kim, E. Using Focus Groups to Study ALN Faculty Motivation. *JALN*, 11, 1 (2007), 107-124.

Starr Roxanne Hiltz and Sara Czaja, "Introduction," Special Issue on Information Systems for an Aging Society, *ACM Transactions on Human-Computer Interaction*, 13, 3 (September 2006), 309- 312.

Swan, Karen, Shen, Jia, and Hiltz, Starr Roxanne. Assessment and Collaboration in Online Learning. *JALN* 10, 1, Feb. 2006, 45-62.

Shen, J., Bieber, M. and Hiltz, S.R. 2005. Participatory Examinations in Asynchronous Learning Networks: Longitudinal Evaluation Results. *JALN*, 9,3 (October), 93- 113.

Sara Czaja and Starr Roxanne Hiltz, Digital aids for an aging society. *Communications of the ACM*, October 2005, 43-44.

Hiltz, S.R. Creating and Sustaining Effective ALNs. *Journal of Asynchronous Learning Networks (JALN)*, 9, 2 (June 2005), 11-15.

Turoff, Murray and Hiltz, S.R. Education Goes Digital: The Evolution of Online Learning and the "Revolution" in Higher Education. *Communications of the ACM*, October 2005, 59-64.

Turoff, M., Chumer, M., Hiltz, S.R., Klashner, R., Alles, M., Vasarhelyi, M., and Kogan, A. Assuring Homeland Security: Continuous monitoring , control and assurance of emergency preparedness. Special issue on Emergency Preparedness, *JITTA*, 6, 3, Fall 2004, pp. 1- 24.

Coppola, Nancy W., Hiltz, Starr Roxanne, and Rotter, Naomi. Building Trust in Virtual Teams *IEEE Transactions on Professional Communication*, 47, 2 (June 2004), 95-104. (Received the 2005 Rudolph J. Joenk Jr. Award for best article in *IEEE Transactions on Professional Communication*.)

Wellman, B. and Hiltz, S.R. Sociological Rob: How Rob Kling Brought Computing and Sociology Together. Invited paper for a special issue of The Information Society, Spring 2004.

Wu, D. and Hiltz, S.R. 2004. Predicting learning from asynchronous online discussions. JALN 8, 2 (April), 139- 152..

Benbunan-Fich, R. and Hiltz, S.R. (2003). Mediators of effectiveness of Online Courses. IEEE Transactions on Professional Communication, 46, 4, December, 298- 312.

Benbunan-Fich, R.; Hiltz, S.R. and Turoff, M. (2003) "A comparative content-analysis of face-to-face vs. asynchronous group decision making," Decision Support Systems, 34, 457-469.

Cho, Y, Im, I., Fjermestad, J. and Hiltz, S.R. (2003) The impact of product category on customer dissatisfaction in cyberspace. Business Process Management Journal, 9, 5 635-651.

Cho, Y., Im, I., Fjermestad, J. and Hiltz, S.R. (2003). Impacts of E-services and customer complaints on electronic commerce customer relationship management. J. of Consumer Satisfaction/Dissatisfaction and Consumer Behavior.

Cho, Y, Im, I., Fjermestad, J. and Hiltz, S.R. (2003) The impact of product category on customer dissatisfaction in cyberspace. Business Process Management Journal, 9, 5 635-651.

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Cho, H.K., Turoff, M. and Hiltz, S.R., "The Impact of Communication on Small and Medium Sized Asynchronous Groups: Preliminary Results. Proceedings, Hawaii International Conference on System Sciences, January 2003 (CD Rom). Washington, DC: IEEE Computer Society Press.

Hiltz, S.R., Han, H.J., and Briller, V. "Public Attitudes towards a National Identity 'Smart Card:' Privacy and Security Concerns." Proceedings, 36th Hawaii International Conference on System Sciences, January 2003 (CD Rom). Washington, DC: IEEE Computer Society Press. (Nominated for best paper in the E-government minitrack).

Murray Turoff, Starr Roxanne Hiltz, Hee-Kyung Cho, Zheng Li, and Yuanqiong Wang. Social Decision Support Systems (SDSS). Proceedings of the 35th Annual Hawaii International Conference on System Sciences. Washington DC: IEEE Computer Society (CD Rom).

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N. Coppola, S. R. Hiltz, and N. Rotter. "Building Trust in Virtual Teams." IPC2001: Proceedings of IEEE Professional Communication Society 2001 International Professional Communication Conference. (Santa Fe, New Mexico, October 2001) IEEE Computer Society, pp. 353-366.

Fich, R.B, and Hiltz, S.R. Correlates of Effectiveness of Learning Networks: The Effects of Course Level, Course Type, and Gender on Outcomes. Proceedings of the 35th

Hawaii International Conference on System Sciences, 2002. Washington DC, IEEE Computer Society (CDRom).

Bieber, M., Goldman, R., Hiltz, R., et. al. Towards Knowledge-Sharing and Learning in Virtual Professional Communities. . Proceedings of the 35th Hawaii International Conference on System Sciences, 2002. Washington DC, IEEE Computer Society (CDRom).

Li, Zheng, Kung-E Cheng, Yuanqiong Wang, Starr R. Hiltz, Murray Turoff, Thurstone's Law of Comparative Judgment for Group Support. Proceedings of the Association for Information Systems (cd Rom), pp. 241-244, August 2001.

Zhang, Yi, Bot, Razvan, and Hiltz, Starr Roxanne. Building a Virtual Community for ALN. Proceedings of the Association for Information Systems (cd Rom), pp. 223-226, Boston, August 2001.

Cho, Yooncheong, Il Im, Roxanne Hiltz, and Jerry Fjermestad, Cause and Outcomes of Online Customer Complaining Behavior: Implications for Customer Relationship Management (CRM). Proceedings of the Association for Information Systems (cd Rom), pp. 900-907 , Boston, August 2001.

Anderson, William and Starr Roxanne Hiltz, Culturally Heterogeneous vs. Culturally Homogeneous groups in Distributed Group Support Systems: Effects on Group Process and Consensus. Proceedings of the 34th Hawaii International Conference on Systems Sciences, IEEE Computer Society Press, Los Alamitos, CA, (Maui, January 3-6, 2001).

Michael Bieber, Douglas Engelbart, Richard Furuta, Starr Roxanne Hiltz, John Noll, Jennifer Preece, Edward Stohr, Murray Turoff, Bartel Van De Walle, "Virtual Community Knowledge Evolution," Proceedings of the 34th Hawaii International Conference on Systems Sciences, IEEE Computer Society Press, Los Alamitos, CA, (Maui, January 3-6, 2001).

Nancy Walters Coppola, Starr Roxanne Hiltz, and Naomi Rotter, Becoming a Virtual Professor: Pedagogical Roles and ALN. Proceedings of the 34th Hawaii International Conference on Systems Sciences, IEEE Computer Society Press, Los Alamitos, CA, (Maui, January 3-6, 2001)

Raquel Benbunan-Fich, Starr Roxanne Hiltz, and Murray Turoff.
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Proceedings of the 34th Hawaii International Conference on Systems Sciences, IEEE Computer Society Press, Los Alamitos, CA, (Maui, January 3-6, 2001).

Jia Shen ,Starr Roxanne Hiltz ,Kung-E Cheng, Yooncheong Cho, Michael Bieber.
Collaborative Examinations For Asynchronous Learning Networks: Evaluation Results.
Proceedings of the 34th Hawaii International Conference on Systems Sciences, IEEE Computer Society Press, Los Alamitos, CA, (Maui, January 3-6, 2001).

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Fjermestad, J. and Hiltz, S.R. (1999). An Assessment of Group Support Systems Research: Results. Proceedings, Thirty-Second Hawaii International Conference on System Sciences (HICSS-32; IEEE Computer Society, CD ROM).

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Benbunan-Fich, R. and Hiltz, S.R. Learning Effects of Asynchronous GSS: A comparison of groups and individuals solving ethical case scenarios. HICSS 98.

Fjermestad, J. and Hiltz, S.R. Meta-Analyses of the Effects of Mode of Communication on Group Decision Making. HICSS 1998.

Kim, Y.J., Hiltz, S.R., and Turoff, M. A Coordination Structure in Distributed Group Support Systems: A Study of System Restrictiveness with Coordination Mode and Leadership. HICSS 1998.

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Deek, F. P., McHugh, J. A., Hiltz, S. R., Rotter, N., & Kimmel, H. (1997). On the Evaluation of a problem Solving and Program Development Environment. Presented at the ASEE/IEEE Conference, "Frontiers in Education", November, 1997.

Rana, A.R., Turoff, M. and Hiltz, S.R., "Task and Technology Interaction (TTI): A Theory of Technological Support for Group Tasks. Proceedings, Hawaii International Conference on Systems Sciences, Vol. II, 66-75, Jan. 1997.

Fjermestad, J. and Hiltz, S.R., "Experimental Studies of Group Decision Support systems: An Assessment of Variables Studied and Methodology," Proceedings, Hawaii International Conference on Systems Sciences, Vol. II, 45-65, Jan. 1997 (nominated for "best paper" by the Group Support Systems mini-track).

Ocker, R., Fjermestad, J., Hiltz, S.R. and Turoff, M. An exploratory comparison of four modes of communication for determining requirements: Results on creativity, quality and satisfaction," Proceedings, HICSS '97 Vol. II, 568-577.

Ocker, R., Hiltz, S.R., Turoff, M., and Fjermestad, J., "Computer support for asynchronous software design teams: Experimental results on creativity and quality." Proceedings of the 28th Annual Hawaii International Conference on System Sciences, Vol. IV, pp. 4-13. Los Alamitos, CA: IEEE Computer Society Press, 1995.

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Fjermestad, J., Hiltz, S.R., Turoff, M., et. al., "Group strategic decision making: Asynchronous GSS using structured conflict and consensus approaches." Proceedings of the 28th Annual Hawaii International Conference on System Sciences, Vol. IV, pp. 222-231. Los Alamitos, CA: IEEE Computer Society Press, 1995.

Hiltz, S.R. Teaching in a Virtual Classroom, invited paper, Proceedings, ICCAI '95, Hsinchu, Taiwan, March 1995.

Dufner, D., Hiltz, S.R., Johnson, K., and Czech, R., Distributed group support: the effects of voting tools on group perceptions of media richness. Group Decision and Negotiation, Special issue on Distributed Communication Systems, 1995.

Dufner, D., Hiltz, S.R. and Turoff, M. (1994). Distributed Group Support: A preliminary analysis of the effects of the use of voting tools and sequential procedures. Proceedings, Hawaii Int. Conf. on System Sciences, sessions on Distributed Support Systems, Vol. IV, 114-123. Washington, DC, IEEE Computer Society Press.

Fjermestad, J., Hiltz, S.R., and Turoff, M. (1993). An Integrated Framework for the Study of Group Decision Support Systems. Proceedings of the Hawaii International Conference on System Sciences, 1993, Vol. IV, pp. 179-188.

Hsu, Enrico Y.P., Hiltz, S.R., and Turoff, M. (1992). Computer-Mediated Conferencing System as Applied to a Business Curriculum: A Research Update. In V.S. Jacob and H.Pirkul, eds., The Impact of Information Technology on Business Schools: Research, Teaching and Administration, Proceedings of the 20th Annual North American Conference of the International Business School Computer Users Group, pp. 214- 227. Awarded "Best Paper- Teaching."

1991 Hiltz and Turoff, "Computer Networking Among Executives: A Case Study. In J.F. Nunamaker, Jr., and R.H. Sprague, Jr., eds., Proceedings of the Twenty-Fourth Annual Hawaii International Conference on System Sciences, Washington, D.C., IEEE Computer Society Press.

1991 Hsu, Enrico Y.P. and Hiltz, S.R., "Management Gaming on a Computer Mediated Conferencing System: A Case of Collaborative Learning through Computer Conferencing," in J.F. Nunamaker, Jr., and R.H. Sprague, Jr., eds., Proceedings of the Twenty-Fourth Annual Hawaii International Conference on System Sciences, Washington, D.C., IEEE Computer Society Press, Vol. IV, 367-371

1991 Dufner, D. and Hiltz, S.R., "Distributed Group Support Systems: Experimental Design and Pilot Study," in J.F. Nunamaker, Jr., and R.H. Sprague, Jr., eds.,

Proceedings of the Twenty-Fourth Annual Hawaii International Conference on System Sciences, Washington, D.C., IEEE Computer Society Press, Vol. IV., 386-393.

1991 M. Turoff, U. Rao and S.R. Hiltz, "Collaborative Hypertext in Computer-Mediated Communications," in J.F. Nunamaker, Jr., and R.H. Sprague, Jr., eds., Proceedings of the Twenty-Fourth Annual Hawaii International Conference on System Sciences, Washington, D.C., IEEE Computer Society Press, Vol. IV, 357-366.

1990 Hiltz, Ringsted and Shapiro, "Collaborative Teaching in a Virtual Classroom," Proceedings, Third Guelph Symposium on Computer-Mediated Communication, Guelph Ontario Canada, May 1990.

1989 Hiltz, S.R., Computer-Mediated Communication Systems: Dropouts vs. Users, Proceedings of the XI World Computer Congress, San Francisco, August.

1988 Hiltz, S.R. Collaborative Learning in a Virtual Classroom, CSCW 88: Proceedings of the Conference on Computer-Supported Cooperative Work, Sept 26-28 1988, Portland Oregon, 282-290.

1989 M. Turoff, J. Foster, S.R. Hiltz, and K. Ng, "The TEIES Design and Objectives: Computer Mediated Communications and Tailorability," Proceedings of the 22 Annual Hawaii International Conference on System Sciences, Vol. III, 403-411. Washington, IEEE Computer Society. Reprinted in Nahouraii and Petry, Object-Oriented Databases, IEEE Computer Society Press, 1990.

1988 Turoff, M. and Hiltz, S.R. Computer-Mediated Communications and Developing Countries. Invited plenary address, International Informatics Access '87, Dallas, Texas, March. Published in Telematics & Informatics, 5,4.

1986 Hiltz, S.R. and Kerr, E.B., Learning modes and subsequent use of computer-mediated communication systems. (With Elaine Kerr). Paper presented at ACM SIGCHI (Computer-Human Interaction) conference, 1986. Published in Proceedings-Human Factors in Computing Systems, M. Mantei and P. Orbeton, eds., New York: Association for Computing Machinery, pp. 149- 155.

1986 Turoff, M. and Hiltz, S.R., Remote Learning: Technologies and Opportunities. Proceedings, World Conference on Continuing Engineering Education, Vol. II, 754-764. New York: IEEE.

1985 Disinhibition, Deindividuation, and Group Process in Computer Conferences: A Controlled Experiment Comparing Pen Name and Real Name Conferences in a Large Corporation. With Murray Turoff and Kenneth Johnson. Paper presented at the 1985 meeting of the International Communication Association, Honolulu, Hawaii.

1984 Hiltz, S.R., Johnson, K. and Turoff, M., "The Effects of Human Leadership and Computer Feedback on the Quality of Group Problem Solving Via Computer". Paper presented at the International Communication Assn., San Francisco, May.

1984 Hiltz, S.R. and Kerr, E.B., "Electronic Communities", Paper presented at AAAS.

- 1984 Turoff, M., Hiltz, S.R., and Mills, M., Telecomputing: Impacts on the Office. With Murray Turoff and Miriam Mills. Paper presented at the IEEE First International Conference on Office Automation, New Orleans, December; published in Proceedings. (Robert W. Taylor, ed., Proceedings IEEE First International Conference on Office Automation. Silver Spring, Maryland: IEEE Computer Society Press: 165- 172).
- 1983 Hiltz, S.R. and Turoff, M., Avoiding Information Overload in the Electronic Office", Proceedings of the Seventeenth International Conference on System Sciences, Honolulu, IEEE Press.
- 1983 Hiltz, S.R. and Turoff, M., Working at Home or Living in the Office?, IFIP, Paris, published in Proceedings. (R.E.A. Mason, Ed., Information Processing '83. Amsterdam: North Holland: 719- 725).
- 1982 Hiltz, S.R., Kerr, E.B., and Turoff, M. Controversies in the Design of Computer-Mediated Communication Systems: A Delphi Study". Proceedings of the Conference on Human Factors in Computer Systems, Gaithersburg, Md., March.
- 1982 Turoff, M. and Hiltz, S.R., Office Augmentation Systems: The Case for Evolutionary Design. Proceedings of the Fifteenth Hawaii International Conference on System Sciences, IEEE Press, 737-749. .
- 1982 Hiltz, S.R., The Impact of a Computerized Conferencing System on Use of Other Communications Modes, proceedings of the ICCS, London, September.
- 1981 Hiltz, Turoff, and Johnson, The Effect of Structure, Task, and Individual Attributes on Consensus in Computerized Conferences. Paper presented at the IFIP Conference on Computer Message Systems, Ottawa Canada, March. Published in R.P. Uhlig, ed., Computer Message Systems. Amsterdam: North Holland.
- 1981 Hiltz, S.R. and Kerr, E.B., Cognitive Impacts of Computer-Mediated Communication Systems Upon Individuals. Proceedings, ASIS, Washington, October.
- 1981 "Human Diversity and the Choice of Interface: A Design Challenge". Proceedings of ACM-SIGSOC Joint Conference on Easier and More Productive Use of Computer Systems, University of Michigan.
- 1980 Hiltz, S.R., "Structuring Communications for the Office of the Future". With Murray Turoff. Paper for the NCC Office Automation Conference, Atlanta, March, 1980. Published in proceedings.
- 1980 "Electronic Mail and Teleconferencing: Information or Communication?" With Charlton Price and Murray Turoff. Paper presented at ASLIB Conference, Brussels, March; published in proceedings.
- 1980 "The Process of Communication in Face to Face vs. Computerized Conferences: A Controlled Experiment Using Bales Interaction Process Analysis." With Kenneth Johnson and Anne Marie Rabke. Paper presented at the Association for Computational Linguistics, Philadelphia, June. Published in Proceedings.

1980 "Equality, Dominance, and Group Decision Making: Results of a Controlled Experiment on Face to Face vs. Computer Mediated Discussions". Paper presented at the ICCC, Atlanta, fall 1980, and published in the Proceedings.

1980 "The System is as the User Group Does". Paper presented at ASIS, Fall 1980, published in Proceedings.

1979 "Applications of Computerized Conferencing to the Disadvantaged: Preliminary Results of Field Trials With Handicapped Children." With Elaine Kerr, James Whitescarver and Susan Prince. Paper presented at the 1979 ASIS meetings. Published in Proceedings.

1979 "Computer Based Communication-Information Systems: Cheapest and Fastest Route to Office Automation?" With Murray Turoff. Paper presented at Teleinformatics 1979, Paris, June. Published in Proceedings.

1978 "Social and Psychological Aspects of Teleconferencing." presented at AAAS panel on "Research Reporting with Tomorrow's TV and Computer Graphics," Washington, D.C., February 1978. Published as "Teleconferencing by Computer," Journal of Communication, summer 1978.

1978 "The Wired World of the Office of the Future: Applications and Impacts of Computerized Conferencing in the Multi-National Organization," with Murray Turoff. Paper presented at the International Conference on Computer Communications, Kyoto, Japan, September 1978; Published in Proceedings.

1978 "Computerized Conferencing in Problem Solving and Decision Making," with Julian Scher and Murray Turoff. Paper presented at ASIS, Fall 1978. Published in Proceedings.

1978 "User Behavior Patterns in the Electronic Information Exchange System," with Murray Turoff. Published in the Proceedings of the ACM.

1977 "The Human Machine Interface in a Computerized Conferencing Environment," with James Whitescarver and Murray Turoff. Paper presented at the International Conference on Man, Systems and Cybernetics, IEEE, Washington, September. Published in Proceedings, 145-157.

1976 "Computer Conferencing: Assessing the Social Impact of a New Communications Medium," Technological Forecasting and Social Change, May 1977, 225-238; reprinted in Ekistics, March-April 1978. Paper presented at the American Sociological Association session on "Social Consequences of Science and Technology," New York, September 1976.

1976 "A Social Scientist Looks at Computer Conferencing," Paper presented at the Third International Conference on Computer Communication, Toronto, August. Published in Proceedings of the Conference, P.K. Verma, ed., 203-207.

Invited Presentations (partial list from over 200)

Invited Keynote Speaker, ISCRAM Asia, Beijing China, 2012.

Combining Delphi with Scenarios, invited presentation, workshop on Collaborative Methods for Foresight, Sinaia, Romania, April 2011.

2009 Social Media: Characteristics, Social Issues, and Use in Marketing, Turku School of Economics (Finland), November 2009.

2009 The Impact of online learning and social media on higher education. Finnish Society for Futures Studies, Helsinki, November.

2009 Online Learning and the Future of Higher Education, Workshop on Methods, Approaches, and Applications in Higher Education sponsored by the European Social Fund, Buchrest, October 2009.

Hiltz, S.R. and Turoff, M. Teaching and Learning Online: Making Learning Networks Effective. Half day workshop, Dec. 2008, U. of Applied Sciences, Krems, Austria.

Hiltz, S.R. ICT&S Center (Information and Communication Technologies and Society) , U. of Salzburg, "Privacy and Social Networking Sites (Web 2.0)", Dec. 2008.

Co-organizer and presenter, full day tutorial on "SocialWare," HICSS 2007.

Hiltz, S.R., Can "Serious Learning" Occur in the Second Life Game-Like Environment? Panel presentation for ICIS 2007, Using Massively Multi-Member Online Worlds for Work and Learning: Managing the Work-Play and Reality-Virtuality Boundaries in Mixed Reality." Montreal, December.

Hiltz, S.R. Making Partially Distributed Teams Effective. Plenary speaker. Desafíos tecnológicos en la gestión de emergencias , Valencia, September 2006.

Keynote address: Building Learning Communities in Online Courses. IADRIS International Conference on Web-Based Communities, the Algarve, Portugal, 23- 25 February 2005.

"What Makes Virtual Teams Successful? Presented at conference on: "The Future of Mobile Technology," CODE, Auckland NZ, October 12 2004.

Hiltz, S.R. and Turoff, M. Online Communities: Supporting Collaborative Knowledge Exchange . Public Lecture, Sponsored by the Ministry of Civil Defence and Emergency Management, (Federal Govt of New Zealand), Wellington NZ, October 29 2004.

"So you want to be a virtual professor?" Starr Roxanne Hiltz and Murray Turoff, RPI, February 2001.

S.R. Hiltz and M. Turoff, "Online Courses as Effective Learning Environments," Lecture series on the Internet and Society, U. of Maryland, College Park MD., October 1999.

S. R. Hiltz, Online Courses as Effective Learning Environments or "Digital Diploma Mills": The Importance of Collaborative Learning. Keynote Address, Telelearning '99, Montreal Canada November 1999.

Open University of Israel, Tel Aviv, three day seminar, with M. Turoff, March 1999.

S.R. Hiltz, Invited Address, WebNet 98 (Orlando Florida, November)-
"Collaborative Learning in Asynchronous Learning Networks: Building Learning Communities." Published in proceedings.

Turoff, M. and Hiltz, S.R. "Asynchronous Learning Networks: The Theory and Practice of Collaborative Learning Online," full day tutorial presented at CSCW '96, Boston, November 1996.

1996- "Experiments on Distributed Group Support Systems," presented at U. of Waikato, New Zealand; Australian Defence Force Academy, Canberra, Australia; Australian Graduate School of Management, U. of New South Wales, Sydney, Australia.

1995 "The Virtual Classroom," the annual "Ernest De Prosopo Lecture," School of Communication, Information, and Library Science, Rutgers University, New Brunswick NJ, February 1995.

1995- convocation speaker, American University- Online Communities, past, present and future.

1993 M. Turoff and S.R. Hiltz, A Normative View of Networking Applications. Invited paper, Workshop on Rights and Responsibilities of Participants in Networked Communities, Washington DC, February; published in Proceedings. Computer Science and Telecommunications Board, National Research Council, Washington DC.

The Virtual Classroom, invited panel presentation, abstracted in the proceedings of the Twelfth International Conference on Information Systems, p. 405. December 1991, New York, ACM.

1990 "Ethical and Social Issues in Computer-Mediated Communications," invited presentation as part of the GTE Foundation supported series, "Ethical Thinking About Computer and Communications Technology," Pace University, November.

1987 "Collaborative Work in On-line Communities," Invited Closing Address, Second International Conference on Computer-Mediated Communication, Guelph, Canada, June.

1986 "Computer-Mediated Communication: Present and Future." Three day seminar sponsored by the psychology and cybernetics institutes, Soviet Academy of Sciences, Moscow, June.

1983 "Viewing Computer Systems within a Social Context", invited plenary paper for IFIP, Paris, September 1983, published in Proceedings. (R.E.A. Mason, Ed., Information Processing '83. Amsterdam: North Holland: 647- 655).

TV

Panelist on “The shape of things to come: The future of telecommunications and information technology,” Caucus New Jersey, broadcast on PBS stations, July 2005.

Featured in “Net Learning,” a two hour PBS special, 1998.

“Computers and Society” course broadcast regularly on CTN, a New Jersey Educational Cable Television Network, in late 1990s.

Featured in “Bridges to Learning,” produced by the Corporation for Public Broadcasting and broadcast on PBS stations, late 1980’s.

Featured in “Minerva’s Machine: Women and Computing,” produced by ACM and broadcast on PBS stations (1996).

GRANTS-- awarded (selected)

Principal Investigator or Co- Principal Investigator for many grants and contracts, including:

Co- PI (Quentin Jones is PI), NSF 1422696 CHS Small: Context-aware mobile systems to facilitate synergistic face-to-face interactions. 2014- 2017, \$499,500.

(PI at NJIT): NSF DUE-0736961, COLLABORATIVE RESEARCH: Enhancing Learning Experiences in Partially Distributed Teams, 2008-2010.

NSF DHB Enhancing the Effectiveness of Partially Distributed Teams: Pilot Studies on Distance and Leadership. \$120,000, 2006-2007. Rosalie Ocker, PI (Penn State) ; Starr Roxanne Hiltz and Mary Beth Rosson, co-PIs.

(investigator: Nancy Steffen Fleur was PI)-- More than the sum of its parts: advancing women at NJIT through collaborative research networks.\$250,000 a year for three years, start date 7/1/06. This research continued through 2013 with an accomplishment-based renewal as “Advancing Women at NJIT Through Collaborative Research Networks”

PI: Jones, Q. CP: Amento, B., Borcea, C., Hiltz, S. R. and Manikoupoulos, C. Using GeoTemporal Social Matching to Support Community. NSF, \$749,608, 2005-2010.

Manikopoulos, C. (PI); Jones, Q., Hiltz, S.R. and Tekinay, S., co-PIs.
CRI: SmartCampus: A Wireless Mobile Community System for Connecting People-To-People-To-Geographical-Places, NSF-CISE, 785,000 (July 2005-2010).

Shea, Peter (PI) and Hiltz, S.R., co-PI. What I Like About Online Teaching:... Pilot Studies to Understand Faculty Motivation to Adopt or Reject Instruction via ALNs. Alfred P. Sloan Foundation. \$45,000, awarded November 2005.

WebCenter for Learning Networks Effectiveness Research. Starr Roxanne Hiltz, PI; Murray Turoff, Ricki Goldman and Sharon Derry (U. of Wisconsin), Co-PIs. \$370,000, Jan. 2001- December 2005.

NSF, CISE-ITO, (9732354) PI, "Studies of Distributed Multimedia Support for Group Collaboration via the Web." \$190,000, September 1998- August 2002.

NJIT team leader/ co-PI, New Jersey Center for Pervasive Information Technology, New Jersey Commission on Science and Technology, joint with Princeton, 2000-2004, approx. \$1.2 million.

From Virtual Classroom to Virtual University (PI), Sloan Foundation, 1997-2000, \$450,000

Project Director, "Video + Virtual Classroom," Sloan Foundation, \$718,000, 1993-1996.

Principal Investigator, "Coordination in Distributed Group Support Systems", National Science Foundation, Computer Science Directorate, \$120,000, 1995-1998.

Principal Investigator, "Distributed Group Support Systems," Division of Robotics and Intelligent Systems, National Science Foundation, 1990-1994, \$194,000.

Project Director, "Tools for the Enhancement and Evaluation of a Virtual Classroom," 1985-1989. Funding was provided in the amount of \$700,000 from Annenberg/ Corporation for Public Broadcasting; \$115,000 from the state of New Jersey, with IBM as the industrial partner, internal NJIT contributions, and cooperating vendors.

Principal Investigator for "Determinants of Acceptance of Computer- Mediated Communication Systems", National Science Foundation, 1982-1985 (\$146,000).

Co-PI, Tailorable Electronic Information Exchange System, IBM, 1986- 1990, \$700,000.

Principal Investigator for "The Impact of Computerized Conferencing Systems Upon Scientific Research Specialties," 1978 - 1980, Division of Mathematical and Computer Science, National Science Foundation.

Co-investigator for "Computerized Conferencing: Development and Experimentation," 1978 - 1982, MCS, NSF.

Principal Investigator, "Collecting the Wisdom: A Workshop to Synthesize the Findings of Evaluations of Computer Based Communication Systems", NSF Division of Information Science and Technology, 1980.

SERVICE ACTIVITIES

TOCHI: Associate Editor, ACM Transactions on Human-Computer Interaction (TOCHI), 2003—

Co-editor (with Sara Czaja) of a special issue of TOCHI on Information Systems for an Aging Society (2006).

Co-editor (with Paloma Diaz and Gloria Mark) of special issue TOCHI on Social Media and Collaborative Systems for Crisis Management (December 2011).

Editorial Board, J. of Organizational Computing and Electronic Commerce, 1994- 2011.

Editorial Board, Journal of Asynchronous Learning Networks (JALN) (online) 1999--2007

Editorial Board, JCMC (Journal of Computer-Mediated Communication) beginning to present

Editorial Board, IJISCRAM (International Journal on Information Systems for Crisis Response and Management), 2009—

Program Chair, ISCRAM 2014, Penn State U.

Co-Editor of a special issue of Technological Forecasting and Social Change on “Planning and foresight methodologies in emergency preparedness and management,” 2013.

Co-Editor, Special issue on “Moving Forward to Disaster Resilience,” Technological Forecasting and Social Change, 2016.

Session co-chair, with Rosalie Ocker of Penn State U., ISCRAM 2008, “Virtual Teams and Virtual Communities in Emergency Preparedness and Response.” Cochaired tracks on social media and collaborative systems in emergency management with Leysia Palen and Simon French for 2009; Leysia Palen and Paloma Diaz for 2010; Paloma Diaz and Linda Plotnick for 2011; Diaz, Plotnick and Palen for 2012; Linda Plotnick and others 2013- 2015, 2017.

Co-editor for a special issue of the Journal of Group Decision and Negotiation on “Collaborative Learning via the Internet,” 1999.

Information Systems Advisory Board, HICSS, 1999- 2007.

Mini-track co-organizer, “Asynchronous Learning Networks,” HICSS 1998- 2003; “SocialWare” 2007.