JENNIFER L. GIBBS

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ACADEMIC APPOINTMENTS

2016 – present	Professor, Department of Communication, University of California, Santa Barbara
2016 – 2016	Professor, Department of Communication, Rutgers University
2014 – 2016	Affiliated Appointment, Department of Management and Global Business, Rutgers University
2013	Visiting Professor, School of Business, University of Western Australia
2012 – 2016	Director, Masters of Communication & Information Studies (MCIS) program, Rutgers University
2010 – 2016	Associate Professor, Department of Communication, Rutgers University
2004 – 2010	Assistant Professor, Department of Communication, Rutgers University
2002 – 2004	Postdoctoral Research Fellow, Center for Research on Information Technology and Organizations (CRITO), University of California, Irvine
2000 – 2001	Assistant Lecturer, University of Southern California
1996 – 2000	Research and Teaching Assistant, University of Southern California

EDUCATION

Ph.D. 2002 **Annenberg School for Communication, University of Southern California.**
Emphasis: Organizational Communication.
Recipient of the W. Charles Redding Dissertation Award in Organizational Communication from the International Communication Association.

M.A. 1999 **Annenberg School for Communication, University of Southern California.**
Emphasis: Organizational Communication.

B.A. 1992 **Pomona College**. Claremont, CA.
Major: Philosophy, *Cum Laude.*

RESEARCH AFFILIATIONS

Faculty Research Affiliate, Center for Information Technology and Society (CITS), University of California, Santa Barbara (2018- present)

Affiliated Appointment, Technology Management Program, University of California, Santa Barbara (2017- present)

Center Fellow for the Center for Leadership and Team Development (CLTD) at the Merage School of Business, University of California, Irvine (2009-present)

Advisory Board Member, New Jersey Center for Social Media Research (NJCSMR), William Paterson University (2013-present)

RESEARCH AWARDS

2023   Top Paper Award for conference paper entitled "Managing Collapsed Boundaries in Global Work", to be presented at the Organizational Communication Division of the International Communication Association, May 2023

2021   Best Edited Book Award, Organizational Communication Division, National Communication Association

2021   Top Paper Award for conference paper entitled "The Vitality Paradox: Rising Tensions between Individual and Team Coping During Forced Virtual Work", presented at the Academy of Management Convention, OCIS Division, August 2021

2019   Best International Paper Award for conference paper entitled "Second-Class Citizens or Free Agents? The Experience of Identity Ambiguity among Global Contractors", presented at the Academy of Management Convention, Careers Division, Boston, MA, August 2019

2016   Top 6 Paper Award for conference paper entitled "Accept or reject? Predicting ideation outcomes through enterprise social media," presented at the International Conference on Communication and Media, Kuala Lumpur, Malaysia

2015   SC&I Department of Communication Award for Excellence in Service, School of Communication & Information, Department of Communication, Rutgers University

2015   2nd Place Competitive Poster Session, NJ Social Media Summit, William Paterson University

2014   Emerald Best International Symposium Award Finalist for Symposium on "Understanding the Dynamics of Global Teams", Academy of Management Convention, Philadelphia, PA, August 2014

2014   SC&I Outstanding Faculty Award, School of Communication & Information, Department of Communication, Rutgers University (selected by PhD students and awarded to the best faculty advisor schoolwide), 2014-2015

2014   Outstanding Scholarly Edited Book Award from the Organizational Communication Division, National Communication Association that included: Doerfel, M., & Gibbs, J. L. (2014). Field research. In L. L. Putnam & D. K. Mumby (Eds.), *The SAGE handbook of organizational communication* (3rd Edition, pp. 223-243). Los Angeles: Sage.

2012   University of Western Australia School of Business Dean's Best Paper Award

2011   SC&I Award for Excellence in Research, School of Communication & Information, Rutgers University

2010   MCIS Faculty Appreciation Award (selected by the MCIS students), Department of Communication, Rutgers University

2009   *Human Relations* Article of the Year Award

2006   SCILS Department of Communication Award for Excellence in Teaching, School of Communication & Information, Rutgers University

2005   Top 8 Paper Award for conference paper entitled "Are we a 'match'? Choosing partners in the online dating market," presented at International Communication Association convention, Communication and Technology Division, New York, NY

2003   Recipient of the W. Charles Redding Dissertation Award in Organizational Communication from the International Communication Association

2002   Top 3 Paper Award and Top Student Paper Award for conference paper entitled "Loose Coupling in Global Teams: Reconciling Cultural Tensions across Time and Space," presented at International Communication Association convention, Organizational Communication Division, Seoul, Korea

2001   Top Student Paper Award for conference paper entitled "Loose Coupling in Global Teams: Towards a New Conceptualization of Culture," presented at Rochester Institute of Technology convention, Rochester, NY

1997   Outstanding Research Award for Best Paper in Organizational Communication, Annenberg School for Communication, University of Southern California

OTHER RESEARCH HONORS

2020   Article featured in *Human Relations* virtual special issue on "Virtual Working"

2019   Exemplary Performance as Editorial Board Outstanding Reviewer, *Academy of Management Review*

2013   Article featured in *Human Relations* Editor's Choice Collection

2013   Article featured in *Administrative Science Quarterly's* Editor's Choices for Group Diversity and Performance

RESEARCH

Books

Doerfel, M. L., & Gibbs, J. L., Eds. (2020). *Organizing inclusion: Moving diversity from demographics to communication processes.* New York: Routledge. ***Best Contributed Chapters Award (Best Edited Book Award) 2021, Organizational Communication Division, National Communication Association***

Kurtzberg, T., & Gibbs, J. L. (2017). *Distracted: Staying connected without losing focus.* Santa Barbara, CA: Praeger Press.

Peer-Reviewed Journal Articles

Gibbs, J. L., Sivunen, A., & Leppäkumpu, J. (In press). Managing collapsed boundaries in global work. *Journal of Computer-Mediated Communication*.

Fang, C., Wilkenfeld, J. N., Navick, N., & Gibbs, J. L. (in press). "AI am here to represent you": Understanding how institutional logics shape attitudes toward intelligent technologies in legal work. *Management Communication Quarterly*.

Zaggl, M., Majchrzak, A., Gibbs, J. L., & More, P. H. B. (in press). Does member familiarity in innovation task forces help or hinder innovation? The roles of expertise vs dialogic coordination. *Transactions on Engineering Management.*

Gibbs, J. L., Rice, R. E., & Kirkwood, G. L. (2022). Digital discipline: Theorizing concertive control in online communities. *Communication Theory, 32*(3), 305-331. https://doi.org/10.1093/ct/qtab017 [Lead Article]

Gibbs, J. L., Kirkwood, G. L., Fang, C., & Wilkenfeld, J. N. (2021). Negotiating agency and control: Theorizing human-machine communication from a structurational perspective. *Human-Machine Communication, 2*, 153-171. https://doi.org/10.30658/hmc.2.8

Gibbs, J. L., Gibson, C. B., Grushina, S. V., & Dunlop, P. D. (2021). Understanding orientations to participation: Overcoming status differences to foster engagement in global teams. *European Journal of Work & Organizational Psychology, 30*(5), 653-671. doi: 10.1080/1359432X.2020.1844796

Gibbs, J. L., Boyraz, M., Sivunen, A., & Nordbäck, E. (2021). Who is this "we"? Exploring the discursive functions of subgroups in global teams. *Journal of Applied Communication Research*, *49*(1)*,* 86-108.

Morais, T., & Gibbs, J. L. (2020). Doing or not doing the *Mitzvah of Hachnasat Orchim*? Managing tensions between international obligations and the state's national interests: The case of Eritrean asylum-seekers in Israel. *Oxford Monitor of Forced Migration, 9*(1), 101-111.

Kim, H., Gibbs, J. L., & Scott, C. R. (2019). Unpacking organizational awareness: Scale development and empirical examinations in the context of distributed knowledge sharing. *Journal of Applied Communication Research, 47*, 47-68.

Gibbs, J. L., Kim, H., & Ki, S. (2019). Investigating the role of control and support mechanisms in members' sense of virtual community. *Communication Research, 46,* 117-145.

Raghuram, S., Hill, S. N., Gibbs, J. L., & Maruping, L. M. (2019). Virtual work: Bridging research clusters. *Academy of Management Annals, 13,* 308-341.

Gibbs, J. L., Sivunen, A., & Boyraz, M. (2017). Investigating the impacts of team type and design on virtual team processes. *Human Resource Management Review, 27,* 590-603.

Erhardt, N., Gibbs, J. L., Martin-Rios, C., & Sherblom, J. C. (2016). Exploring affordances of email for team learning over time. *Small Group Research, 47,* 243-278.

Gibbs, J. L., Eisenberg, J., Rozaidi, N. A., & Griaznova, A. (2015). The "megapozitiv" role of enterprise social media in enabling cross-boundary communication in a distributed Russian organization. *American Behavioral Scientist, 59,* 75-102.

Ellison, N. B., Gibbs, J. L., & Weber, M. S. (2015). The use of enterprise social network sites for knowledge sharing in distributed organizations: The role of organizational affordances. *American Behavioral Scientist, 59,* 103-123.

Erhardt, N., & Gibbs, J. L. (2014). The dialectical nature of impression management in knowledge work: Unpacking tensions in media use between managers and subordinates. *Management Communication Quarterly, 28*, 155-186. [Lead Article]

Gibbs, J. L., Rozaidi, N. A., & Eisenberg, J. (2013). Overcoming the "ideology of openness": Probing the affordances of social media for organizational knowledge sharing. *Journal of Computer-Mediated Communication,* 19(1), 102-120.

Halpern, D., & Gibbs, J. L. (2013). Social media as a catalyst for online deliberation? Exploring the affordances of Facebook and YouTube for political expression. *Computers in Human Behavior, 29,* 1159-1168.

Gibson, C. B., Gibbs, J. L., Stanko, T., Tesluk, P, & Cohen, S. G. (2011). Including the "I" in virtuality and modern job design: Extending the Job Characteristics Model to include the moderating effect of individual experiences of electronic dependence and co-presence. *Organization Science, 22*(6), 1481-1499. ***Awarded UWA School of Business Dean's Best Paper Award 2012.***

Gibbs, J. L., Ellison, N. B., & Lai, C. H. (2011). First comes love, then comes Google: An investigation of uncertainty reduction strategies and self-disclosure in online dating. *Communication Research*, *38*(1), 70-100.

Heino, R. D., Ellison, N. B., & Gibbs, J. L. (2010). Relationshopping: Investigating the market metaphor in online dating. *Journal of Social and Personal Relationships, 27*(4), 427-447.   [Lead Article]

Gibbs, J. L. (2009). Dialectics in a global software team: Negotiating tensions across time, space, and culture. *Human Relations, 62*(6), 905-935. ***Awarded Human Relations Paper of the Year 2009. Featured in the HR Editor's Choice Collection (Paul Edwards). Featured in the HR virtual special issue on Virtual Working (Kerrie Unsworth, 2020, 73(7)).***

Gibbs, J. L., Nekrassova, D., Grushina, Y., & Abdul Wahab, S. (2008). Reconceptualizing virtual teaming from a constitutive perspective: Review, redirection, and research agenda. In C. S. Beck (Ed.), *Communication yearbook 32* (pp. 187-229). New York: Routledge.

Gibson, C. B., & Gibbs, J. L. (2006). Unpacking the concept of virtuality: The effects of geographic dispersion, electronic dependence, dynamic structure, and national diversity on team innovation. *Administrative Science Quarterly*, *51*, 451-495. ***Featured as one of the ASQ Editor's Choices for Group Diversity and Performance.***

Gibbs, J. L., Ellison, N. B., & Heino, R. D. (2006). Self-presentation in online personals: The role of anticipated future interaction, self-disclosure, and perceived success in Internet dating. *Communication Research, 33*(2), 152-177.

Ellison, N. B., Heino, R. D., & Gibbs, J. L. (2006). Managing impressions online: Self-Presentation processes in the online dating environment. *Journal of Computer-Mediated Communication 11*(2), 415-441.

Kraemer, K. L., Gibbs, J. L., & Dedrick, J. (2005). Impacts of globalization on e-commerce use and firm performance: A cross-country investigation. *The Information Society, 21*(5), 323-340. [Lead Article]

Gibbs, J. L., & Kraemer, K. L. (2004). A cross-country investigation of the determinants of scope of e-commerce use: An institutional approach. *Electronic Markets*, *14*(2), 124-137.

Xu, S., Zhu, K., & Gibbs, J. L. (2004). Global technology, local adoption: A cross-country investigation of Internet adoption by companies in the United States and China. *Electronic Markets*, *14*(1), 13-24.

Gibbs, J. L., Kraemer, K. L., & Dedrick, J. (2003). Environment and policy factors shaping global e-commerce diffusion: A cross-country comparison. *The Information Society*, *19*(1), 5-18. [Lead Article]

Kraemer, K. L., Dedrick, J., & Gibbs, J. (2003). Introduction to the special volume on globalization and e-commerce. *Communications of the Association for Information Systems, 10*, Article 1.

Matei, S., Ball-Rokeach, S. J., Wilson, M., Gibbs, J., & Gutierrez Hoyt, E. (2001). Metamorphosis: A field research methodology for studying communication technology and community. *Electronic Journal of Communication/ La Revue Electronique de Communication* [On-line serial], *11*(2). Available http://www.cios.org/ejcpublic/011/2/01125.html.

Book Chapters

Gibbs, J. L., & Laaksonen, S. M. (in press). Collecting digital data in qualitative organizational communication research. In B. H. J. M. Brummans, B. C. Taylor, & A. Sivunen (Eds.), *SAGE Handbook of Qualitative Research in Organizational Communication*.

Gibbs, J. L. (in press). How to be successful in online dating. In A. K. Goodboy & K. Schulz (Eds.), *Introduction to communication studies: Translating communication scholarship into meaningful practice* (2nd edition). Dubuque, IA: Kendall/Hunt.

Gibbs, J. L., & Navick, N. (in press). Bringing technological affordances into virtual work. In T. Maynard, L. Gilson, & T. O'Neill (Eds.), *Handbook on virtual work.* Edward Elgar Publishing.

Gibbs, J. L., & Connaughton, S. L. (in press). Distributed collaboration. In V. D. Miller & M. S. Poole (Eds.), *Handbook of organizational communication.* Boston: De Gruyter.

Doerfel, M. L., Gibbs, J. L., & Parker, P. (2020). Preface. In M. Doerfel & J. L Gibbs (Eds.), *Organizing inclusion: Moving diversity from demographics to communication processes* (pp. xvii-xxvi). New York: Routledge.

Gailliard, B. M., Davis, S. M., Gibbs, J. L., & Doerfel, M. L. (2020). Organizing as a tension between tradition and innovation: Promoting inclusion in academia. In M. Doerfel & J. L Gibbs (Eds.), *Organizing inclusion: Moving diversity from demographics to communication processes* (pp. 260-280). New York: Routledge.

Doerfel, M. L., Gibbs, J. L., & Parker, P. (2020). Top-down and bottom-up organizing with policy, team, and network approaches for inclusion. In M. Doerfel & J. L Gibbs (Eds.), *Organizing inclusion: Moving diversity from demographics to communication processes* (pp. 1-21). New York: Routledge.

Gibbs, J. L., & Ganesh, S. (2020). Globalization and democracy. In A. M. Nicotera (Ed.), *Organizational communication: A comprehensive introduction to the field* (pp. 390-405). New York: Routledge.

Ter Hoeven, C., & Gibbs, J. L. (2019). Communication and distributed work. In P. Moy (Ed.), *Oxford Bibliographies in Communication*. New York: Oxford University Press.

Gibbs, J. L. (2017). Rethinking virtuality in a digital media age. In Koponen, J., Kokkonen, L., Kostiainen, E., & Virtanen, I. A. (Eds.). (2017). *Prologi: Puheviestinnän vuosikirja 2017* (pp. 60-65). Prologos ry. Prologi.

Gibbs, J. L., Kim, H., & Boyraz, M. (2017). Virtual teams. In C. R. Scott & L. K. Lewis (Eds.), *International encyclopedia of organizational communication.* Hoboken, NJ: Wiley.

Gibbs, J. L., Doerfel, M., & Ki, S. (2017). Field methods. In C. R. Scott & L. K. Lewis (Eds.), *International encyclopedia of organizational communication.* Hoboken, NJ: Wiley.

Gibbs, J. L. (2017). Managing tensions in virtual work arrangements. In D. Ballard & M. McGlone (Eds.), *New Agendas Series: Work Pressures* (pp. 78-90). New York: Routledge.

Eisenberg, J., Gibbs, J. L., & Erhardt, N. (2016). The role of vertical and shared leadership in virtual team collaboration. In C. M. Graham (Ed.), *Strategic management and leadership for systems development in virtual spaces* (pp. 22-42). Hershey, PA: IGI Global.

Gibbs, J. L., & Gibson, C. B. (2015). Making virtual teams more innovative through effective communication. In K. D. Elsbach, A. B. Kayes, & D. C. Kayes (Eds.), *Contemporary organizational behavior in action* (pp. 331-339). New York: Pearson.

Gibson, C. B., & Gibbs, J. L. (2015). Leading global teams. In J. M. Bennett (Ed.), *The SAGE Encyclopedia of intercultural competence* (pp. 586-589). Boston: Sage.

Gibbs, J. L., & Boyraz, M. (2015). International HRM's role in managing global teams. In Collings, D. G., Wood, G., & Caligiuri, P. (Eds.), *The Routledge companion to international human resource management* (pp. 532-551). New York: Routledge.

Doerfel, M., & Gibbs, J. L. (2014). Field research. In L. L. Putnam & D. K. Mumby (Eds.), *The SAGE handbook of organizational communication* (3rd Edition, pp. 223-243). Los Angeles: Sage.

Gibbs, J. L. (2012). How to be successful in online dating. In A. K. Goodboy & K. Schulz (Eds.), *Introduction to communication studies: Translating communication scholarship into meaningful practice* (pp. 3-9). Dubuque, IA: Kendall/Hunt.

Gibbs, J. L., Scott, C. R., Kim, Y. H., & Lee, S. K. (2010). Examining tensions in telework policies. In S. D. Long (Ed.), *Communication, relationships, and practices in virtual work* (pp. 1-25). New York: IGI Global.

Gibbs, J. L., Kraemer, K. L., & Dedrick, J. (2007). Environment and policy factors shaping global e-commerce diffusion: A cross-country comparison. In C. Avgerou (Ed.), *Information systems, globalization, and developing countries* (pp. 336-355), Volume VI of *Major currents in information systems 2* (Eds. L. P. Willcocks & A. S. Lee). London: Sage.

Gibbs, J. L. (2006). Decoupling and coupling in global teams: Implications for human resource management. In G. K. Stahl & I. Bjorkman (Eds.), *Handbook of research in international human resource management* (pp. 347-363). Northampton, MA: Edward Elgar.

Gibbs, J. L. (2005). The complexity of organizational culture in global teams. In L. C. Lederman, W. D. Gibson, & M. Taylor (Eds.), *Communication theory casebook* (2nd Ed.) (pp. 245-260). Dubuque, IA: Kendall/Hunt.

Gibbs, J. L., Ball-Rokeach, S. J., Jung, J., Kim, Y., & Qiu, J. (2004). The globalization of everyday life: Visions and reality. In M. Sturken, D. Thomas, & S. Ball-Rokeach (Eds.), *Technological visions: The hopes and fears that shape new technologies* (pp. 339-358). Philadelphia: Temple University Press.

Publications in Proceedings

Nordbäck, E. S., Nurmi, N., Gibbs, J. L., Boyraz, M., & Logemann, M. K. (2021). The vitality paradox: Rising tensions between individual and team coping during forced virtual work. In *Academy of Management Annual Meeting Proceedings,* August 2021.

Chen, I., Gibbs, J. L., Lin, J. (2021). Understanding and designing for disaster preparation on social media. In *CHI Conference on Human Factors in Computing Systems Extended Abstracts (CHI '21 Extended Abstracts),* May 08-13, 2021, Yokohama, Japan. New York: ACM. https://doi.org/10.1145/3411763.3451604

Gibbs, J. L., Grushina, S. V., Gibson, C. B., Dunlop, P., & Cordery, J. (2013). Encouraging participation in global teams: Unpacking the role of language, culture, and communication practices. In T. Lee, K. Trees and R. Desai (Eds.), *Refereed Proceedings of the Australian and New Zealand Communication Association conference: Global Networks-Global Divides: Bridging New and Traditional Communication Challenges,* ISSN 1448-4331, available at: www.anzca.net/conferences/past-conferences/161.html

Gibbs, J. L. (2009). Culture as kaleidoscope: Navigating cultural tensions in global collaboration. In *Proceedings of the ACM International Workshop on Intercultural Collaboration* (IWIC 2009) (pp. 89-98), available at: http://dl.acm.org/citation.cfm?id=1499239&CFID=709826531&CFTOKEN=49301086

Invited Book Reviews

Gibbs, J. L. (2010). The constitutive role of communication in organizing. Review of *Building theories of organization: The constitutive role of communication* (L. L. Putnam & A. M. Nicotera, Eds.). *Administrative Science Quarterly, 55,* 159-161.

Gibbs, J. L. (2009). Organizational identification as expressed through Latino political partisanship. Review of *Inviting Latino voters: Party messages and Latino party identification* (S. L. Connaughton). *Review of Communication, 9*(2), 138-141.

Published Reports and White Papers

Ball-Rokeach, S. J., Gibbs, J., Gutierrez Hoyt, E., Jung, J., Kim, Y., Matei, S., Wilson, M., Yuan, Y., & Zhang, L. (2000). *The challenge of belonging in the 21st century: The case of Los Angeles* (White Paper 1). Los Angeles: Annenberg School for Communication, Communication Technology and Community Program.

Ball-Rokeach, S. J., Gibbs, J., Jung, J., Kim, Y., & Qiu, J. (2000). *The globalization of everyday life: Visions and reality* (White Paper 2). Los Angeles: Annenberg School for Communication: Communication Technology and Community Program.

Becklund, L., Pryor, L., Heino, R., & Gibbs, J. (1998). *Ready or not: High school journalism in the 21st century.* Study funded by the Soros Foundation, New York, NY and published by the Annenberg School for Communication, USC.

KEYNOTES AND INVITED COLLOQUIA

2022   Keynote speaker, 2022 Doctorate in Business Administration and Center for Applied Research Conference, Pepperdine University (audience of executive DBAs)

2021   Invited speaker for Communication as Visibility Management workshop, Copenhagen, Denmark on "Negotiating Agency and Control: Theorizing Human-Machine Communication from a Structurational Perspective" [postponed from 2020 and held virtually in 2021]

2019   Invited speaker for Communication as Visibility Management workshop, Santa Barbara, CA on "From "Iron Cages" to Entangling Webs: Concertive Control Mechanisms in Online Communities"

Summer Scholar, invited to teach a week-long summer doctoral seminar on "Collaborative Technologies in Organizations" at North Dakota State University, Department of Communication

2018   Association of Water Agencies of Ventura County (AWA) symposium, Oxnard, CA, "Controlling Your Narrative Through Social Media"

2017   ECREA Regional Conference Keynote, Helsinki, Finland, "Rethinking Virtuality in a Digital Media Age"

Aalto University, International Business Department, Finland, "Crossing Boundaries, Managing Tensions, and Negotiating Identity in Global Work Arrangements"

University of Jyväskylä, Communication Department, Finland, "From Local to Global Field Work: Stories From the Frontlines of Organizational Communication Research"

Center for Information Technology and Society, University of California, Santa Barbara, "Rethinking Virtuality in a Digital Media Age"

University of Southern California, Annenberg School of Communication 13th Annual Walt Fisher Lecture, "Rethinking Virtuality in a Digital Media Age"

2016   Cornell Tech, "Social Media at Work: Managing Attention and Interruptions in an Age of Constant Connectivity"

University of California, Santa Barbara, "Crossing Boundaries and Managing Tensions: Overcoming Status Differences to Foster Engagement in Global Teams"

2015   University of Arizona, "Virtual Collaboration and the Future of eSociety", Society Research Workshop: Future Directions in Digital Life and Learning

William Paterson University, "Strategic Use of Social Media for Distributed Collaboration" as part of New Jersey Social Media Summit

University of Michigan, School of Information, "Managing Tensions, Crossing Boundaries, and Fostering Engagement in Virtual Work"

        Rutgers University, SC&I Social Media Cluster panel, "Strategic Use of Social Media for Distributed Collaboration"

2014   University of Wisconsin, Madison, "Supportive or Controlling? Investigating Social Support and Concertive Control in Online Community Belonging"

2013   University of Western Australia, Perth, Australia, "Strategic Use of Technological Affordances to Manage Tensions in Virtual Work"

        Massey University, Auckland, New Zealand, "Strategic Use of Technological Affordances to Manage Tensions in Virtual Work"

        Aalto University, Helsinki, Finland, "Strategic Use of Technological Affordances to Manage Tensions in Virtual Work"

2012   University of Texas, Austin, "Strategic Use of Technological Affordances to Manage Tensions in Virtual Work"

2011   Rutgers University, "Fostering and Maintaining Online Relationships through Social Media" as part of Symposium on Identity, Connectedness, & Threat in Social Networks sponsored by Tyler Clementi Foundation

2010   Rutgers University, "Lost Knowledge in Distributed Work Arrangements" as part of Lost Knowledge: Challenges of a Changing Workforce conference hosted by the Knowledge Institute

2009   Cornell University, "Managing Tensions in Virtual Collaboration"

        Purdue University, "Virtual Team Innovation and Knowledge Sharing"

2007   Michigan State University, "Communication in Global Virtual Teams"

        Rutgers University, "Managing Privacy Risks and Credibility in Online Relationships" as part of Johnson & Johnson Colloquium on Anonymity and Credibility: Balancing Risk and Well-Being in Everyday Communication

        Rutgers University, "Communication in Global Virtual Teams" as part of Human Resource Management Pro-Seminar (School of Management and Labor Relations)

        Rutgers University, "Tensions between Privacy and Self-Disclosure in the Online Dating Context" as part of Inter-Disciplinary Study of Issues in Privacy and Security (ISIPS) Privacy Workshop

RESEARCH FUNDING

2018-2022   Academy of Finland, "PARIS - Paradoxes and Tensions in Employees' Information Sharing through Social Media", Anu Sivunen (PI); Gibbs, J., Treem, J., Rice, R. E., ter Hoeven, C. (Research Collaborators), \$EU415,685 from Academy of Finland, \$EU175,000 from University of Jyväskylä, Finland.

2018-2019   National Science Foundation, "CHS: Small: Support for the Academy of Management Organizational Communication and Information Systems 2018 Doctoral Consortium", Principal Investigator, \$28,950

2018-2019   Academic Senate Faculty Research Grant, University of California, Santa Barbara, "The Role of Concertive Control in Online Community Governance", Principal Investigator, \$7,465

2016-2017	GAIA International Collaborative Research Grant for Tenured Faculty on "Fostering Collaborative Communication Practices in Global Teams", $8,000, University of California, Santa Barbara
2012	Rutgers Summer Fellowship Award, "Fostering Global Team Collaboration", $3,000
2011	SC&I Grants to Get Grant for project on "The Role of Social Media in Enabling or Constraining Knowledge Sharing in Ad Hoc Virtual Collaborations", $1,500, Rutgers University
2007	SCILS Grants to Get Grant for project on "Tensions between Privacy and Self-Disclosure in Online Dating Relationships", $1,472, Rutgers University
2006-2007	Research Council Grant for project on "Privacy and Security Concerns in Online Dating", $1,000, Rutgers University,
2005-2006	SCILS ISIPS start-up grant for project on "Perceptions of Privacy and Security in the Online Dating Context", $7,500, Rutgers University
2000	USC Annenberg Dissertation Research Grant Award, $500

COMPETITIVELY SELECTED CONFERENCE PAPERS FROM 2010-2023

Sivunen, A., Gibbs, J. L., & Leppäkumpu, J. (2023, May). *Managing collapsed boundaries in global work.* Paper to be presented at the International Communication Association, Toronto, CA. ***Top Paper Award, Organizational Communication Division.***

Cavaness, S. A., & Gibbs, J. L. (2023, February). *"Protecting the parks from the people, people from the parks, and the people from the people": An investigation of the organizational culture of California State Park peace officers.* Paper to be presented at the Western States Communication Association, Phoenix, AZ.

Gibbs, J. L., Eisenberg, J., Fang, C., & Wilkenfeld, J. N. (2022, August). *Organizational continuities and discontinuities and the job satisfaction of global contractors.* Paper presented at the Academy of Management Convention, Seattle, WA.

Gibbs, J. L., & Navick, N. (2022, August). *Bringing technological affordances into virtual work.* Panelist for Professional Development Workshop (PDW) on Understanding virtual work. Academy of Management Convention, Seattle, WA.

Fang, C., Wilkenfeld, J. N., Navick, N., & Gibbs, J. L. (2021, November). *"AI am here to represent you": Understanding how institutional logics shape attitudes toward intelligent technologies in legal work.* Paper presented at the National Communication Association, Seattle, WA.

Nordbäck, E. S., Nurmi, N., Gibbs, J. L., Boyraz, M., & Logemann, M. K. (2021, August). *The vitality paradox: Rising tensions between individual and team coping during forced virtual work.* Paper presented at the Academy of Management Convention [presented virtually]. ***Top Paper Award, OCIS Division.***

Gibbs, J. L. (2021, August). *Broadening our sight to "Artificial Intelligence and digital transformation assimilation".* Panel presented at the Academy of Management Convention [presented virtually].

Gibbs, J. L., Rice, R. E., & Kirkwood, G. L. (2020, November). *Digital discipline: Theorizing concertive control in online communities.* Paper presented at the National Communication Association [presented virtually].

Wilkenfeld, J. N., Navick, N., Fang, C., & Gibbs, J. L. (2020, November). *"AI Chatbot, Esq.": Exploring use of AI in the legal field.* Paper presented at the National Communication Association [presented virtually].

Gibbs, J. L. (2020, August). *Fake news: What is it and why does it matter?* Panel presented at the Academy of Management Convention [presented virtually].

Sivunen, A., Gibbs, J. L., & van Zoonen, W. (2020, May). *Technology, norms, and engagement: Understanding the drivers of constant connectivity in global work.* Paper presented at the International Communication Association, Gold Coast, Australia [presented virtually].

Gibbs, J. L., Eisenberg, J., & Nekrassova, D. (2019, August). *Second-class citizens or free agents? The experience of identity ambiguity among global contractors.* Paper presented at the Academy of Management Convention, Boston, MA. ***Best International Paper Award, Careers Division.***

Gibbs, J. L., Sivunen, A., & van Zoonen, W. (2019, August). *Managing tensions in global work and worker well-being: The paradoxical role of social media.* Paper presented at the Academy of Management Convention, Boston, MA.

Gibbs, J. L., Eisenberg, J., & Wilkenfeld, J. N. (2019, July). *The role of virtual team identification in global outsourcing arrangements.* Paper presented at the EAWOP Small Group Meeting, Lisbon, Portugal.

Gibbs, J. L. & Kirkwood, G. L. (2019, May). *From "iron cages" to entangling webs: Theorizing concertive control mechanisms in online environments.* Paper presented at the International Communication Association Convention, Washington, DC.

Gibbs, J. L., Fang, C., Kirkwood, G. L., & Wilkenfeld, J. N. (2019, May). *Artificial intelligence as teammate: How AI transforms group and team dynamics.* Paper presented at the International Communication Association Convention, Washington, DC.

Gibbs, J. L. (2019, May). *Igniting a TON (Technology, Organizing, and Networks) of insights: recognizing the contributions of Janet Fulk and Peter Monge in shaping the future of communication research.* Panel presented at the International Communication Association Convention, Washington, DC.

Gibbs, J. L., Boyraz M., Sivunen, A., & Nordbäck, E. (2018, August). *Who is this "we"? Exploring the discursive functions of subgroups in global teams.* Paper presented at the Academy of Management Convention, Chicago, IL.

Raghuram, S., Hill, N. S., Maruping, L., & Gibbs, J. L. (2018, August). *Telecommuting: Bridging virtual work research domains.* Paper presented at the Academy of Management Convention, Chicago, IL.

Gibbs, J. L., Eisenberg, J., & Nekrassova, D. (2018, May). *Second-class citizens or free agents? Identity negotiation among onsite contractors in global outsourcing arrangements.* Paper presented at the International Communication Association Convention, Prague, Czech Republic.

Gibbs, J. L. (2017, November). *The opportunities and challenges of communication technology for group communication scholarship.* Panelist for panel presented at the National Communication Association Convention, Dallas, TX.

Gibbs, J. L. (2017, August). *Virtual work research: Crossing boundaries.* Panelist for panel presented at the Academy of Management Convention, Atlanta, GA.

Boyraz, M., & Gibbs, J. L. (2017, July). *Faultlines as the 'earth's crust': The role of team identification, communication climate and perception of subgroups as ameliorating the effects of faultlines on global team satisfaction and innovation.* Paper presented at INGroup, St. Louis, MO.

Gibbs, J. L. (2017, May). *Debating affordances: Defining and refining the contours of affordance measurement and theory.* Panelist for panel presented at the International Communication Association Convention, San Diego, CA.

Boyraz, M., & Gibbs, J. L. (2017, May). *When do "invisible walls" become visible? The role of communicative practices in constructing global team subgroups.* Paper presented at the International Communication Association Convention, San Diego, CA.

Gibbs, J. L., Boyraz, M., Sivunen, A., & Nordback, E. (2016, November). *Psychologically safe communication climate in global teams: Overcoming subgroups in electronic communication practices*. Paper presented at ECREA, 6th European Communication Conference, Prague, Czech Republic.

Rozaidi, N. A., Gibbs, J. L., & Eisenberg, J. (2016, September). *Accept or reject? Predicting ideation outcomes through enterprise social media*. Paper presented at the International Conference on Communication and Media 2016, Kuala Lumpur, Malaysia. ***Top 6 Paper Award.***

Gibbs, J. L. (2016, August). *Definition and measurement of team virtuality.* Panelist for panel presented at the Academy of Management Convention, Anaheim, CA.

Gibbs, J. L. (2016, August). *Rethinking virtuality in a digital media age.* Paper presented at the Academy of Management Convention, Anaheim, CA.

Gibbs, J. L. (2016, July). *International, interdisciplinary perspectives on global teams.* Panelist for panel presented at INGroup, Helsinki, Finland.

Gibbs, J. L., Sivunen, A., & Boyraz, M. (2016, June). *Investigating the impacts of team type and design on virtual team processes*. Paper presented at the International Communication Association Convention, Fukuoka, Japan.

Gibbs, J. L. (2015, November). Panelist for *Creating collaborative opportunities: Examining interactive communities in social media research & practice.* Panel presented at the National Communication Association Convention, Las Vegas, NV.

Gibbs, J. L. (2015, November). Panelist for *Embracing group and team research opportunities*. Panel presented at the National Communication Association Convention, Las Vegas, NV.

Gibbs, J. L. (2015, November). Panelist for *Managing interactivity for interdisciplinary teamwork and collaboration: Facilitating across boundaries of knowing*. Panel presented at the National Communication Association Convention, Las Vegas, NV.

Eisenberg, J., Gibbs, J. L., & Erhardt, N. (2015, August). *Shared leadership: Investigating the contingency factors influencing virtual team effectiveness.* Paper presented at the Academy of Management Convention, Vancouver, Canada.

Erickson, I., Gibbs, J., & Mazmanian, M. (2015, August). *Field research of the future: Challenges, opportunities, pragmatics.* Professional Development Workshop (PDW) presented at the Academy of Management Convention, Vancouver, Canada.

Boyraz, M., Nordback, E., Gibbs, J. L., & Sivunen, A. (2015, May). *Who is this "we"? Examining the development of identification and conflict in global teams through talk.* Paper presented at the International Communication Association Convention, San Juan, Puerto Rico.

Eisenberg, J., Nekrassova, D., Gibbs, J. L., & Rozaidi, N. (2015, April). *Making sense of enterprise social media (ESM) in a globally distributed organization.* Poster presented at the NJ Social Media Summit, William Paterson University. ***2nd Place, Competitive Poster Session.***

Gibbs, J. L., Eisenberg, J., Rozaidi, N. A., & Griaznova, A. (2014, November). *The "megapozitiv" role of enterprise social media in enabling cross-boundary communication in a distributed Russian organization.* Paper presented at the National Communication Association Convention, Chicago, IL.

Gibbs, J. L., Gibson, C. B., & Grushina, S. V. (2014, August). *Understanding participation in global teams.* Paper presented at the Academy of Management Convention, Philadelphia, PA. ***Emerald Best International Symposium Award Finalist for Symposium on "Understanding the Dynamics of Global Teams".***

Gibbs, J. L., Sivunen, A., Boyraz, M., & Nordback, E. (2014, May). *Investigating the affordances of group-based ICTs for global team participation, conflict, and identification.* Paper presented at the International Communication Association Convention, Seattle, WA.

Gibbs, J. L., Gibson, C. B., & Grushina, S. V. (2014, May). *Understanding participation patterns in global teams and how they lead to meaningful engagement across boundaries.* Paper presented at the International Communication Association Convention, Seattle, WA.

Rozaidi, N. A., Gibbs, J. L., & Eisenberg, J. (2014, May). *Exploring technological affordances for identification in global outsourcing work.* Paper presented at the International Communication Association Convention, Seattle, WA.

Gibbs, J. L., Kim, H., & Ki, S. (2013, November). *Supporting or controlling? Investigating the role of concertive control, normative influence, and social support in online community belonging.* Paper presented at the National Communication Association Convention, Washington, DC.

Eisenberg, J. R., Rozaidi, N. A., Gryaznova, A., & Gibbs, J. L. (2013, September). *"Social" knowledge sharing in a Russian MNC: The role of enterprise social media in cross-boundary collaboration.* Paper presented at the Association for International Business Convention, Moscow, Russia.

Gibbs, J. L., Grushina, Y. V., Gibson, C. B., Dunlop, P. D., & Cordery, J. (2013, July). *Encouraging participation in global teams: Unpacking the role of language, culture, and communication practices.* Paper presented at the Australian and New Zealand Communication Association (ANZCA) Convention, Fremantle, Western Australia.

Gibbs, J. L. (2013, June). *Managing tensions in distributed collaboration.* Paper presented at the International Communication Association Convention, London, England.

Gibbs, J. L., Boyraz, M., & Goldthwaite, C. (2013, June). *From conflict to creativity in global teams: The moderating role of shared identity and perceived proximity.* Paper presented at the International Communication Association Convention, London, England.

Kim, Y. H., Gibbs, J. L., & Erhardt, N. (2013, June). *The coevolution of communication networks and expertise recognition-induced information-seeking behaviors.* Paper presented at the International Communication Association Convention, London, England.

Ellison, N. B., Gibbs, J. L., & Weber, M. S. (2013, April). *The role of social media for knowledge sharing in distributed work: A conceptual framework.* Paper presented at Collaborative Organizations and Social Media 2013 (COSM2013) Symposium, Brunswick, Maine.

Gibbs, J. L., Rozaidi, N., & Eisenberg, J. (2012, November). *Overcoming the "ideology of openness": Probing the affordances of social media for organizational knowledge sharing.* Paper presented at the National Communication Association Convention, Orlando, FL.

Gibbs, J. L. (2012, November) *Mixed methods and behavioral data in social media research.* Paper presented at the National Communication Association Convention, Orlando, FL.

Erhardt, N. L., & Gibbs, J. L. (2012, May). *Managing impressions in knowledge work: Unpacking affordances of media use.* Paper presented at the International Communication Association Convention, Phoenix, AZ.

Kim, Y. H., & Gibbs, J. L. (2012, May). *A network approach to trust in computer-mediated temporary teams.* Paper presented at the International Communication Association Convention, Phoenix, AZ.

Gibbs, J. L. (2011, December). *Invoking the power of Book Club: An investigation of community-based online relationships.* Paper presented at Oxford Internet Institute Symposium on Relationships and the Internet, Oxford, England.

Gibbs, J. L., & Kim, H. (2011, May). *Invoking the power of Book Club: An investigation of concertive control in an online community.* Paper presented at the International Communication Association Convention, Boston, MA.

Halpern, D., & Gibbs, J. L. (2011, May). *Social media as a catalyst for online deliberation: When does the medium matter?* Paper presented at the International Communication Association Convention, Boston, MA.

Gibbs, J. L., Scott, C. R., Kim, Y. H., & Lee, S. K. (2010, November). *Examining tensions in telework policies.* Paper presented at the National Communication Association Convention, San Francisco, CA.

Gibbs, J. L., Scott, C. R., Kim, Y. H., & Lee, S. K. (2010, June). *Examining dialectical tensions in the discourse of organizational telework policies.* Paper presented at the International Communication Association Convention, Singapore.

Gibbs, J. L., & Cho, S. E. (2010, June). *A cross-cultural investigation of privacy management in Facebook and Cyworld.* Paper presented at the International Communication Association Convention, Singapore.

Prior work: 30 competitive papers presented at professional association meetings between 1995-2009. Details available upon request.

RESEARCH SUPERVISION AND ADVISING

Honors Associated with Research Advising

2021   Advisor to Irene Chen, recipient of the Chancellor's Award for Excellence in Undergraduate Research, for her published honors thesis

2017   Advisor to Maggie Boyraz, recipient of the Laura Crowell Dissertation Award in Group Communication from the National Communication Association

2017   Advisor to Maggie Boyraz, recipient of the W. Charles Redding Dissertation Award in Organizational Communication from the International Communication Association (Honorable Mention)

PhD Dissertation Advisor

Completed

Nik Rozaidi, 2012-2018, "Understanding Large Scale Online Collective Action: Examining the Conditions for and Outcomes of Entreprise Social Media-Based Online Ideation in a Regulatory Organization" (defended December 2017) – Telecommunications Director at Central Bank of Malaysia

Sally Abdul Wahab, 2009-2017, "Blogging the Way through Job Loss: A Dialectical Exploration of Situated Coping Narratives of Displaced Workers" (defended June 2017) – Faculty at Kean University

Seol Ki, 2012-2017, "Exploring Communication of Compulsive Gamers and Their Loved Ones: A Tensional Approach" (defended June 2017)

Heewon Kim, 2011-2016, "The Visibility Paradox: Social Media Use as a Manifestation of Knowledge, Disparity, and Status in a Global Organization" (defended June 2016) – Faculty at Arizona State University

Maggie Boyraz, 2014-2016, "How to Break the "Invisible Walls": "The Role of Communicative Practices for Overcoming Challenges of Subgroups in Global Teams" (defended June 2016) – Faculty at Cal State University, San Bernardino

Young Hoon Kim, 2010-2014, "A Knowledge-Sharing Communication Network Approach to Transactive Memory Systems in Virtual Work Arrangements" (defended December 2013) – Faculty at Korea University

Seong Eun Cho, 2006-2009, "A Cross-Cultural Comparison of Korean and American Social Networking Sites: Exploring Cultural Differences in Social Relationships and Self-Presentation" (defended December 2009) – Research Fellow at Korea Information Society Development Institute (KISDI)

PhD Dissertation Committees

In Progress: 2

UCSB: 3

Rutgers: 13

Outside member: 3

PhD Qualifying Exam Committees

Chair: 12 students between 2006-2023

Member: 33 students between 2005-2023

Masters Thesis Advising

UCSB: 1
Rutgers: 24 capstone projects between 2009-2015

Undergraduate Honors Thesis Advising

UCSB: Supervised 44 honors theses as part of the Communication Honors Program, 2019-2023

SERVICE

Service To the Discipline

Editorship

2016-present	Editor, *Communication Research* (Impact factor increased from 3.021 in 2016 to 6.300 in 2021, ranked 6/94 communication journals, original submissions increased from 250 to over 500), broadened scope of journal to include qualitative and mixed methods research
2015-2016	Associate Editor, *Management Communication Quarterly*

Editorial Boards

2017-present	*Academy of Management Review* (ranked #1 in discipline)
2009-present	*Journal of Computer-Mediated Communication* (ICA journal)
2014-2015	*Management Communication Quarterly* (international journal)

2013-2016	*Journal of Communication* (ICA journal)
2013-2016	*Journal of Applied Communication Research* (NCA journal)
2012-2016	*Communication Research* (SAGE journal)
2012-2014	*Communication Monographs* (NCA journal)
2008-2013	*Communication Quarterly* (Eastern Communication Association journal)
2008-2012	*International Journal of Communication and Media* (Malaysian Communication Association journal)
2006-2010	*Women's Studies in Communication* (Organization for Research on Women and Communication journal)

Ad Hoc Reviewer

2007, 2009, 2015	*Administrative Science Quarterly*
2013	*American Behavioral Scientist*
2010-2012	*Communication Monographs*
2009-2012	*Communication Research*
2006, 2008	*Communication Yearbook*
2018, 2020	*Group & Organization Management*
2007, 2010	*Human Communication Research*
2003, 2007	*Human Relations*
2006	*IEEE Transactions on Professional Communication*
2017, 2020	*Information & Organization*
2011-2012	*Journal of Communication*
2004-2012	*Journal of Computer-Mediated Communication*
2006-2009	*Journal of Social and Personal Relationships*
2006, 2020-2021	*Management Communication Quarterly*
2011-2012, 2015-2017	*Management Information Science Quarterly*
2009-2010, 2015-2017, 2020-2021	*Organization Science*
2008	*Western Journal of Communication*
2007	Reviewed textbook on Organizational Communication for McGraw-Hill
2010	Grant reviewer for Social Sciences and Humanities Research Council of Canada
2011	National Science Foundation Grant Review Panel
2011, 2014	Israel Science Foundation Grant Reviewer
2012	Danish Council for Independent Research Grant Reviewer
2012	External reviewer for tenure case, University of Texas at Arlington
2013	United States – Israel Binational Science Foundation
2015	External reviewer for tenure case, Cornell University
2015	External reviewer for tenure case, University of Wisconsin-Madison
2015	External reviewer for tenure case, University of California, Davis
2015	External reviewer for tenure case, Chapman University
2016	External reviewer for tenure case, University of Arizona
2016	External reviewer for tenure case, Boston University
2016	External reviewer for tenure case, Wayne State University
2017	External reviewer for tenure case, University of Massachusetts Boston
2017	External reviewer for tenure case, Michigan State University
2017	External reviewer for job search for position of Associate Professor in Intercultural and Digital Communication at the University of Jyväskylä, Finland
2018	External reviewer for job search for position of Associate Professor in Communication and Digital Media at Copenhagen Business School
2019	External reviewer for promotion to Full Professor, London School of Economics and Political Science

2019	External reviewer for tenure case, Pace University
2019	External reviewer for promotion to Full Professor, George Washington University
2020	External reviewer for promotion to Full Professor, Cornell University
2021	External reviewer for H. I. Romnes Faculty Fellowship, University of Wisconsin-Madison
2021	External reviewer for tenure case, Aalto University, Finland
2021	External reviewer for promotion to Full Professor, National University of Singapore
2022	External reviewer for promotion to Full Professor, Texas Tech University
2022	External reviewer for tenure case, Zhejiang University

Professional Association Leadership

<u>International Communication Association</u>

Secretary to Organizational Communication Division, 2014-2017
Chair of Paper Reviewer Nominating Committee, Organizational Communication Division
Chair of W. Charles Redding Dissertation Award Committee, Organizational Communication Division, 2015, 2016

<u>Academy of Management</u>

Past Division Chair, Communication, Digital Technology, and Organization (CTO) Division (formerly OCIS) 2021-
    2022
Division Chair, Organizational Communication and Information Systems Division, 2020-2021
Chair of Lifetime Service Award Committee, Organizational Communication and Information Systems (OCIS)
        Division, 2020-2021
Chair of Best Published Paper Selection Committee, Organizational Communication and Information Systems
        Division, 2019-2020
Division Chair-Elect, Organizational Communication and Information Systems Division, 2019-2020
Program Chair, Organizational Communication and Information Systems Division, 2018-2019
Chair-Elect, Organizational Communication and Information Systems Division, 2017-2018

Service in Conferences and Professional Associations

<u>International Communication Association</u>

Faculty Mentor for Organizational Communication Preconference, 2019
Reviewer for Top Papers, Organizational Communication Division, 2019
Organizer, Research Escalator session, Organizational Communication Division, 2014
Management Communication Quarterly Paper of the Year Selection Committee member, 2014
Paper Reviewer for Organizational Communication Division, 2003-2008, 2010-2014
Top Paper Reviewer, Organizational Communication Division, 2013
Panel Respondent for Organizational Communication Division, 2003, 2006, 2007, 2008, 2011, 2018, 2019
Panel Chair for Organizational Communication Division, 2007, 2009, 2014
Faculty Mentor for Research Escalator session, Organizational Communication Division, 2013, 2015, 2016, 2017,
    2018
Member of Conference Paper Reviewer Nominating Committee, 2012
Member of Top Interactive Display Presentation Committee, Organizational Communication Division, 2012
W. Charles Redding Dissertation Award Committee Member, Organizational Communication Division, 2011
Paper Reviewer for Communication and Technology Division, 2010
Discussion Leader for Organizational Communication Doctoral Student Consortium, 2005
Paper Reviewer for Mass Communication Division, 2005

<u>Academy of Management</u>

Paper Development Workshop Organizer, CTO Division, 2022
Member of AoM 5-Year Review Task Force, 2020-2021

Organizer and Faculty Mentor, Organizational Communication and Information Systems (OCIS) Junior Faculty Consortium, 2020 [held virtually]

Organizer and Faculty Mentor, Organizational Communication and Information Systems (OCIS) Doctoral Student Consortium, 2018

PDW Chair, Organizational Communication and Information Systems (OCIS) Division, 2017-2018

Faculty Mentor, Organizational Communication and Information Systems (OCIS) Junior Faculty Consortium, 2016, 2017

Faculty Mentor for International Paper Development Workshop, Organizational Communication and Information Systems (OCIS), 2015

Chair & Discussant, Organizational Communication and Information Systems (OCIS), 2015

Faculty Mentor, Organizational Communication and Information Systems (OCIS) Doctoral Student Consortium, 2014

Associate Editor, Organizational Communication and Information Systems (OCIS) division, 2014-2016

Discussant, Organizational Communication and Information Systems (OCIS), 2014

National Communication Association

Pre-Conference Organizer, "Our Legacy, Our Relevance: Breaking down Privilege Using Communication Theory to Build Frameworks that Support Inclusion", Organizational Communication Division, 2017

Panel Respondent for Organizational Communication Division, 2014

Panel Chair for Organizational Communication Division, 2004, 2008

Paper Reviewer for Organizational Communication Division, 2004

Other

Member of committee to select Editor-in-Chief for *Organization Science* journal, 2022

Member of assessment committee for Germany's Excellence Strategy at University of Münster, March 2019

Programme Committee Member for conference on "Social Media, Activism, and Organisations", November 6, 2015, University of London, UK

Paper reviewer for Association of International Business (AIB) convention, 2013

Associate Editor for Social Computing and Collaboration track, European Conference on Information Systems (ECIS), 2012

Paper reviewer for ICWSM convention, 2012

Paper reviewer for ACM International Workshop on Intercultural Collaboration (IWIC), 2009

Paper reviewer for HICSS convention, 2007

Paper reviewer for Computer-Human Interaction (CHI) convention, 2006, 2009

Member of Conference Planning Committee for University of Southern California Interdisciplinary Graduate Student Conference, 1999

Conference Planner and Logistics Manager, Paper Review Process Coordinator and Paper Reviewer for the Western States Graduate Student Communication Conference, 1998, 1997-1998

Selected Service To the University

UCSB

Program Review Panel (PRP) member, 2021-present

UCSB American Marketing Association Faculty Advisor, 2017-2022

Member of Committee on International Education, 2020-2022

Education Abroad Program (EAP) Liaison, UCSB, 2017-2019

Member of Academic Senate Faculty Grants Committee, UCSB, 2016-2017

Rutgers

Member of university wide Strategic Planning committee on Faculty Excellence, Rutgers, 2013-2014

University Associate, Rutgers University Knowledge Institute, 2007-2016

Founding Faculty Advisor for Youth Action International, 2009-2013

Member of SCILS Dean Search Committee, 2007-2008

Member of planning committee for Global Futures Symposia 2006-2007 sponsored by Livingston College.
Faculty Fellow, Livingston College, Rutgers University, Fall 2004 – Spring 2007

Selected Department and School Service

University of California, Santa Barbara

Graduate Program Director, 2022-present
Member of DEI Grad-Faculty Committee, 2020-2021
Member of Graduate Committee, UCSB, 2018, 2019-2020, 2020-2021, 2021-2022
Search Committee Co-Chair, Digital Communication, Department of Communication, UCSB, 2019-2020
Search Committee Member, Digital Communication, Department of Communication, UCSB, 2017-2018
Awards Committee Member, Department of Communication, UCSB, 2017-2018
Search Committee Member, Organizational Communication, Department of Communication, UCSB, 2016-2017

Rutgers University

Director, Masters of Communication and Information Studies (MCIS), 2012-2016
Communication and Technology Curriculum Committee, *Chair*, 2013-2016
Communication and Technology Search Committee Member, 2013-2014, 2014-2015
Communication Theory Requirement Committee, *Chair*, 2012
Ph.D. Program Executive Committee Member, 2009-2012
Communication Department Ph.D. Area Coordinator, 2009-2012
Ph.D. Program Awards Committee Member, 2009-2012
Faculty Advisor for Association for Women in Communications, 2005-2012
Research Associate, Center for Mobile Communication Studies, SCILS, 2004-201
Research Development Committee, 2007-2008, 2010-2011, 2011-2012
Invitational Masters Student Institute (IMSI) Planning Committee Member, 2009-2011
SCILS Faculty Search Committee Member, 2008-2009
Rules of Procedure / Elections & Nominations Committee member, 2005-2009
Academic Committee (to develop SAS Public Speaking Course), 2008
Research and Promotions Committee, 2006-2007

Service to the Broader Community

Media Coverage

Quoted in *Quartz*, "The Workplace Apps that Could Change the Nature of Work", 2/7/21,
https://qz.com/1968259/the-workplace-apps-that-could-change-the-nature-of-work/?utm_term=mucp

Quoted in Dropbox blog post, "How to Work Better Together, Apart", 12/15/20,
https://blog.dropbox.com/topics/work-culture/how-to-work-better-together--apart

Quoted in *Quartz*, "Will Slack change work before work changes Slack?", 7/3/19, https://qz.com/1655452/stewart-butterfield-slack-and-the-future-of-work/

Authored blog post "The Digital Detox" (with T. Kurtzberg) in *Inspiyr*, 9/5/17

Authored blog post "The Pitfalls of Constant Connectivity" (with T. Kurtzberg) in Smart Hustle magazine, 7/11/17

Authored blog post "Creating Effective Digital Habits for Yourself and Your Company" (with T. Kurtzberg) in Young Upstarts, 8/30/17, available at http://www.youngupstarts.com/2017/08/30/creating-effective-digital-habits-for-yourself-and-your-company/

Authored blog post "Science Says Our Constant Connectivity Is Hurting Productivity. Here's How to Fix It" (with T. Kurtzberg) in Entrepreneur.com, 6/20/17, available at https://www.entrepreneur.com/article/295863

Interviewed for radio show Business Insanity on book *Distracted: Staying Connected without Losing Focus*, 6/9/17

Authored blog post "The New Normal of Relationship Overload" (with T. Kurtzberg) in Thrive Global, 5/25/17, available at https://medium.com/thrive-global/the-new-normal-of-relationship-overload-200a12f429ac

Quoted in *CLM Magazine* (employment law magazine), "Always On: The Risks and Rewards of the New Connected Workforce", 3/17

Quoted in *Retraction Watch*, "Dispute Over Shooter Video Games May Kill Recent Paper", 12/9/16, http://retractionwatch.com/2016/12/09/dispute-shooter-video-games-may-kill-recent-paper/

Video on "Enterprise Social Media and the Ideology of Openness" featured on SC&I Social Media & Society Cluster website, http://sms.rutgers.edu/videos

Research cited in *Gizmodo*, "How Men and Women Really See Each Other When Online Dating", 5/29/15

Quoted in *Men's Health*, "When She Googles You (and She Will), Don't Let Her Find This", 5/27/15

Quoted in *JOSIC*, "The Best Mobile Dating Apps", 2/20/14

Quoted in *New York Daily News*, "Today's mobile apps make dating easier, but which is best?", 2/14/14

Quoted in *Boston Globe* article "Why do we talk about ourselves so much? Harvard research suggests it's rewarding", 5/7/12

Interviewed on QR77 radio (Calgary, Canada) "The Morning News with Bruce Kenyon", 5/1/12

Quoted in the *Toronto Sun* (in a nationally syndicated column) article "A Relationshopping Spree", 4/30/12

Quoted in *Dallas News* article "Online games sometimes hit the right buttons for singles", 3/26/12

Quoted in *Asbury Park Press* article "Bon Jovi just latest celebrity to be 'killed off'", 1/6/12

Quoted in *ABC News* article "Will Date for Food: Women who Seek Fancy Dinners", 12/8/11

Quoted in CollegeMagazine.com article "www.PartySceneOrComputerScreen.com", 11/14/11

Quoted in *Boston Metro* article on online dating, 5/22/11

Quoted in *El Pais* article on online dating, 2/2011

Quoted in *ABC News* article "Does Online Dating Work?" on 2/12/2011

Invited panelist for Breakfast at the Barracks RU-TV Panel on Cyberbullying, 12/15/2010

Interviewed on WHYY radio (Philadelphia NPR) "When Love Is Just a Mouse Click Away: All About Internet Dating", 12/7/2010

Office of Instructional and Research Technology Faculty Research Spotlight interview, "Presenting oneself in online contexts", available on YouTube:
http://www.youtube.com/rutgers#play/user/D60273C761DF79CA/2/w2jFB7KPn7U

Quoted in the *New Jersey Star Ledger* twice in 2010 on social media and flash mobs (4/8/10) and Facebook and divorce (3/21/10)

Interviewed and cited in international (German Press Agency, Nikkei America) news stories about the rise of online dating during the economic recession in the U.S. (June 2009)

Interviewed on WNYC's Leonard Lopate show about online dating research, 2/13/09

Research cited in *Communications of the ACM*, November 2008

Research cited in *Wall Street Journal* article "The Cut-and-Paste Personality", 2/18/08

Quoted in *New York Times* article "Putting Your Best Cyberface Forward", 1/3/08

Quoted on how new technologies are transforming romantic relationship formation in an article called "Cupid in Cyberspace" published in the New Jersey *Star Ledger* on 3/2/2007

Research cited in *Scientific American* article "The Truth about Online Dating" 1/07

Interviewed by the *Washington Post* for a story on online rejection that appeared 2/22/2006

Interviewed by the *Wall Street Journal* about online dating research (3/17/2006)

Interviewed on *WIBS* Indianapolis's radio show "Date Night" about online dating research (2/29/2006)

Corporate Consulting and Training

Provided formal and informal consulting to companies such as Salesforce, Dropbox, Insight Global, and RemotePRJobs on virtual work, future of work, and online socialization during the Covid-19 pandemic, 2020-present

Member of Board of Directors for Jam.io (enterprise social media startup), 2019-2021

Disseminated research findings and practical recommendations to Infragistics, 2014-2015

Disseminated research findings and practical recommendations through a series of consulting workshops on global teams and intercultural communication to engineers at Alcoa in Perth, Australia, 2013

Presented workshop on "Effectively Managing and Communicating in Virtual Teams" to a group of Organizational Development professionals, June 2010

Disseminated research findings and practical recommendations to Match.com, 2004

Disseminated research findings and practical recommendations through a series of consulting workshops on global teams and intercultural communication to software development professionals at Xerox Corporation, 2000-2001

Community Outreach

Chair of Girls in Soccer committee, Santa Barbara Soccer Club – helped organize USWNT clinic for girls teams with Alex Morgan and Megan Rapinoe, October 2019

Invited panelist for "The Evolution of Courtship: From Village to the Internet" B'Nai B'rith International Global Roundtable on Online Dating (for UN diplomats from a variety of countries), New York, NY, June 28, 2011

Gave talks on Cybersafety at Metuchen High School, May 2010, November 2010

PROFESSIONAL AFFILIATIONS

Academy of Management (AOM)
International Communication Association (ICA)
National Communication Association (NCA)