

# Curriculum vitae



## Chi-Wen Chen

School of Business and Public Administration  
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### **EDUCATION**

**Ph.D, 2015, Information Systems**

*Baruch College, City University of New York*

**M.B.A, 2005, Management Science/Information Management**

*National Chiao Tung University*

**B.B.A, 2003, Marketing**

*National Chung Hsing University*

### **RESEARCH INTERESTS**

I am interested in and have an established research record in the following areas:

- Electronic, Social and Mobile Commerce
- Decision Support Systems Analysis and Design
- System Usage and User Experience of Multiple IT Devices (e.g., Smartphones, Tablets, Laptop and Desktop Computers).
- Human-Computer Interaction
- Data Mining

### **EMPLOYMENT:**

**California State University, Dominguez Hills**

Assistant Professor, Information Systems and Operations Management, 2015-present

**City University of New York**

Adjunct Lecturer, Information Systems, 2011-2015

**National Chiao Tung University**

Research Assistant, Department of Management Science, 2007-2008

## **COURSES TAUGHT**

CIS275 Internet Literacy

CIS 272 Business Programming I

## **TEACHING INTERESTS**

I am able to and interested in teaching courses that stem from my research interests. These courses include, but are not limited to:

- System Analysis and Design
- Management Information Systems
- Electronic/Social/Mobile Commerce
- Cloud Computing and Mobile Computing
- System Use across Multiple IT Devices
- Software Engineering
- Databases Development and Management
- Research Methods and Data Analysis

## **HONORS AND AWARDS**

2014	The Doctoral Student Research Grant	(By City University of New York)
2013	John A. Elliott Teaching Award	(By City University of New York)
2013	Invited to participate in the 2013 ICIS Doctoral Consortium	
2013	Invited to participate in the 2013 AMCIS Doctoral Consortium	
2012	Enhanced Chancellor's Fellowship	(By City University of New York)
2011		
2010	Studying Abroad Scholarship	(By Taiwan Ministry of Education)

## **ACADEMIC PUBLICATIONS**

### **JOURNALS**

- Chen, Chi-Wen and Koufaris, Marios (2015) "The Impact of Decision Support System Features on User Overconfidence and Risky Behavior. *European Journal of Information Systems*. Vol. 24, No.6, pp. 607-623. (SSCI). **Impact Factor = 2.619**
- Chang, Chia-Chi and Chen, Chi-Wen (2015) "Examining Hedonic and Utilitarian Bidding Motivations in Online Auctions: Impacts of Time Pressure and Competition" *International Journal of Electronic Commerce*. Vol.19, No. 2, pp. 39-65. (SSCI). Corresponding Author. **Impact Factor= 1.55**
- Chou, Shihyu, Chen, Chi-Wen and Lin, Jiun-You (2015) "Female online shoppers: Examining the mediating roles of e-satisfaction and e-trust on e-loyalty development", *Internet Research*, Vol. 25. No.4, pp.542-561. (SSCI) Corresponding Author. **Impact Factor= 1.638**
- Chen, Chi-Wen and Chiun-Sin Lin. (2014) "Building a Sense of Virtual Community: The Role of the Features of Social Networking Sites" *Cyberpsychology, Behavior, and Social Networking*, Vol. 17, No. 7, pp. 460-465. (SSCI). **Impact Factor = 2.410**
- Chen, Chi-Wen, Yang, C., and Lin, C.S. (2009), "A Study of Discovering Customer Value for CRM: Integrating Customer Lifetime Value Analysis and Data Mining" *Information and Management Science*, Vol.2, No.1, pp. 14-30.

### **CONFERENCE PAPERS**

- Chen, Chi-Wen and Koufair, Marios (2014) "Cloud Computing: The Impact of Cross Personal IT Device Use on Task Performance and Mental Workload" **The 20th Americas Conference on Information Systems, Savannah (AMCIS)**, Georgia, USA.
- Chen, Chi-Wen and Koufair, Marios (2014) "BYOD Flexibility: The Effects of Flexibility of Multiple IT Device Use on Users' Attitudes and Continuance Intention" **The 20th Americas Conference on Information Systems (AMCIS)**, Savannah, Georgia, USA.
- Chen, Chi-Wen and Koufair, Marios (2013) "Device User Experience: Exploring Antecedents, Psychological Processes And Outcomes of Multiple Personal IT Device Use" **International Conference on Information Systems (ICIS)**, Milan, Italy.

Chen, Chi-Wen (2013) “So Many Competitors, So Little Time: Winners’ Regret Level After Online Auction System Use” **Northeast Decision Sciences Institute**, Brooklyn, NY.

Chen, Chi-Wen and Mohan, Kannan (2012) “The Power of Crowd in Rating Systems: Perceived Product Quality and Social Risk Under Majority and Minority Influence” **The 10th Annual Pre- ICIS Workshop on Cognitive Research (IS-CORE)**, Orlando, FL, USA.

## ***RESEARCH IN PROGRESS***

Chen, Chi-Wen and Mohan, Kannan “Stars or Thumbs-up: Exploring the Fit for Online Rating System Use”.

Chen, Chi-Wen, and Jain, Radhika “The Power of Crowd in Rating Systems: Perceived Product Quality and Social Risk Under Majority and Minority Influence”.

## ***DISSERTATION***

### **Multi-Device Use: Exploring Antecedents, Psychological Processes and Performance Outcomes of Personal IT Device Use**

My dissertation focuses on how users use more than one personal IT device (PITD) (e.g., smartphones, tablets, laptop computers and desktop computers) to perform a set of related tasks. I conduct three empirical studies that explore the antecedents, psychological processes and outcomes of multiple-PITD use. Specifically, my dissertation addresses three research questions—Antecedents: what are the motivations behind multiple-PITD use as opposed to use of only one device to complete a set of related tasks (Study 1)? Psychological processes: How do users feel about the situation when multiple PITDs are available to them as opposed to only one device (Study 2)? Outcomes: How does multiple-PITD use positively or negatively impact task performance (Study 3)?

Dissertation proposal successfully defended in December 2013.

Committee: Dr. Marios Koufaris (Dissertation Advisor), Dr. Raquel Benbunan-Fich and Dr. Lilia Ziamou

## ***TEACHING EXPERIENCES***

*Computer Information Systems and Technologies* in the department of Information Systems at City University of New York. This course focuses on several issues related to information technologies and systems.

- Fall 2011: The average course evaluation is 4.715 out of 5.
- Spring 2012: The average course evaluation is 4.75 out of 5.
- Fall 2012: The average course evaluation is 4.710 out of 5.
- Spring 2013: The average course evaluation is 4.61 out of 5.

- Fall 2013: The average course evaluation is 4.64 out of 5.
- Spring 2014: The average course evaluation is 4.68 out of 5.

I have received the John A. Elliott Teaching Award from Baruch College, City University of New York.

## **PROFESSIONAL SERVICE**

### **Reviewer**

- Journal of Organizational Computing and Electronic Commerce (2015)
- International Journal of Electronic Commerce (2014)
- International Conference on Information Systems (2014)
- Americas Conference on Information Systems (2014)
- International Conference on Information Systems (2013)
- European Conference on Information Systems (2013)
- Northeast Decision Sciences Institute (2013)
- Electronic Commerce Research and Applications (2012)

## **ANALYTICAL CAPABILITIES**

My research has used the following analytical methods:

- Statistics (e.g., Regression, ANOVA, Logistic regression)
- Structural Equation Modeling (SEM)
- Partial Least Squares (PLS)
- Data Mining (e.g., association rules, decision tree, cluster analysis)
- Social Network Analysis
- Content Analysis
- Video Analysis
- Focus Group