

JENNIFER L. CLAGGETT

Assistant Professor of Commerce
Information Technology
McIntire School of Commerce, University of Virginia

EDUCATION

Ph.D. in Management Information Systems, 2014

University of Georgia, Terry College of Business
Minor: Public Health
Interdisciplinary Certificate in University Teaching

Dissertation: “The Role of Coordinating Knowledge in Expert Coordination: Evidence from the Healthcare Field”

M.S. in Information Technologies and Management, 2005

University of North Carolina at Greensboro, Bryan School of Business and Economics

B.S. in Biology, 2000

University of North Carolina at Chapel Hill

RESEARCH INTERESTS

- Coordination and Knowledge Transfer in Teams
- Healthcare Information Technology
- Computer Self-Efficacy

REFEREED JOURNAL ARTICLES

Claggett, J. L., Watson, R., Boudreau, M. C. (2011) “Greenway Medical Technologies: the pace-setting David of EHR” *Communications of the Association for Information Systems*: Vol. 29, Article 17.

JOURNAL ARTICLES UNDER REVIEW

Claggett, Jennifer L. & Karahanna, E., “Title Removed per Reviewing Journal’s Regulations”

ANTICIPATED JOURNAL ARTICLES (WORKING PAPERS)

(Dissertation Manuscript 2): Claggett, Jennifer L. and Karahanna, Elena, “How Embedding Coordinating Knowledge in Information Technology Affects Coordination Outcomes: Evidence from the Healthcare Fields”

(Dissertation Manuscript 3): Claggett, Jennifer L. and Karahanna, Elena, “The Effects of Coordinating Knowledge on Coordination Instance Performance”

Berente, Nicholas, Claggett, Jennifer L., Rubleske, Joseph “Digital Infrastructure Innovation in Times of Feast and Famine: The Generative Interplay of Resource Slack and Scarcity”

Claggett, Jennifer L. and Goodhue, Dale L., “Unpacking the Black Box of Self-Efficacy: Are We Misleading Ourselves by Trending towards Specific Computer Self-Efficacy in our Research?”

Claggett, Jennifer L. and Goodhue, Dale L., “How Does Computer Self-Efficacy Impact Performance?”
(Data analysis phase of a 200 participant field experiment with longitudinal data)

Karahanna, E., Claggett, J.L., Serrano, C., and Polites, G. “Understanding the Interplay between Habits and Organizational Routines in Effecting Change in Telehealth Implementations”

REFEREED CONFERENCE PROCEEDINGS AND PRESENTATIONS

Berente, Nicholas and Claggett, Jennifer L. “Feast and Famine: Resource Scarcity, Slack, and Digital Infrastructure Innovation,” Presented at the Academy of Management, Boston, MA, USA August 3-7, 2012

Claggett, Jennifer L. and Berente, Nicholas. “Organizing for Digital Infrastructure Innovation: The Interplay of Initiated and Sustained Attention,” Presented at the Hawaii International Conference on System Sciences, Wailea, HI, USA January 4-7, 2012

Berente, Nicholas and Claggett, Jennifer L. “Challenges in the Management of High-Performance Computing Centers: An Organizational Perspective,” Presented at the International Conference on Super Computing, Seattle, WA, USA November 12-18, 2011

Claggett, Jennifer L. “Social Dynamics of Coping in Telemedicine Implementations: Triggers and Reappraisals,” Presented at the Workshop on Interactive Systems in Healthcare (WISH), Washington D.C., USA October 22, 2011

Claggett, J.L., Karahanna, E., and Serrano, C. “When a Good Fit Doesn’t Always Succeed: Exploring Telehealth Implementations in Three Nursing Homes,” Presented at the Mediterranean Conference on Information Systems, Limasol, Cyprus September 3-5, 2011

Claggett, Jennifer L. and Goodhue, Dale L. “Have IS Researchers Lost Bandura’s Self-Efficacy Concept? A Discussion of the Definition and Measurement of Computer Self-Efficacy,” Presented at the Hawaii International Conference on System Sciences, Koloa, HI, USA January 4-7, 2011*

Claggett, J. L. “Understanding Primary Appraisal in User Adoption: An Exploratory Case Study of a Telehealth Project,” Presented at the Southern Association for Information Systems Conference, Atlanta, GA, USA March 26-27, 2010

*Winner of a Best Paper Award

INVITED PRESENTATIONS

“How to Fund Graduate Study with Grants”
UGA Interdisciplinary Research Conference – March 23, 2012

“Generative Tension and the Management of Infrastructural Innovation”
INFORMS 2011 Annual Meeting – November 15, 2011 (with Nicholas Berente)

“Leadership and Infrastructural Innovation”
Managing Cyberinfrastructure Centers Workshop – October 6-8, 2011

“Experience and Advice on how to Craft a Winning Application”
NSF Graduate Research Fellowship Program Workshop – September 9, 2011

“Facilitating Adoption of Telemedicine: Disrupting Habits and Organizational Routines”
Georgia Partnership for Telehealth Conference – March 17, 2011
(with Elena Karahanna and Christina Serrano)

OTHER PUBLICATIONS

Berente, Nicholas, Claggett, Jennifer, Howison, James, Knobel, Cory and Rubleske, Joe, Managing “CI Centers: An Agenda for Organizational Scholarship and Cyberinfrastructure Innovation” (August 13, 2012). Available at the Social Science Research Network

TEACHING INTERESTS

- Data and Database Management
- Data Analytics
- Business/Systems Analysis and Design
- Introduction to MIS

TEACHING EXPERIENCE

SEMESTER	INSTITUTION	COURSE TITLE
Spring 2009	Guilford College	Computer Security & Data Assurance (CMIT 421 – Undergraduate Elective)
Summer 2010	Guilford College	Computer Security & Data Assurance (CMIT 421 – Undergraduate Elective)
Spring 2011	University of Georgia	Introduction to MIS (MIST 2090 – Undergraduate Required)
Spring 2013	Wake Forest University	Data Management (ITM 5700 – MBA Required)
Spring 2014	Wake Forest University	Data Management (ITM 5700 – MBA Required)
Fall 2014	University of Virginia	ICE - Systems (similar to an Intro Course) (Blocks 7 & 8 – Undergraduate Required)
Fall 2014	University of Virginia	MSMIT Mod 1 – Data Management (Executive Masters Program)
Spring 2015	University of Virginia	Database Management & Business Intel (COMM 3220 – Undergraduate Elective)

PROFESSIONAL SERVICE

Co-Chair of the Doctoral Student Corner for AMCIS 2014 (Inaugural Session & Design of Idea/Program)
Co-Chair of the Doctoral Student Corner for AMCIS 2015

Member of the 2014 AMCIS Task Force “Rethinking AMCIS” (Advisory Group)

Served as an Associate Editor for:
International Conference on Information Systems (ICIS) 2014

Served as an Article Reviewer for:
Information Systems Research
MIS Quarterly

Communications of the Association for Information Systems
International Conference on Information Systems (ICIS) 2010, 2011, 2012, 2013, 2014
Academy of Management Conference (AOM) 2011
European Conference of Information Systems (ECIS) 2011, 2012, 2013
Hawaii International Conference on System Sciences (HICSS) 2012, 2013, 2014, 2014
Southern Association for Information Systems Conference (SAIS) 2010
Mediterranean Conference of Information Systems (MCIS) 2010

Program Evaluation Consultant on

NIH Grant for the Georgia Partnership for Telehealth (2009-2012)
Telehealth Resource Center Grant for the Georgia Partnership for Telehealth (2012-2013)

AWARDS AND HONORS

National Science Foundation Graduate Research Fellowship, 2011-2014
Academy of Management OCIS Doctoral Consortium, 2012 & 2013
Workshop on Interactive Systems in Healthcare (WISH) Student Mentoring Program, 2011
Mediterranean Conference on Information Systems Doctoral Consortium, 2011
Recipient of the Comer Fellowship, 2009-2013
Recipient of the Biscoe Scholarship, 2009

PREVIOUS WORK EXPERIENCE

2007-2009	Database Administrator & Web Application Developer Deere-Hitachi Construction Machinery Corporation – Kernersville, NC
2001-2007	Computer Systems Analyst & Web Developer University of North Carolina School of the Arts – Winston-Salem, NC
2000-2001	Information Technology Specialist and Assistant Project Manager Operations Excellence, Inc. - Clemmons, NC