

JIAHE (CARRIE) SONG, PH.D.

Department of Computer Information Systems
Haworth College of Business
Western Michigan University

Brief Biography and Curriculum Vitae

BIOGRAPHY

Jiahe (Carrie) Song, Ph.D., is an Assistant Professor in the Department of Business Information Systems at Western Michigan University. She earned her M.S. and Ph.D. from the Department of Systems & Technology at Auburn University, Alabama, USA.

Song has taught *Introduction to IS*, *Business Analysis*, *IS Analysis & Design*, and *Business Data Applications*. Her research is interdisciplinary in nature and oriented toward the behavioral side of IS/IT application. Her research specialty is to reveal relevant insights by vigorous framework and empirical modeling. Her current research interests include (a) the value of online health communities and (b) the value of IT. Her work has appeared in *Information Technology & People*, *Information Systems Management*, *International Journal of Information Management*, *International Journal of Physical Distribution & Logistics Management* and leading IS conference proceedings. Her co-authored project on data-driven decision making capability with her colleague in Beijing was funded by the National Natural Science Foundation of China. Song is also a member of Association for Information Systems, Decision Science Institute, and INFORMS.

JIAHE (CARRIE) SONG, PH.D.
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EDUCATION

PhD Raymond J. Harbert College of Business
Auburn University, AL, USA
Major: Business in Information Systems

Dissertation

Title: *Investigation on Online Healthcare Social Platforms and Patient/Physician Performance through Data Analytics*

Advisor: Dr. Terry A. Byrd

Committee: Dr. Pei Xu, Dr. Casey Cegielski, and Dr. R. Kelly Rainer, Jr.

MS Raymond J. Harbert College of Business
Auburn University, AL, USA
Major: Information Systems

BS School of Management and Economics
University of Electronic Science and Technology of China
Major: Information Management & Systems
Minor: English

EMPLOYMENT

Assistant Professor 2017 – present Department of Business Information Systems, Haworth College of Business, Western Michigan University

PUBLICATIONS

1. Jia, L., Huang, L., Yan, Z., Hall, D., **Song, J.**, and Paradice, D.B. (2019) “The Importance of Policy to Effective IM Use and Improved Performance,” *Information Technology & People*. [A-level journal on ABDC list]
2. Zhu, S., **Song, J.**, Hazen, B., Lee, K.B., and Cegielski, C.G. 2018. “How Supply Chain Analytics Enables Operational Supply Chain Transparency: An Organizational Information Processing Theory Perspective,” *International Journal of Physical Distribution & Logistics Management*. [A-level journal on ABDC list]
3. **Song, J.**, Sankar, C., Kahai, P., and Mixson, D. 2015. “Use of Digital Signage in a Distressed Community: An Example of Community Informatics,” *Information Systems Management*. [B-level journal on ABDC list]

4. Ker, J.I., Wang, Y., **Song, J.**, Hajli, M.N., and Ker, C.W. 2014. “Deploying Lean in Healthcare: Evaluating Information Technology Effectiveness in US Hospital Pharmacies,” *International Journal of Information Management*. [A-level journal on ABDC list]

RESEARCH UNDER-REVIEW

1. **Song, J.**, Xu, P., and Paradice, D.B. [Title]. [at *Decision Sciences*]
2. **Song, J.**, Lee, K.B., Zhou, Z., Jia, L., Cegielski, C.G., and Shin, S. [Title]. [at *Information Technology & People*]
3. Liu, Y., **Song, J.**, Wang, X, and Tang, X. [Title]. [at *Communications of the AIS*]
4. **Song, J.**, Razi, M.A., and Tarn, J.M. [Title]. [at *Journal of Cases on Information Technology*]

WORKING PAPERS AND WORKING-IN-PROGRESS

1. The Conceptualization of Data-driven Decision Making Capability. [prep for submission] with L. Jia, H. Liang, and D. Hall
2. Social Media-Enabled Patient Communities and Health Goal Attainment: An Approach of Survival Analysis. [data analysis] with P. Xu
3. The implications of patient data security considerations for EHR interoperability. [prep for submission] with U. Shrivastava and B. Han
4. An Empirical Study on Hospital Readmission. [initial stage] with U. Shrivastava and B. Han
5. Effect of Emotional Expression of Internet Rumors on Viewers' Intention to Spread Rumors: A Moderated Mediation Model. [prep for submission] with N. Zhang and K. Chen
6. Connecting Introductory IS Knowledge to Real-World Practice in Business Education: An Experiential Learning Perspective. [initial stage] with M. Mousavizadeh and K. Chen
7. Concussion Symptom Management: Use of a Mobile Application. [data collection] with A. Rea, T.Y. Mu, and K. Schieman
8. Mobile Application for Concussion Patients' Self-Management – A Design Science Approach. with A. Rea, T.Y. Mu, and K. Schieman
9. Cloud Computing Training for Front Line Employees: An Experiment. [writing] with S. Zhu
10. Big Data Analytics Capability in Supply Chain Management: Conceptualization, Construct Development, and Measurement Validation. [data] with S. Zhu
11. Impact of Big Data Analytics Initiative on Operational Efficiency: A Longitudinal Study. [data] with S. Zhu
12. Mobile Game Apps: A Survival Analysis. [data collection] with Y. Liu

PROCEEDINGS & PRESENTATIONS (PEER VIEWED)

(Note: The asterisk * indicates that Song delivered oral presentation at this conference)

1. Shrivastava, U., **Song, J.** and Han, B. 2019 “The implications of patient data security considerations for EHR interoperability and downtime recovery,” *the 10th Annual Conference on Health IT and Analytics (CHITA)*, Washington D.C.
2. Zhu, S. and **Song, J.** 2019. “A Longitudinal Investigation on the Economic Impact of Organizational Big Data Analytics Implementation,” *Proceeding of the 2019 INFOMRS Annual Meeting*, Seattle, WA, USA.
3. * Zhu, S. and **Song, J.** 2019. “A Longitudinal Investigation on the Economic Impact of Organizational Big Data Analytics Implementation,” *the 25th Americas Conference on Information Systems (AMCIS)*, Cancun, Mexico.
4. * Shrivastava, U., Song, J. and Han, B. 2019 “The implications of patient data security considerations for EHR interoperability and downtime recovery,” *the 25th Americas Conference on Information Systems (AMCIS)*, Cancun, Mexico.
5. * **Song, J.** and Xu, P. 2018. “The Effectiveness of Social Media-Enabled Patient Communities on Health Goal Attainment: An Approach of Survival Analysis,” in *Proceedings of the 51st Hawaii International Conference on System Sciences (HICSS)*, Big Island, HI, USA. [Full Paper]
6. * **Song, J.** and Xu, P. 2017 “The Effectiveness of Social Media-Enabled Patient Communities on Health Goal Attainment: An Approach of Survival Analysis,” in *Proceeding of the 2017 INFOMRS Annual Meeting*, Houston, TX, USA. [Abstract]
7. * **Song, J.** and Xu, P. 2017. “The Effectiveness of Social Media-Enabled Patient Communities on Health Goal Attainment: An Approach of Survival Analysis,” in *Proceeding of the 2017 ICHITA Annual Meeting*, Kalamazoo, MI, USA. [Abstract]
8. Zhu, S., **Song, J.**, Cegielski, C.G. and Lee, K.B. 2017. “The Impact of Supply Chain Analytics on Operational Supply Chain Transparency: An Information Processing View,” in *Proceeding of the 23rd Americas Conference on Information Systems (AMCIS)*, Boston, MA, USA. [Full Paper]
9. Sun, S., **Song, J.**, and Sankar, C. 2016. “Situation Awareness Differences on the Use of Cloud Computing,” in *Proceeding of the 47th Annual Meeting of the Decision Sciences Institute (DSI)*, Austin, TX, USA. [Full Paper]
10. Shin, S., Hall, D.J., **Song, J.**, Lee, K.B., and Lang, T. 2016. “Examining the Factors Affecting Corporate Image from Social Networking Fan Page Usage Using the Elaboration Likelihood Model,” in *Proceeding of the 49th Hawaii International Conference on System Sciences (HICSS)*, Kauai, HI, USA. [Full Paper]
11. * **Song, J.**, Shin, S., Jia, L., Cegielski, C.G., and Rainer Jr., R.K. 2015. “The Effect of Social Media on Supply Chain Sensing Capability: An Environmental Scanning Perspective,” in *Proceeding of the 21st Americas Conference on Information Systems (AMCIS)*, El Conquistador Resort, Puerto Rico. [Full Paper]

12. * Jia, L., Hall, D.J., and **Song, J.** 2015. “The Conceptualization of Data-driven Decision Making Capability,” in *Proceeding of the 21st Americas Conference on Information Systems (AMCIS)*, El Conquistador Resort, Puerto Rico. [**Full Paper**]
13. * Huang, L., Jia, L., and **Song, J.** 2015. “Antecedents of User Stickiness and Loyalty and Their Effects on Users’ Group-Buying Repurchase Intention,” in *Proceeding of the 21st Americas Conference on Information Systems (AMCIS)*, El Conquistador Resort, Puerto Rico. [**Full Paper**]
14. Wu, Y., Wang, Y., **Song, J.**, and Byrd, T.A. 2015. “The Impact of Knowledge from Learning-About Electronic Health Records on it Innovation Adoption: The Moderating Role of Absorptive Capacity,” in *Proceeding of the Southern Association for Information Systems (SAIS)*, Hilton Head Island, SC. USA. [**Full Paper**]
15. * **Song, J.**, Larson, B.E., Cheng, X., Drake, J. and Hall, D.J. 2014. “The Effect of Different Moral Perspectives on Moral Judgment,” in *Proceeding of the 45th Annual Meeting of the Decision Sciences Institute (DSI)*, Tampa, FL. USA. [**Finalist for Best Paper Award**]

PROCEEDINGS & PRESENTATIONS (NOT PEER VIEWED)

* = *Delivered oral presentation at this conference/symposium*

1. Zhu, S., **Song, J.**, and Xu, P. 2015. An Investigation of Factors that Influence the Success of Social Commerce Platforms. Presentation in *INFORMS 2015*. Philadelphia, PA. USA. [**Invited Presentation**]
2. * **Song, J.** and Byrd, T.A. 2015. “Contemporary Virtual Teams: Managerial Challenges and Solutions,” presentation, in *This is Research: Student Symposium*, Auburn University, AL. USA.
3. Sankar, C.S., **Song, J.**, Mixson, D. and Kahai, P. 2013. “Empowering the Community of Bayou La Batre through the Use of Digital Signs,” presentation, in *Outreach Scholarship Symposium*, Auburn University, AL. USA. [**Grant Research Presentation**]

TEACHING EXPERIENCE

WESTERN MICHIGAN UNIVERSITY

CIS 2700 Business Driven Technology

Haworth College of Business

15-week undergraduate class

- Semesters: Spring 2020, Spring/Fall 2019, Spring 2018, Fall 2017
- This course was also taught by Dr. Song at Guiyang University of Economics and Finance during the following durations: Fall 2019 (two sessions)

CIS 3600 IS Analysis & Design

Haworth College of Business

15-week undergraduate class (junior, senior students enrolled)

- Semesters: Spring/Fall 2020, Spring 2019, Spring/Fall 2018

CIS 4600 Business Database Application

Haworth College of Business

15-week undergraduate class (junior, senior students enrolled)

- Semesters: Fall 2019

AUBURN UNIVERSITY (2013-16)

MNGT 2600 Business Analytics I

Harbert College of Business

5-week summer undergraduate class (sophomore, junior, senior students enrolled)

Responsibilities: *Co-lecturer*, course co-delivery and grading

ISMN 4090 System Analysis and Design

Harbert College of Business

15-week undergraduate class (junior, senior students enrolled)

Responsibilities: *Teaching Assistant*, lab assisting, grading, etc.

ISMN 3140 Introduction to Information Systems

Harbert College of Business

15-week undergraduate class (sophomore, junior, senior students enrolled)

Responsibilities: *Instructor*

BUAL 5610/6610-001 Predictive Modeling II

Harbert College of Business

15-week undergraduate & graduate level class

Responsibilities: *Teaching Assistant*, text mining section lecturing, etc.

BUAL 2600-001/002/003/005 Business Analytics I

Harbert College of Business

15-week undergraduate class

Responsibilities: *Teaching Assistant*, question bank design, exam proctoring, etc.

SERVICE

Conference Organization

ICHITA 2019 – Research Session Chair

INFORMS Annual Meeting 2017 – Session Chair

WM IT Forum (Western Michigan University) 2018 – Research Session Chair

Ad hoc Review for Journals and Conferences

Information Technology & People

International Journal of Physical Distribution & Logistics Management

Behaviour & Information Technology

Information Systems Management

Journal of Management Analytics

ICIS, AMCIS, HICSS, DSI, CHITA (WMU), WM IT Forum (WMU)

Student Advising – Western Michigan University

Advisor for CIS and HiiM Major and Minor

Advisor for Healthcare Information and Management Systems Society (HIMSS) RSO

Committee – Western Michigan University

Department-level:

BIS Research Award Committee (2017-2018)

BIS Research & Emerging Scholar Award Committee – Co-Chair (2019-2020)

BIS Scholarship Committee (2017-2020)

BIS Service Award Committee (2018-2020)

Assessment Committee (2019-2020)

CIS 2700 Revamp Committee (2018-present)

ICHITA Planning Committee (2018-present)

WM IT Forum Planning Committee (2020-present)

College-level:

Faculty Enhancement Committee (2017-present)

Task Force: Business Minor for Non-Business Students (Spring, 2018)

Other Activities and Leadership Experience

Committee Member of Michigan Council of Women in Technology (MCWT) – Western Michigan University chapter

Graduate Program Officer Assistant in Department of Systems and Technology at Auburn University (2012 – 2013)

Vice President and Financial Executive for Chinese Students Organization (CSO) at Auburn University (2012 – 2013)

GRANTS AND AWARDS

BIS Emerging Scholar Award (\$300) **2019**
Western Michigan University

HCoB Emerging Scholar Award (\$500) **2019**
Western Michigan University

Professional Development Award (\$1,000) **2018; 2019**
Western Michigan University

National Natural Science Foundation of China (NSFC) Grant **2017 – 2019**
Project title: Research on the Development of Data-Driven Decision Making Capability and Its Impact on Organizational Performance (my role: Co-PI; grant amount: CNY170,000 or approx. USD24,000)

Graduate Teaching Assistantship
Ph.D. program, Auburn University

Graduate Research Assistantship
Master's program, Auburn University

Outstanding Academic Achievement Award
University of Electronic Science and Technology of China

Outstanding Academic Achievement Award
University of Electronic Science and Technology of China