

Patricia Ruma Spence

CIRRICULUM VITAE

Doctoral Candidate
College of Information Sciences and Technology
The Pennsylvania State University
pspence@ist.psu.edu ☐ www.personal.psu.edu/prs151
329B IST Building ☐ University Park, PA 16802-6823 ☐ 314.409.2121

EDUCATION

- Ph.D. in Information Sciences and Technology** 2011
The Pennsylvania State University, University Park, PA
- M.S. in Information Science & Technology** 2005
Missouri University of Science & Technology, Rolla, MO
Thesis: "Collaborative Information Seeking: A Study of a Patient Care Team in the Emergency Department"
- Graduate Certificate in Human Computer Interaction** 2005
Missouri University of Science & Technology, Rolla, MO
- B.S. Engineering Management** 1994
Missouri University of Science & Technology, Rolla, MO

RESEARCH INTERESTS

- | | |
|------------------------------------|-------------------------------------|
| Collaborative Information Behavior | Computer-Supported Cooperative Work |
| Knowledge Management | Ethnographic study |
| Team Learning | Medical Informatics |
| Social Informatics | Human-Computer Interaction (HCI) |

AWARDS

- Lockheed Martin Graduate Fellowship, The Pennsylvania State University 2007 – 2008
- Chancellor's Fellowship, Missouri University of Science & Technology 2004 – 2005
- Outstanding Graduate Student, Missouri University of Science & Technology 2004 – 2005
- Outstanding Graduate Teaching Assistant, Missouri University of Science & Technology 2004 – 2005
- Alpha Iota Delta Honor Society, Missouri University of Science & Technology 1993 – 1994

TEACHING EXPERIENCE

- Invited Guest Lecturer – "Information Sciences and Technology Integration", IST 501** Oct. 5, 2009
The Pennsylvania State University, University Park, PA
Professor: C. Lee Giles
Title of Talk: "Collaborative Information Seeking: A field study of a multidisciplinary patient care team"
- Invited Guest Lecturer – "IT Project Management", IST 302** Nov. 17, 2008
The Pennsylvania State University, University Park, PA
Professor: Phillip J. Ayoub
Title of Talk: "Managing Organizational Change, Resistance and Conflict"

- Invited Guest Lecturer – “Information Sciences and Technology Integration”, IST 501** Sept. 30, 2008
The Pennsylvania State University, University Park, PA
Professor: C. Lee Giles
Title of Talk: “The ‘Active’ Gatekeeper in Collaborative Information Seeking Activities”
- Invited Guest Lecturer – “Information Sciences and Technology Integration”, IST 501** Oct. 11, 2007
The Pennsylvania State University, University Park, PA
Professor: C. Lee Giles
Title of Talk: “The ‘Active’ Gatekeeper in Collaborative Information Seeking Activities”
- Graduate Teaching Assistant – “Fundamentals of Systems and Enterprise Integration”, IST 420** Spring 2007
The Pennsylvania State University, University Park, PA
Collaborated on curriculum and exam development, met with students upon request, and graded course work, including final papers.
- Graduate Teaching Assistant – “Information and Organizations”, IST 301** Fall 2006
The Pennsylvania State University, University Park, PA
Collaborated on curriculum and exam development, met with students upon request, and graded course work, including final papers.
- Graduate Teaching Instructor – “Management and Organizational Behavior”, BUS I10** Spring 2005
Missouri University of Science & Technology, Rolla, MO
Developed syllabus and overall course structure, and administered all grades.
- Graduate Teaching Instructor – “Management and Organizational Behavior”, BUS I10** Fall 2004
Missouri University of Science & Technology, Rolla, MO
Developed syllabus and overall course structure, and administered all grades.

WORK EXPERIENCE

- Graduate Research Assistant** 8/07 – present
The Pennsylvania State University, University Park, PA
Participate in the design, execution, and analysis of a qualitative research projects regarding collaborative information behavior.
- Graduate Research Assistant** Fall 2005
Missouri University of Science & Technology, Rolla, MO
Participated in the design, execution, and analysis of research projects within the Laboratory for Information Technology Evaluation.
- Senior Consultant** 6/98 – 7/04
The Extraprise Group, Inc., Boston, MA
Project roles: Project Manager, Lead Business Strategist, Lead Business Analyst, Lead Siebel Configurator, Lead Trainer, and Business Readiness Consultant/Change Management Consultant
- Senior Consultant** 1/95 – 5/98
Accenture (formerly Andersen Consulting, LLP), St. Louis, MO
Project Roles: Technical Analyst, Project Model Administrator, Encyclopedia Administrator, Business/Functional Consultant, Technical Consultant, and Business Process Consultant

PUBLICATIONS, PAPERS & PRESENTATIONS

Referred Journals

Reddy, M.C. and **P. R. Spence** (2008). Collaborative Information Seeking: A field study of a multidisciplinary patient care team. *Information Processing & Management*. **44**(1): p. 242-255.

Referred Conference Proceedings

Spence, P. R., and M. Reddy (2007). The "Active" Gatekeeper in Collaborative Information Seeking Activities. *In Proceedings of the ACM Conference on Group Work (GROUP'07)*. Sanibel Island, FL. Nov. 4-7, 2007.

Reddy, M. and **P. R. Spence**. (2006). Finding Answers: Information Needs of a Multidisciplinary Patient Care Team in an Emergency Department. *In Proceedings of American Medical Informatics Association Fall Symposium (AMIA'06)*. Washington, DC. Nov. 11 –15, 2006.

Spence, P.R., Reddy, M., and R. Hall (2005). A Survey of Collaborative Information Seeking Practices of Academic Researchers. *In Proceedings of the ACM Conference on Group Work (GROUP'05)*. Sanibel Island, FL. Nov. 6-9, 2005.

Book Chapters

Reddy, M.C., Jansen, B.J., and **P.R. Spence** (Accepted). Collaborative Information Behavior: Exploring Collaboration and Coordination During Information Seeking and Retrieval Activities. Submitted to J. Foster (Ed.), *Collaborative Information Behavior: User Engagement and Communication Sharing*. Hershey, PA: IGI Global.

Workshops/Symposium Papers and Poster Presentations

Spence, P.R. (2009). Collaborative Knowledge Management: Identifying and Sharing Knowledge in Teams. International Conference on Information Systems (ICIS) Doctoral Consortium. Phoenix, AZ. Dec 11-14, 2009.

Spence, P.R. (2009). Collaborative Knowledge Management: Identifying and Sharing Knowledge in Teams. Annual Meeting of the Academy of Management, Organizational Communication & Information Systems (OCIS) Doctoral Consortium. Chicago, IL. Aug. 8, 2009.

Spence, P.R. (2009). Collaborative Knowledge Management: Identifying and Sharing Knowledge in Teams. *Poster presentation at 2009 IST Graduate Symposium: Information, Technology & People*. Pennsylvania State University, University Park, PA. Feb. 19-20, 2009.

Spence, P.R., and M. Reddy (2008). Collaborative Knowledge Management: Identifying and Sharing Knowledge in Teams. *IFIP WG 9.1 Workshop on Changing Work, Changing Technology*. San Diego, CA. Nov. 8, 2008.

Ayoub, P.J., **Spence, P.R.**, Hoffman, B., and N. Zang (2008). Understanding and Supporting "Space" and "Place" in a Graduate Student Academic Community. *Paper presentation at 2008 IST Graduate Symposium: Creativity and Innovation The Future of Information, Technology and the Enterprise*. Pennsylvania State University, University Park, PA. Jan. 31-Feb. 1, 2008.

Technical Reports and Reviews

Spence, P.R. (2009). Book Review: Project Management in Practice, Third Ed. *Information Processing & Management*. **45**: p. 397-400.

MEMBERSHIPS

Academy of Management

American Society for Information Science and Technology

American Medical Informatics Association

Association for Computing Machinery

Association for Information Systems

PROFESSIONAL ACTIVITIES**Journal/Conference Reviewer**

American Medical Informatics Association
 Annual Meeting of the Academy of Management
 Computer Supported Cooperative Work
 European Conference on Information Systems
International Journal of Medical Informatics
International Journal of Information Technology

Student Volunteer

American Medical Informatics Association -
 Annual Symposium 2007
 Computer Supported Cooperative Work –
 2008

OTHER ACTIVITIES**Current**

Vice Chairman, Order of the Golden Shillelagh, Missouri University of Science & Technology
 National Alumnae Chapter Development Specialist, Kappa Delta Sorority
 Member, Kappa Delta New House Committee, Missouri University of Science & Technology
 Member, State College, PA Alumnae Chapter of Kappa Delta Sorority
 Member, Saint Louis, MO Alumnae Chapter of Kappa Delta Sorority

Former

Cast, State College Community Theater, “An Evening with Shel Silverstein”
 Co-Chair, 2008 IST Graduate Symposium
 National Alumnae Development Specialist, Kappa Delta Sorority
 National Collegiate Province President, Kappa Delta Sorority
 Representative, Missouri University of Science & Technology Council of Graduate Students
 Member, Missouri University of Science & Technology Information Technology / Computing Committee
 National Alumnae Province President, Kappa Delta Sorority
 Board Member, Kappa Delta Sorority House Corporation, Missouri University of Science & Technology
 Advisor, Kappa Delta Sorority, Missouri University of Science & Technology
 Board Member, St. Louis, MO Alumnae Association of Kappa Delta Sorority
 Board Member, Lincoln, NE Alumnae Association of Kappa Delta Sorority
 Board Member, Phelps County Alumnae Panhellenic, Phelps County, MO
 Member, Missouri University of Science & Technology Coterie
 Math Coach, Mark Twain Elementary School, Rolla, MO
 Tutor, University City High School, University City, MO
 Volunteer, High School Bible Study, Blackberry Creek Community Church