

ROBERT E. MILLER

BIS Department
College of Business Administration
Central Michigan University – Grawn 302A
Mt. Pleasant, MI 48859

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EDUCATION

Ph.D. in Business Administration - Information Systems

University of Arkansas - Fayetteville, AR
December, 2006

Dissertation title: The Conceptualization and Measurement of Service Quality as it Relates to the Information Systems Function Within Organizations

Dissertation chair: Dr. Bill Hardgrave

MBA

Oklahoma City University - Oklahoma City, OK
May, 1998 (degree conferred with honors)

B.S. in Computer Science

Louisiana State University - Shreveport, LA
May, 1993 (degree conferred cum laude)

WORK EXPERIENCE

Professor (August 2018 – Present)

BIS Department, College of Business Administration, Central Michigan University,
Mt. Pleasant, MI

Responsible for teaching undergraduate and graduate Information Systems courses as a faculty member in the College of Business Administration.

Associate Professor (August 2013 – August 2018)

BIS Department, College of Business Administration, Central Michigan University,
Mt. Pleasant, MI

Responsible for teaching undergraduate and graduate Information Systems courses as a faculty member in the College of Business Administration.

Assistant Professor (August 2009 – August 2013)

BIS Department, College of Business Administration, Central Michigan University,
Mt. Pleasant, MI

Responsible for teaching undergraduate and graduate Information Systems courses as a faculty member in the College of Business Administration.

Assistant Professor (August 2006 – August 2009)

Accounting/MIS Department, Dauch College of Business and Economics, Ashland University, Ashland, OH

Taught undergraduate and graduate Management Information Systems courses.

Graduate Assistant (August 2003 – August 2006)

Information Systems Department, Sam M. Walton College of Business, University of Arkansas, Fayetteville, AR

Provided support both inside and outside the classroom for assigned faculty.

Senior Network Consultant (October 1998 – August 2003)

Network Engineering Department, Williams Communications / WiTel, Tulsa, OK

Supervised a group of data analysts, application developers, and forecast analysts responsible for providing database and application support to the network engineering department.

Systems Analyst (April 1994 – October 1998)

Applications Development Department, Central and Southwest Services, Tulsa, OK

Provided application development and maintenance support to the power plant inventories group.

RESEARCH

Publications:

Melton, J., Miller, R., Shah, V., and Jensen, B. "Decisions, Decisions: Cybervetting through the Eyes of Students," Journal of Education for Business, 93 (5), 2018.

Melton, J., Miller, R., and Salmona, M. "University Student Use of Twitter and Facebook: A Preliminary Study of the Posting Paradox in Three Countries," Journal of Technical Writing and Communication, 48 (3), 2018.

Miller, R. and Dunn, P. "MiHotel: Applicant Processing System Design Case," Journal of Information Systems Education, 29 (1), 2018.

Miller R. and Melton, J. "Toward a Typology of Student Social Media Users Based on Posting Behavior," Journal of the Midwest Association of Information Systems, 2017 (1), 2017.

Miller, R. and Melton, J. "College Students and Risk-Taking Behavior on Twitter Versus Facebook," Behaviour and Information Technology, 34 (7), 2015.

Salmona, M., Melton, J., and Miller, R. "Online Social Networking Across Cultures: An Exploration of Divergent and Common Practices," Journal of Technical Writing and Communication, 43 (3), 2013.

Miller, R., Hardgrave, B., and Jones, T. "ISS-QUAL: A Measure of Service Quality for the Information Systems Function," Information Systems Management, 30 (3), 2013.

- Miller, R., Salmona, M., and Melton, J. "Modeling Student Concern for Professional Online Image," Journal of Internet Social Networking and Virtual Communities, 3 (2), 2012.
- Melton, J., Miller, R., and Salmona, M. "Online Social Networks: Student Perceptions and Behavior Across Four Countries," International Journal of Information Systems and Social Change, 3 (2), 2012.
- Miller, R., Hardgrave, B., and Jones, T. "SERVQUAL Dimensionality: An Investigation of Presentation Order Effect," International Journal of Services and Standards, 7 (1), 2011.
- Miller, R., Parsons, K., and Lifer, D. "Students and Social Networking Sites: The Posting Paradox," Behaviour and Information Technology, 29 (4), 2010.
- Lifer, D., Parsons, K., and Miller, R. "A Comparison of Information Systems Programs at AACSB and ACBSP Schools in Relation to IS 2002 Model Curricula," Journal of Information Systems Education, 20 (4), 2009.
- Brooks, N., Miller, R., and Korzaan, M. "IT Workers on Outsourcing: What about Me? What about the Profession?" Academy of Information and Management Sciences Journal, 12 (1), 2009.
- Hardgrave, B., Langford, S., Waller, M., and Miller, R. "Measuring the Impact of RFID on Out of Stocks at Wal-Mart," MISQ Executive, 7 (4), 2008.
- Miller, R., Brooks, N., Jones, T., and Winick, L. "Information Systems Service Quality: An Examination of User Expectations," American Journal of Business, 23(2), 2008.
- Miller, R., Hardgrave, B., and Jones, T. "Levels of Analysis Issues Relevant in the Assessment of Information Systems Service Quality," International Journal of Services and Standards, 4(1), 2008.
- Hardgrave, B. and Miller, R. "RFID in the Retail Supply Chain: Issues and Opportunities," RFID Technology and Applications, Cambridge University Press, Cambridge, UK, 2007.
- Hardgrave, B., Waller, M. and Miller, R. "RFID's Impact on Out of Stocks: A Sales Velocity Analysis," Working Paper Series, Information Technology Research Institute. May, 2006.
- Hardgrave, B. and Miller, R. "The Myths and Realities of RFID," International Journal of Global Logistics and Supply Chain Management, 1(1), 2006.
- Hardgrave, B. and Miller, R. "RFID: The Pharmaceutical Silver Bullet?" World Pharmaceutical Frontiers, March, 2006.

Hardgrave, B., Waller, M. and Miller, R. "Does RFID Reduce Out of Stocks? A Preliminary Analysis," Working Paper Series, Information Technology Research Institute. November, 2005.

Proceedings:

Miller, R. and Melton, J. "Classifying Student Social Media Users: A Preliminary Investigation," Proceedings, 2017 Midwest Association of Information Systems Conference, May 2017.

Miller, R. and Melton, J. "A Typology of Student Social Media Users: A Posting Behavior Perspective," Proceedings, 2016 Midwest Association of Information Systems Conference, May 2016. ***Awarded Best Conference Paper***

Miller, R., Melton, J., and Jensen, B. "Investigating a Method to Modify Student Social Media Behavior," Proceeding, 2015 Southern Association of Information Systems Conference, March 2015.

Miller, R. and Jensen, B. "Recruiting Majors: Decision Factors and the Impact of an Introductory Information Systems Course," Proceeding, 2014 Southern Association of Information Systems Conference, March 2014.

Miller, R. "Facebook vs. Twitter: The Posting Paradox," Proceeding, 2013 Southern Association of Information Systems Conference, March 2013. ***Awarded Best Conference Paper***

Miller, R., Salmona, M., and Melton, J. "Students and Social Networking Sites: A Model of Inappropriate Posting," Proceeding, 2011 Southern Association of Information Systems Conference, March, 2011.

Miller, R. and Brooks, N. "Class Service Quality: Moving Beyond SERVQUAL," Proceedings, 2010 Information Systems Educators Conference, October, 2010.

Miller, R., Hardgrave, B., and Jones, T. "A Conceptual Model of Service Quality for the Information Systems Function," Proceedings, 2010 Midwest Association for Information Systems Conference, May, 2010.

Miller, R., Hardgrave, B., and Jones, T. "The Impact of Presentation Order on SERVQUAL Dimensionality," Proceedings, Thirty-Ninth Annual Meeting of the Decision Sciences Institute, November, 2008.

Traverse, G., Miller, R., Rogers, R., and Porter, Z. "Rethinking the Information Systems Productivity Paradox: A Case Study" Proceedings, 2008 Midwest Decision Sciences Institute Conference, April, 2008.

Miller, R., Hardgrave, B., and Jones, T. "Levels of Analysis and their Impact on the Assessment of Service Quality," Proceedings, Thirty-Eighth Annual Meeting of the Decision Sciences Institute, November, 2007.

Miller, R. and Brooks, N. "User Expectations of IS Service Quality: Does Provider Location Matter?" Proceeding, 2007 Mountain Plains Management Conference, October, 2007.
Awarded Best MIS Paper

Miller, R., Jones, T., and Winick, L. "Information Systems Service Quality: An Examination of User Expectations," Proceedings, 2007 Midwest Association for Information Systems Conference, May, 2007. ***Awarded Best Conference Paper***

Presentations:

Melton, J., Miller, R., and Kumar, A. "(Un)Bundled Services: A Stakeholders' Framework for Understanding the Impact of MOOC-like, Third-Party Online Courses," Forty Seventh Hawaii International Conference on System Sciences, January 2014.

Melton, J., Miller, R., and Salmona, M. "Creating Value from Social Media: Developing Theories of Rational Versus Irrational Behavior," Global Information Technology Management Association (GITMA) World Conference 2012, June, 2012.

Melton, J., Miller, R., and Smart, K. "Using Social Media to Build Organizations: A Case Study of Student Experiences," Eleventh Annual Lilly Conference on College and University Teaching and Learning, September 2011.

Salmona, M., Melton, J., and Miller, R. "A Cross-Cultural Investigation of Technologically-Mediated Social Networking Behavior," 2011 Meeting of the American Educational Research Association, April, 2011.

Melton, J., Miller, R., and Salmona, M. "Social Media Behaviour and Perception Among University Students in Three Countries," 2010 IEEE Professional Communication Conference, July, 2010.

Miller, R., Lifer, D., and Parsons, K. "How Should Faculty Respond to the Student Use of Technologically Mediated Social Networks?" Twenty-Seventh International Lilly Conference on College and University Teaching, November, 2007.

Grant Work:

"Does RFID Reduce Out of Stocks?" (August 2005 – August 2006)

Funded by Wal-Mart Stores, Inc.

Principal Investigators: Hardgrave, B. and Waller, M.

"RFID: Dispelling Myths, Readyng for the Future, and Exploring Its Benefits" (January 2005 - May 2005)

Funded by Wal-Mart Stores, Inc.

Principal Investigators: Hardgrave, B. and Waller, M.

“Planning, Designing, and Implementing Change: A Case Study of Two Major Organization Changes - RFID and Software Development Practices” (August 2004 - December 2004)
Funded by Wal-Mart Stores, Inc.
Principal Investigator: Hardgrave, B.

Research Interests:

Information Systems Service Quality

- Sources of user expectations
- Differences in group expectations

Technology-Mediated Social Networks

- Posting Behavior
- Content Appropriateness

TEACHING

Experience:

Professor (August 2018 – Present)

BIS Department, College of Business Administration, Central Michigan University,
Mt. Pleasant, MI

Teaching undergraduate and graduate BIS courses.

Associate Professor (August 2013 – August 2018)

BIS Department, College of Business Administration, Central Michigan University,
Mt. Pleasant, MI

Teaching undergraduate BIS courses.

Assistant Professor (August 2009 – August 2013)

BIS Department, College of Business Administration, Central Michigan University,
Mt. Pleasant, MI

Teaching undergraduate BIS courses.

Assistant Professor (August 2006 – August 2009)

Accounting/MIS Department, Dauch College of Business and Economics, Ashland University,
Ashland, OH

Taught undergraduate MIS courses and graduate courses in the MBA program.

Adjunct Instructor (January 1995 – August 1998),

Business Services Department, Tulsa Community College, Tulsa OK

Taught undergraduate computer classes covering a variety of topics including computer concepts, programming languages, and the Microsoft Office suite of applications (Word, Excel, and Access). Responsible for all aspects of teaching and evaluation.

Teaching Interests:

Introduction to Information Systems
Database Management

Spreadsheet-Based Modeling
Decision Support/Business Intelligence

SERVICE

University:

Academic Senate, *Central Michigan University*, 2016-2018

Faculty Research and Creative Endeavors Committee, Chair, *Central Michigan University*, 2017-2018

Faculty Research and Creative Endeavors Committee, *Central Michigan University*, 2015-Present

Athletic Committee, Chair, *Central Michigan University*, 2013-2014

Athletic Committee, Secretary, *Central Michigan University*, 2012-2013

Athletic Committee, *Central Michigan University*, 2011-2014

Faculty Senate, *Ashland University*, 2007-2009

Faculty Professional Development Committee, Secretary, *Ashland University*, 2007-2009

Software Selection Committee, *Ashland University*, 2008-2009

Honors Advisory Committee, *Ashland University*, 2008-2009

College:

Assessment Committee, *Central Michigan University*, 2010-2013

CBA Grant Proposal Review Committee, *Central Michigan University*, 2010

Management Search Committee, *Ashland University*, 2008-2009

Accounting/MIS Search Committee, *Ashland University*, 2007-2008

Department:

Primary Adviser to IS Undergraduate Program, *Central Michigan University*, 2011-2015

BIS 255 Coordinator, *Central Michigan University*, 2010-2018

Personnel Committee, Chair, *Central Michigan University*, 2015-2016

Personnel Committee, *Central Michigan University*, 2010-2016

Scholarship Committee, *Central Michigan University*, 2010-Present

Information Systems Committee, Chair, *Central Michigan University*, 2010-2011, 2012-2016

Information Systems Committee, Secretary, *Central Michigan University*, 2009-2010

Adviser:

Association of Information Technology Professionals, *Central Michigan University*, 2011-2012

Dauch College Business Scholars, *Ashland University*, 2007-2009

Delta Mu Delta (co-advisor), *Ashland University*, 2007-2009

Tau Kappa Epsilon Fraternity, *Ashland University*, 2007-2009

Thesis Supervision:

Art Sturdevant, "Examination of Microbusinesses Moving to Cloud-Based Software Models"
MSIS Thesis, *Central Michigan University*, 2013-2014

Brent Beard, "BOSS Open Source Solution"

Ashbrook Scholar Thesis, *Ashland University*, 2008-2009

Ad Hoc Reviewer:

European Journal of Information Systems
Information Systems Management
Industrial Management and Data Systems
Journal of Computer Information Systems
Decisions Sciences Institute, 2005 annual meeting
Americas Conference on Information Systems, 2005 annual meeting
Americas Conference on Information Systems, 2007 annual meeting
International Conference on Information Systems, 2008 annual meeting
International Conference on Information Systems, 2010 annual meeting
Hawai'i International Conference on System Sciences, 2008 annual meeting
Hawai'i International Conference on System Sciences, 2009 annual meeting
Midwest Association of Information Systems Conference, 2010 annual meeting
Southern Association of Information Systems Conference, 2011 annual meeting
Southern Association of Information Systems Conference, 2013 annual meeting
Southern Association of Information Systems Conference, 2014 annual meeting
Southern Association of Information Systems Conference, 2015 annual meeting
Midwest Association of Information Systems Conference, 2016 annual meeting
Southern Association of Information Systems Conference, 2019 annual meeting

Editorial Board:

Information Technology and Management
International Journal of RF Technologies: Research and Applications

HONORS AND AWARDS

Beta Gamma Sigma, *Central Michigan University*, Inducted 2018
Lorrie Ryan Memorial Excellence in Teaching Award, *Central Michigan University*, 2017
Edwin J. Towle Fellowship in Management Information Systems, *Central Michigan University*,
2012-2014, 2015-2019
Nominated for the Excellence in Teaching Award, *Central Michigan University*,
2013-2014, 2016-2017
Best Conference Paper, *Midwest Association for Information Systems Conference*, 2016
Best Conference Paper, *Southern Association for Information Systems Conference*, 2013
AT&T Excellence in Teaching Award, *Central Michigan University*, 2010-2011
Mentor Award, *Ashland University*, 2008-2009
Best MIS Paper, *Mountain Plains Management Conference*, 2007
Best Conference Paper, *Midwest Association for Information Systems Conference*, 2007
Distinguished Doctoral Fellowship, *University of Arkansas*, 2003-2006