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EDUCATION

Doctor of Philosophy in Business Administration, completed May 2000.

Terry College of Business, University of Georgia, Athens, GA

Dissertation title: WebQual™: A Web Site Quality Instrument

Master of Business Administration (MIS and Finance), 1996.

Carroll School of Management, Boston College, Boston, MA

Bachelor of Arts (International Relations), Cum Laude, 1992.

Boston University, Boston, MA

PROFESSIONAL EXPERIENCE

Assistant Professor of MIS, Worcester Polytechnic Institute, 2000-present.

Research and Teaching Assistant, University of Georgia, 1996-2000.

Taught undergraduate courses in MIS.

Independent Consultant, Johnson & Johnson Corporation, 1997-2000.

Conducted computer training seminars for employees and performed Year 2000 validation testing.

Management Information Systems Analyst, Boston College, 1995-1996.

Co-authored research paper and assisted faculty in administering executive seminars and undergraduate MIS courses.

Independent Research Consultant, 1995-1996.

Conducted study of pharmaceutical industry using statistical analysis. Prepared business plan.

Developed and presented World Wide Web seminar.

Special Projects Coordinator, United States District Court, Boston, MA, 1990-1995.

Prepared *Report of the Court 1988 -1992* and *Intake Operations Manual* for use by court employees.

TEACHING EXPERIENCE

Major Qualifying Projects (MQPs)

Worcester Polytechnic Institute, Worcester, MA

General Electric Shortage System

Fall 2003-Spring 2004 (5 students).

Worcester Probation Department Wireless System

Fall 2003-Spring 2004 (4 students).

Worcester District Court Courtroom Scheduling System

Fall 2002-Spring 2003 (3 students).

Synchronous Distributed Learning System

Fall 2002-Spring 2003 (3 students).

General Electric Automated Data Collection System – co-advised with Scott McCoy

Fall 2002-Spring 2003 (3 students).

U.S. District Court, Massachusetts Sentencing Database

Fall 2001-Spring 2001 (2 students).

U.S. District Court, Rhode Island Kiosk

Fall 2001-Spring 2002 (3 students).

Sun Microsystems Inventory Database

Fall 2001-Spring 2002 (5 students).

Industrial Marketing and Web Site Quality – co-advised with Chickery Kasouf

Fall 2000-Spring 2001 (1 student).

e-Storm: Internet-Based Requirements Management System – co-advised with Diane Strong

Fall 2000-Spring 2001 (5 students) – *Winner of Provost's MQP Award (Management)*.

Worcester Public School Current Database – co-advised with Diane Strong

Fall 2000 (3 students).

Interactive Qualifying Projects (IQPs)

Worcester Polytechnic Institute, Worcester, MA

Technology in the Classroom: Helping Students with Attention Deficit Disorder

Fall 2003-Spring 2004 (5 student).

Federal Website Accessibility – co-advised with Scott McCoy

Fall 2002-Spring 2003 (1 student).

Improving Recruiting and Retention: A Study of Middle School Students Entering Technology/Engineering Programs – co-advise with John McNeill, Worcester Project Center for Forest Grove Middle School
Fall 2001-Spring 2001 (3 students).

Independent Study Projects

Worcester Polytechnic Institute, Worcester, MA

ISG ETL 525—International Government Website Accessibility
Spring 2004 (1 student).

Graduate Internship

Worcester Polytechnic Institute, Worcester, MA

ISG ETL 525—Pharmaceutical Company
Summer 2002 (1 student).

Student Advising

Worcester Polytechnic Institute, Worcester, MA

2003-2004 approximately 30 students.

2002-2003 approximately 30 students.

2001-2002 approximately 30 students.

2000-2001 approximately 20 students.

Current Courses Taught

Management Information Systems (MG507)

Worcester Polytechnic Institute, Worcester, MA

Spring 2004 (6 students)

Fall 2003 (7 students)

Fall 2002 (37 students)—including distance learning classes.

Spring 2002 (28 students)—including distance learning classes.

Fall 2001 (19 students)

Spring 2001 (32 students)—including distance learning classes.

Fall 2000 (23 students)

Organizational Applications of Telecommunications (MG3740)

Worcester Polytechnic Institute, Worcester, MA

Spring 2004 (37 students)

Spring 2003 (40 students)

Spring 2002 (36 students)

Spring 2001 (34 students)

Information Systems Management (MG3700)

Worcester Polytechnic Institute, Worcester, MA

Fall 2002 (40 students)

Previous Courses Taught

Information Resources Management (MGMT 5670)

University of Georgia, Athens, GA

Spring 1999 (36 students)

Fall 1998 (49 students)

Spring 1998 (47 students)

Fall 1997 (39 students)

Introduction to Computing and Management Information Systems (MAN 209)

University of Georgia, Athens, GA

Winter 1997 (48 students)

Fall 1996 (300 students)

Winter 1997 (300 students)

Spring 1997 (300 students)

Research on the Internet: An introduction to using the Internet as a research tool.

Brookline Center for Adult Education, Brookline, MA

Summer 1996

PUBLICATIONS – JOURNAL ARTICLES

“Cyberaccess: Corporate homepage accessibility.” Loiacono, E., *Communications of the ACM*, forthcoming.

“Charity Begins at the Homepage: A Study of Nonprofit Website Accessibility.” Loiacono, E. and McCoy, S., *Communications of the AIS*, 2004, Volume 13, Article 29, pp. 471-485.

“A Practical Scheduling Method based on Work Flow Management Technology.” Lin, H. Fan, Y. and Loiacono, E., *International Journal of Advanced Manufacturing Technology*, 2004, Volume 0, Issue 0, pp. 1-6.

"Web Site Accessibility: An Online Sector Analysis." Loiacono, E. and McCoy, S., *Information Technology and People*, 2004, Volume 17, Issue 1, pp. 87-101.

"Improving Web Accessibility." Loiacono, E. *IEEE Computer*, January 2003, Volume 36, Issue 1, pp. 106-108.

"DSL Provisioning: Redefining Customer Service." Ives, B., Loiacono, E., and Picolli, G., *Communications of the AIS*, Volume 7, Article 21, December 2001.

"The Approval of Data Warehousing Projects Findings from Ten Case Studies." Watson, H., Haines, M., and Loiacono, E., *Journal of Data Warehousing*, Volume 3, Number 3, 1998.

Reprinted in *Analytische Informations - Systeme*, 2nd edition, P. Chamoni and P. Gluchowski (eds.), New York: Springer, 1999, pp. 27-43.

"Integrating Organizational Systems Development Efforts: an Architectural Perspective and Framework for Transformation." Segars, A. and Loiacono, E., *Journal of Information Technology Management*, Volume IX, Number 2, 1998.

PUBLICATIONS – BOOKS & MANUALS

Instructor's Manual with Test Item File and Transparency Masters: Decision Support Systems and Intelligent Systems. Turban, E., Aronson, J., and Loiacono, E., New York, Prentice Hall, 1998.

PUBLICATIONS – UNDER REVIEW

"Giving Something Back: Fostering IS Student and Faculty Contributions to Society." Loiacono, E., *Academy of Management Learning and Education Special Issue on Service Learning*, since November 2003.

"Web Site Quality: Cross-cultural Comparison of U.S. and China." Loiacono, E. and Lin, H., *Journal of International Information Technology Management*, since October 2003.

"Website Accessibility: A Cross-Sector Comparison." Loiacono, E. and McCoy, S., *ACM Transactions on Internet Technology*, since October 2003.

"Freedom of Access: A study of federal website accessibility." Loiacono, E., McCoy, S. and Chen, W., *IT Professional*, since May 2004.

"WebQual™: An Instrument for Consumer Evaluations of Web Sites." Loiacono, E., Watson, R., and Goodhue, D., *Journal of Management Information Systems*, since June 2003—revise and resubmit status.

"Effective Web advertising: Foreground, Background, or Sideground?" Loiacono, E., Taylor, N. and Watson, R., *Journal of Interactive Marketing*, since May 2003—revise and resubmit status.

CONFERENCE PROCEEDINGS & PRESENTATIONS

"A Study of International Government Web Site Accessibility." Loiacono, E., McCoy, S. and Morin, J., Global Information Technology Management Conference (GITM), San Diego, California, June 2004.

"Web Site Quality: Cross-cultural Comparison of U.S. and China." Loiacono, E., and Lin, H., Americas Conference on Information Systems (AMCIS), Tampa, Florida, August 2003.

"WebQual™ Revisited: Predicting the Intent to Reuse a Web Site." Loiacono, E., Chen, D., and Goodhue, D., Americas Conference on Information Systems (AMCIS), Dallas, Texas, August 2002.

"Randomizing Question Order versus Grouping Questions by Construct in Survey Research: An Empirical Test of the Impact on Apparent Reliabilities and LISREL Determined Path Coefficients." Goodhue, D. and Loiacono, E., Hawaii International Conference on Systems Sciences (HICSS), Big Island, Hawaii, January 2002.

"WebQual™: A Web Site Quality Instrument." Loiacono, E., Watson, R., and Goodhue, D., American Marketing Association: Winter Marketing Educators' Conference, Austin, Texas, Winter 2002, pp. 432-438.

"Web site quality: Cross-cultural comparison of U.S. and German business-customers." Krauss, F., Loiacono, E., and Kasouf, C., Americas Conference on Information Systems (AMCIS), Boston, Massachusetts, August 2001.

"WebQual™: A Web Site Quality Instrument." Loiacono, E., International Conference on Information Systems (ICIS) Doctoral Consortium, Charlotte, North Carolina, December 1999.

"WebQual™: A Web Site Quality Instrument." Loiacono, E., Americas Conference on Information Systems (AMCIS) Doctoral Consortium, Milwaukee, Wisconsin, August 1999.

"Factors Affecting Perceptions of Web Site Quality." Loiacono, E. and Taylor, N., Association for Information Systems (AMCIS), Milwaukee, Wisconsin, August 1999.

"Web Advertising: Alternatives Scenarios to the Banner Years." Taylor, N., Loiacono, E., and Watson, R., Association for Information Systems (AMCIS), Baltimore, Maryland, August, 1998.

"Data Management: A Look Inside the Webmaster's Domain." Watson, R., Loiacono, E., Taylor, N., Haines, M., and Hilmer, K., Georgia Research in Information Technology and Systems (GRITS), Statesboro, Georgia, March, 1997.

PANEL PRESENTATION

"The Shape of Things to Come: The IS Curriculum After Semester Conversion." Georgia Research in Information Technology and Systems (GRITS), Statesboro, Georgia, March 7, 1997.

INVITED PRESENTATIONS

"IT Accessibility: The Legislative and Business Perspectives." for WPI Assistive Technology Research Center, Worcester, MA, May 18, 2004.

"Case Study Skills." for WPI Department of Management Graduate Students, Worcester, MA, September 4, 2002.

"Planning a Course." along with Ted Clancy and Chrys Demetry, for WPI New Faculty Orientation Teaching Issues Workshop, Worcester, MA, August 15, 2002.

"WebQual™: A Measure of Web Site Quality." Lycos, Waltham, Massachusetts, July 2, 2002.

"WebQual™: Application into the Metal Process Industry." Powder Metallurgy Research Center Worcester, Massachusetts, April, 11, 2002.

"Planning a Course." along with Ted Clancy and Chrys Demetry, for WPI New Faculty Orientation Teaching Issues Workshop, Worcester, MA, August 23, 2001.

“WebQual™: Possible Business-to-Business Application.” Powder Metallurgy Research Center Worcester, Massachusetts, April, 6, 2001.

"WebQual™: A Web Site Quality Instrument." Lycos, Waltham, Massachusetts, November 29, 2000.

"WebQual™: A Web Site Quality Instrument." Marketing & Electronic Commerce course, Dr. Chickery Kasouf, WPI, Worcester, Massachusetts, November 27, 2000.

"WebQual™: A Web Site Quality Instrument." WPI Computer Science Colloquium, Worcester, Massachusetts, October 27, 2000.

"WebQual™: A Web Site Quality Instrument." MBA Electronic Commerce course, Dr. Rick Watson, University of Georgia, Athens, Georgia, March 28, 2000.

"Electronic Commerce Fundamentals." Marketing & Electronic Commerce course, Dr. Ashutosh Dixit, University of Georgia, Athens, Georgia, February 9 & 11, 2000.

"WebQual™: A Web Site Quality Instrument." Doctoral Seminar course, Dr. Mary Zimmer, University of Georgia, Athens, Georgia, October 10, 1999.

GRANT WORK

Supported through Alfred P. Sloan Foundation Grant given to the Metal Processing Institute at WPI. \$5,000 for research into the Web site quality of metal processing firms. 2001.

PRESS COVERAGE

Careers & The Disabled (October 2003)—“Federal Websites Not Fully Accessible”

Ability Magazine (August 2003)—Federal website study.

CBS MarketWatch (June 11, 2003)—“Worcester Polytechnic Institute Study Finds Most Federal Web Sites Are Not Fully Accessible to the Disabled”

DallasNews.com (June 11, 2003)—“Worcester Polytechnic Institute Study Finds Most Federal Web Sites Are Not Fully Accessible to the Disabled”

Finance Canada (June 11, 2003)—“Worcester Polytechnic Institute Study Finds Most Federal Web Sites Are Not Fully Accessible to the Disabled”

Finanz Nachrichten (June 11, 2003)—“Worcester Polytechnic Institute Study Finds Most Federal Web Sites Are Not Fully Accessible to the Disabled”

Lycos.com (June 11, 2003)—“Worcester Polytechnic Institute Study Finds Most Federal Web Sites Are Not Fully Accessible to the Disabled”

MedicalDevices.org (June 11, 2003)—“Worcester Polytechnic Institute Study Finds Most Federal Web Sites Are Not Fully Accessible to the Disabled”

Miami Today (June 11, 2003)—“Worcester Polytechnic Institute Study Finds Most Federal Web Sites Are Not Fully Accessible to the Disabled”

NBC6.com (June 11, 2003)—“Worcester Polytechnic Institute Study Finds Most Federal Web Sites Are Not Fully Accessible to the Disabled”

National Hispanic Corporate Council (June 11, 2003)—“Worcester Polytechnic Institute Study Finds Most Federal Web Sites Are Not Fully Accessible to the Disabled”

News Alert (June 11, 2003)—“Worcester Polytechnic Institute Study Finds Most Federal Web Sites Are Not Fully Accessible to the Disabled”

PR Newswire (June 11, 2003)—“Worcester Polytechnic Institute Study Finds Most Federal Web Sites Are Not Fully Accessible to the Disabled”

Silicon Valley Business Ink (June 11, 2003)—“Worcester Polytechnic Institute Study Finds Most Federal Web Sites Are Not Fully Accessible to the Disabled”

TheEagle.com (June 11, 2003)—“Worcester Polytechnic Institute Study Finds Most Federal Web Sites Are Not Fully Accessible to the Disabled”

Yahoo! (June 11, 2003)—“Worcester Polytechnic Institute Study Finds Most Federal Web Sites Are Not Fully Accessible to the Disabled”

WPI Press Release (June 11, 2003)—WPI study finds most federal websites are not fully accessible to the disabled—author of report.

Worcester Telegram & Gazette (January 14, 2003)—“Web’s role shift,” Block Alison, Business Section front page (Section E, E2)—quoted.

Boston.com—digitalMASS (November 1, 2000)—WebQual™ research.

Worcester Telegram & Gazette (November 10, 2000)—WebQual™ research.

WPI Wire (June 2001, Vol. 13, No. 3)—WebQual™ research.

WPI Press Release (October 16, 2000)—WebQual™ research.

PROFESSIONAL ORGANIZATION MEMBERSHIPS

Association for Computer Machinery (ACM)

Associations for Information Systems (AIS)

Institute for Operations Research and the Management Sciences (INFORMS)

Massachusetts Telecommunications Council (through WPI)

PROFESSIONAL CERTIFICATES

Understanding Networking Fundamentals (Microsoft Certified)

AWARDS & HONORS

Romeo L. Moruzzi Young Faculty Award for Innovation in Undergraduate Education, 2003.
Awarded for teaching innovations in Organizational Applications in Telecommunications (MG3740).

Americas Conference on Information Systems (AMCIS) Certificate of Appreciation, 2003.
Presented in recognition of Mini-Track Chair.

Americas Conference on Information Systems (AMCIS) Certificate of Appreciation, 2001.
Presented for outstanding performance as Special Events Co-chair.

Advisor to Provost's MQP Award (Management Department), 2001.
Advised the project chosen as the Provost's MQP winner within the Management Department.

George Day Doctoral Research Award Runner-up, 1999.
Selected as runner-up in national research competition for Marketing/MIS by the Coca Cola Company.

International Conference on Information Systems (ICIS) Doctoral Consortium Fellow, 1999.
Presented dissertation research.

Americas Conference on Information Systems (AMCIS) Doctoral Consortium Participant, 1999.
Presented dissertation research.

Outstanding Teaching Assistant Award, 1999.
Recognized for excellence in classroom instruction at the University of Georgia.

Excellence in Teaching Award Nominee, 1999.
Classroom performance ranked "among the very best at the University of Georgia."

Who's Who Among Students in American Universities & Colleges, 1999-2000.
Recognized for outstanding merit and accomplishment as a student at the University of Georgia.

Research Assistantship, 1999.
Awarded financial assistance for research based on demonstrated ability and past performance at the University of Georgia.

Regents' Out-of-State Tuition Waiver, 1999.
Awarded tuition waiver based on demonstrated ability and past performance at the University of Georgia.

Graduate Assistantship, 1996-1999.
Awarded financial assistance to support research and teaching activities at the University of Georgia.

Department of Management Scholarship, 1998.

Awarded financial assistance based on demonstrated ability and past performance at the University of Georgia.

Board of Regents Merit Supplement, 1997.

Awarded financial assistance based on demonstrated ability and past performance at the University of Georgia.

Sigma Iota Epsilon, Terry College of Business Chapter, 1997.

Management Honor Society.

Beta Gamma Sigma, Carroll School of Management Chapter, 1996.

Business Honor Society.

SERVICE ACTIVITIES

Special Issues Editor, on Information Systems Accessibility, *Universal Access in the Information Society Journal*, forthcoming in Spring 2005.

MiniTrack CoChair, IT Systems Accessibility, Hawaii International Conference on Systems Sciences (HICSS), Big Island, Hawaii, January 2005.

Special Issues Editor, on Cross-Cultural IS Research, *Journal of Global Information Technology Management*, forthcoming.

MiniTrack CoChair, IT Systems Accessibility, Americas Conference on Information Systems, New York, NY, August 2004.

MiniTrack CoChair, Cross-Cultural IS Research, Americas Conference on Information Systems, New York, NY, August 2004.

MiniTrack CoChair, Cross-Cultural IS Research, Americas Conference on Information Systems, New York, NY, August 2004.

IQP Reviewer, WPI Interdisciplinary and Global Studies Division, Worcester, MA, Summer 2004.

MIS Candidate Search Committee, Department of Management at Worcester Polytechnic Institute, Worcester, MA, 2001 & 2003.

Open Tourism Consortium, Center for Information Systems Leadership, Athens, GA, August 2003-on going.

Information Technology Research Centers, Department of Management at Worcester Polytechnic Institute, Worcester, MA, 2001-on going.

MIS Association (MISA) Advisor, Department of Management at Worcester Polytechnic Institute, Worcester, MA, March 2003-on-going.

WPI Graduate Management Student Orientation Faculty Panel, Worcester Polytechnic Institute, Worcester, MA, 2003.

MIS Area Committee, Department of Management at Worcester Polytechnic Institute, Worcester, MA, 2000-on going.

Undergraduate Policy and Curriculum Committee Chair, Department of Management at Worcester Polytechnic Institute, Worcester, MA, 2002-on going.

WPI New Faculty Orientation Workshop Presenter, Worcester Polytechnic Institute, Worcester, MA, 2001, 2002, 2003, & 2004.

Program Committee, Second Annual Workshop on HCI Research in MIS, International Conference on Information Systems, Seattle, Washington, December 2003.

Session Chair, Cross-Cultural IS Research, Americas Conference on Information Systems, Tampa, FL, August 2003.

MetaTrack CoChair, International Issues in IT, Americas Conference on Information Systems, Tampa, FL, August 2003.

MiniTrack CoChair, Cross-Cultural IS Research, Americas Conference on Information Systems, Tampa, FL, August 2003.

Electronic Case Filing (EFC) Committee, U.S. District Court, Boston, MA, 2001-2002.

Program Committee, First Annual Workshop on HCI Research in MIS, International Conference on Information Systems, Barcelona, Spain, December 2002.

Session Chair, Issues in Website Design, Annual Workshop on HCI Research in MIS, International Conference on Information Systems, Barcelona, Spain, December 2002.

Teaching Portfolio Mentor, (twice) Worcester Polytechnic Institute, Worcester, MA, 2002.

Case Study Skills Seminar for WPI Graduate Management Student Orientation, Worcester Polytechnic Institute, Worcester, MA, 2002.

AACSB Accreditation Student Task Force, Department of Management at Worcester Polytechnic Institute, Worcester, MA, 2000-2002.

Special Events Co-Chair, Americas Conference on Information Systems, Boston, MA, August 2001.

Federal Magistrate Judge Swartwood Reappointment 2001 Panel, U.S. District Court, Worcester, MA, 2001.

Program Committee Assistant, International Conference on Information Systems, Charlotte, NC, December 1999.

Session Chair, Marketing and Consumer Behavior in Electronic Markets, Americas Conference on Information Systems, Long Beach, CA, August 2000.

Session Chair, Customer Satisfaction and Web Quality, Americas Conference on Information Systems, Milwaukee, WI, August 1999.

Session Chair, Electronic Commerce, Americas Conference on Information Systems, Baltimore, MD, August 1998.

Journal Reviewer, *Management Science*, 2000, 2002.

Journal Reviewer, *Journal of Information Technology Management*, 2002.

Journal Reviewer, *European Journal of Information Systems*, 2001, 2002, 2003, 2004.

Journal Reviewer, *Management Information Systems Quarterly*, 2000, 2001, 2002.

Journal Reviewer, *Information Management*, 2002.

Journal Reviewer, *Information Systems Resources*, 2000, 2001.

Journal Reviewer, *Database*, 1998.

Conference Reviewer, Americas Conference on Information Systems, 1997, 1998, 1999, 2001, 2003, 2004.

Conference Reviewer, Hawaii International Conference on Systems Sciences, 1998, 1999, 2001, 2002.

Conference Reviewer, International Conference on Information Systems, 1997, 1998, 2001, 2002.

Program Committee Coordinator, International Conference on Information Systems, Atlanta, GA, 1997.

REFERENCES

Dr. Richard Watson

Dissertation Chair
Professor, Terry College of Business
Department of Management, University of Georgia
(706) 542-3706, rwaston@uga.edu

Dr. Alan Dennis

John T. Chambers Chair of Internet Systems, Kelley School of Business
Accounting & IS Department, Indiana University
(812) 855-2691, ardennis@indiana.edu

Dr. Dale Goodhue

Associate Professor, Terry College of Business
Department of Management, University of Georgia
(706) 542-3746, dgoodhue@cbacc.cba.uga.edu

Dr. Albert Segars

Professor and Chair, Information Technology and E-Commerce Director
Kenan-Flagler Business School, University of North Carolina at Chapel Hill
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