

## JERRY FJERMESTAD

### Home Address:

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### Faculty Address

Associate Professor  
School of Management  
New Jersey Institute of Technology  
Newark, New Jersey 07102  
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## I. Education

- Ph.D., Management Information Systems, 1994  
Rutgers University, Newark, New Jersey.
- MBA, Management Information Systems, Rutgers University,  
1994, Newark, New Jersey.
- MBA, Production and Operations Management, 1987  
Iona College, New Rochelle, New York.
- M.S., Operations Research, 1982  
Polytechnic Institute of New York, Brooklyn, New York.
- M.S., Psychology, 1977  
State University of New York at Cortland, Cortland,  
New York.
- B.A., Chemistry and Psychology, 1971  
Pacific Lutheran University, Tacoma, Washington.

## II. Professional and Research Areas

Information Systems and Organizational Decision Making, Group Decision Support Systems and Collaborative Systems, Executive Information Systems, Cognitive and Behavioral Approaches to System Usability and Adoption, Design of Interactive Systems, Computer Mediated Communication Systems, Organizational Communication and Decision Making, Information Systems Implementation and Innovation.

## III. Experience

### A. Academic Appointments

- Associate Professor (Tenured) Fall 1999-
- School of Management, New Jersey Institute of Technology  
Joint appointment with the College of Computing Sciences Information  
Systems Department Fall 2002
- Assistant Professor Fall 1993- Spring 1999  
School of Management, New Jersey Institute of Technology
- Teaching Assistant Dept. Computer and Information Sciences  
New Jersey Institute of Technology 1992-1993
- Teaching/Research Assistant School of Industrial Management  
New Jersey Institute of Technology 1991-1992

## B. Non-academic Employment

- Market Planner, Prodigy Services Company, 1989-1990
- Manager Systems Engineering, American Cyanamid Company, 1977-1989

## IV. Teaching Activities

### A. Classroom Evaluations

Course	Semester	Number of Students	Year	Overall	Recommend to Others
MIS-345-002	Spring	21	1992	4.19	4.86
MIS-645-501	Fall	14	1993	4.25	5.00
MIS-545-501	Fall	6	1993	4.75	5.00
MIS-645-101	Fall	16	1994	4.50	4.88
MIS-698-101	Fall	19	1994	4.52	4.82
MIS-700-121	Summer	7	1994	4.71	5.00
MIS-545-121	Summer	10	1994	4.90	5.00
MIS-645-102	Spring	11	1994	4.45	4.91
MIS-545-851	Fall	17	1994	Distance Learning	
MIS-698-502	Spring	9	1995	4.77	5.00
MIS-545-121	Summer	12	1995	4.08	4.50
BINF-5130	Fall	7	1995	4.40	4.67
MIS-645-101	Fall	33	1995	4.55	4.93
MIS-545	Spring	1	1995	5.00	5.00
MIS-545-851	Fall	21	1996	Distance Learning	
MIS-645-104	Spring	13	1996	3.85	4.80
MIS-648-101	Fall	25	1996	4.79	84.00*
MIS-690-101	Fall	13	1996	4.69	100.00*
MIS-645-852	Spring	7	1996	Distance Learning	
MIS-690-350	Summer	14	1996	NA	
MIS-690-896	Fall	4	1996	NA	
MIS-645-102	Spring	17	1996	4.29	4.69
MIS-698-896	Summer	1	1996	NA	
MIS-690-852	Spring	17	1997	Distance Learning	
MIS-648-102	Spring	30	1997	4.6	4.9
MIS-698-896	Spring	1	1997	NA	NA
MIS-645-652	Spring	27	1997	Bell Atlantic	
MIS-645-102	Spring	23	1997	4.4	4.6
MIS-645-351	Fall	15	1997	4.4	4.8
MIS-648-101	Fall	28	1997	4.4	4.8
MIS-648-401	Fall	28	1997	4.4	4.8
MIS-648-102	Spring	35	1998	4.7	4.9
MIS-645-852	Spring	28	1998	Distance Learning	
MIS-648-352	Spring	22	1998	4.6	4.9
MIS-645-401	Fall	14	1998	NA	NA
MIS-645-851	Fall	48	1998	Distance Learning	
MIS-648-101	Fall	41	1998	NA	NA
MIS-648-101	Fall	21	1999	4.0	
MIS-645-501	Fall	13	1999	4.6	

Evaluations are on a 5 point scale, 5 is the highest.

\* Ratings were yes/no, scores based on percent yes.

In Distance learning courses evaluations are not made available to the instructor.

Course	Semester	Year	Number of Students	Overall	Means of 5-12
MIS-665-101	Fall	2000	23	3.29	3.28
MIS-665-103	Fall	2000	19	3.38	3.37
Release Time	Fall	2000			
MIS-645-851	Fall	2001		Distance Learning	
MIS-645-102	Spring	2001	27	3.45	3.38
MIS-665-102	Spring	2001	8	3.88	3.69
MIS-645-852	Spring	2001	22	Distance Learning	
MIS-645-851	Fall	2001	9	3.30	3.44
MIS-648-101	Fall	2001	29	3.19	3.00
MIS-665-101	Fall	2001	5	3.65	3.80
CIS-677-101	Fall	2002	20	3.40	3.40
MIS-445-001	Fall	2002	15	3.25	3.33
CIS-677-102	Spring	2003	20	3.52	3.70
MIS-445-102	Spring	2003	32	3.27	3.31
MIS-445-001	Fall	2003	22	3.18	3.03
MIS-648-101	Fall	2003	27	3.27	3.25
CIS-677-101	Fall	2003	20	3.47	3.38

Evaluations are on a 4 point scale, 4 is the highest.

## B. New Courses Developed

Undergraduate level:

MIS-450 Management Information System Applications  
MIS-445 Decision Support Tools for Managers

Graduate & Ph.D. degree programs:

MIS-690 Executive Information Systems  
MIS-665 Introduction to Electronic Commerce  
MGT-650 Knowledge Management  
MIS-663 Systems Analysis & Design for Managers  
CIS-677 Principles of Information Systems

## C. Course Notes Developed

- CIS-455 Principles of Information Systems
- MIS-345 Design of Information Systems
- MIS-545 Management Information Systems
- MIS-645 Management Information Systems Planning and Control
- MIS-648 Decision Support Systems
- MIS-690 Executive Information Systems
- BINF-5130 Health Care Decision Support Systems (MIS-648)
- MIS-700 Seminar in Electronic Commerce

## D. Teaching Related Publications- None

## E. Other Pertinent Materials-Syllabi

## V. Scholarly Activities

### A. 1. Published Books-

- Fjermestad, J., and Romano, N.C., Jr. Customer Relationship Management: Advances and Issues, Advances in Management Information Systems series, V. Zwass, Editor, M.E. Sharpe, Inc. in preparation.

### 2. Published Book Chapters

- Hiltz, S.R., Fjermestad, J., Ocker, R., and Turoff, M., "Asynchronous Virtual Teams: Can Software Tools and Structuring of Social Processes Enhance Performance?" in *Human-Computer Interaction and Management Information Systems: Applications*, Edited by Dennis Galletta, and Ping Zhang, Advances in MIS, M.E. Sharpe, Inc. Paper accepted, Peer review.
- Scullin, S., Allora, J., Lloyd, G.O., and Fjermestad, J., "Electronic Customer Relationship Management: Benefits, Considerations, Pitfalls, and Trends," in Hunter, M.G. and Dhanda, K.K. (Eds.) *Information Systems: The Challenge of Theory and Practice*, The Information Institute, Las Vegas, NV. 2003. Peer review. Scullin, Allora, and Lloyd were MBA students.
- Turoff, M., Hiltz, S.R., Fjermestad, J., Bieber, M., and Whitworth, B., "Computer-Mediated Communications for Group Support: Past and Future," in Carroll, J.M. (Ed.), *Human-Computer Interaction in the New Millennium*, ACM Press, Addison-Wesley, NY, NY, 2002. Peer review.
- Hiltz, S.R., Dufner, D., Fjermestad, J., Kim, Y., Ocker, R., Rana, A., Turoff, M., "Distributed Group Support Systems: Theory Development and Experimentation," in Olsen, B.M. Smith, J.B., & Malone, T. (Eds.), *Coordination Theory and Collaboration Technology*, Lawrence Erlbaum Associates, Hillsdale, NJ, 2001, Peer review.

### B. 1. Published Refereed Journal Papers

1. Fjermestad, J. "Virtual Group Strategic Decision Making Using Structured Conflict and Consensus Approaches", **International Journal of E-Collaboration**, Accepted, Peer review.
2. Fjermestad, J., "An Analysis of Communication mode in Group Support Systems," **Decision Support Systems**, 37, 2 (2004), 239-263.
3. Scullin, S., Fjermestad, J., Romano, N.C., "E-Relationship Marketing: Changes in Traditional Marketing as an Outcome of Electronic Customer Relationship Management", **Logistics Information Management**, Accepted, Peer review.
4. Cho, Y., Im, I., Hiltz, S.R., and Fjermestad, J., "The Effects of Post-Purchase Evaluation Factors on Online vs. Offline Customer Complaining Behavior:

- Implications for Customer Loyalty," **Advances in Consumer Research**, 29, (2002), 318- 326. Peer review.
5. Fjermestad, J. and Romano, N.C., "Electronic Customer Relationship Management Revisiting the General Theories of Usability and Resistance: An Integrative Implementation Framework," **Business Process Management Journal**, 9, 5, (2003), 572-591. Peer review.
  6. Cho, Y., Im, I., Fjermestad, J., and Hiltz, S.R., "The Impact of Product Category on Customer Dissatisfaction in Cyberspace," **Business Process Management Journal**, 9, 5 (2003), 635-651. Peer review.
  7. Romano, N.C. Jr. and Fjermestad, J., "Electronic Commerce Customer Relationship Management: A Research Agenda," **Information Technology and Management**, 4, 2003, 233-258. Peer review.
  8. Romano, N.C. Jr. and Fjermestad, J., "Customer Relationship Management Research: An Assessment of Research," **International Journal of Electronic Commerce**, 6, 2, 2001-2002, 59-111. Peer review.
  9. Fjermestad, J., and Hiltz, S.R., "Group Support Systems: A Descriptive Evaluation of Case and Field Studies." **Journal of Management Information Systems**, 17, 3, 2000-2001, 115-161. Peer review. Nominated for best paper HICSS 1998.
  10. Allen, E., and Fjermestad, J. "E-commerce Marketing Strategies: an Integrated Framework and Case Analysis," **Logistics Information Management**, 14, 1/2, 2001, 14-23. Peer Review. E. Allen was an MS in Management student. Outstanding Paper Award 2002.
  11. Turoff, M., Hiltz, S.R., Bieber, M., Fjermestad, J., and Rana, A. "Collaborative Discourse Structures in Computer Mediated Group Communications," **Journal of Computer Mediated Communication**, 4, 4 (June) 1999. Peer review.  
<http://www.ascusc.org/jcmc/vol4/issue4/turoff.html>
  12. Fjermestad, J., "An Integrated Framework for Group Support Systems," **Journal of Organizational Computing and Electronic Commerce**, 8, 2, 1998, 83-107. Peer Review.
  13. Fjermestad, J., and Hiltz, S.R., "An Assessment of Group Support Systems Experimental Research: Methodology and Results," **Journal of Management Information Systems**, 15, 3, 1999-2000, 7-149. Peer Review.
  14. Ocker, R., Fjermestad, J., Hiltz, S.R., and Johnson, K., "Effects of Four Modes of Group Communication on the Outcomes of Software Requirements Determination," **Journal of Management Information Systems**, 15 (1), 1998, 99-118. Peer Review.
  15. Coll, J.H., Fjermestad, J., and Coll, R., "An Eight Experiment Sequence to Determine Reading Equality," **Information & Management**, 34, 1998, 231-242. Peer Review.
  16. Christensen, E.W., and Fjermestad, J., "Challenging Group Support Systems Research: The Case for Strategic Decision Making," **Group Decision and Negotiation**, 6 (4), 1997, 351-372. Peer Review.
  17. Ocker, R., Hiltz, S.R., Turoff, M., and Fjermestad, J., "The Effects of Distributed Group Support and Process Structuring on Software Requirements Development Teams: Results on Creativity and Quality," **Journal of Management Information Systems**, 12 (3), 1995-1996, 127-153. Peer Review.
  18. Fjermestad, J. and Chakrabarti, A., "Survey of the Computer Integrated Manufacturing Literature: A Framework of Strategy, Implementation and

Innovation," *Technology Analysis & Strategic Management*, 5(3), 1993, 251-271. Peer Review.

## B. 2. Published Refereed Major Conference Proceedings IEEE

1. Fjermestad, J. and Romano, N.C., "An Integrative Implementation Framework for Electronic Customer Relationship Management: Revisiting the General Principles of Usability and Resistance," **Proceedings of the Thirty-Sixth Hawaii International Conference on System Sciences**, 2003, Peer review.
2. Cho, Y., IM, I., Hiltz, S., and Fjermestad, J., "An Analysis of Online Customer Complaints for Web Complaint Management," **Proceedings of the Thirty-Fifth Hawaii International Conference on System Sciences**, 2002, Peer review. Y. Cho is a Ph.D. student.
3. Ocker, R.J., and Fjermestad, J., "High Versus Low Performing Virtual Design Teams: A Preliminary Analysis of Communication," **Proceedings of the Thirty-Third Hawaii International Conference on System Sciences**, 2000, Peer Review.
4. Fjermestad, J., and Hiltz, S.R. " Case and Field Studies of Group Support Systems: An Empirical Assessment," **Proceedings of the Thirty-Third Hawaii International Conference on System Sciences**, 2000, Peer Review. Nominated for best paper in the Collaborative Systems Track.
5. Fjermestad, J. and Hiltz, S.R. "An Assessment of GSS: Results," **Proceedings of the Thirty-Second Hawaii International Conference on System Sciences**, 1999, Peer Review. Nominated for best paper in the Collaborative Systems Track.
6. Turoff, M., Hiltz, R., Bieber, M., Fjermestad, J., and Rana, A., "Collaborative Discourse Structures in Computer Mediated Group Communications," **Proceedings of the Thirty-Second Hawaii International Conference on System Sciences**, 1999, Peer Review.
7. Fjermestad, J., and Hiltz, S.R., "An Analysis of the Effects of Mode of Communication on Group Decision Making," **Proceedings of the Thirty-First Hawaii International Conference on System Sciences**, I, 1998, 17-26. Peer Review.
8. Ocker R., and Fjermestad, J., "Web-Based Computer-Mediated Communication: An Experimental Investigation Comparing Three Communication Modes for Determining Software Requirements," **Proceedings of the Thirty-First Hawaii International Conference on System Sciences**, I, 1998, 88-97. Peer Review.
9. Fjermestad, J., and Hiltz, S.R., "Experimental Studies of Group Decision Support Systems: An Assessment of Variables Studied and Methodology," **Proceedings of the 30th Hawaii International Conference on System Sciences**, II, 1997, 45-65. Peer Review.
10. Ocker, R., Fjermestad, J., Hiltz, S.R., and Turoff, M., "An Exploratory Comparison of Four Modes of Communication for Determining Requirements: Results on Creativity, Quality and Satisfaction," **Proceedings**

- of the 30th Hawaii International Conference on System Sciences, II, 1997, 568-577. Peer Review.
11. Czech, B., Fjermestad, J., and Johnson, P., "Object Oriented Organizational Modeling," **Proceedings of the 28th Hawaii International Conference on System Sciences**, IV, 1995, 353-362. Peer Review.
  12. Fjermestad, J., Hiltz, S.R., Turoff, M., Ford, C., Johnson, K., Ocker, R., Ferront, F., M., Worrell, and Czech, R.M., "Group Strategic Decision Making: Asynchronous GSS Using Structured Conflict and Consensus Approaches," **Proceedings of the 28th Hawaii International Conference on System Sciences**, IV, 1995, 222-231. Peer Review.
  13. Ocker, R., Hiltz, S.R., Turoff, M., and Fjermestad, J., "Computer Support for Distributed Asynchronous Software Design Teams: Experimental Results on Creativity and Quality," **Proceedings of the 28th Hawaii International Conference on System Sciences**, IV, 1995, 4-13. Peer Review. Nominated for best paper in the Collaborative Systems Track.
  14. Worrell, M., Hiltz, S.R., Turoff, M., and Fjermestad, J., "An Experiment in Collaborative Learning Using a Game and a Computer Mediated Conference in Accounting Courses," **Proceedings of the 28th Hawaii International Conference on System Sciences**, IV, 1995, 63-71. Peer Review.
  15. Fjermestad, J., Hiltz, S.R., and Turoff, M., "An Integrated Framework for the Study of Group Decision Support Systems," **Proceedings of the 26th Hawaii International Conference on Systems Sciences**, IV, 1993, 179-188. Peer Review.

### **B. 3. Published Refereed Minor Conference Proceedings**

1. Scullin, S., Fjermestad, J., Romano, N.C., Allora, J. Lloyd, O., "Changes in Traditional Marketing Due to Implementation of Electronic Customer Relationship Management," **Proceedings of the IS ONE World Conference**, April 23-25, 2003. Peer review. These are MBA students.
2. Santos, J., and Fjermestad, J., "Global Information Systems: Connecting Organizations in The Global Environment," **Proceedings of the Eight Americas Conference on Information Systems**, 2002, 1352-1357. Peer review; Santos is a Ph.D. student.
3. Romano, N.C. and Fjermestad, J., Electronic Commerce Customer Relationship Management: A Research Agenda, **Proceedings of the IS ONE World Conference**, April 3-4, 2002. Peer review.
4. Scullin, S., Allora, J., Lloyd, O., and Fjermestad, J., Electronic Customer Relationship Management: Benefits, Considerations, Pitfalls and Trends, **Proceedings of the IS ONE World Conference**, April 3-4, 2002. Peer review. These are MBA students.
5. Cho, Y., Im, I, Hiltz, R., and Fjermestad, J., "Causes and Outcomes of Online Customer Complaining Behavior: Implications for Customer Relationship Management (CRM)," **Proceedings of the Seventh Americas Conference on Information Systems**, 2001, 900-907. Peer Review; Cho is a PhD. student.
6. Lloyd, G.O., Scullin, S., Allora, J., and Fjermestad, J., "Electronic Customer Relationship Management: Benefits and Pre-Implementation Considerations,"

- Proceedings of the Seventh Americas Conference on Information Systems**, 2001, 841-844. Peer Review; Lloyd, Scullin, and Allora, are MBA students.
7. Han, H, Ocker, R., and Fjermestad, "An Investigation of University Students On-Line Shopping Behavior," **Proceedings of the Seventh Americas Conference on Information Systems**, 2001, 930-933. Peer Review; Han is a Ph.D. student.
  8. Romano, N.C. and Fjermestad, J. "An Agenda for Electronic Customer Relationship Management Research," **Proceedings of the Seventh Americas Conference on Information Systems**, 2001, 831-833. Peer Review.
  9. Cho, Y., Im, I., Hiltz, S., and Fjermestad, J., "The Effects of Post-Purchase Evaluation Factors online vs. Offline Customer Complaining Behavior: Implications for Customer Loyalty," **Conference of Association for Customer Research**, (October, Austin, Texas) 2001. Peer review.
  10. Cho, Im, I., Hiltz, S., and Fjermestad, J., "An Analysis of Pre- and Post-Purchase Online Customer Complaining Behavior," **Conference on Customer Satisfaction, Dissatisfaction & Complaining Behavior**," Jackson Hole, Wyoming, June, 2001. Peer review.
  11. Allen, E., and Fjermestad, J., "E-Commerce Strategies: The Manufacture Retailer Consumer Relationship," **Proceedings of the Sixth Americas Conference on Information Systems**, 2000, 872-878. Peer Review. Allen is an MBA student.
  12. Fjermestad, J., Albert, M., and Pilkington, J., "An OLAP Application for Group Support Systems Empirical Research," **Proceedings of the Fifth Americas Conference**, 1999, 340- 342. Peer Review.
  13. Fjermestad, J., "In GSS Research How Many Groups Per Treatment Condition Are Enough?" **Proceedings of the Fourth Americas Conference**, 1998, 477-480. Peer Review.
  14. Fjermestad, J. and Seah, T.S., "Using an Executive Information System to Analyze Group Support Systems: A Preliminary Implementation," **Proceedings of the Third Americas Conference**, August 1997, 563-565. Peer Review. Thiam Seah was a graduate student in MS management program.
  15. Seah, T.S. and Fjermestad, J., "Roles for Government and The Private Sector: Electronic Commerce in Singapore," **Proceedings of the Third Americas Conference**, August 1997, 795-797. Peer Review. Thiam Seah was an MS graduate student.
  16. Turoff, M., Fjermestad, J., Rana, A., Bieber, M. and Hiltz, R., "Collaborative Hypermedia in Virtual Reality Systems," **Proceedings of the Third Americas Conference**, August 1997, 557-559. Peer Review.
  17. Bieber, M., Bartolacci, M., Fjermestad, J., Kurfess, F. J., Liu, Q., Nakayama, M., Rana, A., Rossak, W., Scherl, R., Tanik, M., Wang, J., Yeh, R., Ng, P., and Vitali, R. S. F. "Electronic enterprise engineering -- an outline for an architecture," **IEEE Symposium and Workshop on Engineering of Computer Based Systems** (ECBS '97), 376-383. Peer Review.
  18. Bartolacci, M., Bieber, M., Fjermestad, J., Hua, H., Kurfess, H., Liu, Q., Nakayama, M., Ng, P., Scherl, R., Sweeney, R., Terry, T., Wang, J., Yeh, R., and Vitali, F., "Comprehensive Electronic Enterprise Support," **Proceedings of the Americas Conference**, August 16-18, 1996, pp. 731-733, Phoenix, Arizona. Peer Review.

19. Christensen, E.W., and Fjermestad, J., "Computer-Supported Group Strategic Decision-Making: What Do We Know?" **Proceedings of the Association of Management 14<sup>th</sup> Annual International Conference**, August 2-6, 1996, pp. 145-155, Toronto, Canada. Peer Review.
20. Fjermestad, J., and Christensen, E.W., "The Study of GSS and Strategic Decision-Making: Are We Missing Some Time?" **Proceedings of the Second Americas Conference**, August 16-18, 1996, pp. 805-807, Phoenix, Arizona. Peer Review.
21. Fjermestad, J., and Hiltz, S.R., "An Assessment of GDSS Methodology," **Proceedings of the Second Americas Conference**, August 16-18, 1996, pp. 347-350, Phoenix, Arizona. Peer Review.

## E. Professional Presentations

- Ocker, R.J., and Fjermestad, J. "Experiments Examining Collaboration Modes for Determining Software Requirements." Group Decision and Negotiation Conference, Glasgow, Scotland, July 3-7, 2000.
- Fjermestad, J., and Hiltz, S.R. "Distributed Asynchronous versus Decision Room Studies of Group Support Systems: When Does Mode Make a Difference?" Group Decision and Negotiation Conference, Glasgow, Scotland, July 3-7, 2000.
- Fjermestad, J., "An Assessment of Group Support Systems Research: Methodology and Results," Temple University Computer and Information Sciences, Fall 1998 Seminar, Philadelphia, PA. September 23, 1998
- Fjermestad, J., and Chakrabarti, A., "Managing Manufacturing Technology: A Framework for Computer Integrated Manufacturing," paper presented at ORSA/TIMS, Anaheim, California, 1991. Editor Review.

## VI. Proposals and Grants

### A. Awarded

- W. Wolf, PI; S.R. Hiltz, CPI; J. Fjermestad, I  
NJ New Jersey Commission on Science and Technology, Center for Multimedia Research, 2000, \$1,200,000 5 Year, Princeton, Rutgers, NJIT
- M. Bieber, PI; J. Fjermestad, CPI; S.R. Hiltz, CPI; F. Kurfess, CPI; R.; Scherl, CPI  
NSF, CISE Research Instrumentation, \$90,000
- S. Roxanne Hiltz, PI; M. Turoff, CPI; J. Fjermestad, CPI  
NSF, Studies of Distributed Multimedia Support for Group Collaboration via the Web, 1998, \$180,548.
- J. Fjermestad, Applix, Inc. Teaching & Research, 1998, \$40,238.
- J. Fjermestad, PI, Pilot Software, Academic Alliance Program, 1997, \$134,000
- J. Fjermestad, PI, Oracle Corporation, Academic Alliance Program, 1996, \$1,935,330
- J. Fjermestad, PI, Pilot Software, Educational Software, 1994, \$79,500
- J. Fjermestad, PI, SBR-NJIT, The Design and Empirical Assessment of Executive Information Systems, 1994 (\$23,128), 1995 (\$15,323), 1996 (\$8,151)

- S. R. Hiltz, PI; M. Turoff, CPI; J. Fjermestad, I, NSF Coordination in Distributed Group Support Systems, IRI 9408805. \$120,000, 1995-1997
- G. Thomas, PI; A. Akansus, PI; A. Rana, CPI; J. Fjermestad, CPI,
- New Jersey Commission on Science and Technology, Center for Multimedia Research, 1997, \$1,043,681, 5 Year \$13,084,084

## **B. Submitted But Not Awarded**

- CPI, NSF, Collaborative Hypermedia, \$140,776, 1998
- I, NSF, Distributed Multimedia Support for Group Collaboration Via the Web (IRI-9711073), 1997
- I, DARPA, Collaboration Hypermedia in Virtual Reality, 1997
- I, DARPA, Software Development for Distributed Multimedia Support for Group Collaboration Via the Web, 1997
- CPI, NSF, Synthetic Ecosystems for Learning about the Living World, 1997
- I, NJCST The NJIT/UMDNJ Joint Center for Health Care Information Technologies, 1996
- I, NJCST A Comprehensive Program for Electronic Enterprise Engineering (EEE), 1996
- PI, Microsoft, Laboratory Support Grant, 1995

## **IX. Service Activities**

### **A. Institute**

Human Subjects Committee - Fall 1996 to 1997.  
 Committee on Academic Computing Fall 1998 to 2003  
 Faculty Council Fall 1999  
 Graduate Council Fall 2001

### **B. School of Management**

- Curriculum Committee - Fall 1994 to present.
- Resource Committee - Fall 1994 to present.
- Computer Committee - Fall 1994 to present.
- Chair of the Hurlburt chair search committee- Fall 1999 to Spring 2001
- Chair of the E-commerce advisory board search committee- Fall 2000 to 2002

### **C. Peer Reviewing**

- . Small Group Research
- . Decision Support Systems
- . Group Decision & Negotiation
- . Communications of the ACM
- . Hawaii International Conference on Systems Science
- . World Conference on Educational Multimedia & Hypermedia

- . International Journal of Information Management
- . MIS Quarterly
- . Journal of Management Information Systems
- . Association for Information Systems
- . International Conference on Information Systems
- . Informs Conference on Information Systems and Technology
- . Decision Support Systems in the 21<sup>st</sup> Century- Marakas, G.M., Prentice-Hall, 1999

#### **D. Editorial Activity --**

- **Editor** for Special issue of **Group Decision and Negotiation** on Collaborative Learning via the Internet, S. Roxanne Hiltz, Jerry Fjermestad, and Floyd Lewis, 8, 2 (1999).
- **Editor** for Special issue of **International Journal of Electronic Commerce** on Customer Relationship Management, Nicholas C. Romano and Jerry Fjermestad, 6, 2 (2001-2002).
- **Editor** for Special issue of **International Journal of Electronic Commerce** on Customer Relationship Management, Jerry Fjermestad and Nicholas C. Romano, 7, 2 (2002-2003).
- **Editor** for Special issue of **Business Process Management Journal** on Customer Relationship Management, Jerry Fjermestad and Nicholas C. Romano, 9, 5 (2003).
- **Editor** for Special Issue of **Journal of Enterprise Information Management** on E-Commerce Marketing, Jerry Fjermestad and Nicholas C. Romano, Publication 2003.
- **Editor** for Special Issue of **Journal of Organizational Computing and Electronic Commerce** on Personalization, Petra Schubert, Nicholas Romano, and Jerry Fjermestad.
- **Editorial Advisory Board** for **International Journal of Enterprise Information**, Published by Idea Group Press.
- **Editorial Advisory Board** for **Journal of Enterprise Information Management**, Published by Emerald Press.
- **Associate Editor** for **International Journal of E-Collaboration**, Published by Idea Group Press.

#### **E. Community/government -- None**

#### **G. Professional Memberships**

- Association for Information Systems (AIS)
- The Association for Computing Machinery (ACM)
- The Institute of Management Sciences (INFORMS)
- Beta Gamma Sigma, The Business Honor Society
- New Jersey Society for Information Management

## **H. Professional Service**

- . Object Development and Distribution Co-Mini-Track Chair and Session Chair, AIS Second Annual Conference, 1996.
- . Collaboration Technologies Session Chair, AIS Second Annual Conference, 1996, 1998, 1999.
- . Asynchronous Learning Networks Co-Mini-Track Chair Hawaii International Conference on System Sciences, 1998, 1999.
- . Collaborative Technology Theory and methodology Co- Mini-Track Chair Hawaii International Conference on System Sciences, 1998.
- . Electronic Customer Relations Management Co-Mini-Track Chair Hawaii International Conference of Systems Sciences, 2001-2005
- . Electronic Customer Relations Management Co-Mini-Track Chair Americas Conference on Information Systems Co-Mini-Track Chair, 2000, 2001, 2002, 2003, 2004.
- . Electronic Customer Relationship Management Co-Mini-Track Chair IS ONE World Conference, 2002.
- . Americas Conference on Information Systems Co-Track Chair- Roundtable, 2004.

## **I. Other Service to NJIT**

- . Johnson & Johnson IS Management Program
- . NJIT Office of Continuing Education
- . Co-op referral

## **X. Professional Honors**

- Semi-Finalist in the 1994 International Conference on Information Systems (ICIS) Doctoral Dissertation Competition
- Nominated for best paper in the Information Systems Tract: Twenty-Eighth Annual Hawaii International Conference on Systems Science, 1995, Ocker, R., Hiltz, S.R., Turoff, M. & Fjermestad, J.
- Nominated for best paper in the Information Systems-Collaborative Systems and Technology Track: Thirtieth Annual Hawaii International Conference on System Sciences, 1998, Fjermestad, J. and Hiltz, S. R.
- Nominated for Excellence in Graduate Instruction- School of Management, 1998
- Nominated for best paper in the Information Systems Collaborative Systems and Technology Track: Thirty-third Annual Hawaii International Conference on Systems Sciences, 2000, Fjermestad, J. and Hiltz, S.R.
- Best paper 2001 Logistics Information Management, Allen, E., and Fjermestad, J.