

## Robert E. Kraut

### Office

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### Education

Yale University	Ph.D.	1973	Social psychology
Lehigh University	BA	1968	English & Social Relations with highest honors

### Employment Experience

Herbert A. Simon Professor of Human Computer Interaction, School of Computer Science & Tepper School of Business, Carnegie Mellon University, 2000-present

Visiting Faculty, Facebook, Jan – May, 2013.

Visiting Erskine Fellow at the University of Canterbury, Canterbury New Zealand, Feb-May, 2008

Professor, Social Psychology and Human Computer Interaction, School of Computer Science, College of Humanities and Social Sciences & Tepper School of Business, Carnegie Mellon University, 1993-2000

Director, Interpersonal Communications Research Program, Bell Communications Research, 1987-1993.

Distinguished Member of Technical Staff, Behavioral Science Research Group, Bell Communications Research, 1984-1993.

Visiting Lecturer & Fellow, Department of Psychology, Princeton University, 1983-1988.

Member of Technical Staff, Research Psychologist, Interface Planning Group, Bell Laboratories/AT&T Information Systems, 1981-1983

Visiting Scientist, Interpersonal Communication Department, Bell Laboratories, 1980-1981.

Assistant Professor, Departments of Psychology and Sociology, Cornell University, 1974-1981.

Assistant Professor, Department of Sociology, University of Pennsylvania, 1972-1974.

Consulting: Facebook; NORAD; Intel Corp; Interval Research Corporation; Bellcore; Bell Laboratories; U.S. Customs Service; US West; U.S. Department of Labor; Social Science Research Council.

## Personal

Born: August 30, 1946

Citizenship: United States of America

## Honors and National Committees

- 2016 ACM SigCHI Lifetime Achievement in Research Award for “cumulative contributions to the field, influence on the work of others and development of new research directions.”
- Member, Computer Science and Telecommunications Board, National Research Council, 2010-2016
- Election to the CHI (Computer-Human Interaction) Academy, Association of Computing Machinery, 2003 for “cumulative contributions to the field, influence on the work of others and development of new research directions.”
- Fellow, Association of Computing Machinery
- Fellow, American Psychological Society
- Editorial board, Journal of Computer-Mediated Communication, 2004-2009, 2013-present.
- Editorial board, Small Group Research, 2008-present.
- Editorial board, Human-Computer Interaction, 1990-2015.
- Associate editor, Information Systems Research, 1991-2003.
- Chair, Taskforce on Psychological Research and the Internet, American Psychological Association, June 2001 – March, 2003.
- Chair, Committee on Telecommuting and Technology, Computer and Telecommunications Board, National Research Council, 1993-1994
- Member, NSF, Advisory Committee on Research Priorities for the Human Capital Initiative, 1993.
- Program chair, ACM Conference on Computer Supported Cooperative Work, 1992.
- Member, Review Panel on Coordination Theory and Technology, The National Science Foundation, January 1989-1991.
- Member, Advisory Panel on Information Technology and Science, Office of Technology Assessment, U.S. Congress, 1988-1991.
- Member, Committee on Women's Employment and Related Social Issues, National Research Council, 1980-1988.
- Member, Panel on Technology and Women's Employment, National Research Council, 1983-1986.
- Member, Advisory Panel, Quality of Employment Survey, U.S. Department of Labor, 1985-1986.
- Member, Advisory Panel, Home-based and Family-based Business Survey, U.S. Small Business Administration, 1985-1986.
- Golden Fleece Award, March 1980
- Editorial board, Journal of Experimental Social Psychology, 1976-78.
- Phi Beta Kappa.

## Teaching

Recent courses: BHCI capstone project course. User Centered Research and Evaluation; Group and Organizational Communication; Computer-Supported Cooperative Work; Social Science Perspectives on Human-Computer Interaction; Designing Online Communities.

Retired courses: Computers and Organizations; Organizational Uses of Information Systems; Women, Work and Technology; Human-Computer Interaction; Interpersonal Communication; Conformity and Deviance; Human Ethology; The Self as Known; Psycholinguistics; Person Perception and Self Presentation;. Social Psychology.

## Research Support

1. IBSS-L: Developing, Testing, and Designing from a Computational Theory of Online Communities. R. Kraut (PI), Y. Ren (co-PI), Y. Chen (co-PI), Q. Mei (co-PI). National Science Foundation IIS-1628319. 9/1/2016-8/31/2019. \$919,979
2. Google: Recommending Tasks and Roles in Online Communities. (PI) 3/1/2016-2/28/2017. \$78,097.
3. CHS: Small: Distributed Analogical Innovation. A. Kittur (PI), R. Kraut (co-PI). NSF IIS-1526665. \$499,815.
4. Internet Support Groups: Isolating and Improving Pathways towards Mental Health. (PI). National Institute of Mental Health. R21 MH106880-01: \$434,511. 4/1/2015-3/31/2018. (R. Kraut, PI, with W. Cohen, CMU, C. Low and B. Rollman, UPMC & J. Levine U. Pittsburgh)
5. Google: Toward Adaptive Interactive Learning Experiences in MOOCs. 5/1/2014-5/1/2017. \$900,000. (Justine Cassell, PI, R. Kraut & C. Rose co-PIs on a subproject examining attrition in MOOCs).
6. SCH: INT: Collaborative Research: FITTLE+: Theory and Models for Smartphone Ecological Momentary Intervention (PI). National Science Foundation IIS-1344768. 10/1/2013-9/30/2017. \$798,572. Collaborative with Peter Pirolli (PARC) PI.
7. Google: Starting online groups (PI). \$160,000
8. Google: Socialization in online production communities.(PI). \$60,000
9. Heinz College Center for the Future of Work (R. Kraut & N. Kittur, co-PIs). 9/1/2010-8/30/2012. \$170,000
10. SoCS: Collaborative Research: Supporting Newcomer Socialization in Online Production Communities. R. Kraut (\$448,786) & J. Riedl (\$301,204) (PIs) & R. Farzan (co-PI). National Science Foundation. IIS-1111166. 9/1/2011-8/31/2014.
11. SoCS: Collaborative Research: Conversational Dynamics in Online Support Groups. R. Kraut (PI) & C. Rosé (co-PI). National Science Foundation. IIS-0968485. 8/1/2010-7/31/2014. \$635,444.
12. VOSS: Building Attachment in Virtual Groups. L. Dabbish (PI) & R. Kraut (co-PI). National Science Foundation, OCI -09-43159. 12/1/2009-11/30/2013. \$399,169.
13. VOSS: Coordination in Virtual Organizations. A. Kittur (PI) & R. Kraut (co-PI). National Science Foundation, OCI-09-43148. 12/1/2009-11/30/2013. \$379,613.
14. HCC-large: Collaborative research: Designing Online Volunteer Communities. J. Riedl (PI), J. Konstan, L. Terveen, M. Snyder, C. Ren.(\$2,400,000, U. Minnesota) and R. Kraut (\$600,000, CMU), 8/1-2008-7/31/2013. National Science Foundation, IIS-08-08692 (U. Minnesota) & IIS-0808711 (CMU).

15. DHB: Collaborative research: Solving Critical Problems in Online Groups. R. Kraut (CMU), J. Riedl (U. Minnesota) and J. Levin (U. Pittsburgh) (co-PIs) 10/1-2007-9/30/2010. \$750,000. National Science Foundation, 9/1-2007-8/31/2010, IIS-0729286.
16. CRI: Multimedia Laboratory for Research on Computer-Mediated Collaborative Behavior. Susan Fussell (PI), Jie Yang, Robert E. Kraut, & Sara B. Kiesler (co-PIs). 6/1/2006-5/31/2009. \$50,000. National Science Foundation, CNS-0551554.
17. Adapting to Evacuation: Using Information Technology for Social Support. R. Kraut & S. Kiesler (co-PIs). 4/6/2006-3/21/2007. \$99,684. National Science Foundation, IIS-0612870.
18. ITR: Collaborative Research: Designing On-Line Communities to Enhance Participation -- Bridging Theory and Practice. Y. Chen, S. Kiesler, J. Konstan, R. Kraut, J. Riedl, P. Resnick, & L. Terveen. (Co-PIs). 9/1/2003/-8/30/2008. \$2,500,000. National Science Foundation, IIS-0325049.
19. ITR: Managing human attention. R. Kraut, S. Hudson, & J. Forlizzi (Co-PIs). 10/15/2003-9/30/2008. \$2,000,000. National Science Foundation, IIS-0325351.
20. Workshop on the Domestic Impact of Information Technologies, R. Kraut (PI). 9/30/2002-9/30/2004. \$35,000. National Science Foundation, IIS 0227969.
21. The Evolution of Social Ties in the Age of the Internet. R. Kraut & J. Cummings (Co-PIs). 7/1/2002-5/31/2006. \$483,828 National Science Foundation, IIS-0208900.
22. Crew Resource Management Training. R. Kraut & F. J. Lerch (Co-PIs). 1/2001/2002-12/31/2002. \$250,000. Northern NEF, Inc.
23. The Importance of Shared Visual Environments For Collaborative Tasks. 9/1/1999-8/31/2003. \$1,500,000. R. Kraut, S. Fussell, S. Brennan, J. Siegel & J. Yang (Co-PIs). National Science Foundation IIS-9980013.
24. TV, Telephones and the Internet: The impact of residential information R. Kraut, S. Kiesler, T. Mudkhopadhyay & V. Helgeson, (Co-PIs) National Science Foundation, IIS-9900449
25. Markets for Attention. 11/1/1998-11/1/2000. \$160,000, Kraut, R., E., Morris, J. & Sunder, Shyam (Co-PIs). Intel Corporation.
26. The Development of Shared Mental Models and Group Performance. 12/1/1998-11/30/2002, \$420,000. R. Kraut, S. Fussell & F. J. Lerch (Co-PIs). National Science Foundation. ISS-9812123.
27. C-Space: Collaborative Information Management. 8/1/1996-7/31/1999. \$1,401,148. W. Scherlis & R. Kraut (Co-PIs). Advanced Research Projects Agency.
28. HomeNet: An Investigation into the Residential Internet. 9/1/1996-8/31/1999. \$722,980. R. Kraut, S. Kiesler, T. Mudkhopadhyay, & W. Scherlis (PI). National Science Foundation IRI-9408271.
29. HomeNet: A Field Trial of the Residential Electronic Services. 9/1/1994-12/31/1999. \$875,000. R. Kraut, S. Kiesler, T. Mudkhopadhyay, & W. Scherlis (Co-PIs). Industrial support from Apple Computer, AT&T Research, Bellcore, Bell Atlantic, Intel, Interval, Hewlett-Packard, The Markle Foundation, NPD Inc., US Postal Service, US West, and the Information Networking Institute at Carnegie Mellon University.
30. Market Structure and Business Uses of External Telecommunication Networks. 2/1/1995-1/31/1997. \$160,000. R. Kraut (PI) & S. Steinfield (Co-PI). National Science Foundation.
31. Technology and cooperative work. National Science Foundation. 2/88 (conference).
32. Nonverbal behavior in social interaction. National Science Foundation. R. Kraut (PI). 9/1/1979 - 2/28/1983.
33. Verbal and nonverbal cues to deception. National Institute of Health. R. Kraut (PI). 7/1/1977 - 2/29/1980.

### **Research Interests**

Social impact of computing and telecommunications; Online Communities; Computing and groups; Interpersonal communication; Social psychology of work; Person perception and impression management.

### Books

1. Kraut, R. E. and Resnick, P. with Kiesler, S., Burke, M., Chen, Y., Konstan, J., Ren., Y. & Riedl, J. (2012). *Building successful online communities: Evidence-based social design*. Cambridge MA: MIT Press.
2. Kraut, R. E., Brynin, M., and Kiesler, S. (Eds.) (2006). *Computers, phones, and the Internet: Domesticating information technology*. New York: Oxford University Press.
3. Committee on Telecommuting and Technology. (1994). *Research Recommendations to Facilitate Distributed Work*. Washington, DC: National Academy Press.
4. Turner, J. & Kraut, R. E. (Eds.). (1992). *Sharing Perspectives: Proceedings of the Conference on Computer-Supported Cooperative Work*. NY: Association of Computing Machinery.
5. Galegher, J., Kraut, R. E., & Egido, C. (Eds.) (1990) *Intellectual Teamwork: Social and Technological Bases for Cooperative Work*. Hillsdale, NJ: Lawrence Erlbaum Associates.
6. Kraut, R. E. (Ed.). (1987) *Technology and the Transformation of White-Collar Work*. Hillsdale, NJ: Lawrence Erlbaum Associates.
7. Hartmann, H., Kraut, R. E., & Tilly, L. (1986). *Computer Chips and Paper Clips: Technology and Women's Employment*. Washington, DC: National Academy Press.

### Research Articles and Chapters

1. Diyi Yang, A. H., Robert Kraut and Eduard Hovy. (2016). Edit Categories and Editor Role Identification in Wikipedia. In N. Calzolari, K. Choukri, T. Declerck, S. Goggi, M. Grobelnik, B. Maegaard, J. Mariani, H. Mazo, A. Moreno, J. Odijk & S. Piperidis. (Eds.), *Proceedings of the Tenth International Conference on Language Resources and Evaluation (LREC 2016)* (pp. 23-28). Paris, France: European Language Resources Association (ELRA).
2. Yang, D., Halfaker, A., Kraut, R., & Hovy, E. (2016). Who Did What: Editor Role Identification in Wikipedia *Proceedings ICWSM: Internation AAAI Conference on Weblogs and Social Media*. Palo Alto, CA: Association for the Advancement of Artificial Intelligence. **Best paper honorable mention.**
3. Lykourantzou, I., Dow, S., & Kraut, R. E. (2017). Team dating leads to better online ad hoc collaborations *CSCW'17: Proceedings of the ACM Conference on Computer-Supported Cooperative Work and Social Media*. New York, NY: ACM Press.
4. Seering, J., Kraut, R. E., & Dabbish, L. (2017). Shaping pro and anti-social behavior on Twitch through moderation and example-setting *CSCW'17: Proceedings of the ACM Conference on Computer-Supported Cooperative Work and Social Media*. . New York, NY : ACM Press. **Best paper honorable mention.**
5. Yang, D., M., L. J., & Kraut, R. E. (2017). Commitment of newcomers and old-timers to online health support communities. *CHI'17: Proceedings of the ACM Conference on Computer-Human Interaction*. NY, NY: Association for Computing Machinery.

6. Burke, M., & Kraut, R. E. (2016). The relationship between Facebook use and well-being depends on communication type and tie strength. *Journal of Computer-Mediated Communication*, 21(4).
7. Kasunic, A., Hammer, J., Kraut, R., Massimi, M., & Ogan, A. (2016). A Preliminary Look at MOOC-associated Facebook Groups: Prevalence, Geographic Representation, and Homophily *L@S '16: Proceedings of the Third (2016) ACM Conference on Learning @ Scale* (pp. 205-208). New York, NY: ACM Press.
8. Kim, S. H., Mukhopadhyay, T., & Kraut, R. E. (2016). When does repository KMS use lift performance? The role of alternative knowledge sources and task environments. *MIS Quarterly*, 40(1), 133-156.
9. Lykourantzou, I., Wang, S., Kraut, R. E., & Dow, S. P. (2016). Team dating: A self-organized team formation strategy for collaborative crowdsourcing *CHI'16 Extended Abstracts: Proceedings of the CHI Conference on Human Factors in Computing Systems*. NY: ACM Press.
10. Wang, Y.-C., Burke, M., & Kraut, R. E. (2016). Modeling self-disclosure in social networking sites. *CSCW'16: Proceedings of the ACM Conference on Computer-Supported Cooperative Work and Social Computing*. NY: ACM Press.
11. Wang, Y.-C., Hinsberger, H., & Kraut, R. E. (2016). Does saying this make me look good? How posters and outsiders evaluate Facebook updates. *CHI'16: Proceedings of the ACM Conference on Computer-Human Interaction*. NY: ACM Press.
12. Yang, D., Halfaker, A., Kraut, R., & Hovy, E. (2016). Who Did What: Editor Role Identification in Wikipedia *Tenth International AAAI Conference on Web and Social Media (ICWSM-2016)* (pp. 446-455). Cologne, Germany: Association for the Advancement of Artificial Intelligence. **Best paper honorable mention.**
13. Yu, L., Kittur, A., & Kraut, R. E. (2016). Distributed analogical idea generation with multiple constraints. *CSCW'16: Proceedings of the ACM Conference on Computer-Supported Cooperative Work and Social Computing*. NY: ACM Press.
14. Yu, L., Kraut, R. E., & Kittur, A. (2016). Encouraging outside-the-box thinking in crowd innovation through identifying domains of expertise. *CSCW'16: Proceedings of the ACM Conference on Computer-Supported Cooperative Work and Social Computing*. NY: ACM Press.
15. Zhu, H., Das, S., Cao, Y., Yu, S., Kittur, A., & Kraut, R. E. (2016). A market in your social network: The effects of extrinsic rewards on friendsourcing and relationships *CHI'16: Proceedings of the ACM Conference on Computer-Human Interaction*. NY: ACM.
16. Zhu, H., Kraut, R. E., & Kittur, A. (2016). A contingency view of transferring and adapting best practices within online communities. *CSCW'16: Proceedings of the ACM Conference on Computer-Supported Cooperative Work and Social Computing*. NY: ACM Press. **Best paper honorable mention.**
17. Kraut, R. E., & Burke, M. (2015). Internet use and psychological well-being: Effects of activity and audience. *Communications of the ACM*, 58(12), 94-100.
18. Wang, Y.C., Kraut, R. E., & Levine, J. M. (2015). Eliciting and receiving online support: Using computer-aided content analysis to examine the dynamics of online Social Support. *Journal of Medical Internet Research*. 17 (4), e99.
19. Yang, D., Wen, M., Howley, I., Kraut, R. E., & Rose, C. (2015). Exploring the effect of confusion in discussion forums of massive open online courses *L@S '15 Proceedings of the ACM Conference on Learning @ Scale* (pp. 121-130 ). NY: ACM Press.

20. André, P., Kraut, R. E., & Kittur, A. (2014). Effects of simultaneous and sequential work structures on distributed collaborative interdependent task *CHI'14: Proceedings of the ACM Conference on Human Factors in Computing Systems*. NY: ACM.
21. Burke, M., & Kraut, R. E. (2014). Growing closer on Facebook: Changes in tie strength through social network site use. *CHI'14: Proceedings of the ACM Conference on Human Factors in Computing Systems*. NY: ACM. **Best paper.**
22. Kraut, R. E., & Fiore, A. T. (2014). The role of founders in building online groups *CSCW'14: Proceedings of the ACM Conference on Computer Supported Cooperative Work* (pp. 722-732). NY: ACM.
23. Ren, Y., & Kraut, R. E. (2014). Agent based modeling to inform design of multiuser systems. In J. Olson & W. Kellogg (Eds.), *Way of Knowing in HCI*.(pp 395-419).
24. Ren, Y., & Kraut, R. E. (2014). Agent-based modeling to inform online community design: Impact of topical breadth, message volume, and discussion moderation on member commitment and contribution. *Human-Computer Interaction*, 29, 351–389.
25. Shores, K., He, Y., Swanenburg, K., Kraut, R. E., & Riedl, J. (2014). The identification of deviance and its impact on retention in a multiplayer game *CSCW'14: Proceedings of the ACM Conference on Computer Supported Cooperative Work & Social Computing* (pp. 1356-1365). NY: ACM.
26. Tausczik, Y., Dabbish, L., & Kraut, R. E. (2014). Building loyalty to online communities through bond and identity-based attachment to sub-groups *CSCW'14: Proceedings of the ACM Conference on Computer Supported Cooperative Work* (pp. 46-157). NY: ACM.
27. Tausczik, Y., Kittur, A., & Kraut, R. E. (2014). Collaborative problem solving: A study of MathOverflow *CSCW'14: Proceedings of the ACM Conference on Computer Supported Cooperative Work* (pp. 355-367). NY: ACM.
28. Vlahovic, T., Wang, Y.-C., Kraut, R. E., & Levine, J. M. (2014). Support matching and satisfaction in an online breast cancer support community. *CHI'14: Proceedings of the ACM Conference on Human Factors in Computing Systems*. NY: ACM. **Best paper honorable mention.**
29. Yu, L., Kittur, A., & Kraut, R. E. (2014). Distributed analogical idea generation: Inventing with crowds. *CHI'14: Proceedings of the ACM Conference on Human Factors in Computing Systems*. (1245-1254). NY: ACM. **Best paper honorable mention.**
30. Yu, L., Kittur, A., & Kraut, R. E. (2014). Searching for analogical ideas with crowds. *CHI'14: Proceedings of the ACM Conference on Human Factors in Computing Systems* (1225-1234). NY: ACM.
31. Yu, L., Kittur, A., Kraut, R. E., & André, P. (2014). A comparison of social, learning, and financial strategies on crowd engagement and output quality *CSCW'14: Proceedings of the ACM Conference on Computer Supported Cooperative Work* (pp. 967-978). NY: ACM.
32. Zhu, H., Chen, J., Mathews, T. L., Pal, A., Badenes, H., & Kraut, R. E. (2014). Selecting an effective niche: An ecological view of the success of online communities *CHI'14: ACM Conference on human factors in computing systems*. NY: ACM.
33. Zhu, H., Dow, S., Kraut, R., & Kittur, A. (2014). Reviewing versus doing: Learning and performance in crowd assessment *CSCW'14: Proceedings of the ACM Conference on Computer Supported Cooperative Work* (pp. 1445-1455). NY: ACM.
34. Zhu, H., Kraut, R. E., & Kittur, A. (2014). The impact of membership overlap on the survival of online communities. *CHI'14: Proceedings of the ACM Conference on Human Factors in Computing Systems*. NY: ACM.

35. Burke, M., & Kraut, R. (2013). Using Facebook after losing a job: Differential benefits of strong and weak ties *CSCW'13: Proceedings of the Conference on Computer Supported Cooperative Work* (pp. 1419-1430). NY: ACM. **Best paper**
36. Farzan, R., & Kraut, R. E. (2013). Wikipedia classroom experiment: Bidirectional benefits of students' engagement in online production communities *CHI'13: Proceedings of the SIGCHI Conference on Human Factors in Computing Systems* (pp. 783-792). NY: ACM Press.
37. Wang, Y.-C., Burke, M., & Kraut, R. E. (2013). Gender, topic, and audience response: an analysis of user-generated content on facebook *CHI'13: Proceedings of the SIGCHI Conference on Human Factors in Computing Systems* (pp. 31-34). NY: ACM.
38. Zhu, H., Kraut, R. E., & Kittur, A. (2013). Effectiveness of Shared Leadership in Wikipedia. *Human Factors: The Journal of the Human Factors and Ergonomics Society*, 55(6), 1021-1043. **Winner of the 2013 Human Factors Prize.**
39. Zhu, H., Zhang, A., He, J., Kraut, R. E., & Kittur, A. (2013). Effects of peer feedback on contribution: a field experiment in Wikipedia *CHI'13: Proceedings of the SIGCHI Conference on Human Factors in Computing Systems* (pp. 2253-2262). New York: ACM. **Best paper honorable mention.**
40. Dabbish, L., & Kraut, R. E. (2012). Communication and commitment in an online game team. *CHI'12: Proceedings of the ACM Conference on Human Factors in Computing Systems*. NY: ACM.
41. Dabbish, L., Kraut, R. E., Farzan, R., & Postmes, T. (2012). Fresh Faces in the Crowd: Turnover, Identity, and Commitment in Online Groups. *CSCW'2012: Proceedings of the ACM Conference on Computer Supported Cooperative Work*. NY: ACM.
42. Farzan, R., Pal, A., Kraut, R. E., & Konstan, J. (2012). Socializing volunteers in an online community: A field experiment. *CSCW'2012: Proceedings of the ACM Conference on Computer Supported Cooperative Work*. NY: ACM.
43. Forte, A., Kittur, N., Larco, V., Zhu, H., Bruckman, A., & Kraut, R. E. (2012). Coordination and beyond: Social functions of groups in open content production *CSCW'12: Proceedings of the ACM Conference on Computer Supported Cooperative Work*. NY: ACM Press.
44. Gergle, D., Kraut, R. E., & Fussell, S. R. (2012). Using visual Information for grounding and awareness in collaborative tasks. *Human Computer Interaction*, 28(1), 1-39.
45. Kiesler, S., Kittur, A., Kraut, R. E., & Resnick, P. (2012). Regulating behavior in online communities. In R. E. Kraut & P. Resnick (Eds.), *Building successful online communities: Evidence-based social design*. (pp. 125-178). Cambridge MA: MIT Press.
46. Kittur, A., Khamkar, S., André, P., & Kraut, R. E. (2012). CrowdWeaver: Visually managing complex crowd work. *CSCW'12: Proceedings of the ACM Conference on Computer Supported Cooperative Work*. NY: ACM Press.
47. Koh, T. K., Fichman, M., & Kraut, R. E. (2012). Trust Across Borders: Buyer-Supplier Trust in Global Business-to-Business E-Commerce. *Journal of the Association for Information Systems*, 13(11), 886-922.
48. Kraut, R. E., & Resnick, P. (2012). Encouraging contributions to online communities. In R. E. Kraut & P. Resnick (Eds.), *Building successful online communities: Evidence-based social design* (pp. 21-76). Cambridge MA: MIT Press.
49. Kraut, R. E., Burke, M., Riedl, J., & Resnick, P. (2012). Dealing with Newcomers In R. E. Kraut & P. Resnick (Eds.), *Building successful online communities: Evidence-based social design*. (pp. 179-230). Cambridge MA: MIT Press.



50. Ren, Y., Harper, F. M., Drenner, S., Terveen, L., Kiesler, S., Riedl, J., & Kraut, R. E. (2012). Building member attachment in online communities: Applying theories of group identity and interpersonal bonds. *MIS Quarterly*, 36(3), 841-864.
51. Ren, Y., Kraut, R. E., Kiesler, S., & Resnick, P. (2012). Encouraging commitment in online communities. In R. E. Kraut & P. Resnick (Eds.), *Building successful online communities: Evidence-based social design* (pp. 77-124). Cambridge MA: MIT Press.
52. Resnick, P., Konstan, J., Chen, Y. & Kraut, R.E. (2012). Starting a new online community. In R. E. Kraut & P. Resnick (Eds.), *Building successful online communities: Evidence-based social design*. (pp. 231-280). Cambridge MA: MIT Press.
53. Wang, Y.-C., & Kraut, R. E. (2012). Twitter and the development of an audience: Those who stay on topic thrive! *CHI'12: Proceedings of the ACM Conference on Human Factors in Computer Systems*. NY: ACM.
54. Wang, Y.C., Kraut, R. E., & Levine, J. M. (2012). To Stay or Leave? The Relationship of Emotional and Informational Support to Commitment in Online Health Support Groups *CSCW'2012: Proceedings of the ACM Conference on Computer Supported Cooperative Work*. New York: ACM Press. **Best paper award.**
55. Zhu, H., Kraut, R. E., & Kittur, A. (2012). Effectiveness of shared leadership in online communities *CSCW'12: Proceedings of the ACM Conference on Computer-Supported Cooperative Work*. NY: ACM Press.
56. Zhu, H., Kraut, R. E., & Kittur, A. (2012). Organizing without formal organization: Group identification, goal setting and social modeling in directing online production *CSCW'12: Proceedings of the ACM Conference on Computer Supported Cooperative Work*. New York: ACM. **Best paper honorable mention**
57. Burke, M., Kraut, R. E., & Marlow, C. (2011). Social capital on Facebook: Differentiating uses and users. *CHI'2011: Proceedings of the ACM Conference on Human Factors in Computing Systems*. NY: ACM Press
58. Farzan, R., Dabbish, L., Kraut, R. E., & Postmes, T. (2011). Increasing commitment in online communities via building social attachment. *CSCW, 2011: Proceedings, ACM conference on computer-supported cooperative work*. New York: ACM Press.
59. Hsieh, G., Hudson, S. E., & Kraut, R. E. (2011). Donate for Credibility: How Contribution Incentives Can Improve Credibility *CHI'2011: Proceedings of the ACM Conference on Human Factors in Computing Systems*. New York: ACM Press.
60. Pal, A., Farzan, R., Konstan, J. A., & Kraut, R. E. (2011). Early detection of potential experts in question answering communities. *UMAP'11: Proceedings of the 19th International Conference on User Modeling, Adaption, and Personalization* (Vol. 6787/2011, pp. 231-242). Springer. **Best student paper**
61. Wainer, J., Dabbish, L., & Kraut, R. (2011). Should I open this email? Inbox-level cues, curiosity and attention to email *CHI'2011: Proceedings of the ACM conference on human factors in computing systems*. NY: ACM Press.
62. Zhu, H., Kraut, R. E., Kittur, A., & Wang, Y.-C. (2011). Identifying shared leadership in Wikipedia. *CHI'2011: Proceedings of the ACM Conference on Human Factors in Computing Systems* (pp. 3431-3434). New York: ACM.
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64. Burke, M., Kraut, R. E., & Joyce, E. (2010). Membership claims and requests: Some newcomer socialization strategies in online communities. *Small Group Research*, 4(1), 4-40. **Best article award.**
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My work has also been reported in the popular press, including *The New York Times*, *The Washington Post*, *USA Today*, *BusinessWeek*, *Time Magazine*, *Science News*, *Brills' Content*, *Omni*, *Psychology Today*, *Human Behavior* and the *National Enquirer*.

#### **Selected Non-Archival Conference Presentations and Draft Manuscripts**

1. Lee, M. K., Dilahun, T., Pendleton, B. Kraut, R. E. & Kiesler, S. (2009). Tailoring websites to increase contributions to online communities. *CHI EA '09: Proceedings of the 27th international conference extended abstracts on human factors in computing systems*. NY: ACM Press. P. 4003-4008.
2. Burke, M., & Kraut, R. E. (2008). Mind your p's and q's: When politeness helps and hurts in online communities. In *CHI '08 extended abstracts on human factors in computing systems* (pp. 3195-3200). New York: ACM press.
3. Burke, M., & Kraut, R. E. (2008). Taking up the mop: Identifying future Wikipedia administrators. In *CHI '08 extended abstracts on human factors in computing systems* (pp. 3441-3446). New York: ACM Press.
4. Espinosa, J. A., Kraut, R. E., Slaughter, S. A., Lerch, J. F., Herbsleb, J. D., & Mockus, A. (2002, December). *Shared Mental Models, Familiarity and Coordination: A Multi-Method Study of Distributed Software Teams*. Paper presented at the International Conference on Information Systems, Barcelona, Spain.
5. Espinosa, J. A., Carley, K. M., Kraut, R. E., Lerch, F. J., & Fussell, S. R. (2002, August 27). *The Effect of Task Knowledge Similarity and Distribution on Asynchronous Team Coordination and Performance: Empirical Evidence from Decision Teams*. Paper presented at the Cognitive Research (CORE) Workshop, International Conference on Information Systems, Barcelona, Spain.

6. Christ, Mario, Krishnan, Ramayya, Nagin, Daniel Kraut, Robert E. Günther, Oliver. (2001). Trajectories of Individual WWW Usage: Implications for Electronic Commerce. Papers presented at the 2001 Hawaii International Conference on System Sciences. Maui, Hawaii.
7. Boneva, B. S. , Kraut, R. E. ., Kiesler, S. B, and. Helgeson, Vicki S. (2000, May) Predicting the Desire to Relocate: Why People Want to Move in the Age of the Internet. Paper presented at the Annual meeting of the Society for the Psychological Study of Social Issues.
8. Cummings, J. N & Kraut, R. E. (2000, April 13-16) Network stability, social involvement, and psychological well-being: International Sunbelt Social Network Conference (20th Annual),. Vancouver, Canada
9. Cummings, J. & Kraut, R. (1999, June). Weakening of ties? Internet use and psychological closeness in social networks. Paper presented at the annual conference of the American Psychological Society, Denver, Colorado, June 6, 1999
10. Fussell, S. R., Kraut, R. E., & Lerch, F. J. (1999, June). Team coordination and performance: Shared mental representations of team goals. Invited address presented at the Symposium on Information Sharing in Work Groups (Richard Moreland & Linda Argote, Co-Chairs) at the annual conference of the American Psychological Society, Denver, Colorado, June 6, 1999
11. Kraut, R. E., Fussell, S. R., & Lerch, F. J. (1999, April 30). Shared mental models in work groups: A controlled field study. Paper presented at the annual meeting, Society of Industrial and Organizational Psychologists, Atlanta GA.
12. Plummer, A., Butler, B., Hoag, A., Kraut, R. & Steinfield, C. (1996, May 23-27). Factors influencing the use of intercompany networks for processing transactions. The 46th Annual Conference of the International Communication Association (ICA), Chicago, Illinois, . (Presenter: A. Plummer.)
13. Kraut, R. E., Network-based human-computer interaction. In J. Foley (Ed.) *Human-Computer Interaction Technologies in Japan*. Baltimore, Maryland: Japanese Technology Evaluation Center, Loyola College.
14. Kraut, R. E. & Steinfield, C. (1994) The Effect of Networks on Buyer-Seller Relationships: Implications for the National Information Infrastructure. *Proceedings, Telecommunications Policy Research Conference*. Solomons, Maryland.
15. Kraut, R. E. (August, 1989). Technology and work. Invited talk, Annual meeting of the American Psychological Association, New Orleans.

### **Book Reviews and Comments**

- Kraut, R. E. (1994). Demassification and community: Lessons from the telephone. Comments on Brown and Duguid's *The Border in Technological Design*, *Human-Computer Interaction*.
- Kraut, R. E., (1981). (A review of R. Rosenthal (Ed.), *Skill in nonverbal communication: Individual differences.*), *Studies in Visual Communication*, 7, 81-83.
- Kraut, R. E. (1979). Facts about nonverbal behavior. (A review of M. La France & C. Mayo. *Moving Bodies: Nonverbal Communication in Social Relationships.*) *Contemporary Psychology*, 24, 71.
- Kraut, R. E. (1978). Evaluating labeling theories of deviance. (A review of R. V. Ericson. *Criminal Reactions: The Labeling Perspective and Young Offenders and Their Social Work.*) *Contemporary Psychology*, 23, 157-158.
- Kraut, R. E. (1975). The excitement of discord. (A review of W. Gamson & A. Modigliani (Eds.). *Conceptions of Social Life.*) *Contemporary Psychology*, 20, 519.

## PhD committees chaired

1. Zheng Yao (HCII)
2. Siyan Zhao (HCII, co-chair with Jason Hong)
3. Felicia Yang (HCII, co-chair with Aniket Kittur)
4. Diyi Yang (LTI, current, co-chair with Ed Hovy)
5. Tatiana Vlahovic (HCII, co-chair with Laura Dabbish, now at Facebook)
6. Yi-Chia Wang (PhD in LTI, 2015)
7. Haiyi Zhu (PhD in HCII, 2015, co-chair with Aniket Kittur, now at University of Minnesota)
8. Bo Reum Choi (PhD Business Administration, 2013. Now at Ulsan National Institute of Science and Technology, Korea)
9. Benjamin Collier (Ph.D. Business Administration, 2013, now at Carnegie Mellon University, Qatar )
10. Moira Burke (PhD in HCII, 2012, now at Facebook)
11. Gary Hsieh ((PhD in HCII, 2010, co-chair with Scott Hudson, now at University of Washington)
12. Seung Hyun Kim (PhD in Industrial Administration, 2008, co-chair with Tridas Mukhopadhyay, now at National University of Singapore)
13. Irina Shklovski (PhD in HCI, 2007, now at IT University of Copenhagen)
14. Laura Dabbish (PhD in HCI, 2006, now at Carnegie Mellon University)
15. Darren Gergle (PhD in HCI, 2006, now at Northwestern University)
16. Fleming Seay (PhD in HCI, 2006, now at Dell Computer and University of Texas, Austin)
17. Nancy Deng (PhD in Information System, 2006, now at California State University)
18. Alberto Espinosa (PhD in Information System, 2001, now at American University)
19. Jonathon Cummings (PhD in Organizational Science, 2001, co-chair with Sara Kiesler, now at Duke University)
20. Brian Butler (PhD in Information System, 1999 (co-chair with Kathleen Carley, now at University of Maryland)

## Professional Memberships and Activities

American Psychological Society, American Psychological Association, Association for Computing Machinery

Reviewer for *Communications of the ACM*, *ACM Transactions on Information Systems*, *Journal of Personality and Social Psychology*, *Social Psychology Quarterly*, *Journal of Communication*, *Journal of Experimental Social Psychology*, *Journal of Applied Psychology*, *Management Science*, *Organizational Science*, *Information Systems Research*, *Journal of Computer-Mediated Communication*, *Developmental Psychology*, the National Science Foundation, and the National Institutes of Health.