July 2023

LARA Z. KHANSA

Interim Associate Dean for Research and Faculty Affairs
Sonny Merryman Professor, Pamplin College of Business, Virginia Tech

EDUCATION

Ph.D., University of Wisconsin, Madison, Operations & Information Management, 2008.
M.B.A., University of Wisconsin, Madison, Finance & Investment Banking, 2003
M.S., University of Wisconsin, Madison, Electrical & Computer Engineering, 2000
B.S., American University of Beirut, Computer & Communications Engineering (with Distinction), 1998

ACADEMIC POSITIONS

Sonny Merryman Professor of Business Information Technology, Virginia Tech, 2020-present
Professor of Business Information Technology, Virginia Tech, 2019-present
Associate Professor of Business Information Technology (with tenure), Virginia Tech, 2013 - 19
Assistant Professor of Business Information Technology, Virginia Tech, 2008 - 13
Morgridge Distinguished Graduate Fellow, Wisconsin School of Business, UW, Madison, 2005 - 08
Graduate Instructor, Wisconsin School of Business, University of Wisconsin, Madison, 2003 - 08
Graduate Teaching Assistant, Wisconsin School of Business, University of Wisconsin, Madison, 2002 - 03
Graduate Teaching Assistant, College of Engineering, University of Wisconsin, Madison, 1998 - 2000

ADMINISTRATIVE APPOINTMENTS

2023 - Present
Interim Associate Dean for Research and Faculty Affairs, Pamplin College of Business, Virginia Tech

As the Associate Dean for Research and Faculty Affairs, my role involves overseeing processes and developing programs for the faculty of Pamplin and the Pamplin Doctoral programs. One notable accomplishment is leading the successful AACSB accreditation for Pamplin in 2023. In addition to that, my leadership encompasses a range of activities, including:

- Developing the college's strategic and other plans, such as accreditation. Implementing those elements involving faculty activity and performance. This includes benchmarking peer and aspirant schools, and monitoring progress in those areas through a systematic process.
- Developing, implementing, and managing programs to support faculty research activities, including sponsored research, summer research grants, and the faculty research leave (sabbatical) program.
- Providing insight and support of the faculty evaluation processes, including the faculty activity reporting system, college promotion and tenure procedures, administrative review procedures and the College's ongoing response to the faculty climate (COACHE) survey.
- Assigning faculty and students to various college and university committees and commissions.
- Serving as an information resource with respect to university and college policies and procedures relating to faculty and research (including sponsored research, intellectual property, conflict of interest, etc.) Assuring the Graduate Catalog is updated and accurate.
- Representing the College in the Council of Associate Research Deans and Associate Deans for Graduate Study (CARS/CAGS) and other University Committees as requested.

- Working with Pamplin's communication team to promote high quality research programs in Pamplin to the public and university.
- Supporting the College's doctoral programs and monitoring their outcomes and developing new graduate programs and other specialized graduate programs related to the College's strategic foci.
- Leading enrollment management

2017 – 2023 (6 years)
Associate Dean for Undergraduate Programs, Pamplin College of Business, Virginia Tech

As the Associate Dean for Undergraduate Programs in Pamplin, I provide leadership and direction to the academics of undergraduate education and undergraduate services including academic advising, student recruitment, student success, career services, and international business programs. I lead daily functions associated with Pamplin's Undergraduate Programs office and manage existing operations with input from the Undergraduate Programs team, academic departments, Pamplin's Academic Committee members, the university, alumni, and other groups. In addition, representing Pamplin at various events and meetings, including at university-wide alumni events and fundraising functions, has constituted a significant part of my responsibilities.

Over the past six years, I have led undergraduate programs with impressive results. I personally put effort into this responsibility, and I also work through my team and through collaboration with others. During my tenure as Associate Dean, Pamplin's reputation has improved tremendously, including with national rankings for specialties, majors, and the overall college. Pamplin has seen more applicants and enrolled students than ever, and the demographic of the class continues to show increased diversity including more underrepresented minority students, underserved students, and more out-of-state students. Placement for the 2020 and 2021 grads was very high—remarkable, despite a challenging job market as we have suffered through the pandemic. In addition, advising satisfaction reached a highest level of 92%. Below are some of my major accomplishments in this role.

- Promoted a sense of shared mission among my faculty and staff (25 in total). This effort included a reorganization of Pamplin's Undergraduate Programs during which I assigned the most productive team members to accountable leadership roles and hired and promoted people to better align with opportunities as they presented themselves. This resulted in greater student satisfaction.
- Led the re-organization of Pamplin's undergraduate business curriculum so that more business courses are scheduled during the first two years of students' degrees. This has helped improve Pamplin's student experience and placement opportunities, thus achieving the best career placement ever for Pamplin—Placement rate reached 93% and median starting salary exceeded $60,000.
- Developed an enrollment/resource prediction model that has helped prepare for rapid changes in enrollment targets and processes during the university's enrollment management transition in 2017. This prediction enrollment model analyzed enrollment in each class that Pamplin offers over a multiyear horizon and proved particularly useful in predicting near term imbalances between demand and seat capacity.
- Spearheaded fundamental improvements in Pamplin students' success and retention through effecting a multiyear equitable freshman merit scholarship model that has allowed recruiting and retaining a diverse and highly qualified entering freshman class. This has enabled better use of scholarship funds and improved the scholarship awarding process, resulting in significant measurable improvements. These improvements include the size and demographics of Pamplin's incoming class of freshmen and other new students, and significant increases in yield, and student success and retention. During my tenure as associate dean, Pamplin's freshman to sophomore retention rate reached 95%—the highest of all colleges at the university.

- Streamlined the Office of International Programs in Pamplin. This has resulted in significant improvements in the quality of Pamplin's study abroad programs and has enabled establishing institutional level partnerships such as the partnership between Virginia Tech and the School of Economics and Management at Xidian University (XDU) in Xi'an, China. This VT-XDU partnership will not only provide a sustainable increase in student enrollment and increase the geographical and disciplinary diversity of the Pamplin student body, but it will also contribute to training future leaders to work cooperatively and lead world-class entrepreneurial ventures.
- Co-led the design and launch of *Impact*, a new Data Analytics Living Learning Community, in collaboration with the College of Science and Student Affairs' Living Learning Programs.
- Collected and analyzed data around assurance of learning and other key performance indicators, including student satisfaction, student success and retention, and student career placement, that were critical to Pamplin's AACSB accreditation visit in 2018. My efforts were important in making our case for the extension of AACSB accreditation as well as achieving more understanding of some of Pamplin's national rankings.
- Enabled the integration of the Real Estate Program into Pamplin including curriculum, recruiting, career services, and Pamplin committees and events. My efforts made integrating the program go smoothly despite differences in academic requirements, structures, and cultures.
- Brought together and mentored new student groups, such as the Deans Advisory Board of Students (DABS). DABS was developed with the goal of creating a more inclusive and accommodating environment in Pamplin so that students can reach their full potential. I have led the implementation of key recommendations and improvements suggested by DABS.
- Achieved tremendous success engaging with Pamplin alumni and donors, including the Pamplin Advisory Council and the Pamplin Student Engagement Committee. This effort included giving presentations to donors during high-impact events such as the Ut Prosim Society Weekend, the Virginia Tech Alumni Reunion Weekend, and Pamplin's Engagement Summit among many others.

2017
Director of Honors Development, Pamplin College of Business, Virginia Tech

- Represented the Pamplin College of Business on the working group charged with developing the framework of the pilot Honors Technology/Business/Design curriculum. I served as one of the core faculty who designed this new curriculum and presented the concept to David Calhoun '79, President and Chief Executive Officer of the Boeing Company. The resulting Calhoun Honors Discovery Program (CHDP) combines disciplinary education with transdisciplinary breadth enabling a more holistic discovery process for students. The CHDP was made possible thanks in part to Mr. Calhoun's exceptional gift.

INDUSTRY EXPERIENCE

Software Design Engineer, Global Software Platform, GE Medical Systems, 2000 - 02

POSITIONS IN ACADEMIC AND PROFESSIONAL ORGANIZATIONS

Vice President of Finance, Southeast Decision Sciences Institute (SE DSI), 2014 - 16

MEMBERSHIP IN ACADEMIC AND PROFESSIONAL ORGANIZATIONS

United States Government Accountability Office (GAO) Educators Advisory Panel, 2019-present

The Association to Advance Collegiate Schools of Business (AACSB), 2019-present
Institute for Operations Research and the Management Sciences (INFORMS), 2012-present
Decision Sciences Institute (DSI), 2012-present
Association for Information Systems (AIS), 2012-present
Institute of Electrical and Electronics Engineers (IEEE), 1998-2003

RESEARCH AND COURSE DEVELOPMENT GRANTS

- Two-time recipient of Virginia Tech's competitive National Distinction raise for research excellence, 2016, 2021.

- "Prominence and Engagement: Different Mechanisms Regulating Continuance and Contribution in Online Communities" Pamplin Summer Research Grant, Pamplin College of Business, Virginia Tech, 2020 (duty: co-principal investigator).

- "Emergency Department Resilience to Disaster Level Overcrowding: A Component Resilience Framework for Analysis and Predictive Modeling" Pamplin Summer Research Grant, Pamplin College of Business, Virginia Tech, 2020 (duty: co-principal investigator).

- "Active Community Participation and Crowdworking Turnover: A Longitudinal Model and Empirical Test of Four Mechanisms " Pamplin Summer Research Grant, Pamplin College of Business, Virginia Tech, 2020 (duty: co-principal investigator).

- "To Cyberloaf or Not to Cyberloaf: The Impact of the Announcement of Formal Organizational Controls" Pamplin Summer Research Grant, Pamplin College of Business, Virginia Tech, 2017 (duty: co-principal investigator).

- "Proposing a Two-Wave Model of Crowdworking Behavior" Best Research Proposal Award Grant, Center for Business Analytics, Pamplin College of Business, Virginia Tech, 2016 (duty: sole investigator).
- "Development of a Healthcare Database Management Course for Distance Learning" Technology-Enhanced Learning and Online Strategies Grant, Virginia Tech, 2016, (duty: sole investigator).

- "Design of a Healthcare Information Technology Course for Distance Learning" Technology-Enhanced Learning and Online Strategies Grant, Virginia Tech, 2016, (duty: sole investigator).

- "Understanding Members' Active Participation in Online Question-and-Answer Communities: A Theory and Empirical Analysis" Pamplin Summer Research Grant, Pamplin College of Business, Virginia Tech, 2014 (duty: co-principal investigator).

- "Investigating the Impact of Confirmation Bias on Online Book Sales: Evidence from Amazon.com" Best Research Proposal Award Grant, Center for Business Analytics, Pamplin College of Business, Virginia Tech, 2014 (duty: sole investigator).

- "Impact of Prior Reviews on the Subsequent Review Process in Reputation Systems" Pamplin Summer Research Grant, Pamplin College of Business, Virginia Tech, 2013 (duty: co-principal investigator).

- "Development of a Healthcare Database Management Course for Distance Learning" Technology-Enhanced Learning and Online Strategies Grant, Virginia Tech, 2011 (duty: sole investigator).

ACADEMIC AND PROFESSIONAL HONORS AND AWARDS

Awards

- Mastery of Online Teaching certificate for outstanding course development and online teaching, Technology-Enhanced Learning and Online Strategies, 2017.

- Quality Matters certifications for online course development and teaching, 2012, 2016, 2017

- Morgridge Distinguished Graduate Fellowship given to top PhD candidate, Wisconsin School of Business, University of Wisconsin, Madison, 2006 - 2008.

- Wisconsin Vilas Fellowship, University of Wisconsin, Madison, 2007

- Wisconsin School of Business MBA scholarships given to top entering MBA candidate (GMAT: 97% among other distinguished credentials), University of Wisconsin, Madison, 2002 and 2003

- Hariri Foundation Fellowship – Covering all tuition, school expenses, and health insurance for 4 years of undergraduate engineering studies – American University of Beirut, Beirut, Lebanon, 1994 – 1998.

Honors

- Finalist, International Search for the Dean of the Pamplin College of Business, 2022
  - Only internal candidate selected out of several who applied

- Invited speaker at the Ut Prosim Society Weekend, Virginia Tech, 2019
  - Presented "*Free Data Can Make You Richer*," Ut Prosim Society Weekend, Virginia Tech, Blacksburg, VA, 2019.

- Invited speaker at the Virginia Tech Alumni Reunion Weekend, Virginia Tech, 2019.
  - Presented "*Free Data Can Make You Richer*," Virginia Tech Alumni Reunion Weekend, Virginia Tech, Blacksburg, VA, 2019.

- Invited speaker at the Pamplin Engagement Summit 2019, Virginia Tech, 2019.
  - Presented "*Funding and Research in Pamplin*," Pamplin Engagement Summit 2019, Roanoke, VA, 2019.

- Invited speaker at the Southern Business Administration Association (SBAA) Summer Educators' Workshop, 2019.
  - Co-presented "A*gility and Vision for Rapid Lasting Change in Business and Business Schools*," Southern Business Administration Association (SBAA) Summer Educators' Workshop, Myrtle Beach, SC, 2019.

- Serving as a Calhoun Honors Discovery Program affiliated faculty. Responsibilities include supporting the development and delivery of program course modules around transdisciplinary education in collaborative technology innovation for societal impact, 2017 - present.

- Invited to serve on the University Honors College Faculty Working Group for envisioning the new Honors College curriculum 2023 and beyond, 2017 - 19.

- Invited to serve on the Steering Committee and the Strategic Planning Advisory Committee, as well as a co-chair of the Metrics and Rankings subcommittee during the 2018-2019 Virginia Tech strategic planning effort. Responsibilities included collaborating with key Virginia Tech-affiliated entities, including faculty, staff, students, alumni, partners and employers, to help develop The Virginia Tech Difference-Advancing beyond Boundaries strategic plan. This collaborative effort affirmed the university's vision, mission, strategic planning timeline and priorities, and goals and corresponding milestones, 2018 - 19.

- Invited to serve as the co-chair of the Discovering New Funding Models thematic area and on the Steering Committee of the Envisioning Virginia Tech-Beyond Boundaries Initiative to advance VT as a global land-grant leader, 2015 - 2016.

- Two-time invited speaker at the Business Information Technology Advisory Board Meeting, 2015 - 16.
  - Presented "*The Duality of the Human Mind: Intuition and Rationality*," Advisory Board Meeting, Department of Business Information Technology Pamplin College of Business, Blacksburg, VA, 2016.
  - Presented "*Investigating the Impact of Author Popularity on Online Book Sales*," Advisory Board Meeting, Department of Business Information Technology Pamplin College of Business, Mclean, VA, 2015.

- Invited speaker at the 2nd Annual OSEHRA Summit & Workshop, Bethesda, Maryland, 2013.

- Presented "*Best Practices in the Cloud-Based Open Source EHR*," 2nd Annual OSEHRA Summit & Workshop, Bethesda, Maryland, 2013.

- Invitee, Doctoral Consortium, 28th International Conference on Information Systems, Montreal, Canada, 2007.

- Invitee, 6th Big-Ten Information Systems Research Symposium, Purdue University, West Lafayette, IN, May 2007.
- International Honor Society Beta Gamma Sigma, University of Wisconsin, Madison, 2003-present

RESEARCH AND PUBLICATIONS

My research expertise emanates from my fascination with and personal affinity for technology as it relates to people, especially in the contexts of the humanities, behavioral sciences, and health sciences. These fields are seamlessly linked through my multidisciplinary education and industry experience. I am intrigued by how linkages between data science and technology can enhance and improve the quality of human life and society. My work as an information systems researcher lies where knowledge of technological artifacts and knowledge of human behavior and real-world social ecosystems meet.

I have made significant contributions to human-computer interaction (HCI) research, which is a broad behavioral field that spans a spectrum of disciplines and contexts. HCI research rests on the principle that specific social and environmental technological contexts drive user behavior. My HCI research has been focused on developing theories concerned with the construction and analysis of technological artifacts. These theories link the technological and social worlds and help to explain and understand their complex interactions. Like my investigation of HCI that focuses on the relationship between people, technology, and organizations, my second main research focus, healthcare analytics, centers on harnessing technology to improve the human condition. As an application-oriented interdisciplinary research area, healthcare analytics unites the standalone

disciplines of data science and healthcare and takes a multifaceted approach toward broader sociotechnical, socioeconomic, and policy-related issues.

Principal Research Areas

Human-computer interaction: My contributions in the HCI area of research are defined by investigation into practical problems, nuanced contextualization, and application of numerous interdisciplinary theories (i.e., psychology, sociology, social learning theory, and labor economics). Online communities are my first area of focus within the context of the broader HCI literature. My online community research has been motivated by the difficulties that online communities face in energizing and sustaining their members' participation. These problems directly inspire my behavioral research into the motives behind participation and the mechanisms available to increase it. My second HCI focus area is driven by my curiosity around the subject of seemingly irrational decision making within the privacy and security domains. My work in this area is differentiated by my methodological rigor and my usage of longitudinal surveys or experimental designs to collect real data and measure actual behavior rather than behavioral intentions. This is especially important given that people tend to conceal their true intentions to commit deviant acts, including those related to technology misuse. I have also investigated the exceedingly challenging problem of phishing attacks. I drew on social cognitive theory to propose a theoretical explanation for a learning process that is successively influenced by actual experience with previous phishing messages (i.e., experiences) and educational campaigns (i.e., external stimuli). Moreover, in the organizational context, I have explored employee cyberloafing, or nonwork-related computing during business hours. This was the first research of its kind into how employees' perceptions and behaviors change after announcement of formal controls.

Healthcare analytics: My healthcare analytics research is the result of collaboration with medical professionals in Carilion Clinic in Roanoke, VA and in the University of Virginia's hospital in Charlottesville, VA, as well as with surgeons in the Department of Plastic Surgery at the Ohio State University Wexner Medical Center in Columbus. In this research, I collected and analyzed real healthcare data and proposed solutions to real problems, such as ways to reduce postoperative complications, made recommendations for more equitable healthcare, and suggested how to avoid and remedy musculoskeletal injuries in surgeons. Not only does my healthcare analytics work make numerous contributions to the medical profession, but it also has policy implications related to access to healthcare. For example, I evaluated the short- to intermediate-term effects of the Affordable Care Act on payer distribution and reimbursement rate for maxillofacial trauma surgery and hand surgery, both of which have had the lowest reimbursement rates and the highest rates of uninsured. I have also researched healthcare operations management (e.g., resilience of hospitals' emergency operations). I modelled the resilience of healthcare ecosystems in the face of rapid surges in patients that can cause delays detrimental to patient health and satisfaction. To define and predict disaster-level overcrowding, I examined the performance of the Carilion Clinic's emergency department across 13 disaster-level events and evaluated the factors behind their separate impacts on surges in patients.

Refereed Journal Articles

Note: * indicates corresponding author; underscore indicates student collaborator (when significant portion of research was conducted)

Kwak, D-H, S. Lee, X. Ma, J. Lee, L. Khansa, A. Brandyberry (2021), "Announcement of Formal Controls as Phase-Shifting Perceptions: Their Determinants and Moderating Role in the Context of Mobile Loafing," Internet Research, accepted on 7/5/2021; https://www.emerald.com/insight/content/doi/10.1108/INTR-10-2020-0581/full/html

Kuem, J.*, S. Ray, P-F Hsu, and L. Khansa (2021), "Smartphone Addiction and Conflict: An Incentive-Sensitization Perspective of Addiction for Information Systems," European Journal of Information Systems,

30, 4, pp. 403-424 ('A' journal in BIT; one of 8 journals in the Senior Scholars' Basket of information systems journals; 5-year impact factor: 5.131); https://www.tandfonline.com/doi/abs/10.1080/0960085X.2020.1803154

Ma, X.*, J. Kuem, J. Hou, L. Khansa, and Z. Zhu (2020), "Are All Contributions Equal? Investigating the Role of Community Participation in Crowdwork," Decision Sciences, accepted on 7/6/2020 ('A' journal in BIT; 5-year impact factor: 3.000); https://onlinelibrary.wiley.com/doi/abs/10.1111/deci.12471

Kuem, J., L. Khansa*, and S.S. Kim (2020), "Prominence and Engagement: Different Mechanisms Regulating Continuance and Contribution in Online Communities," Journal of Management Information Systems, 37, 1, pp. 162-190 (elite publication in the Pamplin College of Business; Financial Times FT50; 5-year impact factor: 5.399); https://www.tandfonline.com/doi/abs/10.1080/07421222.2019.1705510

Davis, Z.*, C.W. Zobel, L. Khansa, and R. Glick (2019), "Emergency Department Resilience to Disaster Level Overcrowding: A Component Resilience Framework for Analysis and Predictive Modeling," Journal of Operations Management, accepted 2/5/2019 (UT Dallas list of journals; Elite publication in the Pamplin College of Business; 5-year impact factor: 10.064); https://onlinelibrary.wiley.com/doi/10.1002/joom.1017

Ma, X., L. Khansa*, and S.S. Kim (2018), "Active Community Participation and Crowdworking Turnover: A Longitudinal Model and Empirical Test of Four Mechanisms," Journal of Management Information Systems, 35, 4, pp. 1-34 (elite publication in the Pamplin College of Business; Financial Times FT50; 5-year impact factor: 5.399); This publication was ranked Top Ten for downloads in SSRN's eBusiness & eCommerce eJournal (July 20, 2018); https://doi.org/10.1080/07421222.2018.1523587

Khansa, I.*, Khansa, L., Westvik, T. S., Ahmad, J., Lista, F., & Janis, J. E. (2018). "Reply: An Intraoperative 3D Imaging System for Better Image Sharing and Protection of Reconstructive Surgeons' Neck," Plastic and Reconstructive Surgery, 142, 5, 812e-813e (5-year impact factor 3.798); https://doi.org/10.1097/PRS.0000000000004956

Khansa, I.*, R. Jefferson, L. Khansa, and J.E. Janis (2018), "Optimal Pain Control in Abdominal Wall Reconstruction," Plastic and Reconstructive Surgery, 142, 3S, pp. 142S-148S (5-year impact factor 3.798); https://doi.org/10.1097/PRS.0000000000004870

Wilson, K. and L. Khansa* (2018), "Migrating to Electronic Health Record Systems: A Comparative Study between the United States and the United Kingdom," Health Policy, 122, 11, pp. 1232-1239 (5-year impact factor 2.581); https://doi.org/10.1016/j.healthpol.2018.08.013

Dominiczak, J. and L. Khansa* (2018), "Principles of Automation for Patient Safety in Intensive Care: Learning From Aviation," Joint Commission Journal on Quality and Patient Safety, 44, 6, pp. 366-371; https://doi.org/10.1016/j.jcjq.2017.11.008

Khansa, I.*, L. Khansa, J. Meyerson, and J.E. Janis (2018), "Optimal Use of Surgical Drains: Evidence-Based Strategies," Plastic and Reconstructive Surgery, 141, 6, pp. 1542-1549 (5-year impact factor 3.798); https://doi.org/10.1097/PRS.0000000000004413

Khansa I., L. Khansa, G.D. Pearson, and Jain, S.A.* (2018), "Effects of the Affordable Care Act on Payer Mix and Physician Reimbursement in Hand Surgery," Journal of Hand Surgery, forthcoming (5-year impact factor 1.940); https://doi.org/10.1016/j.jhsa.2018.02.032

Khansa, I.*, L. Khansa, T.S. Westvik, J. Ahmad, F. Lista, and J.E. Janis (2018), "Work-Related Musculoskeletal Injuries in Plastic Surgeons in the United States, Canada and Norway," Plastic and

Reconstructive Surgery, 141, 1, pp. 165e – 175e (5-year impact factor 3.798); https://doi.org/10.1097/PRS.0000000000003961

Khansa, L., R. Barkhi*, S. Ray, and Z. Davis (2018), "Cyberloafing in the Workplace: Mitigation Tactics and their Impact on Individuals' Behavior," Information Technology and Management, forthcoming (5-year impact factor 1.805); https://doi.org/10.1007/s10799-017-0280-1

Casselman, J. , N. Onopa, and L. Khansa* (2017), "Wearable Healthcare: Lessons from the Past and A Peak into the Future," Telematics and Informatics, 34, 7, pp. 1011 – 1023 (5-year impact factor 3.500); https://doi.org/10.1016/j.tele.2017.04.011

Khansa, L.*, J. Kuem, S.S. Kim, and M. Siponen (2017), "To Cyberloaf or Not to Cyberloaf: The Impact of the Announcement of Formal Organizational Controls," Journal of Management Information Systems, 34, 1, pp. 141 – 176 (elite publication in the Pamplin College of Business; Financial Times FT50; 5-year impact factor: 5.399); https://doi.org/10.1080/07421222.2017.1297173

McWhorter, J., L. Brown, and L. Khansa* (2017), "A wearable health monitoring system for posttraumatic stress disorder," Biologically Inspired Cognitive Architectures, 22, pp. 44 – 50 (5-year impact factor 0.684); https://doi.org/10.1016/j.bica.2017.09.004

Davis, Z. and L. Khansa* (2016), "Evaluating the Epic electronic medical record system: A dichotomy in perspectives and recommendations," Health Policy and Technology, 5, 65 – 73 (5-year impact factor 1.112); https://doi.org/10.1016/j.hlpt.2015.10.004

Janis J.E.*, L. Khansa, and I. Khansa (2016), "Strategies for Postoperative Seroma Prevention: A Systematic Review," Plastic and Reconstructive Surgery, 138, 1, pp. 240 – 252 (5-year impact factor 3.798); https://doi.org/10.1097/PRS.0000000000002245

Khansa I.*, L. Khansa, and G.D. Pearson (2016), "Patient Satisfaction after Rhinoplasty: A Social Media Analysis," Aesthetic Surgery Journal, 36, 1, pp. 1 – 5 (5-year impact factor 2.824); https://doi.org/10.1093/asj/sjv095

Khansa, I.*, L. Khansa, and G.D. Pearson (2016), "Surgeon Reimbursements in Maxillofacial Trauma Surgery: Effect of the Affordable Care Act in Ohio," Plastic and Reconstructive Surgery, 137, 2, pp. 1 – 6 (5-year impact factor 3.798); https://doi.org/10.1097/01.prs.0000475772.91525.26

Khansa, L.*, Z. Davis, H. Davis, A. Chin, H. Irvine, L. Nichols, J. Lang, N. MacMichael (2016), "Health Information Technologies for Patients with Diabetes," Technology in Society, 44, pp. 1 – 9; https://doi.org/10.1016/j.techsoc.2015.11.001

Khansa, L.* (2015), "M&As and Market Value Creation in the Information Security Industry," Journal of Economics and Business, 82, pp. 113 – 134; https://doi.org/10.1016/j.jeconbus.2015.07.003

Khansa, L.*, X. Ma, D. Liginlal, and S.S. Kim (2015), "Understanding Members' Active Participation in Online Question-and-Answer Communities: A Theory and Empirical Analysis," Journal of Management Information Systems, 32, 2, pp. 162 – 203 (elite publication in the Pamplin College of Business; Financial Times FT50; 5-year impact factor: 5.399); https://doi.org/10.1080/07421222.2015.1063293

Ma, X. , L. Khansa*, Y. Deng, and S.S. Kim (2014), "Impact of Prior Reviews on the Subsequent Review Process in Reputation Systems," Journal of Management Information Systems, 30, 3, pp. 279 – 310 (elite

publication in the Pamplin College of Business; Financial Times FT50; 5-year impact factor: 5.399); https://doi.org/10.2753/MIS0742-1222300310

James, T.*, L. Khansa, D. Cook, O. Bruyaka, K.B. Keeling (2013), "Using Network-Based Text Analysis to Analyze Trends in Microsoft's Security Innovations," Computers & Security, 36, pp. 49 – 67 (5-year impact factor 2.862); https://doi.org/10.1016/j.cose.2013.02.004

Khansa, L.* and C.W. Zobel (2014), "Assessing Innovations in Cloud Security," Journal of Computer Information Systems, 54, 3, pp. 45 – 56 (5-year impact factor 1.665); https://doi.org/10.1080/08874417.2014.11645703

Zobel, C.W.* and L. Khansa (2014), "Characterizing Disaster Resilience," Computers & Operations Research, 42, pp. 83 – 94 (5-year impact factor 3.174); https://doi.org/10.1016/j.cor.2011.09.024

Sim, I., D. Liginlal, and L. Khansa* (2013), "Information Privacy Situation Awareness: Construct and Validation," Journal of Computer Information Systems, 53, 1, pp. 57 – 64 (5-year impact factor 1.665); https://www.tandfonline.com/doi/abs/10.1080/08874417.2012.11645597

Khansa, L.*, D. Cook, T. James, O. Bruyaka (2012), "Impact of HIPAA Provisions on the Stock Market Value of Healthcare Institutions, and Information Security and other Information Technology Firms," Computers & Security, 31, 6, pp. 750 – 770 (5-year impact factor 2.862); https://doi.org/10.1016/j.cose.2012.06.007

Khansa, L.*, J. Forcade, G. Nambari, S. Parasuraman, and P. Cox (2012), "Proposing an Intelligent Cloud-Based Electronic Health Record System," International Journal of Business Data Communications & Networking, 8, 3, pp. 57 – 71; https://doi.org/10.4018/jbdcn.2012070104

Khansa, L.* and D. Liginlal (2012), "Regulatory Influence and the Imperative of Innovation in Identity and Access Management," Information Resources Management Journal, 25, 3, pp. 78 – 97; https://doi.org/10.4018/irmj.2012070104

Khansa, L.* and D. Liginlal (2012), "Whither Information Security? Examining the Complementarities and Substitutive Effects among IT and Information Security Firms," International Journal of Information Management, 32, 3, pp. 271 – 281 (5-year impact factor 4.81); https://doi.org/10.1016/j.ijinfomgt.2011.11.015

Khansa, L.*, C.W. Zobel, and G. Goicochea (2012), "Creating a Taxonomy for Mobile Commerce Innovations using Social Network and Cluster Analyses," International Journal of Electronic Commerce, 16, 4, pp. 19 – 52 (5-year impact factor 5.101); https://doi.org/10.2753/JEC1086-4415160402

Liginlal, D.*, I. Sim, L. Khansa, and P. Fearn (2012), "HIPAA Privacy Rule Compliance: An Interpretive Study Using Norman's Action Theory," Computers & Security, 31, 2, pp. 206 – 220 (5-year impact factor 2.862); https://doi.org/10.1016/j.cose.2011.12.002

Zobel, C.W. and L. Khansa* (2012), "Quantifying Cyberinfrastructure Resilience against Multievent Attacks," Decision Sciences, 43, 4, pp. 687 – 710 ('A' journal in BIT; 5-year impact factor: 3.000); https://doi.org/10.1111/j.1540-5915.2012.00364.x

Khansa, L.* and D. Liginlal (2011), "Predicting Stock Market Returns from Malicious Attacks: A Comparative Analysis of Vector Autoregression and Time-Delayed Neural Networks," Decision Support Systems, 51, 4, pp. 745 – 759 (5-year impact factor 4.574); https://doi.org/10.1016/j.dss.2011.01.010

Kim, B.C.*, L. Khansa, and T. James (2011), "Individual Trust and Consumer Risk Perception," Journal of Information Privacy and Security, 7, 3, pp. 3 – 22; https://doi.org/10.1080/15536548.2011.10855915

James, T., L. Khansa*, D. Cook, and D. Liginlal (2011), "Technology and U.S. Politics," IEEE Technology and Society, 30, 1, pp. 20 – 27 (5-year impact factor 1.144); https://ieeexplore.ieee.org/document/5725606

Khansa, L.*, T. James, and D. Cook (2010), "Acceptance, Use, and Influence of Political Technologies among Youth Voters in the 2008 US Presidential Election," International Journal of E-Politics, 1, 4, pp. 1 – 21; https://doi.org/10.4018/jep.2010100101

Liginlal, D.*, L. Khansa, and S. Chia (2010), "Using Real Options Theory to Evaluate Strategic Investment Options for Mobile Content Delivery," International Journal of Business Data Communications & Networking, 6, 1, pp. 17 – 37; https://doi.org/10.4018/jbdcn.2010010102

Khansa, L.* and D. Liginlal (2009), "Quantifying the Benefits of Investing in Information Security," Communications of the ACM, 52, 11, pp. 113 – 117 (5-year impact factor 5.29); https://www.doi.org/10.1145/1592761.1592789

Khansa, L.* and D. Liginlal (2009), "Valuing the Flexibility of Investing in Security Process Innovations," European Journal of Operational Research, 192, 1, pp. 216 – 235 (5-year impact factor 3.960); https://doi.org/10.1016/j.ejor.2007.08.039

Liginlal, D.*, I. Sim, and L. Khansa (2009), "How Significant is Human Error as a Cause of Privacy Breaches? An Empirical Study and a Framework for Error Management," Computers & Security, 28 (3-4), pp. 215 – 228 (5-year impact factor 2.862); https://doi.org/10.1016/j.cose.2008.11.003

Manuscripts under Review in Refereed Journals

Zhang, Z., W. Wang*, L. Khansa, and S.S. Kim, "Actual Private Information Disclosure in Online Social Network Sites: A Reflective-Impulsive Model," under 3rd review in the Journal of AIS ('A' journal in BIT; one of 8 journals in the Senior Scholars' Basket of information systems journals; 5-year impact factor: 5.57).

Kuem, J.*, L. Khansa, S. Goel, S. Pan, "Generic or Specific Announcement? Three Experiments on the Effects of Antiphishing Campaigns," under review in the Journal of Information Technology ('A' journal in BIT; one of 8 journals in the Senior Scholars' Basket of information systems journals; 5-year impact factor: 5.15).

Conferences, Workshops, and Refereed Proceedings

Clarke, M., L. Khansa, R. Sumichrast (2019). "Agility and Vision for Rapid Lasting Change in Business and Business Schools," Southern Business Administration Association (SBAA) Summer Educators' Workshop, Myrtle Beach, SC.

Lee, S., A. Kwak, Y. Tu, X. Ma, and L. Khansa (2019). "Announcement of Formal Control as a Phase-Shifting Perception and Its Moderating Role in the Context of Mobile-Loafing," in *Proceedings. European Conference on Information Systems (ECIS)*, Stockholm, Sweden.

Zhang, Z., W. Wang, L. Khansa, and S.S. Kim (2018), "Actual Privacy Self-Disclosure on Online Social Network Sites: Reflective-Impulsive Model," in *Proceedings. European Conference on Information Systems (ECIS)*, Portsmouth, United Kingdom.

Davis, Z. , Q. Du, G.A. Wang, C.W. Zobel, and L. Khansa (2017), "Online Health Communities: The Impact

of Social Support on the Health State of People with Chronic Illness," in *Lecture Notes in Computer Science*, 10347, pp. 184 – 188, Hong Kong, China: Springer Verlag.

Davis, Z. , L. Khansa, and C.W. Zobel (2017), "Quantifying Resilience against Emergency Department Overcrowding,**"** *POMS 2017, 28th Annual Conference*, Seattle, WA, 5-8 May, 2017.

Ma, X., L. Khansa, and J. Hou, (2016), "Toward a Contextual Theory of Turn-Away Intention in Online Crowdworking," in *Proceedings of the Thirty Seventh International Conference on Information Systems*, Dublin, Ireland.

Khansa, I., L. Khansa, and G.D. Pearson, (2015), "Professional Reimbursements in Maxillofacial Trauma Surgery: Effect of the Affordable Care Act," Plastic and Reconstructive Surgery, 136, 4, pp. 138 – 139.

Kim, K., L. Khansa, and S.S. Kim (2015), "Does Rich Content Make Online Reviews Better? An Empirical Study Using Text Analysis," in *Proceedings of the 25th Workshop on Information Technologies and Systems*.

Khansa, L. (2013), "The Best Practices in the Cloud-Based Open Source EHR," in *Proceedings of the Second Annual OSEHRA Summit & Workshop*, Bethesda, MD.

Khansa, L. and D. Liginlal (2009), "Has Decreasing Innovation Hurt the Stock Price of Information Security Firms? A Time Series Analysis," in *Proceedings of the 15th Americas Conference on Information Systems (AMCIS 2009)*, San Francisco, CA, Paper 784.

Khansa, L. and D. Liginlal (2009), "Will the Information Security Industry Die? Applying Social Network Analysis to Study Industry Convergence," in *Proceedings of the 15th Americas Conference on Information Systems (AMCIS 2009)*, San Francisco, CA, Paper 523.

D. Liginlal and L. Khansa (2009), "Privacy and E-Authentication: The Dangers of Self-Disclosure in Social Networks," in *Proceedings of the Pre-ICIS WeB 2009 8th Workshop on E-Business: Exploring the grand challenges for next generation e-business*, Phoenix, AZ, pp. 166 – 176.

D. Liginlal, I. Sim, L. Khansa, and P. Fearn (2009), "Human Error in Healthcare Organizations: Causes and Management Strategies," in *Proceedings of the 15th Americas Conference on Information Systems (AMCIS 2009)*, San Francisco, CA, Paper 406.

Khansa, L. and D. Liginlal (2007), "Access Granted: The Imperative of Innovation and Standardization in Information Security," in *Proceedings of the IEEE International Conference on Engineering Management (IEMC 2007)*, Austin, TX, pp. 101 – 107.

Khansa, L. and D. Liginlal (2009), "The Influence of Regulations on Innovation in Information Security," in *Proceedings of the 13th Americas Conference on Information Systems (AMCIS 2007)*, Keystone, CO, Paper 180.

Khansa, L. (2007), "Information Security Economics: An Investigation of Demand-Driven Innovation and Market Value," in *Proceedings of the 13th Americas Conference on Information,* Keystone, CO.

Khansa, L. and D. Liginlal (2005), "Valuing Investments in Security Process Innovations," in *Proceedings of the International Conference on Operations Research Applications in Infrastructure Development*, Bangalore, India.

Refereed Book Chapters

Khansa, L., T. James, and D. Cook (2012), "Acceptance, Use, and Influence of Political Technologies among Youth Voters in the 2008 US Presidential Election," in Livermore, C. (ed.), *E-Politics and Organizational Implications of the Internet: Power, Influence and Social Change*, IGI Global, pp. 133 – 155.

Liginlal, D., L. Khansa, and S. Chia (2011), "Using Real Options Theory to Evaluate Strategic Investment Options for Mobile Content Delivery: A Case Study," in Saha, D., and V. Sridhar (eds.) *Next Generation Data Communication technologies: Emerging Trends*, Chapter 15, IGI Global, pp. 310 – 331.

Liginlal, D. and L. Khansa (2011), "Privacy and E-Authentication: The Dangers of Self-Disclosure in Social Networks," in Sharman, R., H.R. Raghav and T.S. Raghu (eds.) Exploring the *Grand Challenges for Next Generation E-Business*, *Lecture Notes in Business Information Processing,* 52, Springer-Verlag, pp. 166 – 176.

Liginlal, D., L. Khansa, and J. Landry (2010), "Collaboration and Compliance in Healthcare: A Threat Modeling Case Study," in Whitman, M. and Mattord, H. (eds.), *Readings & Cases in Information Security: Law & Ethics*, pp. 327 – 352.

Liginlal, D., L. Khansa, and J. Landry (2010), "Collaboration, Innovation, and Value Creation –The Case of Wikimedia's Emergence as the Center for Collaborative Content," in Becker, S.A. and R. Niebuhr (eds.), *Cases on Technology Innovation: Entrepreneurial Successes and Pitfalls*, IGI Global, pp. 193 – 208.

Invited Presentations

- "*Funding and Research in Pamplin*," Pamplin Engagement Summit 2019, Roanoke, VA, 2019.
- "*Recruiting, Retention, and Placement of Finance Major*s," Pamplin Engagement Summit 2019, Roanoke, VA, 2019.
- "*Free Data Can Make You Richer*," Ut Prosim Society Weekend, Virginia Tech, Blacksburg, VA, 2019; and Reunion Weekend, Virginia Tech, Blacksburg, VA, 2019.
- "*Agility and Vision for Rapid Lasting Change in Business and Business Schools*," Southern Business Administration Association (SBAA) Summer Educators' Workshop, Myrtle Beach, SC, 2019.
- "*The Duality of the Human Mind: Intuition and Rationality*," Advisory Board Meeting, Department of Business Information Technology Pamplin College of Business, Blacksburg, VA, 2016.
- "*Investigating the Impact of Author Popularity on Online Book Sales*," Advisory Board Meeting, Department of Business Information Technology Pamplin College of Business, Mclean, VA, 2015.
- "*Best Practices in the Cloud-Based Open Source EHR*," 2nd Annual OSEHRA Summit & Workshop, Bethesda, Maryland, 2013.
- "*Information Security Economics: An Investigation of Demand-Driven Innovation and Market Value*," Doctoral Consortium, 28th International Conference on Information Systems, Montreal, Canada, 2007.
- "*Information Security Economics: An Investigation of Demand-Driven Innovation and Market Value*," 6th Big-Ten Information Systems Research Symposium, Purdue University, West Lafayette, IN, 2007.

TEACHING

Courses Taught (Virginia Tech)

- ACIS 5574 – Healthcare Data Management (Graduate Level)
- BIT 5564 – Healthcare Information Technology (Graduate Level)
- BIT 7994 – Research and Dissertation (Graduate Level)
- BIT 5974 – Independent Study (Graduate Level)
- BIT 3464 - Enterprise Planning & Control Systems
- BIT 4474 - Global Operations & Information Technology
- BIT 2405 - Quantitative Methods I
- UH 4994H/16361 – Independent Study Honors
- UH 4994H/96084 – Independent Study Honors

Courses Taught (University of Wisconsin, Madison)

Wisconsin School of Business

- OIM 705 – Data Analysis & Decision Making (Graduate Level)
- IS 765 – Information Security (Graduate Level)
- Fin 330 – Fixed Income and Derivative Securities
- Fin 325 – Corporation Finance

The UW-Madison College of Engineering

- ECE 170 – Electric Circuits I
- ECE 315 – Microprocessor Analysis & Design
- CS/ECE 352 – Digital Systems Fundamentals

Curriculum Development

- Proposed and developed ACIS 5574 – Healthcare Data Management
  Healthcare Database Management is a graduate-level course that I developed in 2016-17. This course teaches the foundational knowledge related to healthcare data and process management. It emphasizes the importance of data quality to patient care and safety and provides students with hands-on skills to assess and improve the quality of healthcare processes. The course is especially timely and relevant amidst stricter healthcare regulations calling for better healthcare quality and outcomes, and improved patient safety. In this course, students will get the opportunity to use the systems development life cycle or SDLC approach to plan, design, and build a healthcare database management system from the ground up, starting from a real-life healthcare industry problem and culminating with the implementation of a small-scale healthcare database system. An important deliverable of this semester-long project is a detailed written report describing each project phase, and recommending ways to improve, optimize, and maintain the developed system.

- Proposed and developed BIT 5564 – Healthcare Information Technology
  Healthcare Information Technology is a graduate-level course that I originally developed in 2011-12 and redesigned in 2016-17. This course provides the foundation Healthcare Information Technology (HIT) component for the program. Stricter healthcare regulations calling for more readily access to high-quality medical care have required healthcare providers to migrate their patients' paper records to electronic health record (EHR) systems and adopt a myriad of innovative healthcare solutions. Because the HIT field is new

and constantly evolving, healthcare professionals who understand and know how to use EHR systems and related healthcare technologies are in high demand. In this class, the students will learn the various regulatory, technological, and socio-economic aspects of the health informatics field, and gain hands-on experience with an educational prototype of the Veterans Information Systems and Technology Architecture or VistA, an actual EHR system developed by the U.S. Department of Veterans Affairs. An important course deliverable is a semester-long project that culminates with a high-quality paper. I first developed the course in 2012 but redesigned it recently.

SERVICE AS RESEARCH ADVISOR AND ON GRADUATE STUDENT COMMITTEES

Doctoral

- Zachary Davis, Business Information Technology, chair, Virginia Tech, 2018
- Milad Baghersad, Business Information Technology, member, Virginia Tech, 2018
- Qianzhou Du, Business Information Technology, member, Virginia Tech, 2019
- Jungwon Kuem, Operations and Information Management, member, UW, Madison, 2018
- Xiao Ma, Operations and Information Management, member, UW, Madison, 2014

Other Graduate Research (MBA; MIT)

- Karen Wilson, Online Master of IT, research advisor, Virginia Tech, 2017-18
- Jason Dominiczak, Online Master of IT, research advisor, Virginia Tech, 2016-18
- James McWhorter, Online Master of IT, research advisor, Virginia Tech, 2016-17
- Lucas Brown, Online Master of IT, research advisor, Virginia Tech, 2016-17
- Jamin Casselman, Online Master of IT, research advisor, Virginia Tech, 2016-17
- Nicholas Onopa, Online Master of IT, research advisor, Virginia Tech, 2016-17
- Guillermo Goicochea, Master of Business Administration, research advisor, Virginia Tech, 2011-12
- Andrea Chin, Online Master of IT, research advisor, Virginia Tech, 2011-12
- Heather Irvine, Online Master of IT, research advisor, Virginia Tech, 2011-12
- Linda Nichols, Online Master of IT, research advisor, Virginia Tech, 2011-12
- Jeffry Lang, Online Master of IT, research advisor, Virginia Tech, 2011-12
- Patrick Cox, Online Master of IT, research advisor, Virginia Tech, 2011-12
- Jonathan Forcade, Online Master of IT, research advisor, Virginia Tech, 2011-12
- Girivaraprasad Nambari, Online Master of IT, research advisor, Virginia Tech, 2011-12
- Parasuraman Saravanan, Online Master of IT, research advisor, Virginia Tech, 2011-12

Undergraduate Research

- Noah MacMichael, Business Information Technology, research advisor, Virginia Tech, 2012-13

UNIVERSITY SERVICE

University-Level

- Co-chair, Steering Committee of the Analytics Living Learning Community, 2021 - present
- COVID-19 Academic Working Group, 2020 - present

- Affiliated faculty in the Calhoun Honors Discovery Program, 2017 - present
- Advisory Committee for the Center for the Humanities, 2017 - present.
- University Search Committee: Director of Strategic Enrollment Communications and Marketing, 2020 - 21.
- Steering Committee of the Rhizome Living Learning Community, 2020 - 21.
- Co-chair, Metrics and Rankings Subcommittee, Steering Committee, and Advisory Committee, The Virginia Tech Difference: Advancing Beyond Boundaries, 2017 - 19.
- University Honors College Faculty Working Group for envisioning the new Honors College curriculum 2023 and beyond, 2017 - 19.
- Panelist, Faculty Leadership and Management Professional Development Program organized by Virginia Tech's language and culture institute for the Saudi Electronic University (Outreach; International Effort), Virginia Tech, 2018.
- University Academic Support Committee, 2017 - 18.
- University Commencement Committee, 2017 - 21.
- Member, University Commission on Undergraduate Studies & Policies (CUSP), 2017- present
- Steering Committee, Virginia Tech Carilion Health Sciences and Technology Campus, 2017 - 18.
- Co-chair, Discovering New Funding Models subcommittee, Steering Committee, Advisory Committee, Envisioning Virginia Tech-Beyond Boundaries Initiative to advance VT as a global land-grant leader, 2015 - 16.
- Simulation Search Committee, Industrial Engineering Department, 2014.
- Arlington Innovative Center Review Committee, 2013.
- Faculty Usher/Marshall, Virginia Tech Commencement Ceremonies, 2008-17.

<u>College-Level</u>

- Department of Management Promotion and Tenure Committee, 2019-present
- Virginia Tech's JROTC STEM Leadership Academy program, a precollege outreach program designed to increase the representation of underrepresented and underserved minorities at Virginia Tech, 2018
- Department of Hospitality & Tourism Management Promotion and Tenure Committee, 2021-present
- Secretary/Treasurer, Beta Gamma Sigma National Honors Society, Virginia Tech's Chapter, 2017-present
- Pamplin Academic Committee, 2017-present
- Pamplin Assurance of Learning, 2017-present
- Pamplin Community Committee, 2017-present
- Pamplin Undergraduate Studies & Policies Committee, 2017-present
- Pamplin Undergraduate Awards Committee, 2017-present
- Pamplin Community Committee, 2017-present
- VT-MIT advisory board member, 2016.
- Workshop Panelist; Pamplin Students Welcome Weekend, 2015.
- Panelist, Ethics & Integrity Training Panel for entering Pamplin College of Business PhD students, 2014.
- Panelist, Leadership, Excellence, & Academics in Pamplin (LEAP) program for first year incoming freshmen in the Pamplin College of Business, 2014.
- Chair, Center for Innovation and Entrepreneurship Director Search Committee (now Apex Systems Center for Innovation and Entrepreneurship), 2013-14.
- Blackwood Junior Faculty Fellowship Selection Committee, 2014.
- Stakeholder Committee for the Center for Innovation and Entrepreneurship Director (now Apex), 2013-14.
- Computer Committee, Pamplin College of Business, 2013, 2014.
- Faculty evaluator, Pamplin College of Business Diversity Case Competition, Spring 2012.
- Faculty evaluator, Oral Presentations & Written Reports (Assurance of Learning), 2012-14.

- Floor Manager, Pamplin College of Business commencement ceremonies, 2011-14.
- Faculty Usher/Marshall, Pamplin College of Business Commencement Ceremonies, 2008-17.

Departmental

- Interviewer of prospective BIT faculty, 2015-present
- Lead faculty, BIT Research Seminar Series for BIT PhD students, 2013-14.
- Quality Matters Peer Reviewer for Dr. Martin Jones, 2013
- Quality Matters Peer Reviewer for Dr. Quinton Nottingham, 2012.
- Faculty representative at the Women in Technology Conference, 2013.
- Faculty representative at the Pamplin College of Business Career fair, 2008-17.
- Faculty representative at Pamplin student award receptions, 2008-17.

PROFESSIONAL SERVICE

Decision Sciences Institute (DSI)

- Associate Program Chair, Fifth Annual Southeast DSI Meeting, Savannah, GA, 2015.
- Officer meeting, 45th Annual Meeting of Southeast DSI, Savannah, GA, 2015.
- 2015 Annual Officer Meeting of the Decision Sciences Institute, Seattle, WA, 2015
- 2014 Annual Officer Meeting of the Decision Sciences Institute, Tampa, FL, 2014.
- Track & Session Chair, *Accounting, Business Ethics & Law* track and the *Information Privacy & Security* track and its four sessions at the Southeast Decision Sciences Institute, Charleston, SC, 2013.

The Institute for Operations Research and the Management Sciences (INFORMS)

- Officer meeting, 51st Annual Meeting of the Southeastern Chapter of INFORMS, Myrtle Beach, SC, 2015.
- Officer meeting, 50th Annual Meeting of the Southeastern Chapter of INFORMS, Myrtle Beach, SC, 2014
- Track & Session Chair, *Social Networking/Social Media and Crowdsourcing* track of the 2012 Southeastern Chapter of INFORMS, Myrtle Beach, SC, 2013.
- Session Chair, *Teaching Effectiveness track: Creativity, Tasks, and Behavior* of Students at the 2012 Southeastern Chapter of INFORMS, Myrtle Beach, SC, 2013.
- Discussant for the *Research Topics in Operations Management* Track and the *Innovative Classroom Methods in Operations Management* Track at the 2012 Southeastern Informs, Myrtle Beach, SC, 2013.

The American Production and Inventory Control Society (APICS)

- Served as faculty advisor for the APICS Virginia Tech Chapter, 2012-2013.

EDITORIAL SERVICE

Journal Editorship

- Board of Editors, Journal of Management Information Systems, 2020-present
- Associate Editor, Decision Support Systems, 2014-present

Editorial Board Membership

- Editorial Board Member, International Journal of Business Analytics, 2013-present
- Editorial Board Member, International Journal of E-Politics, 2013-present
- Editorial Board Member, Journal of Computer Information Systems, 2013-present
- Editorial Board Member, International Journal of Business Data Communications & Networking, 2013-present
- Editorial Board Member, Intelligent Information Management, 2013-present

Reviewer Service

- Ad-Hoc Reviewer for: MIS Quarterly (elite), Journal of Management Information Systems (elite), Production and Operations Management (elite), Journal of the Association for Information Systems, MIS Quarterly Executive, Decision Support Systems, European Journal of Operational Research, International Journal of Production Economics Journal, International Journal of Electronic Commerce, Journal of Computer Information Systems, IEEE Journal of Biomedical and Health Informatics, Journal of Theoretical and Applied Electronic Commerce Research, Information Systems Management, International Journal of Business Data Communications and Networking, International Journal of Medicine and Medical Sciences, International Journal of Business Analytics, Social Network Analysis and Mining, Journal of Organizational Computing and Electronic Commerce, International Journal of Engineering Management Conference, International Conference on Information Systems, *Americas Conference on Information Systems, SE Informs, SE DSI*, the Information Systems for Crisis Response and Management World Conference.

- Reviewer for eight Business Statistics textbooks with various renowned publishers, including Wiley, McGraw Hill, and Cengage; 2009-13.

LANGUAGES

English, French, Arabic

MEDIA MENTIONS

Administrative Achievements and Promotion

- Lara Khansa Appointed Associate Dean for Pamplin Undergraduate Programs, 2017.
- Names and Changes: Business recognitions and promotions, the Roanoke Times, 2017.

Research and Academic Achievements

- Lara Khansa named Sonny Merryman Inc. Professor, 2020.
- Virginia Tech Board of Visitors approves 2019 promotion, tenure, and continued appointments, 2019.
- Higher Ed. research series: Are you a cyberloafer? Roanoke Times, 2018
- Perception and Behavior of Cyberloafing Controls, 2018
- Top 5% Attention Score on Altmetric for my paper, "Work-Related Musculoskeletal Injuries in Plastic Surgeons in the United States, Canada and Norway," Plastic and Reconstructive Surgery
- Plastic Surgeons at High Risk for Work-Related Musculoskeletal Injuries, article about my paper, "Work-Related Musculoskeletal Injuries in Plastic Surgeons in the United States, Canada and Norway," 2018

- Top 25% Attention Score on Altmetric for my paper, "Surgeon Reimbursements in Maxillofacial Trauma Surgery: Effect of the Affordable Care Act in Ohio," Plastic and Reconstructive Surgery
- Top 25% Attention Score on Altmetric for my paper, "Patient Satisfaction after Rhinoplasty: A Social Media Analysis," Aesthetic Surgery Journal
- To Err is Human – So Get Robots to Secure Your Data, 2015

Recognition for High-Impact Virginia Tech Service

- High-achieving inaugural cohort set for Calhoun Discovery Program, 2019
- Served on the Steering Committee, the Advisory Committee, and as a co-chair of the Metrics and Rankings subcommittee during the most recent Virginia Tech strategic planning effort, 2018-19
- Served as the co-chair of the Discovering New Funding Models Thematic Area for the Envisioning Virginia Tech in the year 2047 initiative, 2015

Teaching

- What the data ordered, SmartBrief Education, 2019.
- Health IT careers open doors to better lives, Seattle Times, 2019.
- Health care IT offers robust career outlook, Seattle Times, 2019
- VT Masters of Information Technology grant for course development and redesign, 2016
- Virginia Tech's VT News and Spotlight on Achievement: Popular Courses Teach Students How to Manage Increasingly Complex Healthcare Systems, 2014
- A Marriage of Interests, 2014
- Managing Healthcare through Information Technology, 2014
- Feature: Growing Demands for Healthcare Information Technology Professionals Spark Online Course Offering, 2012