

Hsuanwei [Michelle] Chen

Overview

- Experienced researcher and instructor in a variety of library and information contexts, ranging from data mining and visualization, to social network analysis and information systems management.

Education

PhD, Information Systems

McCombs School of Business, University of Texas at Austin, Austin, TX, 2008

Dissertation: Essays on network dynamics and informational value of virtual communities. Advisors: Dr. Prabhudev Konana and Dr. Bin Gu.

MS, Computer Science & Information Engineering

College of Electrical Engineering and Computer Science, National Taiwan University, Taipei, Taiwan, 2004

Thesis: Action movies segmentation and summarization based on tempo analysis. Advisor: Dr. Ja-Ling Wu.

BS, Computer Science & Information Engineering (*Phi Tau Phi*)

College of Electrical Engineering and Computer Science, National Taiwan University, Taipei, Taiwan, 2002

Academic Experience

Assistant Professor, School of Information

San José State University, San José, CA. August 2013–Present.

- Research interests: data mining and visualization; online user behavior; social network analysis.
- Courses taught: Information Visualization; Project Management; Big Data Analytics and Management; Information Retrieval System Design.

Full-time Lecturer, School of Information

San José State University, San José, CA. August 2012–May 2013.

- Courses taught: Information Visualization; Project Management; Managing Information Technology in the 21st Century.

Term Assistant Professor, School of Management

University of San Francisco, San Francisco, CA. August 2010–May 2011.

- Courses taught: Quantitative Business Analysis; Statistics; Systems in Organizations; Technology-Enabled Innovation.

Assistant Professor, School of Business

University of Connecticut, Storrs, CT. August 2008–December 2009.

- Research interests: data mining and machine learning; e-commerce; online user behavior; networked economy.
- Course taught: Business Information Systems.

Assistant Instructor, McCombs School of Business

University of Texas at Austin, Austin, TX. Fall 2007.

- Course taught: Information Technologies in Business.

Industry Experience

Marketing Planning Consultant Dell, Round Rock, TX. January 2010–March 2010.

- Developed statistical marketing plans for medium businesses.
- Coordinated with the sales team, SMB marketing team, and media agencies to identify and prioritize requirements of existing and prospective customers.
- Developed product strategy for medium business marketing, media planning, and finance budgeting, as part of a 12-person strategy team.
- Designed and implemented a forecasting model in SAS.

Publications

Peer-Reviewed Articles and Papers

- Chen, H., Zou, H., & Scott, A. (2016). Improving the analysis and retrieval of digital collections: A topic-based visualization model. *Journal of Information Technology Management, 27*(2), 82-92.
- Chen, H. (2015). Do online recommendations matter? – A multimodal investigation of Amazon’s co-purchase network. *Journal of Digital Information Management, 13*(3), 176-184.
- Zou, H., Chen, H., & Dey, S. (2015). A quantitative analysis of Pinterest: Understanding library user engagement strategies for effective social media use. *Journal of Information Technology Management, 26*(3), 21-32.
- Zou, H., Chen, H., & Dey, S. (2015). Exploring user engagement strategies and their impacts with social media mining: The case of public libraries. *Journal of Management Analytics, 2*(4), 295-313. (corresponding author)
- Zou, H., Chen, H., & Dey, S. (2015). Understanding library user engagement strategies through large-scale Twitter analysis. Proceedings from 2015 IEEE First International Conference on Big Data Computing Services and Applications. Redwood City, CA: IEEE.
- Chen, H. (2014). Do Internet message board discussions affect stock returns? – A perspective from lead-lag patterns of co-mentioned stocks. *Review of Business Research, 14*(1), 57-64.
- Gu, B., Konana, P., Raghunathan, R., & Chen, H. (2014). The allure of homophily: Evidence from investor responses on virtual communities. *Information Systems Research, 25*(3), 604-617. (2015 Impact Factor: 3.047)
- Zou, H., Yu, Y., Tang, W., & Chen, H. (2014). FlexAnalytics: A flexible data analytics framework for big data applications with I/O performance improvement. *Big Data Research, 1*, 4-13.
- Chen, H. (2013). Exploring the factors driving opinion polarization in online group discussions: An investigation of virtual investment-related communities. *International Journal of Business Research, 13*(4), 53-64.
- Gu, B., Konana, P., & Chen, H. (2012). Identifying consumer consideration set at the purchase time from aggregate purchase data in online retailing. *Decision Support Systems, 53*(3), 625-633. (2015 Impact Factor: 2.604)
- Gu, B., Konana, P., & Chen, H. (2011). Consumer product consideration and choice at purchase time at online retailers. Proceedings from 2011 International Conference on Information Systems. Shanghai, China: AIS.

- Chen, H., Gu, B., & Konana, P. (2008). Measuring product competition in online retailers from revealed preferences of online recommendation networks. *Proceedings from the 4th Symposium on Statistical Challenges in eCommerce Research*. New York, NY: SCECR.
- Gu, B., Konana, P., Rajagopalan, B., & Chen, H. (2007). Competition among virtual communities and user valuation: The case of investing-related communities. *Information Systems Research*, 18(1), 68–85. (2014 Impact Factor: 2.436; Best Paper Award)
- Saar-Tsechansky, M., & Chen, H. (2005). Variance-based active learning for classifier induction. *Proceedings from the 15th Annual Workshop on Information Technologies and Systems*. Las Vegas, NV: WITS.
- Chen, H., Kuo, J.-H., Chu, W.-T., & Wu, J.-L. (2004). Action movies segmentation and summarization based on tempo analysis. *Proceedings from the 6th ACM SIGMM International Workshop on Multimedia Information Retrieval*. New York, NY: ACM.
- Chen, H., Chen, S.-C., Lee, A., Chao, K.-H., Huang, Y.-C., & Lai, F. (2003). E-vanguard for emergency – A wireless system for rescue and healthcare. *Proceedings from the 5th International Workshop on Enterprise Networking and Computing in Healthcare Industry*. Santa Monica, CA: IEEE.
- Chen, H., Kuo, J.-H., Yeh, J.-H., & Wu, J.-L. (2003). A multi-modal-feature based algorithm for parsing news program videos. *Proceedings from 2003 IEEE International Conference on Acoustics, Speech, and Signal Processing*. Hong Kong: IEEE.

Professional Conferences

Conference Abstracts, Presentations, & Posters

- Huang, Y., Yen, T.-H., Chen, H., & Wey, P.-s. (2016, June). *Exploring applications of cognitive computing in smart destination management*. Abstract accepted at the meeting of the 22nd Asia Pacific Tourism Association Annual Conference, Beijing, China.
- Chen, H., Zou, H., & Scott, A. (2015, October). *Improving the analysis of large digital collections: A topic-based visualization model for better information access and retrieval*. Presented at the meeting of Library 2.015, online.
- Zou, H., Chen, H., & Dey, S. (2015, April). *Understanding library user engagement strategies through large-scale Twitter analysis*. Paper presented at the meeting of 2015 IEEE First International Conference on Big Data Computing Services and Applications, Redwood City, CA.
- Graten, E., Hall, A., Hall, E., & Chen, H. (2014, November). *Viewing art through information visualization: A case study of Bob Ross's The Joy of Painting*. Poster accepted at the meeting of the 77th Annual Meeting of the Association for Information Science and Technology, Seattle, WA.
- Chen, H. (2014, April). *Enhancing academic librarianship education with information visualization*. Poster presented at the meeting of 2014 California Conference on Library Instruction, Oakland, CA.
- Chen, H. (2013, February). *Group polarization in virtual communities: The case of stock message boards*. Paper presented at the meeting of 2013 iConference, Fort Worth, TX.
- Chen, H., Gu, B., & Konana, P. (2008, May). *Measuring product competition in online retailers from revealed preferences of online recommendation*

networks. Paper presented at the meeting of the 4th Symposium on Statistical Challenges in eCommerce Research, New York City, NY.

Chen, H., & Saar-Tsechansky, M. (2005, November). *Empirical evaluation of methods for cost-sensitive direct marketing*. Poster presented at the meeting of 2005 International Workshop on Customer Relationship Management: Data Mining Meets Marketing, New York City, NY.

Chen, H., Chen, S.-C., Lee, A., Chao, K.-H., Huang, Y.-C., & Lai, F. (2003, June). *E-vanguard for emergency – A wireless system for rescue and healthcare*. Paper presented at the 5th International Workshop on Enterprise Networking and Computing in Healthcare Industry, Santa Monica, CA.

Invited Talks

Chen, H. (2016, June). *Data Visualizations Meet Libraries: New Opportunities*. Invited talk presented at IFLA/ALA 2016 Webinar Series, online.

Chen, H., Franks, P., & Evans, L. (2015, October). *Twitter sentiment analysis*. Presented at the meeting of 2015 InterPARES NA Team Research Workshop, Vancouver, Canada.

Chen, H. (2015, June). *Understanding library user engagement strategies through large-scale Twitter analysis*. Invited research talk presented at Academia Sinica, Taipei, Taiwan.

Chen, H. (2015, February). *Using analytics to understand social media activity*. Invited webinar presented at the meeting of 2015 Special Libraries Association IT Webinar, online.

Chen, H. (2014, October). *Preparing for the data storm: LIS meets data visualization*. Keynote speech presented at the meeting of 2014 Special Libraries Association Fall Seminar, San Diego, CA.

Chen, H. (2008, December). *Measuring product competition in online retailers from revealed preferences of online recommendation networks*. Invited talk presented at the meeting of 2008 INFORMS Annual Meeting, Washington D.C.

Chen, H. (2007, December). *Melting pot or homophily? – An empirical investigation of user interactions in virtual investment-related communities*. Invited research talk presented at the University of Connecticut, Storrs, CT.

Guest Lectures & Tutorials

Chen, H. (2016, February). *Information visualization meets LIS: Opportunities and challenges*. Guest lecture presented at the meeting of SLA Student Group at SJSU, online.

Graten, A., Hall, A., Hall, E., & Chen, H. (2015, April). *Viewing art through information visualization: A case study of Bob Ross's The Joy of Painting*. Guest lecture presented at the meeting of 2015 Virtual Symposium on Information and Technology in the Arts and Humanities, online.

Chen, H., Ho, S., & San Nicolas-Rocca, T. (2015, March). *Big data analytics for behavioral modeling*. Tutorial presented at the meeting of 2015 International Social Computing, Behavioral Modeling and Prediction Conference, Washington D.C.

Chen, H. (2015, February). *Using analytics to understand social media activity*. Presented at the meeting of SLA IT Division Webinar, online.

Chen, H. (2014, April). *Introduction to information visualization*. Guest lectures presented at the meeting of the Web and Data Mining class, Department

of Computer Engineering, San José State University, San José, CA.

Chen, H. (2014, April). *When big data meets LIS*. Guest lecture presented at the meeting of the Emerging Futures MOOC, School of Information, San José State University, online.

Chen, H. (2013, April). *When information visualization meets LIS*. Guest lecture presented at the meeting of the SJSU Student Chapter at ASIS&T, San José State University, online.

Others

Chen, H. (2016, April). *Experiencing the Faculty Success Program*. Panelist at the meeting of 2016 CASA CARHS Seminar Series, online.

Chen, H. (2016, March). *International experience requirement: Assignment information & ideas*. Panelist at the meeting of iSchool Spring 2016 T3 Workshop, online.

Chen, H. (2015, September). *Advanced technologies for teaching and learning panel discussions*. Panelist at the meeting of 2015 SJSU Innovation and Collaboration Expo, San José, CA.

Chen, H. (2015, April). *Collaborative research in the big data cluster – The LinkedIn economic graph challenge*. Presented at the meeting of 2015 SJSU CARHS Spring Seminar Series, online.

Chen, H. (2014, May). *Big data panel*. Panelist at the meeting of the Armed Forces Communications and Electronics Association, Mountain View, CA.

Chen, H. (2013, March). *Using Panopto*. Panelist at the meeting of iSchool Spring 2013 T3 Workshop, online.

Grants

Co-PI. (2015-2016). *Big data applications in hospitality and tourism industries*. Funded by Beijing Yanchang Petrochemical Product Co., Ltd. Award: \$50,000.

PI. (2015-2016). *Improving the analysis of large digital collections: A topic-based visualization model for better information access and retrieval*. Funded by SJSU CASA RSCA Infusion Grant. Award: .2 release time, Fall 2015.

PI. (2014-2015). *Improving analysis of large digital collections: A new information visualization model for better access and retrieval*. SJSU RSCA Grant. Award: \$5,000

Services

Professional—National/International

Editorial Review Board, *Journal of Information Technology Management*. July 2016—Present.

Ad-hoc Paper Reviewer for *Information Systems Research*, *Digital Humanities Quarterly*, *Decision Support Systems*, *Journal of Information Technology Management*, *INFORMS Journal of Computing*, *Internet Research*, *Journal of Strategic Information Systems*, *iConference* (2015, 2016, & 2017), *IEEE BigDataService* (2015 & 2016), *HICSS* (2014, 2015, & 2016), *ACM ICIKM* (2014).

Track Chair, IEEE BigDataService 2016 “Information Banking Track”, Oxford, UK, 2016.

Program Committee, 2015 International Conference on Electronic Commerce, Seoul, Korea, 2015.

Track Chair, IEEE BigDataService 2015 “Information Banking Track”, Redwood City, CA, 2015.

Program Committee, 2011 International Workshop on Data Mining for Service, held in conjunction with ICDM 2011, Vancouver, Canada, 2011.

Program Committee, 2011 International Workshop on Data Mining for Service, held in conjunction with ICDM 2011, Sydney, Australia, 2010.

Program Committee, The Fourth International Conference on Information Systems, Technology and Management, Bangkok, Thailand, 2010.

University/Department

Committee Member, Search Committee for the Tenure Track Assistant Professor Position at the School of Information, San José State University, August 2016—Present.

Committee Member, Student Scholarships and Student and Alumni Networking Committee, School of Information, San José State University, August 2016—Present.

Program Coordinator, Advanced Certificate in Big Data, School of Information, San José State University, August 2014—Present.

Committee Member, Search Committee for Director of Silicon Valley Big Data and Cybersecurity Center, San José State University, October 2015—May 2016.

Committee Member, Curriculum and Program Development Committee, School of Information, San José State University, August 2014—August 2016.

Committee Member, Technology and Resources Committee, School of Information, San José State University, August 2013—August 2014.

Committee Member, Faculty Development and Faculty Research Committee, School of Information, San José State University, August 2012—August 2013.

Committee Member, Globalization of Chinese Firm Task Force, University of San Francisco, August 2010—May 2011.

Committee Member, MIS Program, Publicity, Department Website Management, and MIS Social Event, University of Connecticut, August 2008—December 2009.

Advising

Master Thesis Committee, School of Information, San José State University, August 2016—Present.

E-Portfolio Faculty Advisor, School of Information, San José State University, January 2015—Present.

Doctoral Thesis Advisor and Committee, San José Gateway PhD Program, August 2014—Present.

Editorial Advisory Board, *Student Research Journal*, School of Information, San José State University, August 2013—Present.

Academic Faculty Advisor, School of Information, San José State University, August 2013—Present.

Honors & Awards

Outstanding Teacher Award, School of Information, San José State University, 2016.

ICIS Doctoral Consortium Fellow, International Conference on Information Systems (ICIS), 2007.

Best Paper Award (with Gu, Konana, & Rajagopalan). [Competition among virtual communities and user valuation: The case of investing-related communities], *Information Systems Research*, 2007.

Dean's Fellowship, McCombs School of Business, University of Texas at Austin, 2004–2008.

Burham Fellowship, Burham Fund, 2005–2008.

Preemptive Fellowship, University of Texas at Austin, 2004–2006.

Presidential Award, National Taiwan University, 1998 & 2002.

Reuter Foundation Scholarship, Thomson Reuters Foundation, 2002.

Certification

Independent Applying the QM Rubric, January 2016.

Memberships

Association for Library and Information Science Education (ALISE), 2012—Present.

American Society of Information Science & Technology (ASIS&T), 2012—Present.