

Craig C. Claybaugh

Associate Professor

Associate Director of Center for ERP

Department of Business & Information Technology - Fulton 107C

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EDUCATION

- Ph.D. – Management Science** **August 2010**
University of Wisconsin – Milwaukee, Milwaukee, WI
Major: Management Information Systems
Dissertation: *Timing of Technology Upgrades: A Case of Enterprise Systems*
Co-Chair: Prof. W.D. Haseman and Prof. K. Ramamurthy
- Masters of Science – Management Information Systems (MS)** **May 2002**
University of Wisconsin - Oshkosh, Oshkosh, WI
- Masters of Business Administration (MBA)** **May 2001**
University of Wisconsin – Oshkosh, Oshkosh, WI
- Bachelor of Science (BS) - Sociology** **August 1998**
University of Wisconsin – Madison, Madison, WI

RESEARCH

Research Interests

- Enterprise Resource Planning
- Information Technology Vendor-Client Relationships
- Cyber Security
- Outsourcing
- Enterprise Software
- Fantasy Sports Gambling Motivation
- Customer Relationship Management
- Social Networking

Journal Publications

1. Haried, P., Dai, Hua, and Claybaugh, C.C., *Evaluation of Health Information Systems Research in Information Systems Research: A Meta-Analysis*, **Health Informatics Journal**, 2017.
2. Haried, P. and Claybaugh, C.C., *Evaluating Information Systems Offshore Project Success: Can Success and Failure Coexist?*, **Journal of Global Information Technology Management**, 2017, Vol 20, No 1, pp 8-27.
3. Claybaugh, C.C., Ramamurthy, K. and Haseman, W.D., *Assimilation of Enterprise Technology Upgrades: A Factor Based Study*, **Enterprise Information Systems**, 2017, Vol 11, Issue 2, pp 250-286.

4. Claybaugh, C.C., Haried, P., and Yu, W.B., *Diffusion of a Professional Social Network - Business School Graduates In Focus*, **International Journal of Human Capital and Information Technology Professionals**, 2015, Volume 6, Issue 4, pp 80-96.
5. Claybaugh, C.C. and Haried, P., *Professional Social Network Participation of Business School Graduates: Effects of University, Degree Type, and Gender*, **International Journal of Information Systems & Social Change**, January-March 2014, Volume 5, No 5, pp 1-15.
6. Claybaugh, C.C. and Haseman, W.D., *Understanding Professional Connections in LinkedIn – A Question of Trust*, **Journal of Computer Information Systems**, 2013, Volume 54, Issue 1, pp 94-105.
7. Haried, P. and Claybaugh, C.C., *Understanding Business Strategy and Information Systems Offshoring Alignment: A Conceptual Framework*, **Journal of Business and Behavioral Sciences**, 2012, Volume 24, Issue2, pp 55-64.
8. Claybaugh, C.C. and Haried, P., *Professional Social Network Site Participation: A Longitudinal Examination*, **International Journal of Virtual Communities and Social Networking**, October-December 2012, Vol. 4, No. 4, pp 19-32.
9. Claybaugh, C.C. and Srite, M., *Factors Contributing to the Information Technology Vendor Client Relationship*, **Journal of Information Technology Theory and Application**, Volume 10, Issue 2, pp 19-38, July 2009.

Manuscripts Under Review

Claybaugh, C.C., Haried, P., Chen, L., and Chan, Y., *Effect of Relational Pressures and Information Technology Capabilities on ERP Vendor Satisfaction*, under review at **Journal of Computer Information Systems**.

Claybaugh, C.C., Nah, F.F.H., and Reychav, I., *Relational and Technological Assessment of a Customer Relationship Management Provider: A Multifactor Success Study*, under review at **Omega**

Tang, L., Claybaugh, C.C., and Fan, Y., *National Distance, Internationalization Diversity and SMEs' internationalization Performance*, under review at **Journal Of International Management**.

Claybaugh, C.C., Elrod, C., Flachsbart, B., and Hilgers, M.J., *Anatomy of an Information Systems Program Continuous Improvement Process for AACSB Accreditation*, paper is reformatted for submission to **SAM Advanced Management Journal**.

Book Chapter

Bublitz, M.G., Claybaugh, C.C., and Peracchio, L.A., *Mirror, Mirror on the Web: Understanding Thin-Slice Judgments of Avatars*, **Virtual Social Identity and Consumer Behavior**, 2008, published by the Society of Consumer Psychology.

Claybaugh, C. C., *To Believe or Not to Believe a Call to Action: An Empirical Investigation of Source Credibility*, Springer International Publishing Switzerland 2015, F. Fui-Hoon Nah and C.-H. Tan (Eds.): **HCI in Business 2015**, LNCS 9191, pp. 1–12, 2015.

Claybaugh, C. C., *Flow and the Art of ERP Education*, Springer International Publishing Switzerland 2016, F. Fui-Hoon Nah and C.-H. Tan (Eds.): **HCI in Business, Government, and Organizations: Information Systems**, LNCS 9752, pp. 39–46, 2016.

Conference Proceedings

Claybaugh, C.C., Chen, L., Haried, P., and Zhao, H., *Risk and Information Disclosure in Cloud Storage Sharing of Tax Data*, HCI International 2018, Las Vegas, Nevada, USA, 15-20 July 2018, Thematic Area: HCI in Business, Government, and Organizations.

Claybaugh, C.C., Haried, P., Chen, L. and Twyman, N.W., *Dueling for Trust in the Online Fantasy Football Industry: Fame, Fortune, and Pride For the Winners*, HCI International 2017, Vancouver, Canada, 12-14 July 2017, Thematic Area: HCI in Business, Government, and Organizations.

Claybaugh, C. C., *Flow and the Art of ERP Education*, HCI International 2016, Toronto, Canada, 17-22 July 2016, Thematic Area: HCI in Business, Government, and Organizations.

Lea, B-R, Yu, W., Claybaugh, C, Uetrecht, D., *Utilizing Genotype and Phenotype Data in Visual Discovery to Support Evidence-Based Practice in Descriptive, Predictive, and Prescriptive*, Ozark Biomedical Initiative Collaborative Research Symposium, February 27, 2016, Rolla, MO, USA.

Lea, B-R, Yu, W., Claybaugh, C., Long, M., *Impact of Device Type, Demographics, and Computer Knowledge on Effectiveness and Efficiency of Enterprise Visual Analytical Applications*, 19th SAP Academic Conference Americas, February 16-18, 2016, San Diego, CA, USA.

Claybaugh, C. C., *To Believe or Not to Believe a Call to Action: An Empirical Investigation of Source Credibility*, HCI International 2015, Los Angeles, CA, USA, 2-7 August 2015, Thematic Area: HCI in Business.

Haried, P. and Claybaugh, C.C. (2012). *Information Systems Offshoring: A Strategic Alignment Perspective*, 19th Annual Conference of American Society of Business and Behavioral Sciences, Las Vegas, Nevada, February 23 to 26, 2012.

Claybaugh, C.C. and Nazareth, D., *Measuring Severity of Internet Abuse in the Workplace: Creation of a Thurstone Scale*, in the 15th Americas Conference on Information Systems (AMCIS '09), San Francisco, California, August 6 - 9, 2009, Track: Philosophical Perspectives in IS; Mini-track: Social Philosophy, Ethics, and Information Technology.

Presentations

Claybaugh, C.C., Chen, L., Haried, P., and Zhao, H., *Risk and Information Disclosure in Cloud Storage Sharing of Tax Data*, HCI International 2018, Las Vegas, Nevada, USA, 15-20 July 2018, Thematic Area: HCI in Business, Government, and Organizations.

Claybaugh, C.C., Haried, P., Chen, L. and Twyman, N.W., *Dueling for Trust in the Online Fantasy Football Industry: Fame, Fortune, and Pride For the Winners*, HCI International 2017, Vancouver, Canada, 12-14 July 2017, Thematic Area: HCI in Business, Government, and Organizations.

Claybaugh, C. C., *Flow and the Art of ERP Education*, HCI International 2016, Toronto, Canada, 17-22 July 2016, Thematic Area: HCI in Business, Government, and Organizations.

Lea, B-R, Yu, W., Claybaugh, C, Uetrecht, D., *Utilizing Genotype and Phenotype Data in Visual Discovery to Support Evidence-Based Practice in Descriptive, Predictive, and Prescriptive*, Ozark Biomedical Initiative Collaborative Research Symposium, February 27, 2016, Rolla, MO, USA.

Lea, B-R, Yu, W., Claybaugh, C., Long, M., *Impact of Device Type, Demographics, and Computer Knowledge on Effectiveness and Efficiency of Enterprise Visual Analytical Applications*, 19th SAP Academic Conference Americas, February 16-18, 2016, San Diego, CA, USA.

Claybaugh, C. C., *To Believe or Not to Believe a Call to Action: An Empirical Investigation of Source Credibility*, HCI International 2015, Los Angeles, CA, USA, 2-7 August 2015, Thematic Area: HCI in Business.

Claybaugh, C.C., *Assimilation of Technology Upgrades: A Case of Enterprise Systems* International Conference on Information Systems (ICIS) Doctoral Consortium, December 10, 2009, Phoenix, AZ

Claybaugh, C.C. and Nazareth, D., *Measuring Severity of Internet Abuse in the Workplace: Creation of a Thurstone Scale*, in the 15th Americas Conference on Information Systems (AMCIS '09), San Francisco, California, August 6 - 9, 2009, Track: Philosophical Perspectives in IS; Mini-track: Social philosophy, ethics, and information technology.

Claybaugh, C.C., *ERP Governance Post-Implementation: An Upgrade Decision Model* Big-Ten Information Systems Research Symposium, Indiana University, Bloomington, IN, May 2, 2009.

Bublitz, M.G., Claybaugh, C.C., and Peracchio, L.A., *Mirror, Mirror on the Web: Understanding Thin-Slice Judgments of Avatars*, Accepted for presentation at the Society of Consumer Psychology's 27th Annual Advertising and Consumer Psychology Conference on Virtual Social Identity and Consumer Behavior, held May 2nd, 2008.

Claybaugh, C.C. and Haseman, W.D., *Social Network Usage and Trust Among Individual Players: An Analysis of the LinkedIn Social Network*, Presented as part of the proceedings of the Korean Association of Information Systems Pre-ICIS Conference, 12/9/2007.

Work in Progress

Claybaugh, C.C., Haried, P., and Chen, L., *Pathological Gambling in Online Fantasy Sports: Perspectives in a New Era*, data collected paper is targeted at **Journal of Computer Information Systems**.

Claybaugh, C.C., Haried, P., and Chen, L., *Gambling Motivation In The Age Of Daily Online Fantasy Sports: Why We Do It*, data collected paper is targeted at **Journal of Computer Information Systems**.

Claybaugh, C.C., Tang, L., Fang, H., Chi, R., *To Stand Out Or Conform? Firm Name Perceptions Among SMEs In China And Its Impact On Performance*, data collected and paper to target **International Journal of Management Reviews**.

Claybaugh, C.C., Nah, F.F.H., Reychav, I. *Success Factors In Relationship Management Software Vendor Satisfaction: Technology as the Valuation Generator*, data collected paper is targeted at **Journal of Global Information Management**.

Claybaugh, C.C., *Rebranding Of Enterprise Software In An Era Of Competitive Parity*, survey being developed

Haried, P. and Claybaugh, C.C., *Managing Uncertainty in International Information Systems Projects: A Real Options Perspective*, soon to be submitted to **Academy of Business Research Journal**.

Claybaugh, C.C., *Customer Interaction Center To Support Customer Relations And Multiple Brands*, Case study on large multinational seed company, data collected.

TEACHING

Teaching Interests

- Enterprise Resource Planning (ERP) Systems
- Cyber Security
- Mobile Technology and Enterprise Application Development
- Customer Relationship Management

Courses Taught

Fall 2018 Missouri University of Science and Technology
ERP 4610/6610 – Customer Relationship Management
ERP 5110 – ERP Systems Design and Implementation

Fall 2017 Missouri University of Science and Technology
ERP 4610/6610 – Customer Relationship Management
ERP 5110 – ERP Systems Design and Implementation

Spring 2017 Missouri University of Science and Technology
ERP 5240 – Enterprise Application Development and Software Security
ERP 5110 – ERP Systems Design and Implementation

Fall 2016 Missouri University of Science and Technology
ERP 4610/6610 – Customer Relationship Management
ERP 5110 – ERP Systems Design and Implementation

Spring 2016 Missouri University of Science and Technology
ERP 5240 – Enterprise Portal and Mobile Application Development
ERP 5110 – ERP Systems Design and Implementation

Fall 2015 Missouri University of Science and Technology
ERP 4610/6610 – Customer Relationship Management
ERP 5110 – ERP Systems Design and Implementation

Spring 2015 Missouri University of Science and Technology
ERP 5240 – Enterprise Portal and Mobile Application Development
ERP 5110 – ERP Systems Design and Implementation

Fall 2014 Missouri University of Science and Technology
ERP 4610/6610 – Customer Relationship Management
ERP 5110 – ERP Systems Design and Implementation

Spring 2014 Missouri University of Science and Technology
ERP 341 – Enterprise Portal and Mobile Application Development
ERP 346 – ERP Systems Design and Implementation

Fall 2013 Missouri University of Science and Technology
ERP 246 – Introduction to ERP

ERP 346 – ERP Systems Design and Implementation

- Spring 2013 Missouri University of Science and Technology
ERP 341 – Enterprise Portal and Mobile Application Development
ERP 346 – ERP Systems Design and Implementation
- Fall 2012 Missouri University of Science and Technology
ERP 342/442 – Customer Relationship Management
ERP 346 – ERP Systems Design and Implementation
- Spring 2012 Missouri University of Science and Technology
ERP 301 – Enterprise Portal Application Development
ERP 346 – ERP Systems Design and Implementation
- Fall 2011 Missouri University of Science and Technology
ERP 342/442 – Customer Relationship Management
ERP 346 – ERP Systems Design and Implementation
- Spring 2011 Missouri University of Science and Technology
ERP 301 – Enterprise Portal Application Development
- Fall 2010 Missouri University of Science and Technology
ERP 442 – Customer Relationship Management
- Spring 2009 University of Wisconsin – Milwaukee
Business Admin 536 – Business Intelligence

WORK EXPERIENCE

- Associate Professor - Enterprise Resource Planning
Department of Business & Information Technology
Missouri University of Science and Technology Aug 2016 to current
- Assistant Professor - Enterprise Resource Planning
Department of Business & Information Technology
Missouri University of Science and Technology 2010 to Aug 2016
- Project and Research Assistant – Sheldon B. Lubar School of Business
Center for Technology Innovation, <http://www.cti.sba.uwm.edu/>
University of Wisconsin-Milwaukee. Milwaukee, WI 2007 to 2010
- Systems Analyst
Kohler Company. Kohler, WI 2002 to 2007

SCHOLARLY SERVICE AND ACHIEVEMENTS

I have supported my academic discipline through a number of activities that would qualify as service to the field of management information systems. These activities are listed below.

Editorial Service

- Editorial Review Board (ERB), Journal of Computer Information Systems (JCIS) (since 2012)

Invited Research Presentations

- Zhejiang University of Technology, Hangzhou, P.R.China, April 2018
- Wuhan University of Technology, Wuhan,Hubei, P.R.China, April 2018
- Hubei University of Technology, Wuhan,Hubei, P.R.China, April 2018
- Hohai University, Nanjing, Jiangsu, P.R.China, April 2018

Conference Committees, Program Committees, etc.

- Track chair on the Mobile Business, Pacific Asia Conference on Information Systems (PACIS), 2014
- Track associate editor on Mobile Business, Pacific Asia Conference on Information Systems (PACIS), 2016
- Program Committee, MWAIS 2017 Conference May 18-19, Springfield, Illinois

Reviewer

- Journal of Computer Information Systems (JCIS), 2012-2018
- Health Information Management Journal, 2016
- Information Technology and Management, 2017
- Behavior & Information Technology, 2015, 2017
- Midwest Association for Information Systems, 2016-2017
- Journal of Electronic Commerce Research, 2015-2018
- HCI International Conference, 2015 - 2016
- Information and Management 2014-2018
- Pre-ICIS SIG-HCI, 2014, 2015
- Pacific Asia Conference on Information Systems (PACIS), 2014, 2016
- Journal of the Association for Information Systems, 2013-2014
- Enterprise Information Systems, 2012-2016
- International Conference on Information Systems (ICIS), 2012, 2015, 2018
- European Conference on Information Systems (ECIS), 2012-2017
- Hawaii International Conference on System Sciences (HICSS), 2011
- Americas Conference on Information Systems (AMCIS), 2008, 2009, 2011-2018
- Hawaii International Conference on System Sciences (HICSS), 2007, 2008
- Global Information Technology Management Association (GITMA), 2007

Professional Development, Awards, and Certifications

Professional Development

- AACSB Assurance of Learning Seminar II, Jan 19 to 21 2016, Tampa, Florida
- SAP Training on HANA Application Development, July 13-16 2015, Milwaukee, WI
- SAP Training on SAP Mobile Platform, July 9-12 2012, Milwaukee, WI
- University of Missouri Faculty Scholars Development – Fall/Spring 2012
- Freshman Faculty Forum, August 2010 - May 2011
- Mentor Session with Provost, Nov 2010, March 2011, Nov 2011
- President, MIS Ph.D. Academic Club, UW – Milwaukee - 2007-2009

Awards

- Global Learning 2015 Outstanding Teaching Award of Excellence, MST, May 2015
- Global Learning 2011 Outstanding Teaching Award of Excellence, MST, May 2011
- Schenker Doctoral Scholarship 2009-2010

- Schenker Doctoral Scholarship 2008-2009
- Vision Award (Association for Information Systems) 2007

Professional Certifications and Membership

- Green Belt Certified
- The National Honor Society for AACSB Accredited Business Programs-Beta Gamma Sigma
- Association of Information Systems (AIS)

UNIVERSITY AND DEPARTMENTAL SERVICE

I strive to be a good steward of my institution and my department and serve in a number of roles.

University Committee/Service

- Faculty Senate, 2011, 2014-2018
- CyberMiner Camp, 2017-2018
- Graduate Research Showcase judge, 2014 and 2016
- Caterpillar Showcase, 2014
- Springfield Day Reception, 2014
- Chancellor's Scholarship Interviews, 2013
- Commencement, 2012, 2014 - 2016, 2017
- Graduate Council, 2012

Student Recruitment

I actively support the university's and the department's efforts to recruit students into Missouri S&T degree programs.

- CyberMiner summer camp, 2013 and 2017 - Current
- Zhejiang University of Technology, Hangzhou, P.R.China, April 2018
- Wuhan University of Technology, Wuhan, Hubei, P.R.China, April 2018
- Hubei University of Technology, Wuhan, Hubei, P.R.China, April 2018
- Hohai University, Nanjing, Jiangsu, P.R.China, April 2018
- High School ERP Simulation, UMSL, St. Louis, MO, Fall 2013
- Mobile Application Workshop for St. Louis High School Students, Fall 2012
- Open House - Spotlight on the Sciences, Spring 2011

Departmental Committee

- Assessment and Curriculum (co-chair), 2015 - 2018
- Assurance of Learning Outcomes, 2010 - 2015
- Strategic Planning Committee, 2011 - 2012

Departmental Service

- ERP Career Fair Reception – Fall 2010 through Fall 2018
- Undergraduate Advising – Fall 2011 through Fall 2018
- Department Chair Interviews – Fall 2011
- Staff Interviews – IST new hire, Fall 2010, Spring 2012, Spring 2014, Spring 2016
- Staff Interviews – BIT NTT new hire, Spring 2014
- Staff Interviews – BIT new hire, Spring 2016
- Staff Interviews – BIT new hire, Spring 2017

- IST1750 ERP Simulation Game – Every semester I facilitate a two day ERP simulation game with the introduction to IST class. Spring 2011 - current

Outreach and Corporate Relations

I have done a great deal of outreach activities that would qualify as service to the university, the community, and the state of Missouri.

- Boeing MST ERP Collaboration, December 2016
- High School ERP Simulation, UMSL, St. Louis, MO, September 2013
- America's SAP Users Group (ASUG) presentation St. Louis, MO, February 2013
- America's SAP Users Group (ASUG) presentation Chicago, IL, April 2013
- High School Mobile Application workshop, Chesterfield MO, September 2012

Corporate Relations

One of the areas of service I have focused on is corporate relations. Since my initial appointment at Missouri S&T I have had numerous opportunities to work with multiple campus resources supporting corporate relations. My interactions with the corporations have been a part of both informal and formal events held on campus. Formal events organized by campus I have participated in include the career fair (I have attended every career fair every semester), Caterpillar Showcase, Springfield Day Reception, and Boeing day. I have had corporate speakers come to my classroom which has included Anheuser-Busch InBev, Boeing, Cargill, Union Pacific, Deloitte, Conoco Philips, Microsoft, Monsanto, and Walmart. These corporate relations have led to students affiliated with the center for ERP to land jobs with substantial starting salaries, some undergraduates are getting more than \$80,000.