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Education

Yale University Ph.D. 1973

Lehigh University BA 1968

Social psychology

English & Social Relations with highest honors

Employment Experience

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

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

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

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

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

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

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

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

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

Courses taught: Social science perspectives on human-computer interaction; Designing online communities; Computers and organizations; Organizational uses of information systems; Computer-supported cooperative work; Women, work, and technology; Human-computer interaction; Group and organizational communication; Interpersonal communication; Conformity and deviance; Human ethology; The self as known; Psycholinguistics; Person perception and self presentation;. Social psychology;

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

Personal

Born: August 30, 1946

Citizenship: United States of America

Honors and National Committees

Election to the CHI (Computer-Human Interaction) Academy, Association of Computing Machinery, 2003 for “cumulative contributions to the field, influence on the work of others and development of new research directions.”

Fellow, American Psychological Society

Editorial board, Small Group Research, 2008-present.

Editorial board, Journal of Computer-Mediated Communication, 2004-present.

Editorial board, Human-Computer Interaction, 1990-present.

Associate editor, Information Systems Research, 1991-2003.

Chair, Taskforce on Psychological Research and the Internet, American Psychological Association, June 2001 – March, 2003.

Chair, Committee on Telecommuting and Technology, Computer and Telecommunications Board, National Research Council, 1993-1994

Member, NSF, Advisory Committee on Research Priorities for the Human Capital Initiative, 1993.

Program chair, ACM Conference on Computer Supported Cooperative Work, 1992.

Member, Review Panel on Coordination Theory and Technology, The National Science Foundation, January 1989-1991.

Member, Advisory Panel on Information Technology and Science, Office of Technology Assessment, U.S. Congress, 1988-1991.

Member, Committee on Women's Employment and Related Social Issues, National Research Council, 1980-1988.

Member, Panel on Technology and Women's Employment, National Research Council, 1983-1986.

Member, Advisory Panel, Quality of Employment Survey, U.S. Department of Labor, 1985-1986.

Member, Advisory Panel, Home-based and Family-based Business Survey, U.S. Small Business Administration, 1985-1986.

Golden Fleece Award, March 1980

Editorial board, *Journal of Experimental Social Psychology*, 1976-78.

Phi Beta Kappa.

Research Support

1. HCC-large: Collaborative research: Designing Online Volunteer Communities. J. Riedl (PI), J. Konstan, L. Terveen, M. Snyder, C. Ren. (\$2,400,000, U. Minnesota) and R. Kraut (\$600,000, CMU), 8/1-2008-7/31/2013. National Science Foundation, ISS08-08692 (U. Minnesota) & IIS-0808711 (CMU).
2. DHB: Collaborative research: Solving Critical Problems in Online Groups. R. Kraut (CMU), J. Riedl (U. Minnesota) and J. Levin (U. Pittsburgh) (co-PIs) 10/1-2007-9/30/2010. \$750,000. National Science Foundation, IIS-0729286.
3. CRI: Multimedia Laboratory for Research on Computer-Mediated Collaborative Behavior. Susan Fussell (PI), Jie Yang, Robert E. Kraut, & Sara B. Kiesler (co-PIs). 6/1/2006-5/31/2008. \$50,000. National Science Foundation, CNS-0551554.
4. Adapting to Evacuation: Using Information Technology for Social Support. R. Kraut & S. Kiesler (co-PIs). 4/6/2006-3/21/2007. \$99,684. National Science Foundation, IIS-0612870.
5. ITR: Collaborative Research: Designing On-Line Communities to Enhance Participation -- Bridging Theory and Practice. Y. Chen, S. Kiesler, J. Konstan, R. Kraut, J. Riedl, P. Resnick, & L. Terveen. (Co-PIs). 9/1/2003/-8/30/2008. \$2,500,000. National Science Foundation, IIS-0325049.
6. ITR: Managing human attention. R. Kraut, S. Hudson, & J. Forlizzi (Co-PIs). 10/15/2003-9/30/2008. \$2,000,000. National Science Foundation, IIS-0325351.
7. Workshop on the Domestic Impact of Information Technologies, R. Kraut (PI). 9/30/2002-9/30/2004. \$35,000. National Science Foundation, IIS 0227969.
8. The Evolution of Social Ties in the Age of the Internet. R. Kraut & J. Cummings (Co-PIs). 7/1/2002-5/31/2006. \$483,828 National Science Foundation, IIS-0208900.
9. Crew Resource Management Training. R. Kraut & F. J. Lerch (Co-PIs). 1/2001/2002-12/31/2002. \$250,000. Northern NEF, Inc.
10. The Importance Of Shared Visual Environments For Collaborative Tasks. 9/1/1999-8/31/2003. \$1,500,000. R. Kraut, S. Fussell, S. Brennan, J. Siegel & J. Yang (Co-PIs). National Science Foundation IIS-9980013.
11. TV, Telephones and the Internet: The impact of residential information R. Kraut, S. Kiesler, T. Mudkohpadhyay & V. Helgeson, (Co-PIs) National Science Foundation, IIS-9900449
12. Markets for Attention. 11/1/1998-11/1/2000. \$160,000, Kraut, R., E., Morris, J. & Sunder, Shyam (Co-PIs). Intel Corporation.
13. The Development of Shared Mental Models and Group Performance. 12/1/1998-11/30/2002, \$420,000. R. Kraut, S. Fussell & F. J. Lerch (Co-PIs). National Science Foundation. ISS-9812123.

14. C-Space: Collaborative Information Management. 8/1/1996-7/31/1999. \$1,401,148. W. Scherlis & R. Kraut (Co-PIs). Advanced Research Projects Agency.
15. HomeNet: An Investigation into the Residential Internet. 9/1/1996-8/31/1999. \$722,980. R. Kraut, S. Kiesler, T. Mudkopadhyay, & W. Scherlis (PI). National Science Foundation IRI-9408271.
16. HomeNet: A Field Trial of the Residential Electronic Services. 9/1/1994-12/31/1999. \$875,000. R. Kraut, S. Kiesler, T. Mudkopadhyay, & W. Scherlis (Co-PIs). Industrial support from Apple Computer, AT&T Research, Bellcore, Bell Atlantic, Intel, Interval, Hewlett-Packard, The Markle Foundation, NPD Inc., US Postal Service, US West, and the Information Networking Institute at Carnegie Mellon University.
17. Market Structure and Business Uses of External Telecommunication Networks. 2/1/1995-1/31/1997. \$160,000. R. Kraut (PI) & S. Steinfield (Co-PI). National Science Foundation.
18. Technology and cooperative work. National Science Foundation. 2/88 (conference).
19. Nonverbal behavior in social interaction. National Science Foundation. R. Kraut (PI). 9/1/1979 - 2/28/1983.
20. Verbal and nonverbal cues to deception. National Institute of Health. R. Kraut (PI). 7/1/1977 - 2/29/1980.

Research Interests

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

Books

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

Research Articles and Chapters

1. Kittur, A., & Kraut, R. E. (In press). Coordination in Collective Intelligence: The Role of Team Structure and Task Interdependence *CHI 2009: Proceedings of the ACM Conference on Human Factors in Computing Systems*. NY: ACM Press.
2. Kittur, A., & Kraut, R. E. (2008). Harnessing the Wisdom of Crowds in Wikipedia:: Quality Through Coordination *CSCW'08: Proceedings of the ACM Conference on Computer-Supported Cooperative Work*. New York: ACM Press.
3. Hsieh, G., Kraut, R. E., Hudson, S. E., & Weber, R. (2008). Can markets help? Applying market mechanisms to improve synchronous communication. In *CSCW 2008: Proceedings of the ACM conference on computer-supported cooperative work*. New York: ACM Press.
4. Burke, M., & Kraut, R. E. (2008). Mopping up: Modeling Wikipedia promotion processes. In *CSCW 2008: Proceedings of the ACM conference on computer-supported cooperative work*. New York: ACM Press.
5. Burke, M., & Kraut, R. E. (2008). Mind your p's and q's: When politeness helps and hurts in online communities. In *CSCW 2008: ACM conference on computer-supported cooperative work*. New York: ACM Press. Kittur, A., & Kraut, R. E. (2008). Harnessing the wisdom of crowds in Wikipedia: Quality through coordination. In *Cscw'08: Proceedings of the ACM conference on computer-supported cooperative work*. New York: ACM Press.
6. Dabbish, L., & Kraut, R. E. (2008). Awareness displays and social motivation for coordinating communication. *Information Systems Research*, 19(2), 221-238..
7. Hsieh, G., Lai, J., Hudson, S. E., & Kraut, R. E. (2008). Using tags to assist near-synchronous communication. In *CHI'08: Proceeding of the ACM conference on human factors in computing systems* (pp. 223-226). New York: ACM Press.
8. Shklovski, I., Kraut, R. E., & Cummings, J. (2008). Keeping in touch by technology: Maintaining friendships after a residential move. In *CHI'08: Proceeding of the ACM conference on human factors in computing systems* (pp. 807-816). New York: ACM Press.
9. Bessière, K., Kiesler, S., Kraut, R. E., & Boneva, B. (2008). Effects of Internet use and social resources on changes in depression. *Information, Communication & Society*, 11(1), 47-70.
10. Espinosa, J. A., Slaughter, S. A., Herbsleb, J. D., & Kraut, R. E. (2007). Team knowledge and coordination in geographically distributed software development. *Journal of Management Information Systems*, 24(1), 135-169.
11. Espinosa, A., Slaughter, S., Kraut, R. E., & Herbsleb, J. (2007). Familiarity and team performance in geographically distributed software development. *Organization Science*, 18(4), 613-630.

12. Butler, B., Sproull, L., Kiesler, S., & Kraut, R. (2007). Community effort in online groups: Who does the work and why? In S. Weisband. (Ed.), *Leadership at a distance*. (pp. 171-194). Hillsdale, NJ.: Lawrence Erlbaum Associates.
13. Gergle, D., Rosé, C. P., & Kraut, R. E. (2007). Modeling the impact of shared visual information on collaborative reference. In *CHI 2007: Proceedings of the ACM conference on human factors in computing systems* (pp. 1543-1552). New York: ACM Press.
14. Burke, M., Joyce, E., Kim, T., Anand, V., & Kraut, R. E. (2007). Introductions and requests: Rhetorical strategies that elicit community response. In C. Steinfield, B. Pentland, M. Ackerman & N. Contractor (Eds.), *Communities and technologies 2007: Proceedings of the third communities and technologies conference*. New York, NY: Springer Publishing Company.
15. Weisz, J. D., Kiesler, S., Zhang, H., Ren, Y., Kraut, R. E., & Konstan, J. A. (2007). Watching together: Integrating text chat with video. In *CHI 2007: Proceedings of the ACM conference on human factors and computing systems* (pp. 877-886). New York: ACM Press.
16. Harper, F., Frankowski, D., Drenner, S., Yuqing Ren, Kiesler, S., Terveen, L., et al. (2007). Talk amongst yourselves: Inviting users to participate in online conversations. In *IUI 2007: Proceedings of the ACM conference on intelligent user interfaces* (pp. 62 - 71). New York: ACM Press.
17. Seay, A. F., & Kraut, R. E. (2007). Project massive: Self-regulation and problematic use of online gaming. In *CHI 2007: Proceedings of the ACM conference on human factors in computing systems* (pp. 829 - 838). New York: ACM Press.
18. Ren, Y., Kraut, R. E., & Kiesler, S. (2007). Applying common identity and bond theory to the design of online communities. *Organizational Studies*, 28(3), 379-410.
19. Ankolekar, A., Sycara, K., Herbsleb, J., Kraut, R., & Welty, C. (2006). Supporting online problem solving communities with the semantic web. In *Proceedings of the 15th international conference on World Wide Web* (pp. 575-584). New York: ACM Press.
20. Dabbish, L., & Kraut, R. E. (2006). Email overload at work: An analysis of factors associated with email strain. In *Proceedings of the 2006 ACM conference on computer supported cooperative work* (pp. 431 - 440). New York: ACM Press.
21. Gergle, D., Kraut, R. E., & Fussell, S. R. (2006). The impact of delayed visual feedback on collaborative performance. In *CHI 2006: Proceedings of the ACM conference on human-factors in computing systems* (pp. 1303 - 1312). New York: ACM Press.
22. Arguello, J., Butler, B. S., Joyce, L., Kraut, R., Ling, K. S., Rosé, C. P., et al. (2006). Talk to me: Foundations for successful individual-group interactions in online communities. In *CHI 2006: Proceedings of the ACM conference on human-factors in computing systems* (pp. 959 - 968). New York: ACM Press.
23. Rashid, A., Ling, K., Kraut, R., & Riedl, J. (2006). Motivating participations by displaying the value of contribution. In *CHI 2006: Proceedings of the ACM conference on human-factors in computing systems*. New York: ACM Press.
24. Brynin, M., & Kraut, R. E. (2006). Social studies of domestic information and communication. In R. E. Kraut, M. Brynin & S. Kiesler (Eds.), *Computers, phones, and the Internet: Domesticating information technology* (pp. 3-20). New York: Oxford University Press.

25. Cummings, J., Lee, J., & Kraut, R. (2006). Communication technology and friends during the transition from high school to college. In *Computers, phones, and the Internet: Domesticating information technology* (pp. 265-278). New York: Oxford University Press.
26. Kraut, R. E., Kiesler, S., Boneva, B., & Shklovski, I. (2006). Examining the impact of Internet use on tv viewing: Details make a difference. In R. E. Kraut, M. Brynin & S. Kiesler (Eds.), *Computers, phones, and the Internet: Domesticating information technology* (pp. 70-83). New: Oxford University Press.
27. Boneva, B. S., Quinn, A., Kraut, R. E., Kiesler, S., & Shklovski, I. (2006). Teenage communication in the instant messaging era. In R. Kraut, M. Brynin & S. Kiesler (Eds.), *Computers, phones, and the Internet: Domesticating information technology* (pp. 201-218). New York: Oxford University Press.
28. Shklovski, I., Kiesler, S., & Kraut, R. (2006). The Internet and social interaction: A meta-analysis and critique of studies, 1995-2003. In R. Kraut, M. Brynin & S. Kiesler (Eds.), *Computers, phones, and the Internet: Domesticating information technology* (pp. 251-264). New York: Oxford University Press.
29. Joyce, E., & Kraut, R. E. (2006). Predicting continued participation in newsgroups. *Journal of Computer Mediated Communication*, 11(3), 723-747.
30. Shklovski, I., Kraut, R., & Cummings, J. (2006). Routine patterns of Internet use and psychological well-being: A complex interaction. In *CHI 2006: Proceedings of the ACM conference on human-factors in computing systems*. New York: ACM Press.
31. Fussell, S. R., Kraut, R. E., Gergle, D., & Setlock, L. D. (2005). Visual cues as evidence of others' minds in collaborative physical tasks. In B. Malle and S. Hodges (Eds.), *Other Minds* (pp. 91-105). New York: The Guilford Press.
32. Kraut, R. E., Sunder, S., Telang, R., & Morris, J. (2005). Pricing electronic mail to solve the problem of spam. *Human Computer Interaction*, 20, 195-223.
33. Ling, K., Beenen, G., Ludford, P. J., Wang, X., Chang, K., Li, X., Coslye, D., Frankowski, D., Terveen, L., Rashid, A. M., Resnick, P. & Kraut, R. E. (2005). Using social psychology to motivate contributions to online communities. *Journal of Computer Mediated Communication*, 10(4), np.
34. Dabbish, L., & Kraut, R. (2005). Controlling interruptions: Awareness displays and social motivation for coordination. In *CSCW 2004: Proceedings of the ACM conference on computer supported cooperative work* (pp. 182 - 191). New York: ACM Press.
35. Dabbish, L., Kraut, R., Fussell, S., & Kiesler, S. (2005). Understanding email use: Predicting action on a message. In *CHI 2005, Proceedings of the ACM conference on human factors in computing systems* (pp. 691 - 700). New York: ACM Press.
36. Gergle, D., Kraut, R. E., & Fussell, S. R. (2004). Language efficiency and visual technology: Minimizing collaborative effort with visual information. *Journal of Language and Social Psychology*, 23(4), 491-517.
37. Espinosa, A., Lerch, J., & Kraut, R. (2004). Explicit vs. Implicit Coordination Mechanisms and Task Dependencies: One Size Does Not Fit All. (pp. 107-130). In E. Salas & S. M. Fiore & J. A. Cannon-Bowers (Eds.), *Team Cognition: Process and Performance at the Inter- and Intra-individual Level*. Washington, DC: American Psychological Association.

38. Gergle, D., Millen, D. R., Kraut, R. E., & Fussell, S. R. (2004). Persistence matters: Making the most of chat in tightly-coupled work. In *CHI 2005: Proceedings of the ACM conference on human factors in computing systems* (pp. 431 - 438). New York: ACM Press.
39. Kraut, R. E., Olson, J., Manaji, M., Bruckman, A., Cohen, J., & Couper, M. (2004). Psychological research online. *American Psychologist*, 59(2), 105-117.
40. Gergle, D., Kraut, R. E., & Fussell, S. R. (2004). Action as language in a shared visual space. In *CSCW 2005: Proceedings of the 2004 ACM conference on computer supported cooperative work* (pp. 487 - 496). New York: ACM Press.
41. Kraut, R., & Kiesler, S. (2003). The social impact of Internet use. *Psychological Science Agenda*, 16(3), 8-10.
42. Frohlich, D. M., & Kraut, R. (2003). The social context of home computing (pp. 127-162). In R. Harper (Ed.), *Inside the Smart Home*. London: Springer-Verlag.
43. Kraut, R. (2003). Applying social psychological theory to the problems of group work. In J. M. Carroll (Ed.), *HCI Models, Theories and Frameworks: Toward A Multidisciplinary Science* (pp. 325-356). New York: Morgan Kaufman.
44. Kraut, R. E., Fussell, S. R., & Siegel, J. (2003). Visual information as a conversational resource in collaborative physical tasks. *Human-Computer Interaction*, 18, 13-49.
45. Boneva, B., & Kraut, R. (2003). Email, gender and personal relationships. In B. Wellman & Haythornthwaite (Eds.), *The Internet in Everyday Life* (pp. 372-403). Malden, MA: Blackwell Publishers.
46. Fussell, S. R., Setlock, L. D., & Kraut, R. E. (2003). Effects of head-mounted and scene-oriented video systems on remote collaboration on physical tasks. In *CHI 2003: Proceedings of the ACM conference on human factors in computing systems*, 513 - 520.
47. Kraut, R. E., Sunder, S., Morris, J., Telang, R., Filer, D., & Cronin, M. (2002). Markets for attention: Will postage for email help? In *CSCW 2002, ACM Conference on Computer Supported Cooperative Work, CHI Letters*, 4(2), 206-215.
48. Cummings, J., Butler, B., & Kraut, R. (2002). The quality of online social relationships. *Communications of the ACM*, 45(7), 103-108.
49. Cummings, J. N., & Kraut, R. (2002). Domesticating computers and the Internet. *The Information Society*, 18(3), 1-18.
50. Kraut, R. E., Gergle, D., & Fussell, S. R. (2002). Visual information and collaboration: The use of visual information in shared visual spaces: Informing the development of virtual co-presence. In *CHI 2002: Proceedings of the ACM conference on human factors in computing systems* (pp. 31 - 40). New York: ACM Press.
51. Kiesler, S., Kraut, R., Cummings, J., Boneva, B., Helgeson, V., & Crawford, A. (2002). In P. B. Lowry, J. O. Cherrington, & R. J. Watson (Eds.), *The E-Business Handbook*. (pp. 189-201). NY: CRC Press.
52. Kraut, R. E., Fussell, S. R., Brennan, S. E., & Siegel, J. (2002). Understanding effects of proximity on collaboration: Implications for technologies to support remote collaborative work.

In P. Hinds & S. Kiesler (Eds.), *Distributed work* (pp. 137-162). Cambridge, MA, US: MIT Press.

53. Kraut, R., Kiesler, S., Boneva, B., Cummings, J., Helgeson, V. & Crawford, A. (2002). Internet paradox revisited. *Journal of Social Issues*, 58, 49-74.
54. Boneva, B. Kraut, R. & Frohlich, D. (2001) Using E-mail for personal relationships: The difference gender makes. *American Behavioral Scientist*, 45, 530-549.
55. Fussell, S. R., Kraut, R. E., & Siegel, J. (2000). Coordination of communication: Effects of shared visual context on collaborative work. In *CSCW 2000, ACM Conference on Computer-Supported Cooperative Work, CHI Letters*, 2(1), 21-30.
56. Steinfield, C., Chan, A., and Kraut, R. (2000). Computer mediated markets: An introduction and preliminary test of market structure impacts. *Journal of Computer Mediated Communication*, 5 (3), np.
57. Kiesler, S., Zdaniuk, B., Lundmark, V., & Kraut, R. (2000). Troubles with the Internet: The dynamics of help at home. *Human-Computer Interaction*, 15(4), 323-351.
58. Subrahmanyam, K., Greenfield, P., Kraut, R., & Gross, E. (2001). The impact of computer use on children's and adolescents' development. *Journal of Applied Developmental Psychology*, 22(1), 7-30.
59. Espinosa, A., Cadiz, J., Rico-Gutierrez, L., Kraut, R., Scherlis, W., & Lautenbacher, G. (2000). Coming to the wrong decision quickly: why awareness tools must be matched with appropriate tasks. *CHI 2000, ACM Conference on Human Factors in Computing Systems, CHI Letters*, 2(1), 392-399.
60. Subrahmanyam, K., Kraut, R. E., Greenfield, P. M., & Gross, E. F. (2000). The impact of home computer use on children's activities and development. *Future of Children*, 10(2), 123-144.
61. Subrahmanyam, K., Kraut, R. E., Greenfield, P., & Gross, E. (2000). New Forms of Electronic Media: Impact of Interactive Games and the Internet on Cognition, Socialization, and Behavior. In D. Singer & J. Singer (Eds.) *Handbook of Children and the Media*. Pp. 73-99. Los Angeles, CA: Sage.
62. Chan, A., Steinfield, C. & Kraut, R. (1999, April). Do open networks favor electronic markets? *iMP :Information Impacts Magazine*. http://www.cisp.org/imp/april_99/04_99chan.htm
63. Kraut, R. E., Mukhopadhyay, T., Szczypula, J., Kiesler, S. & Scherlis, W. (1999). Communication and Information: Alternative Uses of the Internet in Households. *Information Systems Research*. 10(4) 287-303.
64. Kraut, R., Steinfield, C., Chan, A. P., Butler, B., & Hoag, A. (1999). Coordination and virtualization: The role of electronic networks and personal relationships. *Organization Science*, 10(6), 722-740. Simultaneously published in *Journal of Computer Mediated Communication*, 1998, 4(3) at <http://www.ascusc.org/jcmc/vol3/issue4/kraut.html>.
65. Kiesler, S. & Kraut, R. (1999). Internet use and ties that bind. *American Psychologist*, 54(9), 783-784.

66. Kraut, R., Patterson, M., Lundmark, V., Kiesler, S., Mukhopadhyay, T., & Scherlis, W. (1998). Internet paradox: A social technology that reduces social involvement and psychological well-being? *American Psychologist*, 53(9), 1017-1031.
67. Kraut, R. E., Rice, R. E., Cool, C., & Fish, R. S. (1998). Varieties of social influence: The role of utility and norms in the success of a new communication medium. *Organization Science*, 9(4), 437-453.
68. Steinfield, C., Caby, L., Jaeger, C., & Kraut, R. (1998). Electronic network use and coordination between producers and suppliers: A French and US comparative analysis. In E. Bohlin & S. Levin (Eds.), *Telecommunications transformation: Technology, strategy, and policy*. Amsterdam: IOS Press.
69. Fussell, S. R., Kraut, R. E., Lerch, F. J., Sherlis, W. L., McNally, M. and Cadiz, J. J (1998). Coordination, Overload and Team Performance: Effects of Team Communication Strategies. In *CSCW 1998: Proceedings of the ACM conference on computer supported cooperative work*. New York: ACM.
70. Kiesler, S., Kraut, R., Lundmark, V., Scherlis, W., & Mukhopadhyay, T. (1997) Usability, help desk calls, and residential Internet usage. *CHI 199: Proceedings of the ACM Conference on Human Factors in Computing Systems*. New York: ACM.
71. Kraut, R. E. & Attewell, P. (1997). Media use in a global corporation: Electronic mail and organizational knowledge. In S. Kiesler (Ed.) *Culture of the Internet*. Mahwah, NJ: Erlbaum. Pp. 323-342.
72. Kraut, R. E. (1996). Internet@home: Introduction to the special section on the new home computing. *Communications of the ACM*, 39, 32-35.
73. Kraut, R., Scherlis, W., Mukhopadhyay, T., Manning, J., & Kiesler, S. (1996). The HomeNet field trial of residential Internet services. *Communications of the ACM*, 39, 55-63.
74. Kraut, R. E., Miller, M. D. & Siegel, J. (1996). Collaboration in Performance of Physical Tasks: Effects on Outcomes and Communication. In *CSCW 1996: Proceedings of the ACM Conference on computer supported cooperative work*. (pp. 57-66). NY: ACM Press.
75. Kraut, R. E., Scherlis, W, Mukhopadhyay, T., Manning, J., Kiesler, S. (1996). HomeNet: A field trial of residential Internet services. In *CHI 1996: Proceedings of the ACM conference on human factors in computing system*, 284-291
76. Streeter, L., Kraut, R.E., Lucas, H., & Caby, L. (1996). How open data networks influence business performance and market structure. *Communications of the ACM*, 39, 62-73.
77. Lucas, H. C., Levecq, H., Kraut, R. & Streeter, L. (1995, November). France's grass-roots data net. *IEEE Spectrum*, 71-77.
78. Steinfield, C., Kraut, R. & Plummer, A. (1995). The Impact of interorganizational networks on buyer-seller relationships. *Journal of Computer Mediated Communication*, 1(3). (available on-line at <http://www.usc.edu/dept/~annenber/vol1/issue3/vol1no3.html>)
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Selected Conference Presentations and Draft Manuscripts

1. Ren, Y., Harper, M., Drenner, S., Kiesler, S., Terveen, L., Riedl, J., et al. (Under review). Building attachment to online communities: Design principles for identity and bonds. Unpublished manuscript.
2. Kraut, R., Wang, X., Butler, B., Joyce, E., & Burke, M. (Under review). Building commitment and contribution in online groups through interaction. Information Systems Research.
3. Gergle, D., Kraut, R. E., & Fussell, S. R. (Under review). Using visual information for grounding and awareness in collaborative tasks. *Human Computer Interaction*.

4. Choi, B. R., Kraut, R. E. and Fichman, M. (Under review) Forb International Conference on Information Systems
5. Hsieh, G., Kraut, R. E., Hudson, S. and Weber, R. (Under review) For *CSCW08: ACM Conference on Computer-Supported Cooperative Work*
6. Kraut, R. E., Fussell, S. R., Lerch, F. J., & Espinosa, A. (Under review). Coordination in teams: Evidence from a simulated management game. *Journal of Applied Psychology*.
7. Burke, M., & Kraut, R. E. (2008). Mind your p's and q's: When politeness helps and hurts in online communities. In *CHI '08 extended abstracts on human factors in computing systems* (pp. 3195-3200). New York: ACM press.
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10. Espinosa, J. A., Carley, K. M., Kraut, R. E., Lerch, F. J., & Fussell, S. R. (2002, August 27). *The Effect of Task Knowledge Similarity and Distribution on Asynchronous Team Coordination and Performance: Empirical Evidence from Decision Teams*. Paper presented at the Cognitive Research (CORE) Workshop, International Conference on Information Systems, Barcelona, Spain.
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13. Cummings, J. N & Kraut, R. E. (2000, April 13-16) Network stability, social involvement, and psychological well-being: International Sunbelt Social Network Conference (20th Annual),. Vancouver, Canada
14. Cummings, J. & Kraut, R. (1999, June). Weakening of ties? Internet use and psychological closeness in social networks. Paper presented at the annual conference of the American Psychological Society, Denver, Colorado, June 6, 1999
15. Fussell, S. R., Kraut, R. E., & Lerch, F. J. (1999, June). Team coordination and performance: Shared mental representations of team goals. Invited address presented at the Symposium on Information Sharing in Work Groups (Richard Moreland & Linda Argote, Co-Chairs) at the annual conference of the American Psychological Society, Denver, Colorado, June 6, 1999

16. Kraut, R. E., Fussell, S. R., & Lerch, F. J. (1999, April 30). Shared mental models in work groups: A controlled field study. Paper presented at the annual meeting, Society of Industrial and Organizational Psychologists, Atlanta GA.
17. Plummer, A., Butler, B., Hoag, A., Kraut, R. & Steinfield, C. (1996, May 23-27). Factors influencing the use of intercompany networks for processing transactions. The 46th Annual Conference of the International Communication Association (ICA), Chicago, Illinois, . (Presenter: A. Plummer.)
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Book Reviews and Comments

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

PhD committees chaired

Turadg Aleahmad (Current, HCII)

Moira Burke (Current, HCII)

Brian Butler (PhD in Information System, 1999, now at Katz School of Business, University of Pittsburgh)

Bo Reum Choi (Current, Tepper)

Benjamin Collier (Current, Tepper)

Jonathon Cummings (PhD in Organizational Science, 2001, now at Duke University)

Laura Dabbish (PhD in HCI, 2006, now at Heinz School of Public Policy, Carnegie Mellon University)

Nancy Deng (PhD in Information System, 2006, now at University of Hawaii)

Alberto Espinosa (PhD in Information System, 2001, now at Kogod School, of Business, American University)

Darren Gergle (PhD in HCI, 2006, now at Northwestern University)

Gary Hsieh (Current, HCII)

Seung Hyun Kim (Current, Tepper)

Fleming Seay (PhD in HCI, 2006, now at Dell Computer)

Irina Shklovski (2007, HCII, now at University of California at Irvine)

Professional Memberships and Activities

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

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