

ANN-FRANCES CAMERON

Associate professor, IT Department
Holder of the *Canada Research Chair in Digital Communication and Multitasking*
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EDUCATION AND TRAINING

PhD (Management)

Queen's University, Kingston, Ontario, Canada
Management Information Systems, Minor in Organizational Behavior
Supervised by Dr. Jane Webster
Thesis committee: Dr. Brent Gallupe, Dr. Sandy Staples & Dr. Susan Brodt
Dissertation Title: *Multi-communicating: Juggling multiple conversations with technology*
Successfully defended: January 2007

MSc (Management)

Queen's University, Kingston, Ontario, Canada
Major in Management Information Systems
Graduated Fall 2002

Bachelor of Information Systems (Major with Distinction)

St. Francis Xavier University, Antigonish, Nova Scotia, Canada
Graduated Spring 2000

Credential: Project Management Profession (PMP)

Montréal, QC
Certified in 2008

Harvard Business Publishing Case Method Teaching Seminar

Harvard Business School
Boston, MA
2017

fMRI Visiting Fellowship Program

Martinos Center for Biomedical Imaging, Harvard Medical School
Boston, MA
2012

PROFESSIONAL EXPERIENCE

2019-present Holder of the Canada Research Chair in Digital Communication and Multitasking
HEC Montréal, Montréal, Quebec, Canada

2019-present Teacher and coach, Agile project management for AI-based ventures
NextAI venture accelerator program, Montréal, Quebec, Canada

2014-2019 Holder of the Professorship in Information Technology and Multitasking
HEC Montréal, Montréal, Quebec, Canada

Winter 2018 Visiting Professor
Queen's University, Kingston, Ontario, Canada

Winter 2014 Visiting IS Scholar
Queen's University, Kingston, Ontario, Canada

2012-present Associate Professor
HEC Montréal, Montréal, Quebec, Canada

2006-2012 Assistant Professor
HEC Montréal, Montréal, Quebec, Canada

2000-2001 IS application analyst and corporate trainer
Imperial Oil, Calgary, Alberta, Canada & Toronto, Ontario, Canada

AUTHOR IMPACT ANALYSIS

Source: Google Scholar, September 20, 2023

Citations: 2,651

h-index: 19

i10-index: 26

PUBLICATIONS

Articles Published in Scholarly Journals

Yang, M., Jiang, J., **Cameron, A.F.**, Liu, X. (2023). How do you cope? Online medical consultation service uncertainty, coping strategies, and subsequent payment. *Electronic Commerce Research and Applications (ECRA)*, 61, 101294.

Vial, G., **Cameron, A.F.**, Giannelia, T., Jiang, J. (2023). Managing artificial intelligence projects: Key insights from an AI consulting firm. *Information Systems Journal*, 33(30), 419-691.

<https://doi.org/10.1111/isj.12420>.

- Journal listed on the IS Senior Scholar's List of Premier Journals¹

Labonté-LeMoyné, E., **Cameron, A.F.**, Sénécal, S., Fredette, M., Faubert, J., Lepore, F., Léger, P.M. (published online ahead of print). What's that on your Phone? Effects of Mobile Device Task Type on Pedestrian Performance. *Human Factors*. <https://journals.sagepub.com/doi/10.1177/00187208221141175>

¹ List of journals deemed by the Information Systems "College of Senior Scholars" to be the top journals in our field and encouraged to be considered as such for tenure and promotion cases:

<https://aisnet.org/page/SeniorScholarBasket>

Alcaraz, M., Labonté-Lemoyne, É., Lupien, S., Senecal, S., **Cameron, A.F.**, Bellavance, F., & Léger, P. (2022). Stress can lead to an increase in smartphone use in the context of texting while walking. *Frontiers in psychology*, 13. <https://doi.org/10.3389/fpsyg.2022.760107>.

Vial, G., Jiang, J., Giannelia, T., **Cameron, A.F.** (2021). The Data Problem Stalling AI Implementation. *MIT Sloan Management Review*, 62(2), 47-53. <https://sloanreview.mit.edu/article/the-data-problem-stalling-ai/>

- Journal on the Financial Times Top 50 list²

Jiang, J., Yang, M., Kiang, M., & **Cameron, A. F.** (2021). Exploring the freemium business model for online medical consultation services in China. *Information Processing & Management*, 58(3), DOI: 10.1016/j.ipm.2021.102515.

Jiang, J., **Cameron, A.F.** (2020). Exploring IT-Enabled Self-Monitoring as an Opportunity for Chronic Disease Management: An Interdisciplinary Review. *MIS Quarterly*, 44(1b), 451-508; DOI: 10.25300/MISQ/2020/15108.

- Journal on the Financial Times Top 50 list
- Journal listed on the IS Senior Scholar's List of Premier Journals

Twyman, N., Proudfoot, J., **Cameron, A.F.**, Case, E., Burgoon, J.K., & D. P. Twitchell (2020). Too busy to be manipulated: How multitasking with technology improves deception detection in collaborative teamwork. *Journal of Management Information Systems*, 37(2), 377-395. DOI: 10.1080/07421222.2020.1759938.

- Journal on the Financial Times Top 50 list
- Journal listed on the IS Senior Scholar's List of Premier Journals

Jiang, J., **Cameron, A. F.**, & Yang, M. (2020). Analysis of Massive Online Medical Consultation Service Data to Understand Physicians' Economic Return: Observational Data Mining Study. *JMIR medical informatics*, 8(2), e16765.

Mourra, G.N., Senecal, S., Fredette, M., Lepore, F., Faubert, J., Bellavance, F., **Cameron, A.F.**, Labonté-LeMoyne, E. & Léger, P. M. (2020). Using a smartphone while walking: The cost of smartphone-addiction proneness. *Addictive behaviors*, 106, 106346.

Mourra, G.N., Briegne, D., Rucco, E., Labonté-Lemoyne, É., Courtemanche, F., Senecal, S., Fredette, M., **Cameron, A.F.**, Faubert, J., Lepore, F. and Bellavance, F. (2020). Measuring the switch cost of smartphone use while walking. *Journal of Visualized Experiments: Jove*, 158.

Courtemanche, F., Labonté-LeMoyne, É., Léger, P.-M., Fredette, M., Sénécal, S., **Cameron, A.F.**, Faubert, J., Bellavance, F. (2019). Texting while walking: an expensive switch cost. *Accident Analysis & Prevention*, 127, 1-8.

Oppong-Tawiah, D., Webster, J., Staples, S., **Cameron, A.F.**, Ortiz de Guinea, A., Hung, T.Y. (2020). Developing a gamified mobile application to encourage sustainable energy use in the office. *Journal of Business Research*, 106, 388-405.

² List of 50 journals deemed by the Financial Times to be the top journals in the field of management: <https://www.ft.com/content/3405a512-5cbb-11e1-8f1f-00144feabdc0>

Hershcovis, S., **Cameron, A.F.**, Gervais, L. Bozeman, J. (2018). The Effects of Confrontation and Avoidance Coping in Response to Workplace Incivility. *Journal of Occupational Health Psychology*, 23(2), 163. DOI: <http://dx.doi.org/10.1037/ocp0000078>.

Cameron, A.F., Barki, H., Ortiz de Guinea, A., Coulon, T., Moshki, H. (2018). Multicommunicating in meetings: Effects of locus, topic relatedness and meeting medium. *Management Communication Quarterly*, 32(3), 303-336. DOI: <http://dx.doi.org/10.1177/0893318918759437>.

Cameron, A. F., Webster, J., Barki, H., & Ortiz de Guinea, A. (2016). Four common multicommunicating misconceptions. *European Journal of Information Systems*, 25(5), 465-471.

- Journal listed on the IS Senior Scholar's List of Premier Journals

Paré, G., **Cameron, A.F.**, Poba-Nzaou, P., Templier, M. (2013). A systematic assessment of rigor in information systems ranking-type Delphi studies. *Information & Management*, 50(5), 207-217.

- Journal listed on the IS Senior Scholar's List of Premier Journals

Cameron, A.F., Webster, J. (2013). Multicommunicating: Juggling multiple conversations in the workplace. *Information Systems Research*, 24(2), 352-371.

- Journal on the Financial Times Top 50 list
- Journal listed on the IS Senior Scholar's List of Premier Journals

Cameron, A.F., Webster, J. (2011). Relational Outcomes of Multicommunicating: Integrating Incivility and Social Exchange Perspectives. *Organization Science*, 22(3), 754-771.

- Journal on the Financial Times Top 50 list

Hershcovis, S., **Cameron, A.F.** (2011). Invited Reaction: Managing Workplace Incivility: The Role of Conflict Management Styles – Antecedent or Antidote. *Human Resource Development Quarterly*, 22(4), 425-435.

Street, C., **Cameron, A.F.** (2007). External relationships and the small business: A review of small business alliance and network research. *Journal of Small Business Management*, 45(2), 239-266.

- Journal on the Financial Time list (was on the list in 2007 but is no longer on the list)

Cameron, A.F., Webster, J. (2005). Unintended consequences of emerging communication technologies. *Computers in Human Behavior*, 21(1), 85-103.

Communications for a Professional Audience

Cameron, A.F., Gril, E. (2020). Mobiliser en dépit des distances: le défi des équipes délocalisées. *Gestion*. <https://www.revuegestion.ca/dossier-les-equipes-au-cour-de-la-gestion-mobiliser-en-depit-des-distances-le-defi-des-equipes-d>.

Cameron, A.F., Gril, E. (2019). Gérer mieux vos réunions d'équipe: Les enjeux de la multicommunication. *Gestion* (Edition: Summer 2019). <https://www.revuegestion.ca/gerez-mieux-reunions-equipe-enjeux-multicommunication>.

Cameron, A.F., Gril, E. (2017). La gestion des réunions d'équipe: Les enjeux de la multicommunication. *Gestion*, 42(4), 100-103.

Research mentioned in: Lord, S. (June 1, 2015). Technologies en affaires : des outils pour améliorer la productivité. Montreal daily French newspaper: La Presse.

Research reported in: Goldstein, D. (2013). Research brief: Juggling multiple conversation at work. Smith Business Insight. Queen's University.

https://smith.queensu.ca/insight/content/research_brief_juggling_multiple_conversations_at_work.php

Wybo, M., **Cameron, A.F.** (December 4, 2007). Les TI dans une perspective de globalisation. Direction Informatique.

Cameron, A.F. (September 17, 2007). Aspects sociaux du travail multitâche. Montreal daily French newspaper: La Presse.

Cameron, A.F. (September 10, 2007). Interruptions et travail multitâche. Montreal daily French newspaper: La Presse.

Conference Proceedings

Mahapatra, M., & **Cameron, A.F.** (2023). A Configurational Approach to Examine Technostress Creators. *Americas Conference on Information Systems (AMCIS)*, Panama City, Panama, August 10-12.

Giannelia, T., **Cameron, A.F.** (2022) Managing Urgent Complex AI Projects: The Case of AISys at CityPort. *Americas Conference on Information Systems (AMCIS)*, Minneapolis, MN.

Hassani-Alaoui, S., **Cameron, A.F.**, Giannelia, T. (2020). "We use scrum but...": Agile modifications and project success. *Hawaii International Conference on System Sciences (HICSS)*. Jan 7-10, 2020, Hawaii.

Jiang, J., **Cameron, A.F.** (2019). IT-based self-monitoring interventions to promote physical activity and weight loss: A meta-analysis of change-from-baseline effects. *Hawaii International Conference on System Sciences (HICSS)*, January 8 – 11, Maui, Hawaii, 10 pages.

Cameron, A.F., Addas, S., Spitzmuller, M. (2019). Multicommunicating During Team Meetings and Its Effects on Team Functioning. Proceedings of the Vienna Retreat on *NeuroIS*, Vienna, June 4-6, 2019.

Ghaffari, R., **Cameron, A.F.** (2018). How Do Existing Users Adopt Additional Features to Perform Their Current Tasks? Conceptualization and Qualitative Exploration of Switching Patterns in the Context of Online Systems. *ASAC*, May 27 – 29, Toronto, Canada.

Jiang, J., **Cameron, A.F.** (2018). Gamification and Affective Response: Explaining Longitudinal IT-Based Self-Tracking Use Patterns. *DIGIT 2018 Proceedings*. <https://aisel.aisnet.org/digit/>

Jiang, J., Rivard, S., **Cameron, A.F.** (2017). Understanding Success of Philanthropic Crowdfunding Campaigns: A Quantitative Grounded Theory Approach. *ASAC*, May 29 - June 1, Montreal, Canada.

Bergeron, J., **Cameron, A.F.**, Ortiz de Guinea, A. (2015). L'adoption d'une technologie permettant de gérer les interruptions dans un contexte d'«open-plan office» : une étude de cas. Administrative Sciences Association of Canada (ASAC) Conference, June 13 - 16, Halifax, Canada. 36 pages.

Oppong-Tawiah, D., Webster, J., Staples, S., **Cameron, A. F.**, Ortiz de Guinea, A. (2014). Encouraging Sustainable Energy Use in the Office with Persuasive Mobile Information Systems. *Proceedings ICIS*, December 14-17, 2014, Auckland, New Zealand.

Sénécal, S., Léger, P.M., Fredette, M., Courtemanche, F., **Cameron, A.F.**, Mirhoseini, M., Paquet, A., Riedl, R. (2013). Mouse vs. Touch Screen as Input Device: Does it Influence Memory Retrieval? *Proceedings ICIS*, December 15-18, Milan, Italy.

Cameron, A.F., Barki, H., Ortiz de Guinea, A., Coulon, T., Moshki, H. (2013). Mixing up Apples and Oranges? Towards a Classification Scheme of Multicommunicating during Group Meetings. *Proceedings ASAC*, June 8-11, Calgary, Canada.

Léger, P.M., Sénécal, S., **Cameron, A.F.**, Courtemanche, F., Bellavance, F., Faubert, J., Fredette, M. (2013). Travailler à l'extérieur des frontières de l'organisation : Un modèle pour étudier les effets des multitâches technologiques en contexte piétonnier. *Proceedings ASAC*, June 8-11, Calgary, Canada.

Cameron, A.F., Barki, H., & Plante, C. (2012). Professional or Faux pas? Effects of Multicommunicating on the Analyst-User Relationship. *Proceedings HICSS*, January 4-7, 2012, Hawaii.

Paré, G., **Cameron, A.F.**, Poba-Nzaou, P., Templier, M. (2011). A Systematic Assessment of Rigor in Information Systems Ranking-Type Delphi Studies. *Proceedings ASAC*, July 2-5, 2011, Montréal.

Rivard, S., St-James, Y., **Cameron, A.F.** (2011). Software project risk drivers as project manager stressors and coping resources. *Proceedings HICSS*. January 4-7, 2011. Hawaii.

Staples, D.S., **Cameron, A.F.** (2004). The Effect of Task Design, Team Characteristics, Organizational Context and Team Processes on the Performance and Attitudes of Virtual Team Members. *Proceedings HICSS*. January 3-6, 2005. Hawaii.

Cameron, A.F. (2003). Polychronic communication: Exploring an emerging phenomenon. In *Proceedings ASAC*, June 14-17, 2003. Halifax, NS.

Cameron, A.F., Webster, J. (2003). Instant Messaging systems in corporate environments. In *Proceedings ASAC*, June 14-17, 2003. Halifax, NS.

Cameron, A.F., Diochon, M.C. (1999). Using information technology (IT) to add value to the learning process: Pre-conditions for success. *Proceedings Atlantic Schools of Business Conference*. Halifax, NS.

RESEARCH GRANTS

2022-2027

(NSERC) Alliance Grant "Improving industrial UX measures and methods", \$9 480 258 (co-researcher).

2020-2024

Social Sciences and Humanities Research Council (SSHRC) Insight Grant, "The dangers of mobile multitasking: A multimethod approach", \$286 984 (co-researcher).

2019-2023

Canada Research Chair (CRC) in Digital Communication and Multitasking, \$500 000 (individual).

2019

Canadian Foundation for Innovation (CFI) – John R. Evans Leaders Fund – CRC Partnership, “Digital Meetings Lab”, \$506 766 (individual).

2019-2022

Social Sciences and Humanities Research Council (SSHRC) Insight Grant, “Multicommunicating during team meetings and its effects on team functioning”, \$88 595 (principal investigator).

2018-2022

Fonds de recherche du Québec - Société et culture (FRQSC) – Program to support research teams, “L'expérience utilisateur : une approche multiméthode”, \$344 248 (co-researcher).

2015-2019

Social Sciences and Humanities Research Council (SSHRC) Insight Grant, “Cognitive, emotional and behavioral outcomes of mobile multitasking: A multimethod approach”, \$144 446 (co-researcher).

2014-2019

HEC Montréal Research Professorship in Information Technologies and Multitasking, \$50 000 (\$10 000 per year) (individual).

2013-2018

Social Sciences and Humanities Research Council (SSHRC) Insight Grant, “Persuading employees to be environmentally friendly with social media”, \$240 650 (collaborator).

2013-2014

Research project initiation grant: HEC Montréal internal competition, “Travailler à l'extérieur des frontières de l'organisation: Les effets des multitâches technologiques en contexte piétonnier”, \$5 000 (principal investigator).

2012-2015

Social Sciences and Humanities Research Council (SSHRC) partnership development grant, “Mobile usage, its antecedents and consequences: A multi-method research program”, \$180 000 (collaborator).

2011-2014

Social Sciences and Humanities Research Council (SSHRC) standard research grant, “Individual- and group-level outcomes of multicommunicating during group work”, \$62 069 (principal investigator).

2008-2011

Fonds de recherche du Québec - Société et culture (FRQSC) – Program to establish new researchers, “L'effet relationnel des technologies avec pouvoir d'interruption” \$40 186 (individual).

SERVICE

- Director of GReSI (Groupe de Recherche en Systèmes d'Information) at HEC Montréal, 2012-2019.
- Associate Editor for *International Conference on Information Systems (ICIS)* 2018, Track: Human Behavior and IS.

- Co-chair of the Administrative Sciences Association of Canada (ASAC) 2017 Doctoral Consortium.
- Special issue associate editor for *Information Systems Journal* (2015).
- Editorial Review Board for the *Journal of the Association of Information Systems* (2012 to 2014).
- Ad-hoc reviewer for *MIS Quarterly*, *Information Systems Research*, *Organization Science*, *Decision Support Systems*, *Information & Management*, *Computers in Human Behavior*, *Decision Sciences*, *European Journal of Information Systems*, *Journal of Strategic Information Systems*, *Canadian Journal of Administrative Sciences*, *Current Psychology*, *Human Relations*, *Human Resource Management Journal*, and *New Media & Society*.
- Reviewer for conferences including *Academy of Management Annual Meetings*, *International Conference on Information Systems (ICIS)*, *Americas Conference on Information Systems (AMCIS)*, and *Administrative Sciences Association of Canada Conference (ASAC)*.

SUPERVISION OF GRADUATE STUDENTS

Doctorate

- 1 doctoral student graduated in 2019.
- Currently supervising four doctoral students (one as a co-supervisor).

MSc

- Currently supervising 1 MSc thesis and co-supervising 4 MSc theses.
- Successfully supervised 7 MSc theses (5 were co-supervised).
- Directed 2 and co-directed 1 MSc supervised projects (project in an organization, but without a thesis component).

MBA

- Supervised more than 25 individual study projects in the MBA.
- Supervised one final report in the HEC-McGill ExecMBA.