

# Jinglu JIANG

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Associate Professor of Management Information Systems  
SUNY-Binghamton University, School of Management  
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## EDUCATION

<b>Ph.D.</b>	HEC Montreal (Canada) Management (Specialized in IT)	2019
<b>M.Sc.</b>	Queen's University (Canada) Management Information Systems	2014
<b>Bachelor</b>	Shanghai University of Finance and Economics (China) Management (Specialized in E-business)	2013

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## EXPERIENCE

2024 - Present	<b>Associate professor</b> , Binghamton University
2020 - 2024	<b>Assistant professor</b> , Binghamton University Teaching subjects: E-business, Machine learning
2018 - 2019	<b>Part-time lecturer</b> , HEC Montreal Teaching subjects: IT in organizations (undergraduate level)

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## REFEREED ACADEMIC JOURNAL PUBLICATIONS

1. Lu, X., Jiang, J., Head, M., Yang, J. (In press). Phishing Detection in Multitasking Contexts: The Impact of Working Memory Load, Goal Activation, and Message Framing Cue on Detection Performance. *European Journal of Information Systems*.
2. Jiang, J., Giannelia, T., & Cameron, A. (In press). Demonstration of Generative AI Assisted Inductive Coding: Exploring Sociotechnical Imaginaries for Qualitative Research. *Communications of the Association for Information Systems*, 57, pp-pp. Retrieved from <https://aisel.aisnet.org/cais/vol57/iss1/27>
3. Jiang, J., Goodarzi, S., Kahai, S., & Cameron, A. F., (2025). Navigating the technology-tide: Mitigating the impact of technology-related political risks on firm innovativeness through strategic diversification and board technology competency. *Journal of Business Research*, 194, 115369.
4. Matta, M., Jiang, J., Kahai, S., & Sabherwal, R. (2024). Blooming Through the Cracks: The Effects of Fault Lines in Corporate Boards on Information-Technology Value. *Journal of Management Information Systems*, 41(4), 1078-1110.

5. Jiang, J., Cameron, A. F., & Opoku-Mensah, E. (2023). Toward a multilevel framework of multicommunicating: Insights from a systematic review. *Computers in Human Behavior Reports*, 100349.
6. Yang, M., Jiang, J., Liu, X., Cameron, A., (2023). How Do You Cope? Online Medical Consultation Service Uncertainty, Coping Strategies, and Subsequent Payment. *Electronic Commerce Research and Applications*. 61: 101294
7. Goodarzi, S., Jiang, J., Lu, X., Head, M., (2023). Exploring the Impact of Online Social Participation on Loneliness in Older Adults: Evidence from the Canadian Longitudinal Study on Aging. *International Journal of Information Management*. 73: 102685
8. Lu, X., Jiang, J., Head, M., Kahai, S. (2023). Understanding the Influence of Online Social Participation on the Well-Being of Older Adults Using the Canadian Longitudinal Study on Ageing. *European Journal of Information Systems*, 33(5), 699–716.
9. Vial, G., Cameron, A., Giannelia, T., Jiang, J., (2023). Managing AI Projects: Key Insights from an AI Consulting Firm. *Information Systems Journal*. 33, 669-691.
10. Jiang, J., Karran, A., Coursaris, C., Léger, PM., Beringer, J., (2022). A Situation Awareness Perspective on Human-AI Interaction: Tensions and Opportunities. *International Journal of Human-Computer Interaction*, 39(9), 1789–1806.
11. Lu, X., Jiang, J., Head, M., Yang, J. (2022). The Impact of Linguistic Complexity on Leadership in Online Q&A Communities: Comparing Knowledge Shaping and Knowledge Adding. *Information & Management*. 59(6), 103675. DOI: 10.1016/j.im.2022.103675
12. Jiang, J., Kahai, S., Yang, M. (2022). Who Needs Explanation and When? Juggling Explainable AI and User Epistemic Uncertainty. *International Journal of Human-Computer Studies*, 165.
13. Yang, M., Jiang, J., Kiang, M., Yuan, F. (2022). Re-examining the Impact of Multidimensional Trust on Patients' Online Medical Consultation Service Continuance Decision. *Information Systems Frontiers*. 24(3), 983-1007.
14. 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), 102515.
15. Vial, G., Jiang, J., Giannelia, T., Cameron, A. (Winter 2021). "The Data Problem Stalling AI," *MIT Sloan Management Review* (62:2), p.47-53. <https://sloanreview.mit.edu/article/the-data-problem-stalling-ai/>
16. Jiang, J., & Cameron, A. (2020). "IT-Enabled Self-Monitoring for Chronic Disease Self Management: An Interdisciplinary Review," *MIS Quarterly* (44:1), p.451-508.
17. Jiang, J., Cameron, A.-F., and 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), p. e16765.

## CONFERENCE PROCEEDINGS

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1. Jiang, Jinglu., Rivard, Suzanne., & Cameron, Ann-Frances. (2025). A Multilevel Mechanism-Based Model of Human Agents, Machine Agents, and Collective Outcomes on Digital Platforms. In Bui, T.X. & Sprague, R.H. (Eds.), *Proceedings of the 58th Hawaii International Conference on System Sciences (HICSS 2025)*
2. Lu, Xuecong., Jiang, Jinglu., Head, Milena., Yang, Junyi. (2022). A Systematic Review of Leadership in Online Communities: Social Leaders, Technical Leaders, and Impacts. *AMCIS 2022 Proceedings*.
3. Jiang, J., Karran, A. J., Coursaris, C. K., Léger, P. M., & Beringer, J. (2021, July). A Situation Awareness Perspective on Human-Agent Collaboration: Tensions and Opportunities. In *HCI 2021 Late Breaking Work Papers Proceedings* (Springer LNCS).
4. Yang, Ming., Lin, Shupe., Liu, Xin., Jiang, Jinglu. (2021). Reciprocal Interaction and Physicians' Economic Return in Online Medical Consultation. *PACIS 2021 Proceedings*.
5. Lu, Xuecong., Head, Milena., Jiang, Jinglu., Yang, Junyi. (2021). An Investigation of the Interplay between Emotional Congruence and Regulatory Fit in Phishing Susceptibility. *ECIS 2021 Proceedings*. Marrakesh, Morocco.
6. Yang, Ming., & Jiang, Jinglu. (2020). When Does Trust Reinforce Intentions to Upgrade to Paid Online Healthcare Consultations? The Valence of Platform- Versus Service-Related Attitudes. *PACIS 2020 Proceedings*. 20-24 June 2020. Dubai, UAE.
7. Jiang, Jinglu., & Cameron, Ann-Frances. (2019). IT-Based Self-Monitoring Interventions to Promote Physical Activity and Weight Loss: A Meta-Analysis of Change-from-Baseline Effect. In Bui, T.X. & Sprague, R.H. (Eds.), *Proceedings of the 52nd Hawaii International Conference on System Sciences (HICSS 2019)*.
8. Jiang, Jinglu., & Cameron, Ann-Frances. (2018). Gamification and Affective Response: Explaining Longitudinal IT-Based Self-Tracking Use Patterns. *DIGIT 2018 Proceedings*. <https://aisel.aisnet.org/digit/>
9. Jiang, Jinglu. (2018). Social Login Acceptance: A DIF Study of Differential Factors. *PACIS 2018 Proceedings*. 20. June 26-June 30, 2018. Yokohama, Japan. <https://aisel.aisnet.org/pacis2018/20>.
10. Jiang, Jinglu. (2016). The Challenges and Opportunities of Sharing Economy – A New Wrapping for Doing Business Online? *PACIS 2016 Proceedings*. 111. June 27- July 1, 2016. Taiwan. <https://aisel.aisnet.org/pacis2016/111>.
11. Jabagi, Nura., Jiang, Jinglu. & MacLean, Donald. (2016) Communicating to Practitioners through IS Research: A Descriptive Review. *AMCIS 2016 Proceedings*. Aug 11- Aug 14, 2016. San Diego, California, US. <https://aisel.aisnet.org/amcis2016/Phil/Presentations/6/>
12. Jiang, Jinglu. & Gallupe, Brent. (2015). Environmental Scanning and Business Insight Capability: The Role of Business Analytics and Knowledge Integration. *AMCIS 2015*

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## OTHER PUBLICATIONS

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- Jiang, J., & Kahai, S. (2025). Leveraging Generative AI for Problem-Based Learning: Promoting Student-Initiated Scaffolding. Available at SSRN 5204175. DOI: 10.2139/ssrn.5204175
- Lu, X., Jiang, J., Head, M., Dalmer, N., Tflyn., N (2023). Older Adults' Consumption of Fake News – An Interoceptive Perspective. The 22nd Annual Pre-ICIS Workshop on HCI Research in MIS.
- Alexander Karran, Jinglu Jiang, Constantinos K. Coursaris, Mario Passalacqua, Pierre-Majorique Léger, Ju-Yeon (Julie) Kang, Sylvain Sénécal (2021). *Enhancing Human-Machine Teaming for Logistics Management*. A report supported by NSERC and Prompt (Grant number IRCPJ/514835-16)

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## CONFERENCE PRESENTATIONS

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1. Lu, Xuecong., Jiang, Jinglu., Head, Milena., Dalmer, Nicole., Flynn, Terry., (2023) *Older Adults' Consumption of Fake News – An Interoceptive Perspective*. SIG HCI Workshop on HCI Research in MIS (at ICIS 2023, Hyderabad, India ).
2. Jiang, Jinglu (2019). *IT-Based Self-Monitoring Interventions to Promote Physical Activity and Weight Loss: A Meta-Analysis of Change-from-Baseline Effect*. In the 52nd Hawaii International Conference on System Sciences. Jan 7- 12, 2019, Hawaii.
3. Jiang, Jinglu. (2018). *Social Login Acceptance: A DIF Study of Differential Factors*. In the 22nd Pacific Asia Conference on Information Systems (PACIS). Jun 26- June 30, 2018, Yokohama, Japan.
4. Jiang, Jinglu., Rivard, Suzanne. & Cameron, Ann-Frances. (2017). *Understanding Success of Philanthropic Crowdfunding Campaigns: A Quantitative Grounded Theory Approach*. In 2017 Administrative Sciences Association of Canada Conference (ASAC), May 29 – June 1, 2017, Montreal, QC, Canada.
5. Jiang, Jinglu. (2016). *The Challenges and Opportunities of Sharing Economy – A New Wrapping for Doing Business Online?* In the 20th Pacific Asia Conference on Information Systems (PACIS). Jun 27- July 1, 2016, Taiwan.
6. Jiang, Jinglu. & Cameron, Ann-Frances. (2015). *An Integrative Model of Online Consumer Privacy Concerns*. In 2015 Administrative Sciences Association of Canada Conference (ASAC), June 13- June 16, Halifax, Canada
7. Jiang, Jinglu. & Gallupe, Brent. (2015). *Environmental Scanning and Business Insight Capability: The Role of Business Analytics and Knowledge Integration*. In the 21st Americas Conference on Information Systems (AMCIS). Aug 13- Aug 15, 2015, Fajardo, Puerto Rico.

8. Jiang, Jinglu. (2014). *Knowledge Management Barriers: What We Know and What We Need to Research*. In 2014 Administrative Sciences Association of Canada Conference (ASAC), May 9- May 13, Muskoka, Canada

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## RECOGNITIONS & AWARDS

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- |   |           |
|---|-----------|
| • Dhillon Family Faculty Fellowship                                 | 2025-2028 |
| • The annual Outstanding JSIS ECE Board Member Award                | 2024      |
| • European Conference on Information Systems (ECIS) – Best Reviewer | 2023      |
| • Binghamton University - 2023 Career Champion nomination           | 2023      |
| • Binghamton University - Individual Development Award              | 2022      |
| • Association for Information Systems (AIS) Distinguished Member    | 2022      |
| • Binghamton University-School of Management-Faculty Research Award | 2021-2022 |
| • Binghamton University-School of Management-Faculty Teaching Honor | 2020-2021 |

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## TRAINING & CERTIFICATION

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- Certification SAP TERP/10 (2018)
- MATLAB Instructional Seminars at HEC Montréal (2017)
- ERPSim level 1 certification offered by HEC Montréal ERPSim Lab (2018)
- Google Ads Search Certification (2020)
- Elsevier Researcher Academy - Certified Peer Reviewer (2022)

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## SERVICE TO THE ACADEMIC COMMUNITY

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### Editorial Board

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| • Journal of Strategic Information Systems | Since June 2022 |
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### External Reviewer for Tenure & Promotion

- Cleveland State University (Shuya Lu - 2025)

### Mentorship

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| • Americas Conference on Information Systems (AMCIS) Junior Faculty Consortium Mentor | 2025 |
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### Journal Reviewer

- Information Systems Research
- Journal of Medical Internet Research
- MIS Quarterly

- Communications of the Association for Information Systems
- Information Systems Journal
- Decision Support Systems
- Information & Management
- Information Processing & Management
- Electronic Commerce Research and Application
- European Journal of Information Systems
- AIS Transactions on Human-Computer Interaction
- Health Care Management Science
- European Conference on Information Systems (ECIS)
- Pacific Asia Conference on Information Systems (PACIS)
- Administrative Sciences Association of Canada (ASAC)
- Americas Conference on Information Systems (AMCIS)
- International Conference on Information Systems (ICIS)
- Conférence de l'Association Information & Management (AIM)
- Academy of Management Annual Meeting (AOM)

## MEDIA OUTREACH

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| <ul style="list-style-type: none"> <li>• BingUNews<br/> <a href="https://www.binghamton.edu/news/story/3405/school-of-management-researcher-explores-cutting-edge-topics-in-artificial-intelligence-online-healthcare">https://www.binghamton.edu/news/story/3405/school-of-management-researcher-explores-cutting-edge-topics-in-artificial-intelligence-online-healthcare</a></li> </ul> | 2022 |
| <ul style="list-style-type: none"> <li>• WAMC - Academic Minutes<br/> <a href="https://academicminute.org/2022/06/jinglu-jiang-binghamton-university-designing-better-human-a-i-collaboration/">https://academicminute.org/2022/06/jinglu-jiang-binghamton-university-designing-better-human-a-i-collaboration/</a></li> </ul>   | 2022 |
| <ul style="list-style-type: none"> <li>• 25 of the Coolest Classes You Can Take at Binghamton<br/> <a href="https://www.binghamton.edu/news/blog/story/5137/25-of-the-coolest-classes-you-can-take-at-binghamton">https://www.binghamton.edu/news/blog/story/5137/25-of-the-coolest-classes-you-can-take-at-binghamton</a></li> </ul>  | 2024 |