

MELISSA VALENTINE
Management Science & Engineering
Stanford University
475 Via Ortega office 210
Stanford, CA 94305
mav@stanford.edu

ACADEMIC APPOINTMENT

2013 Assistant Professor, Management Science & Engineering
Stanford University

EDUCATION

PhD Harvard University/Harvard Business School, 2013
MPA New York University, 2008
BA Stanford University, 2004

HONORS AND AWARDS

2020 Teaching Award, Tau Beta Pi Engineering Honor Society
2019 National Science Foundation CAREER Award
2017 Best Paper, SIGCHI Conference on Human Factors in Computing Systems
2017 Best Student Paper Award Finalist, Faculty Co-author, OCIS Division, AOM
2015 Graduate Teaching Award, Stanford University
2014 Best Paper, ACM symposium on User Interface Software and Technology
2013 Wyss Award for Excellence in Doctoral Research, Harvard Business School
2012 Winner, Organization Science/INFORMS Dissertation Proposal Competition
2012 Outstanding Paper with Practical Implications, OB Division of Academy of Management
2010 Susan G. Cohen Award for Doctoral Research

RESEARCH INTERESTS

Organizational design, crowdsourcing and work, algorithms and work

PUBLICATIONS

Refereed Journal Publications in Press/Accepted

1. Kellogg, K., Valentine, M.A., Christin, A. 2020. Algorithms at Work: The New Frontier of Organizational Control. *Academy of Management Annals*. 14 (1): 366-410.
2. Valentine, M. A., Tan, T., Staats, B. R., Edmondson, A. C. 2019. Fluid Teams and Knowledge Retrieval: Scaling Service Operations. *Manufacturing & Service Operations Management*. 21(2): 346-60.
3. Holdsworth, L. M., Zionts, D. L., De Sola-Smith, K. M., Valentine, M., Winget, M. D., Asch, S. M. 2019. Beyond satisfaction scores: exploring emotionally adverse patient experiences. *The American Journal of Managed Care*. 25(5):e145-e152.
4. Valentine, M. A. 2018. Renegotiating Spheres of Obligation: The Role of Hierarchy in Organizational Learning. *Administrative Science Quarterly* 63(3): 570-606.

5. Valentine, M.A. 2018. When Equity Seems Unfair: The Role of Justice Enforceability in Temporary Team Coordination. *Academy of Management Journal*. 61(6): 2081–2105.
6. Valentine, M.A., Edmondson, A.C. 2015. Team Scaffolds: How Meso-level Structures Enable Role-based Coordination in Temporary Groups. *Organization Science*, 26(2): 405–422.
 - Outstanding Paper with Practical Implications, Organizational Behavior Division, Academy of Management Conference 2012
7. Valentine, M.A., Nembhard, I.M., Edmondson, A.C. 2015. Measuring Teamwork in Health Care Settings: A Review of Survey Instruments. *Medical Care*, 53(4):e16–e30

Refereed Journal Publications Submitted

1. Valentine, M.A., Asch, S., Ahn, E. 2020. Who Pays the Cancer Tax? Patients' Narratives in a Movement to Reduce their Invisible Work. (With Reviewers after Second Round R&R at *Organization Science*)
2. **Rahman, H.**, Valentine, M.A. 2020. How Client Managers Use Collaborative Leniency to Keep Control: Evidence from Technologically-Mediated 'Gigs' (With Reviewers after Second Round R&R at *Organization Science*).
 - Best Student Paper Award Finalist, Faculty Co-author, Organizational Communication and Information Systems Division, Academy of Management
3. Valentine, M.A., Bernstein, M.B. 2018. Informal Authority in Flash Organizations. (With me after receiving a Second Round R&R at *Administrative Science Quarterly*)
4. **Lix, K.**, Goldberg, A., Srivastava, S., Valentine, M.A. 2020. Discursive Diversity and Team Performance. (With us after receiving an R&R at *Management Science*)
5. **Lix, K.**, Valentine, M.A. 2020. When a Bot Scores your Karma: Algorithmic Ranking Systems as Uncertainty Reducers in Platform Gig Work. (Under Review at *Administrative Science Quarterly*)
6. Kim, S., Song, H., Valentine, M.A., 2020 Team Familiarity and Performance in Emergency Departments. (Under Review at *Organization Science*)

Refereed Conference/Symposia Proceedings in Press/Accepted

1. Whiting, M. E., Blaising, A., Barreau, C., Fiuza, L., Marda, N., Valentine, M.A., & Bernstein, M.S. 2019. Did It Have To End This Way? Understanding the Consistency of Team Fracture. CSCW 2019: *ACM Conference on Computer-Supported Cooperative Work*.
2. **Zhou, S.**, Valentine, M.A., Bernstein, M.S., 2018. In Search of the Dream Team: Temporally Constrained Multi-Armed Bandits for Identifying Effective Team Structures. *CHI 2018: SIGCHI Conference on Human Factors in Computing Systems*.
3. Valentine, M.A., **Retelny D.R.**, **To A.**, **Rahmati, N.**, Bernstein, M.S., 2017. Flash Organizations: Crowdsourcing Complex Work via Reconfigurable Organizational Structures. *CHI 2017: SIGCHI Conference on Human Factors in Computing Systems*.
 - Best Paper Award

4. **Salehi, N., McCabe, A.,** Valentine, M.A., and Bernstein, M.S., Huddler: Convening Stable and Familiar Crowd Teams Despite Unpredictable Availability. *CSCW 2017: ACM Conference on Computer-Supported Cooperative Work*
5. **Retelny, D., Robaszkiewicz, R., To, A., Lasecki, W. S., Patel, J., Rahmati, N., Doshi, T.,** Valentine, M.A., & Bernstein, M.S. 2014. Expert Crowdsourcing with Flash Teams. *Proceedings of 27th ACM symposium on User interface software and technology*: 75-85.
 - Best Paper Award

Book Chapters in Print

1. Gardner, H., Valentine, M.A., 2015. Collaboration among Highly Autonomous Professionals: Costs, Costs, Benefits and Future Research Directions. In Shane Thyre, Edward Lawler (Ed.) *Advances in Group Processes* Emerald Group Publishing, pg. 209-242.

GRANTS

NSF CAREER: Computational work design: How networked, intelligent technologies are changing organizational design and worker experience. 2019. *National Science Foundation*. \$475,000.

Design Team Fracture. 2019. *Hasso Plattner Design Thinking Research Program*. \$125,000. Co-PI: Michael Bernstein

Computational approaches to improving team dynamics and outcomes. 2019. *RISE Thailand*. \$155,000. Co-PI: Michael Bernstein

Exploring the Social Enactment and Predictive Potential of Cyber Systems in Health Care Organizations. 2015. *Stanford Cyber Initiative*. \$150,000. Co-PIs: Mohsen Bayati

Cyber Work: The Future of Networked Labor. 2015. *Stanford Cyber Initiative*. \$150,000. Co-PIs: Michael Bernstein, Ramesh Johari, Margaret Levy

Design of South Bay Cancer Center. 2014. *Hellman Faculty Scholars Fund*. \$50,000.

Cancer Center Transformation. 2013. *Stanford Health Care*. \$650,000. PIs: Steve Asch, Marcy Winget

Virtual Teams, Knowledge Management, and Team Performance. Virtual Organizations as Sociotechnical Systems (VOSS). 2009. *National Science Foundation* \$375,000
Co-PIs: Brad Staats, Amy Edmondson, and Katherine Milkman

STUDENTS AND POST-DOCS

Current Post-doctoral Scholars

1. Jennifer Rhymer
Research: “Remote Work”
Anticipated date of graduation: 2023

Current PhD Students

2. Katharina Lix
Thesis: “Computational Linguistic Analyses of Flash Teams”
Anticipated date of graduation: 2021
3. Abisola Kusimo
Thesis: “Non-Traditional Ways of Producing Technical Expertise”
Anticipated date of graduation: 2022
4. Ryan Stice-Lusvardi
Thesis: “Data Analytics”
Co-advised with Pam Hinds
Anticipated date of graduation: 2023
5. Rebecca Hinds
Thesis: “Pending”
Anticipated date of graduation: 2024

Former PhD Students

1. Hatim Rahman
Thesis: “Understanding Social Dynamics in the Digital Economy: An Inductive Analysis of Relationships in an Online Labor Market”
Co-advised with Steve Barley
Graduated: 2019
Current Employment: Northwestern University
2. Ece Kaynak
Thesis: “New Training Models for the Digital Workforce: The Case of Coding Bootcamps”
Co-advised with Steve Barley
Graduated: 2019
Current Employment: City University of London
3. Daniela Retelny
Thesis: “Expert Crowdsourcing With Flash Teams and Organizations”
Co-advised with Michael Bernstein
Graduated: 2017
Current Employment: B12
4. Zach Rodgers
Thesis: “The Overriding Power of Ought Nots: Evidence from Microfinance for Why Some Types of Hybrid Organizations Fail to Achieve Comprehensive Performance”

Co-advised with Steve Barley

Graduated: 2017

Current Employment: HEC Paris Business School