

ANDREA WIGGINS

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Research Interests

ORGANIZING COLLABORATION AND PARTICIPATION WITH TECHNOLOGY.

I approach this research topic through sociotechnical studies of large-scale participation systems, examining the interactions of organizational settings, task design, and technology use. The common themes in my research include intellectual diversity, data-intensive scientific collaboration, and social computing. These themes converge in my dissertation topic, virtual citizen science.

Education

SYRACUSE UNIVERSITY SCHOOL OF INFORMATION STUDIES

ABD PhD, Information Science and Technology, *expected Spring 2012*

DISSERTATION: Crowdsourcing Science: Organizing Virtual Participation in Knowledge Production

Committee: Kevin Crowston (Advisor), Steve Sawyer, Jian Qin, and Rick Bonney.

UNIVERSITY OF MICHIGAN SCHOOL OF INFORMATION

2007 MSI, Information

THESIS: Exploring Peer Prestige in Academic Hiring Networks

Committee: Michael J. McQuaid (Advisor), and Lada A. Adamic.

ALMA COLLEGE

2000 BA, Mathematics

HONORS & AWARDS

2007 *School of Information Studies Fellowship* Syracuse University

2006 *Stephen Markel Award* University of Michigan School of Information. Annual recipient selected by the Dean for demonstrating “an extraordinary combination of talent, skill, dedication, leadership, compassion, humor, and entrepreneurial spirit in educational, professional, and personal pursuits.”

2001 *Segal AmeriCorps Education Award* Award from the National Service Trust in recognition of national service through AmeriCorps*VISTA.

Publications

REFEREED JOURNAL PUBLICATIONS (2)

- In press** Wiggins, A. & Crowston, K. Developing a Conceptual Model of Virtual Organizations for Citizen Science. *International Journal of Organizational Design and Engineering*.
- In press** Crowston, K., Wei, L., Howison, J., & Wiggins, A. Free/Libre Open Source Software Development: What We Know and What We Do Not Know. *ACM Computing Surveys*.

REFEREED CONFERENCE PROCEEDINGS (11)

- 2010** Qin, J., Chen, M., Liu, X. & Wiggins, A. *Linking Entities in Scientific Metadata*. In Proceedings of the International Conference on Dublin Core and Metadata Applications (**DC-2010**). Pittsburgh, PA, 20–22 October, 2010.
- 2010** Wiggins, A. & Crowston, K. *Reclassifying Success and Tragedy in FLOSS Projects*. In Proceedings of the Sixth International Conference on Open Source Software (**OSS 2010**). Notre Dame, IN, 30 May–2 June, 2010.
- 2010** Crowston, K., Wiggins, A., & Howison, J. *Analyzing leadership dynamics in distributed group communication*. In Proceedings of the 43rd Annual Hawaii International Conference on System Sciences (**HICSS-43**). Maui, HI, 5–8 January, 2010.
- 2009** Wiggins, A. *Coordination Dynamics in Free/Libre Open Source Software Development*. In Proceedings of the Doctoral Consortium of the Fifth International Conference on Open Source Software 2009 (**OSS 2009**). Skövde, Sweden, 3–6 June, 2009.
- 2009** Wiggins, A., Howison, J. & Crowston, K. *Heartbeat: Measuring Active User Base and Potential User Interest in FLOSS Projects*. In Proceedings of the Fifth International Conference on Open Source Software (**OSS 2009**). Skövde, Sweden, 3–6 June, 2009.
- 2008** Crowston, K., Wiggins, A. & Howison, J. *Opportunities for eScience Research on Free/Libre Open Source Software*. In Proceedings of the Oxford e-Research Conference 2008 (**OeRC 2008**). Oxford, UK, 11–13 September, 2008.
- 2008** Wiggins, A., Howison, J., & Crowston, K. *Replication of FLOSS Research as eResearch*. In Proceedings of the Oxford e-Research Conference 2008 (**OeRC 2008**). Oxford, UK, 11–13 September, 2008.
- 2008** Wiggins, A., Howison, J. & Crowston, K. *Social dynamics of FLOSS team communication across channels*. In Proceedings of the Fourth International Conference on Open Source Software (**OSS 2008**). Milan, Italy, 7–10 September, 2008.
- 2008** Howison, J., Wiggins, A. & Crowston, K. *eResearch workflows for studying free and open source software development*. In Proceedings of the Fourth International Conference on Open Source Software (**OSS 2008**). Milan, Italy, 7–10 September, 2008.
- 2008** Crowston, K., Howison, J. & Wiggins, A. *eSocial Science for Free/Libre Open Source Software Researchers*. In Proceedings of the Fourth International Conference on eSocial Science (**ICeSS 2008**). Manchester, UK, 18–20 June, 2008.
- 2007** Wiggins, A. *Data Driven Design: Using Web Analytics to Improve Information Architectures*. In Proceedings of the **ASIST Information Architecture Summit 2007**. Las Vegas, NV, 22–26 March, 2007.

WORK UNDER REVIEW

Howison, J., Wiggins, A., & Crowston, K. *Validity Issues in the Use of Social Network Analysis for the Study of Online Communities*. Submitted to **Journal of the Association for Information Systems**, 15 October 2008; revise and resubmit 31 January 2009; resubmitted 23 April 2009; revise and resubmit 25 September 2009; resubmitted 10 February 2010.

PRESENTATIONS AT ACADEMIC MEETINGS (17)

- 2010 Wiggins, A. & Sawyer, S. *Intellectual Diversity in iSchools: Past, Present and Future*. Paper presented at **iConference 2010**. Champaign, IL, 3–6 February, 2010.
- 2010 Wiggins, A. *Organizing from the Middle Out: Citizen Science in the National Parks*. Poster presented at **iConference 2010**. Champaign, IL, 3–6 February, 2010.
- 2010 Wiggins, A. & Crowston, K. *Distributed Scientific Collaboration: Research Opportunities in Citizen Science* Paper presented at **The Changing Dynamics of Scientific Collaboration Workshop** at CSCW 2010. Savannah, GA, 7 February, 2010.
- 2009 Wiggins, A. & Crowston, K. *Designing Virtual Organizations for Citizen Science* Paper presented at **OASIS 2009 Workshop**. Phoenix, AZ, 15 December, 2009.
- 2009 Wiggins, A. *Tales of the Field: Building Small Science Cyberinfrastructure*. Presentation at Society for Social Studies of Science 2009 Annual Meeting (**4S 2009**). Washington, DC, 28 October–1 November, 2009.
- 2009 Wiggins, A., Crowston, K., & Howison, J. *Collaborative Data Analysis with Taverna Workflows* Paper presented at **Microsoft eScience 2009 Workshop**. Pittsburgh, PA, 15–17 October, 2009.
- 2009 Crowston, K., Howison, J., & Wiggins, A. *eScience to support research on free/libre/open source software development* Poster presented at **Microsoft eScience 2009 Workshop**. Pittsburgh, PA, 15–17 October, 2009.
- 2009 Crowston, K., Bolici, F., & Wiggins, A. *Appropriate Measures for On-line Communities*. Poster presented at **Sunbelt XXIX**. San Diego, CA, 10–15 March, 2009.
- 2009 Crowston, K., Sawyer, S., Ribes, D., & Wiggins, A. *Big eScience, Little eScience*. Panel presentation at **iConference 2009**. Chapel Hill, NC 9–11 February, 2009.
- 2009 Wiggins, A. *Interdisciplinary Diversity in the iSchool Community*. Poster presented at **iConference 2009**. Chapel Hill, NC, 9–11 February, 2009.
- 2008 Li, Q., Heckman, R., Allen, E., Crowston, K., Eseryel, U., Howison, J., & Wiggins, A. *Asynchronous Decision-Making in Distributed Teams*. Poster presented at Computer Supported Cooperative Work (**CSCW 2008**). San Diego, CA, 8–12 November, 2008.
- 2008 Wiggins, A. *Dynamic Social Network Analysis (and more!) with eResearch Workflows* Invited presentation at **OSSWatch Expert Workshop** on Profiling Communities, Oxford, UK, 21 July, 2008.
- 2008 Wiggins, A., McQuaid, M., & Adamic, L. *Community Identity: Peer Prestige and Academic Hiring in the iSchools*. Paper presented at **iConference 2008**. Los Angeles, CA, 28 February–1 March, 2008.
- 2008 Conklin, M., Howison, J., & Wiggins, A. *FLOSSmole*. Presentation at NSF Free and Open Source Software Research Infrastructure Workshop (**FOSSRRI**). Irvine, CA, 11–12 February, 2008.
- 2006 Wiggins, A., Adamic, L., & McQuaid, M. *The Small Worlds of Academic Hiring Networks*. Paper presented at Applications of Social Network Analysis 2006 (**ASNA 2006**). Zürich, Switzerland, 5–6 October, 2006.
- 2006 Williams, K., Bishop, A., Bard, M., & Wiggins, A. *Turning program management data into a research dataset: working with the Department of Commerce to study technology projects in local communities*. Poster presented at International Association for Social Science Information Services & Technology 2006 (**IASSIST 2006**). Ann Arbor, MI, 23–26 May, 2006.
- 2005 Wiggins, A., Bard, M., & Baugh, J. *Dabbling in Drupal: A Case Study of the University of Michigan Community Information Corps Website*. Invited presentation for the Library Technologies Division at the Michigan Library Association annual conference (**MLA 2005**). Grand Rapids, MI, 25 October, 2005.

OTHER PUBLICATIONS (4)

- 2007 Wiggins, A. *Building a Data-Backed Persona*. Boxes & Arrows.
<http://www.bboxesandarrows.com/view/building-a-data>
- 2007 Wiggins, A. *Data Driven Design: Using Web Analytics to Validate Heuristics*. Bulletin of the American Society for Information Science and Technology.
<http://www.asis.org/Bulletin/Jun-07/wiggins.html>
- 2006 Wiggins, A. *Metrics for Heuristics: Quantifying User Experience Part 2*. Boxes & Arrows.
http://www.bboxesandarrows.com/view/metrics_for_heu7
- 2006 Wiggins, A. *Metrics for Heuristics: Quantifying User Experience Part 1*. Boxes & Arrows.
http://www.bboxesandarrows.com/view/metrics_for_heu
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Academic Experience

GRANTWRITING

- 2009 *SoCS: Socially Intelligent Computing to Support Citizen Science*
NSF grant, funding recommended for 36 months. PI: Kevin Crowston.
- 2009 *VOSS: Theory and Design of Virtual Organizations for Citizen Science*
NSF OCI Grant 09-43049, \$150,000 for 24 months. PI: Kevin Crowston.
- 2008 *VOSS: Cultivating Effective Virtual Organizations*
Unfunded NSF grant proposal.

SYRACUSE UNIVERSITY, SCHOOL OF INFORMATION STUDIES

- 2009–2011 Research Assistant to Kevin Crowston. NSF OCI grant 09-43049. Developed typology of citizen science projects; case study data collection and analysis; workshop coordination.
- 2008–2009 Graduate Assistant to Kevin Crowston. Developed research infrastructure; grantwriting; DOI assignment.
- 2008 Research Assistant to Kevin Crowston. NSF CRI grant 07-08437. Developed analysis workflows and open access repository.
- 2007–2008 Graduate Assistant to Renee Franklin. Responsible for course management activities and research support.

UNIVERSITY OF MANCHESTER, SCHOOL OF COMPUTER SCIENCE

- 2010 Project/Area Liaison for myGrid. Ongoing collaboration and invited participation in UK eScience Review and NSF focus group on sustaining science gateways.
- 2009 Academic Visitor with myGrid at University of Manchester School of Computer Sciences, June 2009. Collaboration on scientific computing infrastructure development, supported by EPSRC grant EP/G026238/1, “myGrid: A Platform for e-Biology Renewal.”

UNIVERSITY OF MICHIGAN, SCHOOL OF INFORMATION

- 2006 Data archives intern for Technology Opportunities Project Data Archive project, January–August 2006. Evaluated, analyzed, and documented data archives for deposit.
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Teaching Activities

SYRACUSE UNIVERSITY SCHOOL OF INFORMATION STUDIES

- 2007** *IST 335, Introduction to the Information-Based Organization*
Developed new course materials; lead the pilot of a simulation exercise.
- 2007–2008** *IST 972, School Media Practicum*
Maintained records for NY School Library Media certification requirements.
- 2008** *IST 668, Literacy Through School Libraries*
Monitored online class discussions; handled student questions; graded papers.
- 2008** *IST 400/600, Science Data Management*
Developed and evaluated quizzes; presented a lesson on data analysis.
- 2008** *IST 500, Distributed Collaboration and Emerging Technologies*
Assisted in new course design, text selection, and syllabus development.
- 2008** *IST 777, Statistical Methods in Information Science and Technology*
Assisted in course redevelopment for modular hybrid delivery.

UNIVERSITY OF BRITISH COLUMBIA

- 2006–2009** *Web Analytics for Site Optimization* Associate instructor, content contributor and editor for course in Award of Achievement in Web Analytics series.

GUEST LECTURES

- 2009** *Little eScience* Information Management Group, University of Manchester.
18 June, 2009.
- 2008** *Data Analysis* IST 400/600, Science Data Management, Syracuse University.
14 April, 2008.
- 2006** *Web Analytics* SI 658, Information Architecture, University of Michigan.
10 October, 2006.

Professional Activities

DOCTORAL CONSORTIA AND COLLOQUIA

- 2010** Doctoral colloquium, Organizational Communication and Information Systems Division, Academy of Management. Montréal, Canada, 6–7 August, 2010.
- 2010** Summer research institute, Consortium for the Science of Sociotechnical Systems. Stevenson, WA, 13–17 June, 2010.
- 2009** Doctoral consortium, Fifth International Conference on Open Source Software 2009. Skövde, Sweden, 3–6 June, 2009.
- 2009** Doctoral colloquium, iConference 2009. Chapel Hill, NC, 9–11 February, 2009.

ADMINISTRATIVE ACTIVITIES

Syracuse University School of Information Studies

- 2008–2010** Doctoral Program Committee
- 2008** Faculty Search Committee
- 2008–2009** PhD Mentor
- 2007–2008** PhD Faculty Representative

CONFERENCE POSITIONS

- 2011 *iConference* Program Committee
- 2009 *CHI* Staff Photographer
- 2008 *CSCW* Student Volunteer; *CHI* Staff Photographer
- 2007 *CHI* Staff Photographer
- 2006 *iConference* Program Committee & Student Volunteer; *CHI* Staff Photographer

REVIEWING

- 2011 *iConference*
- 2010 ASIST, *CSCW*, EurAM, HICSS, ICIS, OSS
- 2009 OSS, HICSS
- 2008 ICWSM

PROFESSIONAL MEMBERSHIPS

- ACM** Association for Computing Machinery and SIGCHI, since 2005
- AIS** Association for Information Systems, since 2007
- 4S** Society for the Social Studies of Science, since 2009
- AoM** Academy of Management, since 2010
- ESA** Ecological Society of America, since 2010

Other Activities

EMPLOYMENT EXPERIENCE

- 2005–2007 *Enlighten* Ann Arbor, MI
Data Analyst
- 2002–2005 *The Purple Rose Theatre Company* Chelsea, MI
Office Manager
- 2001–2002 *Nonprofit Enterprise at Work* Ann Arbor, MI
Education Program Associate
- 2000–2001 *Washtenaw Literacy* Ypsilanti, MI
Volunteer Coordinator

JURIED GALLERY EXHIBITIONS

- 2010 *Emilee 09* (March 25, 2010). Silver gelatin print. Matrilineage: Sensational Remix. Spark Contemporary Art Space. Syracuse, NY.
- 2007 *Links* (March - April 2007). Silver gelatin print. Cheap Shots: Silver Dreams of Plastic Cameras. Gallery 4. Ann Arbor, MI.
- 2007 *iCommunity* (January - February 2007). Large format lightjet print. If Other Please Explain. WORK Gallery. Ann Arbor, MI.