

**MADISON NGAFEESON, Ph.D.**

**Palm Beach Atlantic University**

**Rinker School of Business**

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**EDUCATION**

- Graduate Certificate, **Harvard University**, Boston, MA, June 2021  
Emphasis: Business Analytics, **Harvard Business Analytics Program**
- Ph.D., **The University of Texas-RGV**, Edinburg, TX, August 2013 (**AACSB Accredited**)  
Major: Business Administration; Emphasis: Information Systems  
Dissertation: Understanding User Resistance to Information Technology:  
Toward A Comprehensive Model in Health Information Technology  
Supporting Area of Emphasis: Quantitative Methods
- MS, **Southern University at New Orleans**, New Orleans, LA, May 2009 (**AACSB Accredited**)  
Major: Management Information Systems  
Thesis Title: The Application of Information Systems in Crime Management and Growth: The Case of a Developing Country.
- BS, **University of Buea (Hons)**, Buea, Cameroon, July 1997  
Major: Biochemistry  
Minor: Medical Laboratory Technology

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**RESEARCH / TEACHING INTERESTS**

- Research: Adoption, diffusion, implementation, and use of modern information systems by individuals, organizations, and nations; Digital Strategy and Analytics.  
Special interest: Healthcare Informatics and Business Analytics
- Teaching: Health information technology; health informatics, business analytics, and Computer/Management Information Systems courses including but not limited to introduction to management information systems, IS strategy, and business statistics.

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**PROFESSIONAL ACADEMIC POSITIONS / EXPERIENCE**

- **Academic Positions**
  - Palm Beach Atlantic University**, West Palm Beach, FL, USA
    - Professor of Business Analytics & Chair, Business Data Analytics Program (July 1, 2022—Present)
  - Swiss School of Business & Management**, Geneva, Switzerland
    - Mentor, Doctor of Business Administration Program (February 2, 2021—Present)
  - Northern Michigan University**, Marquette, MI, USA
    - Associate Professor with tenure (August 21, 2019—August 1, 2022)

- Director, MBA Program (November 1, 2015— June 30, 2021)
- Assistant Professor (August 21, 2013—August 20, 2019)

**University of Texas-Rio Grande Valley, Edinburg, TX, USA**

- Assistant Instructor (September 1, 2012—August 2013)
- Teaching Assistant (September 1, 2010—May 30, 2012)
- Research Assistant (September 1, 2009 – August 31, 2012)

**Southern University at New Orleans, New Orleans, LA, USA**

- Instructor/Tutor: Upward Bound Program (January 15, July 15, 2009)
- Computer Lab Assistant (January 15, 2007—December 15, 2007)

- **Curriculum Development Experience**

**Courses Developed**

- Digital Strategy and Analytics (500 Level)
- People Analytics (500 level)
- Health Information Technology and Management (500 Level)
- Data Management in Healthcare (500 Level)
- Electronic Health Records (500 Level)
- Seminar in Health Information Technology (600 Level)
- Clinical Practicum in Health Information Technology (600 Level)
- People Analytics (500 level)
- Digital Strategy and Analytics (600 Level)

**Undergraduate Courses Developed**

- Health Information Technology Overview (300 Level)
- Introduction to Electronic Health Records (300 Level)
- Issues in Health Information Technology (400 Level)
- Practicum in Health Information Technology (400 Level)

- **Teaching Experience**

**Graduate**

- Health Information Technology and Management (HI 501)
- Directed Studies in Health Information Management (BUS 598)
- Special Topic: Health Informatics (BUS 595)
- Informatics for Health Care (NU 815)
- Management Information Systems (BUS 520)
- People Analytics (BUS 595)

**Undergraduate**

- Directed Study in Management Information Systems (CIS 498)
- Special Topic: Health Information Technology and Management (CIS 495)
- Internship in CIS (CIS 491)
- Management Information Systems (CIS 440)
- IT Project Management (CIS 4308)

- Systems Development Project (CIS 415)-*Academic Service-Learning* designated course.
- Management Information Systems (MIS 3390)
- Computer-Assisted Problem-solving (CIS 212)
- Introduction to Computer Information Systems and Technology (CIS 1201)
- Microsoft Applications for Business Students (CIS 112)
- Principles of Computer Information Systems (CIS 110)
- Computer Concepts (CIS 100)
- Introduction to Business (MGT 121)

## PROFESSIONAL AWARDS/HONORS/MEMBERSHIPS

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- **Awards/Honors/Certifications**

- **Ph.D. in Information Systems Alumni Excellence Award, Spring 2023**, The University of Texas—Rio Grande Valley
- **Leadership Culture Award 2023**, *Maxwell Leadership*, Spring 2023
- **Northern Michigan University *Innovation Award-Individual* 2022**, Winter 2022
- **Academic Sabbatical**, Fall 2020 - Spring 2021
- **Best Paper Award (2020)**, Academy of Business Research Fall Online Conference (October 28-30, 2020 via Zoom virtual sessions): *User Resistance to Health Information Technology: Uncovering the Antecedents of Perceived Threats*. Paper presented at the Academy of Business.
- **Best Paper Award (2018)**, Academy of Business Research Conference, November 14-16, 2018, Boca Raton, Florida: *The Theory of Planned Behavior: Examining Student Adoption of Learning Management Systems*.
- Certified Speaker, Trainer, Coach, John Maxwell Team, March 21, 2017, Orlando, Florida
- **Outstanding Research Award (2017)**, Northern Michigan University's College of Business, April 27, 2017, Marquette, Michigan
- **Best Paper Award (2017)**, Academy of Business Research Conference, March 22-24, 2017, New Orleans, Louisiana
- **Honorable Mention Graduate Paper (2013)**, March 16, 2013: Decision Sciences Institute—Southwest Region 44<sup>th</sup> Annual Meeting, Albuquerque, New Mexico
- **Who's Who Among Students in American Colleges and Universities (2012)**, April 15, 2012: The University of Texas-Pan American, Edinburg, Texas
- **Excellence in Research (2011)**—Refereed Conferences, CIS/QUMT Department, December 2011: The University of Texas-Pan American
- **Thurgood Marshall Scholar (2007)**: Southern University at New Orleans, Louisiana

- **Professional Memberships**

- Member, The John Maxwell Team (February 2017 – Present)
- Member, Association of Information Systems (June 2014 - Present)
- Member, Informing Science Institute (June 2014-Present)
- Member, Decision Sciences Institute (October 2010 - Present)
- Member, Decision Sciences--Southwest Region (March 2010 - Present)

## GRANTS & GIFTS

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- **Northern Michigan University**
  - **Teaching & Learning Advisory Council Conference Grant (Fall 2018).** [Amount Funded: \$1500, Fall 2018]
  - **NMU-Africa Connect Initiative (2016):** International Student Recruiting, Africa [Amount Funded: \$15,100]
  - **Faculty Research Grant (2014):** Testing User Resistance to Electronic Health Records: Taking Healthcare Information Technology Adoption One Step Further. [Amount Funded: \$6,815.75]
  - **Summer Research Grant (2014)-College of Business.** [Amount Funded: \$5000]
  - **Teaching Grant (2013):** Academic Service-Learning grant for CIS 415. [Amount Funded: \$500, Fall 2013]

## RESEARCH

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- **Peer Reviewed Journal Publications, Book Chapters & Presentations**
  - Manga, J.A., **Ngafeeson, M. N.**, (2023, August). Enhancing Information Systems Success Outcomes with Electronic Health Records Systems Post-Adoption Implementation (Proceedings of the *2023 Americas Conference on Information Systems*, Panama City, Panama).
  - **Ngafeeson, M. N.**, (2022). Foreword. In T. Alaofin, *Anarchy of Terrorism: What should you know about cybercrimes, cyber espionage, cyber attack, cyber warfare & social engineering* (p. ii). Bookstand Publishing.
  - **Ngafeeson, M.N.** (2022). NMU Online Campus: A Case of Digital Transformation in Higher Education. *Journal of Information Technology Teaching Cases*, 12(2), 230-243. <https://doi.org/10.1177/20438869211056950>
  - **Ngafeeson, M.N.**, & Manga, J.A. (2021). The Nature and Role of Perceived Threats in User Resistance to Healthcare Information Technology: A Psychological Reactance Theory Perspective. *International Journal of Healthcare Information Systems and Informatics*, 16 (3), 21-45.
  - **Ngafeeson, M.N.**, & Gautam, Y. (2021). Learning Management System Adoption: A Theory of Planned Behavior Approach. *International Journal of Web Based Learning and Teaching Technologies*, 16 (1), 27-42.
  - **Ngafeeson, M.N.** (2020, October). *User Resistance to Health Information Technology: Uncovering the Antecedents of Perceived Threats*. Paper presented at the *Academy of Business Research Fall Online Conference* (October 28-30, 2020 via Zoom virtual sessions). **[Best Paper Award]**
  - **Ngafeeson, M.N.** (2019, November). *Leveraging Learning Management Systems in Public Health Education: An Examination of the Theory of Planned Behavior*. Paper presented at the Fall 2019 American Public Health Association's 2019 Annual Meeting & Expo, Philadelphia, PA).

- **Ngafeeson, M.N.** (2019, August). *The Impacts of Control and Emotion on Learning Management Systems Adoption*. Paper presented at the Summer 2019 Academy of Business Research, Niagara Falls, Ontario, Canada).
- **Ngafeeson, M.N.** (2018, November). *The Theory of Planned Behavior: Examining Student Adoption of Learning Management Systems*. Paper presented at the Fall 2018 Academy of Business Research, Boca Raton, FL.) [**Best Paper Award**].
- McIver, K. & **Ngafeeson, M.N.** (2018). Electronic Health Record (EHR) Diffusion: An Examination of Physician Resistance. In M. Khosrow-Pour (Ed.), *Encyclopedia of Information Science and Technology, Fourth Edition* (pp. 3678-3688). Hershey, PA: Information Science Reference. DOI: 10.4018/978-1-5225-2255-3.ch319.
- **Ngafeeson, M.N.** (2018). User Resistance to Health IT: Leveraging Resistance Theories to Solve Adoption Problems. In M. Khosrow-Pour (Ed.), *Encyclopedia of Information Science and Technology, Fourth Edition* (pp. 3816-3825). Hershey, PA: Information Science Reference. DOI: 10.4018/978-1-5225-2255-3.ch331.
- Midha, V., **Ngafeeson, M.N.**, & Ghosh, K. (2017). "Healthcare IT: Current Research and Future Trends." [Editorial]. *International Journal of Electronic Healthcare*, 9 (2/3), 89-99.
- **Ngafeeson, M.N.** (2017, March). *Leveraging Technology Innovativeness to Improve Instructional Technology Adoption*. Paper presented at the Spring 2017 Academy of Business Research, New Orleans, LA.) [**Best Paper Award**].
- **Ngafeeson, M.N.** (2016, July 14). *Leveraging ICTs to Solve Healthcare Problems: Opportunities, Challenges, and the Role of Leadership*. Special Keynote address presented at the Cabinet of the Prime Minister, and Head of Government of the Republic of Cameroon, Yaounde, Cameroon.
- **Ngafeeson, M.N.** (2016). *The Role of Good IT Resistance Theories in Health IT Adoption Decision-Making*. Paper Presented at the 2016 Annual Meeting of the Decision Sciences Institute, Austin, TX.
- **Ngafeeson, M.N.** & Tintong, B. (2016). *User Resistance to IT: What Managers may need to Know*. Paper Presented at the 47<sup>th</sup> Annual Meeting of the Decision Sciences Institute—Southwest Region, Oklahoma City, OK.
- **Ngafeeson, M.N.**, & Sun, J. (2015). E-Book Acceptance among Undergraduate Students: A look at the Moderating Role of Technology Innovativeness. *International Journal of Web Based Learning and Teaching Technologies*, 10 (3), 37-52.
- **Ngafeeson, M.N.**, & Sun, J. (2015). The Effects of Technology Innovativeness and System Exposure on Student Acceptance of E-textbooks. *Journal of Information Technology Education: Research*, 14, 55-71.
- **Ngafeeson, M.N.** (2015). Healthcare Information Systems: Opportunities and Challenges. In M. Khosrow-Pour (Ed.), *Encyclopedia of Information Science and Technology, Third Edition* (pp. 3387-3396). Hershey, PA: Information Science Reference. doi:10.4018/978-1-4666-5888-2.ch332.

- **Ngafeeson, M.N.** (2015, October). Understanding user resistance to health information technology: The nature and role of perceived threats. *Transactions of the International Conference on Health Information Technology Advancement*, 3(1).
- Castro-Lopez, M. & **Ngafeeson, M.N.** (2015, March). *RFID Technology and Supply Chain Management: Evidence from three Industries*. Paper presented at the Northeast Decision Sciences Institute 2015, Cambridge, MA.
- **Ngafeeson, M.N.** & Midha, V. (2014). An Exploratory Study of User Resistance in Healthcare IT. *International Journal of Electronic Finance*, 8(1), 74-94.
- **Ngafeeson, M.N.** & Merhi, M.I. (2013). E-government Diffusion: Evidence from the last decade. *International Journal of E-Government Research*, 9(2), 1-18.
- Koong, K. S. & **Ngafeeson, M.N.** & Liu, L. (2012). Meaningful Use and Meaningful Curricula: A Survey of Health Informatics Programs in the U.S. *International Journal of Electronic Healthcare*, 7(1), 1-18.
- **Ngafeeson, M.N.** (2014, November). *Examining Success in Health Information Technology Implementation Research*. Paper presented at the 45<sup>th</sup> Decision Sciences Institute Annual Meeting, Orlando, FL.
- Yunis, M., **Ngafeeson, M.N.**, & Koong, K. (2014, June). *Information Security as a Determinant of Nation's Networked Readiness: A Country Level Analysis*. Paper presented at the 22<sup>nd</sup> European Conference on Information Systems, Tel-Aviv, Israel.
- **Ngafeeson, M.N.** (2014, March). *Electronic Health Record (EHR) Adoption: Failure or Success?* Presented at the 45<sup>th</sup> Southwest Decision Sciences Institute Annual Meeting, Dallas, TX.
- **Ngafeeson, M.N.** (2013, March). *Making sense of User Resistance in Health Care Organizational Change Management*. Presented at the 44<sup>th</sup> Southwest Decision Sciences Institute Annual Meeting, Albuquerque, NM. [**Honorable Mention Paper**]
- Merhi, M. I. & **Ngafeeson, M.N.** (2012, November). *E-Government Adoption: An International Perspective*. Paper presented at the 43<sup>rd</sup> Decision Sciences Institute Annual Meeting, San Francisco, CA.
- **Ngafeeson, M.N.** (2012, March). *Electronic Health Records (EHR) Meaningful Use: Implications on EHR Definition, Implementation and Critical Success Factors*. Presented at the 43<sup>rd</sup> Southwest Decision Sciences Institute Annual Meeting, New Orleans, LA.
- **Ngafeeson, M.N.** (2011). *Electronic Health Records Implementation and Organizational Change: The role of Managerial Behavioral Intention to Change*. Presented at the 42<sup>nd</sup> Decision Sciences Institute Annual Meeting, Boston, MA.
- **Ngafeeson, M.N.** (2011). *E-book Acceptance Among Undergraduate Students: Do Gender Differences really Exist?* Presented at the 42<sup>nd</sup> Southwest Decision Sciences Institute Annual Meeting, Houston, TX.

- **Ngafeeson, M.N.** (2010). *Entrepreneurial Action and the role of Intention in the Entrepreneurial Process: A conceptual View*. Presented at the 41<sup>st</sup> Decision Sciences Institute Annual Meeting, San Diego, CA.
- **Ngafeeson, M.N.** (2010). *A System View of Cybercrime: its Definition, Classification and Motivation*. Presented at the 41<sup>st</sup> Southwest Decision Sciences Institute Annual Meeting, Dallas, TX.

## PROFESSIONAL DEVELOPMENT ACTIVITIES

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- **Workshops/Seminars/Leadership Training**
  - “Re-designing the MBA Curriculum”: AACSB Curriculum Conference, May 9-11, 2018. Salt Lake City, UT.
  - “Partial Least Squares-Structural Equation Modeling Workshop”: Academy of Business Research, March 22-24, 2017. New Orleans, LA.
  - “John C. Maxwell (Leadership) Certification Program/International Maxwell Certification”: February, 10 – March 21, 2017. Orlando, FL.
  - “Master of Arts in Organizational Leadership Facilitator’s Training Workshop”: Development Associates International, May 12-14, 2016, Colorado Springs, CO.
  - “Health IT/Health Information Management Graduate Education: Tales of Developing and Operating a Post-Grad Certificate Program in HIT and HIM”: *International Conference on Health IT Advancement*, October 30-31, 2015, Kalamazoo, MI.
  - “Healthcare Informatics: Realities and Future Directions in Health Informatics”: *International Conference on Health IT Advancement*, October 30-31, 2015, Kalamazoo, MI.
  - “Looking for the Pedagogy in Blended Course Design”: NMU Center for Teaching and Learning, July 20 & 28, 2015.
  - “Educating Students in Healthcare Information Technology: IS Community Barriers, Challenges, and Paths Forward”: AIS Journal Club Webinar, September 17, 2014.
  - “Applying Microsoft Dynamics in the University Classroom”: Microsoft Dynamics Alliance Pre-conference, Atlanta, GA., February 28 – March 29, 2014.
  - “Teaching Academy Boot Camp”: The University of Texas-Pan American Graduate School: August 13, 2012 - August 16, 2012.

## SERVICE

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- **University Service**
  - Northern Michigan University, Marquette, MI**
    - Committee Member, President’s Committee on Diversity (January 2015—Present)
    - Director, NMU-Africa Connect Initiative: International Student Recruiting, Africa (March 2016 – 2018)

### **The University of Texas-Rio Grande Valley, Edinburg, TX**

- Graduate Advisor, Golden Key International Honour Society, UTPA Chapter, Edinburg, TX. (January 2012 – August 2013)
- President, International Campus Ministry at UTPA, Edinburg, TX. (August 2010 – August 2013)

### • **College Service**

#### **Northern Michigan University, Marquette, MI**

- Committee Member, CoB Executive Committee (August 2021 – Present)
- Committee Member, CoB Evaluation Committee (August 2021 – Present)
- Committee Member, Assessment of Learning Outcomes Committee (January 2017 – May 2020)
- Committee Chair, MBA Committee (November 2015 – Aug 2020)
- Committee Member, College Advisory Committee (March 2016 – 2017)
- Committee Member, AACSB Compliance Committee (February 2016 – 2019)
- Committee Member, Scholarship Awards Committee (August 2014–2015)
- Committee Member, Strategic Planning Committee (August 2013–2014)
- Committee Member, Student Outcomes Assessment Committee (August 2013— June 30, 2014)

#### **The University of Texas-Rio Grande Valley, TX**

- Committee Member, Active Learning Initiative (July 2012 – August 2013)
- Committee Member, Health Information Technology Initiative (July 2010 - July 2011)

### • **Departmental/Discipline Area Service**

#### **Northern Michigan University, Marquette, MI**

- Committee Member, CIS Information Assurance/Cyber security Search (August 2014-Present)
- Committee Member, Student Outcomes Assessment Committee (August 2013— June 30, 2014)
- Committee Member, CIS Curriculum Committee (August 2013—Present)
- Co-Adviser, Association of IT Professionals (AITP), NMU Chapter (October 2013-Present)

### • **Regional/International**

- Judge of the 2013 Mary G. Goad Ethics Award—South Texas Better Business Bureau (BBB) (February 2013)
- Facilitator, Master of Arts in Organizational Leadership, with Development Associates International—Egypt (June 2017)

### • **Academic Editorships & Peer-Review**

- Ad Hoc Reviewer, *Healthcare Analytics* (2023 – Present)



- Ad Hoc Reviewer, *International Journal of Healthcare Information Systems and Informatics* (2019 – Present)
- Guest Editor, *International Journal of Electronic Healthcare* (Special Issue, 2017)
- Ad Hoc Reviewer, *The Americas Conference on Information Systems* (2010 – Present)
- Ad Hoc Reviewer, *The European Conference on Information Systems* (2012 – Present)
- Ad Hoc Reviewer, *The Encyclopedia of Information Sciences and Technology*, 3<sup>rd</sup> & 4<sup>th</sup> Ed. (2013-Present)