

Ryan M. Schuetzler, Ph.D.

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Current Position

Assistant Professor
Information Systems and Quantitative Analysis Department
College of Information Science & Technology
University of Nebraska at Omaha

Research Interests

My research interests center around users' adaptation and use of novel communication technology. My primary research focuses on human interaction with embodied conversational agents and chat bots, and the influence of those chat bots on users' feelings and behavior toward those systems. I also study users' adaptation to intelligent systems designed to detect deception. I am interested to learn how people adapt their behavior, either consciously or unconsciously, as they interact with novel systems. I focus on a design science methodology following the Last Research Mile philosophy. Much of my research involves laboratory experiments.

Areas of Specialization

Privacy • Human-Computer Interaction • Deception • Conversational Agents

Education

2015 Ph.D. in Management Information Systems, University of Arizona
2010 MS in Information Systems Management, Brigham Young University
2010 BS in Information Systems, Brigham Young University

Grants, Honors & Awards

2011-2014 \$205,000 in research grants, Center for Identification Technology Research
2011 Science Foundation Arizona Graduate Research Fellow

Publications & Talks

JOURNAL ARTICLES

- Under review Twyman, N. T., Proudfoot, J. G., Schuetzler, R., Elkins, A. C., & Derrick, D. C. (under review). Robustness of multiple indicators in controlled, automated deception detection interviews. *Journal of Management Information Systems*.
- 2015 Lowry, P. B., Schuetzler, R. M., Giboney, J. S., & Gregory, T. (2015) Is trust always better than distrust? The potential value of distrust in newer virtual teams engaged in short-term decision making. *Group Decision and Negotiation*, 24(4), pp. 723–753. [DOI]
- Burgoon, J. K., Schuetzler, R., & Wilson, D. W. (2015) Kinesic patterning in deceptive and truthful interactions. *Journal of Nonverbal Behavior*, 39(1), pp. 1–24. [DOI]
- 2014 Burgoon, J. K., Proudfoot, J. G., Schuetzler, R., & Wilson, D. W. (2014) Patterns of nonverbal behavior associated with truth and deception: Illustrations from three experiments. *Journal of Nonverbal Behavior*, 38(3), pp. 325–354. [DOI]
- 2011 Barlow, J. B., Giboney, J. S., Keith, M. J., Wilson, D. W., Schuetzler, R., Lowry, P. B., & Vance, A. (2011). Overview and guidance on agile development in large organizations. *Communications of the Association for Information Systems*, 29, pp. 25–44. <http://aisel.aisnet.org/cais/vol29/iss1/2>

CONFERENCE PROCEEDINGS

- 2014 Schuetzler, R. M., Giboney, J. S., Grimes, G. M., & Buckman, J. (2014) Facilitating natural conversational agent interactions: Lessons from a deception experiment. *International Conference on Information Systems*. Auckland, New Zealand.
- Dunbar, N. E., Jensen, M. L., Miller, C. H., Bessarabova, E., Straub, S., ... & Schuetzler, R. (2014) Mitigating cognitive bias through the use of serious games: Effects of feedback. *9th International Conference on Persuasive Technology*, Padova, Italy, May 21–23.
- 2013 Twyman, N. W., Schuetzler, R., Proudfoot, J. G., & Elkins, A. (2013). A systems approach to countermeasures in credibility assessment interviews. *International Conference on Information Systems (ICIS)*, Milan, Italy, December 15–18.
- Schuetzler, R. & Wilson, D. W. (2013) Real-time embodied agent adaptation. *Hawaii International Conference on System Sciences*.
- 2012 Schuetzler, R. (2012) Countermeasures and eye tracking deception detection. *Hawaii International Conference on System Sciences*.
- Nunamaker, J. F., Jr., Burgoon, J. K., Twyman, N. W., Proudfoot, J. G., Schuetzler, R., & Giboney, J. S. (2012) Establishing a foundation for human credibility screening. *2012 IEEE International Conference on Intelligence and Security Informatics (ISI)*.
- Burgoon, J. K., Wilson, D. W., Schuetzler, R. & Hass, M. (2012) Interactive deception in group decision-making. *National Communication Association Convention*.

Burgoon, J. K., Schuetzler, R., & Wilson, D. W. (2012) Uncovering hidden patterning in interpersonal communication: Illustration with deceptive and truthful interactions. *National Communication Association Convention*.

2011 Proudfoot, J. G., Giboney, J. S., Schuetzler, R. & Durcikova, A. (2011). Trends in phishing attacks: Suggestions for future research. *Americas Conference on Information Systems*.

2010 Lowry, P. B., Giboney, J. S., Schuetzler, R., Richardson, J., Gregory, T., Romney, J., & Anderson, B. (2010). The value of distrust in computer-based decision-making groups. In *Proceedings of the 43rd Hawaii International Conference on System Sciences*.

INVITED PRESENTATIONS AND PANELS

2015 *Lie to Me: Chatterbot Style*. Webinar for the Center for Identification Technology Research, an NSF Industry/University Collaborative Research Center.

2014 *Identifying and Reducing Patient Drug Seeking*. Panel for first-year medical students at University of Arizona College of Medicine.

A Mobile Interviewing Agent for Deception Detection. Webinar for the Center for Identification Technology Research, an NSF Industry/University Collaborative Research Center.

2012-2014 *Deception and Automated Credibility Assessment*. Fort Huachuca Military Intelligence Captain's Career course.

Teaching

COURSES TAUGHT

2013-2015 MIS 307 – Introduction to Business Data Communications (Effectiveness: 4.6/5.0)

2012 MIS 111 – Introduction to Management Information Systems (Effectiveness: 4.9/5.0)

SELECT STUDENT COMMENTS

I appreciated your passion and it encouraged me to work harder and study better for this course...I fully digested the information you presented to us. After completing this course, I am seriously considering spending more time in the areas you taught us because I have found a curiosity for the area I did not imagine before.

I really enjoy class. The way the material has been amplified with your own knowledge and the way the slides are structured really help me to pay attention, take notes, and tell myself "Ooo, that's something I want to put down here. That's important."

Great teacher, made everything very easy to understand. Made class interesting and fun. Kept everyone engaged in learning.

I really enjoyed that Ryan truly cared if his students understood what was going on and comprehended the material.

Service to the Profession

Peer review work for:

- International Conference on Information Systems
- Hawaii International Conference on System Sciences
- Americas Conference on Information Systems
- AIS Special Interest Group on Human-Computer Interaction (SIGHCI)
- IEEE, SMC-A
- Mensa Research Journal

Technical and Other Skills

- Programming languages: Python, R, Java. A little Ruby, PHP, and C++.
- Web application development with Python and Django
- TCP/IP networking (formerly CCNA certified)
- SQL & database management
- Drupal content management system
- Linux and Windows servers
- Spanish: Moderate proficiency