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Languages Spanish (native); English (bilingual/fluent); French (conversational)

22

JOURNAL ARTICLES

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■ PROFILE

Carlos Ferran is a Full Professor of Accounting and Management Information Systems at Governors State University, where he has taught since 2010 and served as Director of Accreditation and Assessment. He previously held faculty positions at the Pennsylvania State University and the Rochester Institute of Technology. His research examines technology-mediated communication, generative artificial intelligence in education and the economy, accounting information systems, and the digital divide. The article "Videoconferencing in the Field: A Heuristic Processing Model," published in *Management Science*, was covered by more than 150 news outlets within sixty days of publication, and his conference paper "Teams or Communities? Organizational Structures for Knowledge Management" has been cited in more than three hundred academic articles.

Before entering academia he was Chief Information Officer of a major Venezuelan financial institution, director of a software development company, and a planning and financial analyst in the Venezuelan oil industry; his professional career began writing accounting applications for the Apple II. He completed four of the five years of the Electrical Engineering program at the Universidad Central de Venezuela and the Universidad Metropolitana before redirecting his studies toward management science and finance, and that engineering grounding continues to inform his work on information systems architecture. He is the founding Editor-in-Chief of RELCASI, a journal of the Association for Information Systems, past president of LACAIS and of the AIS Accounting Information Systems SIG, co-chair of AMCIS 2019, and a peer reviewer for the Higher Learning Commission, ABET, Quality Matters, and MERLOT. He has developed more than twenty-five online courses, co-developed an online MBA in Supply Chain Management and a Master's in Business Analytics, and has taught in English and Spanish on four continents.

■ EDUCATION 1990–2025

- 2025 **Doctor of Education (EdD), Higher Education Leadership**
Governors State University, University Park, IL, USA
- 2000 **Doctor of Business Administration (DBA), Management Information Systems**
Boston University, Boston, MA, USA
Minors in strategy and in research methodology
- 1994 **Postgraduate Degree in Management Information Systems**
Universidad Central de Venezuela, Caracas, Venezuela
- 1991 **Master in Finance, Cum Laude**
Universidad Metropolitana, Caracas, Venezuela
Mention of Honor for the master's dissertation
- 1990 **Licenciate (BS) in Management Science, minor in Banking and Finance**
Universidad Metropolitana, Caracas, Venezuela

■ PROFESSIONAL CERTIFICATIONS

- Certified Management Accountant (CMA), Institute of Management Accountants, 2012
- Certified in Strategy and Competitive Analysis (CSCA), Institute of Management Accountants, 2017
- Teaching Online Certificate, Quality Matters, 2020

■ ACADEMIC APPOINTMENTS 1996–PRESENT

- 2017– **Full Professor of Accounting and Management Information Systems**
Governors State University, University Park, IL, USA
- 2019–24 **Director of Accreditation and Assessment**
College of Business, Governors State University, IL, USA
- 2013–17 **Associate Professor of Accounting and Management Information Systems**
Governors State University, IL, USA
- 2010–13 **Assistant Professor of Management Information Systems**
Governors State University, IL, USA
- 2020– **Adjunct International Professor**
Benedictine University, IL, USA
- 2016–17 **Visiting Professor and Assistant to the Provost, Comprehensive Accreditation Project**
Universidad Ramon Llull, Barcelona Campus, Spain
- 2010–12 **Adjunct Associate Professor of Strategy**
University of Maryland University College, USA
- 2003–10 **Assistant Professor of Management Information Systems**
Pennsylvania State University, PA, USA
- 2000–03 **Assistant Professor of Management Information Systems**
Rochester Institute of Technology, NY, USA
- 1996–2000 **Research Assistant**
Systems Research Center, Boston University, MA, USA

■ INDUSTRY EXPERIENCE 1980–1994

- 1992–94 **Chief Information Officer**
Vencred, S.A., financial institution, Caracas, Venezuela
- 1991–92 **Planning and Financial Analyst**
Corpoven, S.A., subsidiary of PDVSA, oil industry, Caracas, Venezuela
- 1987–2007 **Director**
Organización Simplex, C.A., software development, Caracas, Venezuela
- 1981–87 **Financial Products Manager**
Tercer Medio, C.A., software development, Caracas, Venezuela
- 1980–81 **Systems Manager**
United Nations International School, New York, NY, USA

Consulting clients. Banco Central de Venezuela (Venezuelan Federal Reserve); Venezuelan National Academy of Economic Sciences; Cautus Networks Corporation (FL, USA); Software de Venezuela, S.A.; Maraven, S.A. (PDVSA); Oster de Venezuela, S.A. (Sunbeam Corp.); US Feed Grain Council; US Meats; American Soybean Association; Inelectra, S.A.; StratPlan; Comité Organizador de los Juegos Panamericanos (COPAN); Comité Organizador de los Juegos Bolivarianos (COBOL).

- Ferran, C.** (2026). The politics of creative attribution: Generative artificial intelligence, human agency, and the ethics of co-creation. *AI and Ethics*, 6(5), 469. <https://doi.org/10.1007/s43681-026-01320-y> PDF
- Shan, D., Meng, X., Ferran, C., Tong, X., & Guo, X.** (2026). PSF-YOLO11: An enhanced YOLO11 framework for small object detection in UAV imagery. *Measurement Science and Technology*, 37(25), Article 255401. <https://doi.org/10.1088/1361-6501/ae71f9> PDF
- Shan, D., Qiu, Z., Cai, D., Ferran, C., Tong, X., & Liu, D.** (2026). Bridging the scale gap: A multi-scale feature enhancement framework for UAV aerial image object detection. *Sensors*, 26(18), Article 5832. <https://doi.org/10.3390/s26185832>
- Shan, D., Zhang, T., Ferran, C., Jiang, S., & Zhang, M.** (2026). Risk-aware look-ahead planning for independent multi-goal UAV paths: A bounded two-dimensional geometric study. *Mathematics*, 14(19), Article 3569. <https://doi.org/10.3390/math14193569>
- Ferran, C.** (2025). An exploratory study of generative AI reliability in grading academic assignments. *RELCASI*, 17(1). <https://doi.org/10.17705/1relc.00100>
- Keane, A. E., Ferran, C., & Garcia, R.** (2025). AI and the European Union Artificial Intelligence Act: An overview. *Midwest Law Journal*, 35. PDF
- Ferran, C., Alanís González, M., Esteves, J., Gómez Reynoso, J. M., & Guzmán, I.** (2019). AMCIS 2017 panel report: Experiences in online education. *Communications of the Association for Information Systems*, 45, 1–17. <https://doi.org/10.17705/1CAIS.04524>
- Saunders, C., Brown, S. A., Bygstad, B., Dennis, A. R., Ferran, C., Galletta, D., Liang, T.-P., Lowry, P. B., Recker, J., & Sarker, S.** (2017). Goals, values, and expectations of the AIS family of journals. *Journal of the Association for Information Systems*, 18(9), 633–647. <https://doi.org/10.17705/1jais.00468>
- Saunders, C., Brown, S. A., Bygstad, B., Dennis, A. R., Ferran, C., Galletta, D., Liang, T.-P., Lowry, P. B., Recker, J., & Sarker, S.** (2017). Goals, values, and expectations of the AIS family of journals. *Communications of the Association for Information Systems*, 41, 334–348. <https://doi.org/10.17705/1CAIS.04116>
- Ferran, C., & Salim, R.** (2016). Logical friction: Some lessons from the automotive industry to the software industry. *ARPN Journal of Systems and Software*, 6(1), 8–13. PDF
- Zhao, J., & Ferran, C.** (2016). Business school accreditation in the changing global marketplace: A comparative study of the agencies and their competitive strategies. *Journal of International Education in Business*, 9(1), 52–69. <https://doi.org/10.1108/jieb-02-2016-0001>
- Salim, R., & Ferran, C.** (2014). Accounting server: Automatically generating accounting transactions from business modules. *Journal of Applied Financial Research*, 2, 20–27. PDF
- Ferran, C., & Salim, R.** (2013). Infoenergy: Technology for replacing massive degradation with speedier (cleaner) energy. *International Journal of Energy Economics and Policy*, 3(4), 447–458. PDF
- Ferran, C., & Salim, R.** (2012). Distributed cognition supported by information technology can help solve the knowledge management bottleneck. *Academy of Business Research Journal*, 4, 32–54. PDF
- Ferran, C., & Watts, S.** (2008). Videoconferencing in the field: A heuristic processing model. *Management Science*, 54(9), 1565–1578. <https://doi.org/10.1287/mnsc.1080.0879>
- Ferran, C., & Ferran, B.** (2008). El análisis regional frente al avance tecnológico y la redistribución espacial de actividades económicas. *Revista BCV*, 22(1), 137–162. PDF
- Ferran, C., & Salim, R.** (2008). Fragilidad pragmática: ¿Las tecnologías de la información reducen el subdesarrollo o se adaptan a él? *Economía*, 33(25), 13–45. PDF
- Fleszler, F., Raja, R., & Ferran, C.** (2006). Role of BNP level in the assessment of volume status in patients with advanced liver disease and acute renal failure. *American Journal of Kidney Diseases*, 47(4), A40. PDF
- Ferran, C.** (2005). Las estrategias de contratación. *Revista BCV*, 19(1). PDF

- Ferran, C., & Salim, R. (2004).** IAC accounting data model: A better data structure for computerized accounting systems. *Review of Business Information Systems*, 8(4). [PDF](#)
- Ferran, C., & Salim, R. (2003).** The Internet and the digital divide. *Asian Information-Science-Life*, 2(1). [PDF](#)
- Ferrán-Urdaneta, C. (2001).** Endnote: Using technology to keep track of references. *Communications of the Association for Information Systems*, 7, Article 19. [PDF](#)

■ BOOKS 2

- Ferran, C., & Salim, R. (Eds.). (2008).** *Enterprise resource planning for global economies: Managerial issues and challenges*. IGI Global.
- Ferrán Urdaneta, C. (1993).** *Fondos de ahorro: Conceptualización y administración de la cartera de inversión*. Academia Nacional de Ciencias Económicas.

■ PEER-REVIEWED BOOK CHAPTERS 5

- Salim, R., & **Ferran, C. (2008).** The current bottleneck of knowledge management and how information technology can be successfully used to reduce it. In M. D. Lytras, M. Russ, & R. Maier (Eds.), *Knowledge management strategies: A handbook of applied technologies*. IGI Global.
- Ferran, C., & Salim, R. (2008).** The future of ERP and enterprise resource management systems. In C. Ferran & R. Salim (Eds.), *Enterprise resource planning for global economies: Managerial issues and challenges* (pp. 328–348). IGI Global.
- Salim, R., & **Ferran, C. (2008).** From ledgers to ERP. In C. Ferran & R. Salim (Eds.), *Enterprise resource planning for global economies: Managerial issues and challenges* (pp. 1–22). IGI Global.
- Ferran, C., & Salim, R. (2008).** Electronic business in developing countries: The digitalization of bad practices? In F. B. Tan (Ed.), *Global information technologies: Concepts, methodologies, tools, and applications* (pp. 3062–3090). Information Science Reference.
- Ferran, C., & Salim, R. (2005).** Electronic business in developing countries: The digitalization of bad practices? In S. Kamel (Ed.), *Electronic business in developing countries: Opportunities and challenges*. Idea Group Publishing.

■ MANUSCRIPTS UNDER REVIEW AT PEER-REVIEWED JOURNALS 12

- Díaz Batista, J. A., & **Ferran, C. (under review).** *Cuba's computing history: Human capital, knowledge durability, and technological capability under structural exclusion, 1959–2023*.
- Ferran, C., & Ferran-Heredia, J. I. (under review).** *The AI revolution and the future of labor, wages, and value appropriation: Historical lessons and forward projections*.
- Ferran, C., & Cooney, M. A. (under review).** *The shared governance-speed dilemma: How university presidents navigate generative AI integration*.
- Ferran, C., & Heredia-Ferran, M. H. (under review).** *What students obtain from university: An integrative framework for understanding multidimensional college outcomes and institutional stratification*.
- Ferran, C. (under review).** *Technological stewardship in the machine age: An integrative ethical framework for AI governance via Magnifica Humanitas*.
- Ferran, C. (under review).** *Teams or communities, twenty-five years later: Knowledge management in the platform and AI era*.
- Ferran, C. (under review).** *The bifurcated future: Capital concentration versus public appropriation in the age of artificial intelligence*.
- Chen, Z., Da, K., Sun, Y., Wang, C., Tescăsiu, B., & **Ferran, C. (under review).** *Teaching and learning in diverse international classrooms: A cross-directional importance–performance analysis of students moving into and out of China*.
- Shan, D., Zhang, M., **Ferran, C.**, Liu, D., & Zhang, T. (under review). *ISWO-APF: A hierarchical 3D path planning algorithm based on improved spider wasp optimization and artificial potential field for multiple UAVs*.

- Chen, Z., Ji, S., **Ferran, C.**, & Sun, Y. (under review). *Sustainable international education in the age of mobility: A stable demand hierarchy across demographic groups, educational-technology gaps, and student segmentation among Chinese overseas learners.*
- Chen, Z., Chen, Z., Sun, Y., & **Ferran, C.** (under review). *Digital services, perceived employability and student segments in Chinese outbound mobility: Baseline evidence for AI-era institutional strategy in higher education.*
- Chen, Z., Chen, Z., Sun, Y., & **Ferran, C.** (under review). *Using student feedback to evaluate international education provision: An importance–performance analysis of importance–satisfaction gaps among international students at Chinese universities.*

■ PEER-REVIEWED CONFERENCE PROCEEDINGS 28

- Scheibe, K., Bansal, G., **Ferran, C.**, Graeml, A., Lee, Y., Loiacono, E. T., & Mosconi, E. (2026). Bridges not walls: Building research networks in the Americas (Panel). In *Proceedings of the Americas Conference on Information Systems (AMCIS 2026)*. Association for Information Systems.
- Sumner, M., Leih, M., & **Ferran, C.** (2026). SIM Academic Council: Ten opportunities to connect teaching and research to practice (Panel). In *Proceedings of the Americas Conference on Information Systems (AMCIS 2026)*. Association for Information Systems.
- Ferran, C.** (2025). Inteligencia artificial generativa para calificar trabajos académicos. In *Proceedings of the 9th Conference on Information Systems in Latin America (ISLA 2025)*. Association for Information Systems.
- Ferran, C.**, et al. (2024). Developing a generative AI course for everyone (Panel). In *Proceedings of the Americas Conference on Information Systems (AMCIS 2024)*. Association for Information Systems.
- Sumner, M., Van Slyke, C., Kettles, D. J., **Ferran, C.**, & Raisinghani, M. (2024). Bridging the gap between teaching, research, and practice: SIM opportunities (Panel). In *Proceedings of the Americas Conference on Information Systems (AMCIS 2024)*. Association for Information Systems.
- Ferran, C.** (2024). Desarrollar educación asincrónica en línea de alta calidad. In *Memorias del 14º Congreso Internacional de Educación Superior, Universidad 2024*. Ministerio de Educación Superior de Cuba.
- Ferran, C.**, Schwarz, A., Gimpel, G., Dunaway, M., & Dasgupta, S. (2022). Post-COVID online education (eLearning): Lessons from the field (Panel). In *Proceedings of the Americas Conference on Information Systems (AMCIS 2022)*. Association for Information Systems.
- Ferran, C.**, González, M. A., Esteves, J., Gómez Reynoso, J. M., & Guzman, I. (2017). Online education: A topic at the heart of MIS (Panel). In *Proceedings of the Americas Conference on Information Systems (AMCIS 2017)*. Association for Information Systems.
- Zhao, J., & **Ferran, C.** (2015). Business school accreditation: Accrediting agencies, its value, and its hurdles. In *Proceedings of the Academy of Business Research Conference*. Academy of Business Research.
- Ferran, C.** (2014). MOOCs will not replace traditional academia. In *Proceedings of the Academy of Business Research Conference*. Academy of Business Research.
- Ferran, C.** (2013). Is educating and assessing through computer simulations and gamification gender biased? In *Proceedings of the Academy of Business Research Conference*. Academy of Business Research.
- Ferran, C.** (2012). Reengineering business education. In *Proceedings of the Academy of Business Research Conference*. Academy of Business Research.
- Ferran, C.**, & Salim, R. (2012). Distributed cognition supported by information technology can help solve the knowledge management bottleneck. In *Proceedings of the Academy of Business Research Conference*. Academy of Business Research.
- Ferran, C.**, Robles-Flores, J., La Paz, A., Joia, L., & Gómez Reynoso, J. (2012). The expectations for faculty in Latin America (Panel). In *Proceedings of the Americas Conference on Information Systems (AMCIS 2012)*. Association for Information Systems.
- Ferran, C.**, Garcia-Murillo, M., Graeml, A., & Davison, R. (2010). Publishing IS research in and about Latin America (Panel). In *Proceedings of the Americas Conference on Information Systems (AMCIS 2010)*. Association for Information Systems.

- Sanchez, A. D., Montesinos, D., Mu, E., Gogan, J. L., & Ferran, C. (2009). The content of the basic/required MIS course in a Latin-American MBA (Panel). In *Proceedings of the Americas Conference on Information Systems (AMCIS 2009)*. Association for Information Systems.
- Salim, R., & Ferran, C. (2008). Business ethics and information systems: The pragmatic fragility of corporate social responsibility. In *Proceedings of the 15th Annual International Conference: Promoting Business Ethics*. Vincentian Universities.
- Salim, R., & Ferran, C. (2006). ERMS: The next generation of ERPs, for short term management and highly unpredictable environments. In *Proceedings of the BALAS Annual Conference*. Business Association of Latin American Studies.
- Salim, R., & Ferran, C. (2006). ERMS: Evolución de los ERP hacia la gerencia del corto plazo en entornos económicos poco predecibles. In *Proceedings of the Americas Conference on Information Systems (AMCIS 2006)*. Association for Information Systems.
- Salim, R., & Ferran, C. (2004). Pragmatic fragility of information technology in Latin America: Case studies. In *Proceedings of the Americas Conference on Information Systems (AMCIS 2004)*. Association for Information Systems.
- Salim, R., & Ferran, C. (2004). The IAC accounting data model: Eliminating redundancies for a consistent accounting system. In *Proceedings of the 12th Academy of Business and Administrative Sciences International Conference*. Academy of Business and Administrative Sciences.
- Salim K., R., & Ferrán-Urdaneta, C. (2002). The Internet and the digital divide. In *Proceedings of the First International Conference on Information and Management Sciences*. California Polytechnic State University.
- Ferrán-Urdaneta, C. (2001). Endnote: Keeping track of references. In *Proceedings of the Americas Conference on Information Systems (AMCIS 2001)*. Association for Information Systems.
- Salim K., R., & Ferrán-Urdaneta, C. (2001). Neither a perpetuum mobile nor a perfect software: Sincerity in the relationship between the manufacturer and the client with respect to software defects. In *Proceedings of the 5th World Multi-Conference on Systemics, Cybernetics and Informatics*. International Institute of Informatics and Systemics.
- Ferrán-Urdaneta, C. (1999). Teams or communities? Organizational structures for knowledge management. In *Proceedings of the ACM SIGCPR Conference on Computer Personnel Research* (pp. 128–134). Association for Computing Machinery.
- Ferrán-Urdaneta, C., & Storck, J. (1997). Truth or deception: The impact of videoconferencing for job interviews. In *Proceedings of the Eighteenth International Conference on Information Systems (ICIS 1997)*. Association for Information Systems.
- Ferrán-Urdaneta, C., & Lenard, M. L. (1997). An object-oriented approach to banking information systems. In *Proceedings of the World Multiconference on Systemics, Cybernetics and Informatics*. International Institute of Informatics and Systemics.
- Salim K., R., & Ferrán-Urdaneta, C. (1997). Infoenergetic systems. In *Proceedings of the World Multiconference on Systemics, Cybernetics and Informatics*. International Institute of Informatics and Systemics.

■ OTHER PUBLICATIONS 5

- Ferran, C. (2008–2013). Editorials. *RELCASI*, 1(1)–6(1).
- Ferran, C. (2012, August 6). Why should you invest in an MBA? *Daily Herald*.
- Ferran, C. (2008). The digital divide. *Central America Today*, 2(7).
- Ferran, C., & Salim, R. (2007). Gardeners+ [Teaching case]. In E. Oz, *Management information systems*. Course Technology.
- Ferran, C. (2007). The status of ERP in Central America. *Central America Today*, 1(3).

- Ferran, C.** (2026). *Use of AI for research productivity (Panel)*. 10th Conference on Information Systems in Latin America, virtual.
- Ferran, C.** (2025). *AI is transforming all dimensions of higher education* [Invited lecture]. Shenyang Jianzhu University, Shenyang, China.
- Ferran, C.** (2025). *Artificial intelligence is reshaping every corner of higher education* [Invited lecture]. Dalian Maritime University, Dalian, China.
- Ferran, C.** (2025). *Preparing basic course material using generative AI* [Faculty workshop]. Governors State University, University Park, IL, United States.
- Ferran, C.** (2025). *AI in information systems education: Innovations, challenges, and the road ahead (Panel)*. 9th Conference on Information Systems in Latin America, virtual.
- Ferran, C.** (2024). *Developing a generative AI course for everyone (Panel)*. Americas Conference on Information Systems, Salt Lake City, UT, United States.
- Sumner, M., Van Slyke, C., Kettles, D. J., **Ferran, C.**, & Raisinghani, M. (2024). *Bridging the gap between teaching, research, and practice: SIM opportunities (Panel)*. Americas Conference on Information Systems, Salt Lake City, UT, United States.
- Ferran, C.** (2024). *Society for Information Management academic initiatives, partnerships, and research opportunities (Panel)*. 19th Annual Midwest United States Association for Information Systems Conference, Peoria, IL, United States.
- Ferran, C.** (2024). *Developing high-quality asynchronous eLearning* [Invited lecture]. Shenyang Jianzhu University, Shenyang, China.
- Ferran, C.** (2024). *Desarrollar educación asincrónica en línea de alta calidad* [Conference presentation]. 14º Congreso Internacional de Educación Superior, Universidad 2024, Havana, Cuba.
- Ferran, C.** (2023). *Developing high-quality online programs with limited resources* [Invited lecture]. Universidad Tecnológica de La Habana, Havana, Cuba.
- Ferran, C.** (2023). *Developing high-quality online programs* [Invited lecture]. Davis College, Toledo, OH, United States.
- Ferran, C.** (2023). *Desarrollo práctico de e-learning de alta calidad* [Invited lecture]. Instituto Tecnológico Autónomo de México, Mexico City, Mexico.
- Ferran, C.** (2023). *Elementos prácticos para el desarrollo de e-learning de alta calidad* [Invited lecture]. Universidad de Panamá, Panama City, Panama.
- Ferran, C.** (2022). *Post-COVID online education (eLearning): Lessons from the field (Panel)*. Americas Conference on Information Systems, Minneapolis, MN, United States.
- Ferran, C.** (2020). *Distance education and COVID-19 (Panel)*. 4th Conference on Information Systems in Latin America, virtual.
- Ferran, C.** (2020). *Crash course on applying standards for building high-quality online courses* [Workshop]. Americas Conference on Information Systems, virtual.
- Ferran, C.** (2017). *Experiences in online education (Panel)*. Americas Conference on Information Systems, Boston, MA, United States.
- Ferran, C.** (2016). *Leveraging simulation-based assessments to build a more effective assurance of learning system* [Conference presentation]. AACSB Assessment Conference: Driving Accountability and Innovation, Charlotte, NC, United States.
- Ferran, C.** (2015). *Transmisión de conocimiento mediada por tecnología* [Keynote address]. XXIV Reunión Nacional de Directivos de Escuelas y Facultades de Informática y Computación, Mexico City, Mexico.
- Zhao, J., & **Ferran, C.** (2015). *Business school accreditation: Accrediting agencies, its value, and its hurdles* [Conference presentation]. Academy of Business Research Conference, Indianapolis, IN, United States.
- Ferran, C.** (2015). *Rightsourcing y otros temas de MIS* [Invited lecture]. Universidad Juárez Autónoma de Tabasco, Tabasco, Mexico.

- Ferran, C.** (2014). *MOOCs will not replace traditional academia* [Conference presentation]. Academy of Business Research Conference, San Antonio, TX, United States.
- Ferran, C.** (2013). *Is educating and assessing through computer simulations and gamification gender biased?* [Conference presentation]. Academy of Business Research Conference, San Antonio, TX, United States.
- Ferran, C.** (2013). *Large-section classes: Value-adding or profit making?* [Conference presentation]. University of Illinois Faculty Summer Institute, Urbana, IL, United States.
- Ferran, C.** (2013). *Creating narrated and interactive presentations from PowerPoint using Adobe Presenter* [Workshop]. University of Illinois Faculty Summer Institute, Urbana, IL, United States.
- Ferran, C.** (2012). *Reengineering business education* [Conference presentation]. Academy of Business Research Conference, Atlantic City, NJ, United States.
- Ferran, C., & Salim, R.** (2012). *Distributed cognition supported by information technology can help solve the knowledge management bottleneck* [Conference presentation]. Academy of Business Research Conference, Atlantic City, NJ, United States.
- Ferran, C., Robles-Flores, J., La Paz, A., Joia, L., & Gómez Reynoso, J.** (2012). *The expectations for faculty in Latin America (Panel)*. Americas Conference on Information Systems, Seattle, WA, United States.
- Ferran, C.** (2012). *Narrated presentations using Adobe Presenter* [Workshop]. University of Illinois Faculty Summer Institute, Urbana, IL, United States.
- Ferran, C., Garcia-Murillo, M., Graeml, A., & Davison, R.** (2010). *Publishing IS research in and about Latin America (Panel)*. Americas Conference on Information Systems, Lima, Peru.
- Ferran, C.** (2009). *The items-agent-cash accounting data model, or making drastic change to assure that accounting tradition persists* [Conference presentation]. 1st Annual Pre-ICIS Workshop on Accounting Information Systems, Phoenix, AZ, United States.
- Ferran, C.** (2009, September). *Enterprise resource planning systems* [Invited lecture]. Instituto Tecnológico y de Estudios Superiores de Occidente, Guadalajara, Mexico.
- Ferran, C.** (2009, September). *Outsourcing and offshoring* [Invited lecture]. Instituto Tecnológico y de Estudios Superiores de Occidente, Guadalajara, Mexico.
- Sanchez, A. D., Montesinos, D., Mu, E., Gogan, J. L., & Ferran, C.** (2009, August). *The content of the basic/required MIS course in a Latin-American MBA (Panel)*. Americas Conference on Information Systems, San Francisco, CA, United States.
- Salim, R., & Ferran, C.** (2008). *Business ethics and information systems: The pragmatic fragility of corporate social responsibility* [Conference presentation]. 15th Annual International Conference: Promoting Business Ethics, New York, NY, United States.
- Ferran, C.** (2007, August). *ERMS* [Invited lecture]. Instituto de Estudios Superiores de Administración, Caracas, Venezuela.
- Ferran, C.** (2007, March). *Videoconferencing* [Invited lecture]. Banco Central de Venezuela, Caracas, and Universidad de los Andes, Mérida, Venezuela.
- Ferran, C.** (2005–2007). *Discussant* [Conference role]. VI, VII, and VIII International Research Symposia on Accounting Information Systems, Las Vegas, NV; Milwaukee, WI; and Montreal, Canada.
- Ferran, C.** (2007, April). *Doctoral student consortium* [Faculty mentor]. BALAS Annual Conference, San José, Costa Rica.
- Salim, R., & Ferran, C.** (2006, April). *ERMS: The next generation of ERPs, for short term management and highly unpredictable environments* [Conference presentation]. BALAS Annual Conference, Lima, Peru.
- Salim, R., & Ferran, C.** (2006, August). *ERMS: Evolución de los ERP hacia la gerencia del corto plazo en entornos económicos poco predecibles* [Conference presentation]. Americas Conference on Information Systems, Acapulco, Mexico.
- Ferran, C.** (2005, January). *Rightsourcing* [Invited lecture]. Banco Central de Venezuela, Caracas, Venezuela.

- Salim, R., & Ferran, C. (2004, August). *Pragmatic fragility of information technology in Latin America: Case studies* [Conference presentation]. Americas Conference on Information Systems, New York, NY, United States.
- Salim, R., & Ferran, C. (2004, July). *The IAC accounting data model: Eliminating redundancies for a consistent accounting system* [Conference presentation]. 12th Academy of Business and Administrative Sciences International Conference, Tallinn, Estonia.
- Ferran, C. (2004, February). *IAC accounting data model: A route to a non-redundant and therefore consistent accounting system* [Conference presentation]. International Applied Business Research Conference, San Juan, Puerto Rico.
- Salim K., R., & Ferrán-Urdaneta, C. (2002, May). *The Internet and the digital divide* [Conference presentation]. First International Conference on Information and Management Sciences, Xi'an, China.
- Ferrán-Urdaneta, C. (2002, May). *Rightsourcing* [Invited lecture]. Jiaotong University, Xi'an, China.
- Ferrán-Urdaneta, C. (2001, August). *Endnote: Keeping track of references* [Conference presentation]. Americas Conference on Information Systems, Boston, MA, United States.
- Salim K., R., & Ferrán-Urdaneta, C. (2001, July). *Neither a perpetuum mobile nor a perfect software* [Conference presentation]. 5th World Multi-Conference on Systemics, Cybernetics and Informatics, Orlando, FL, United States.
- Ferrán-Urdaneta, C. (1999). *Teams or communities? Organizational structures for knowledge management* [Conference presentation]. ACM SIGCPR Conference on Computer Personnel Research, New Orleans, LA, United States.

■ TEACHING

ACCOUNTING

ACCT2110 Financial Accounting; ACCTG512 Financial Accounting; ACCT2111 Managerial Accounting; ACCT3111 Cost Accounting I; ACCT7101 Strategic Management Accounting.

MANAGEMENT INFORMATION SYSTEMS

MIS6657 Electronic Commerce; MIS6689 Strategic Information Technology Management; MIS7401 Database Development and Applications; MIS3401 Business Information Retrieval and Database Management; MIS370 and MIS531 Management Information Systems; BUSAD537 Management Information Systems; IS825 Computer Applications for Managers.

STRATEGY

MGMT8900 Strategic Management in a Global Context; MGMT849 Business Policy and Strategy; MGMT469 Business Policy; AMBA670 Managing Strategy in the Global Marketplace; MGMT571 Strategic Management (MBA capstone); MGMT6634 Strategy, Structure, and Decision Making; MGMT3000 and MGMT5000 Special Topics Seminars on International Business.

LEADERSHIP, ETHICS, AND STUDY ABROAD

MGMT6401 Leadership and Ethics in a Global Environment; MGMT6601 Project Management; MGMT3000/5000 Doing Business in Poland, in South Africa, and in Panama.

Program development. More than twenty-five high-quality synchronous and asynchronous online courses; co-developer of an online MBA in Supply Chain Management and of a face-to-face Master's in Business Analytics. Taught and lectured in English and Spanish in Argentina, China, Colombia, Costa Rica, Mexico, Panama, Spain, the United States, and Venezuela, and led student groups to Poland, South Africa, and Panama.

■ EDITORIAL BOARDS AND PEER REVIEW

- *RELCASI*, Revista Latinoamericana y del Caribe de la Asociación de Sistemas de Información, founding Editor-in-Chief, 2007–2018; advisory board
- *International Journal of Electronic Banking*, editorial board
- *Revista Economía*, editorial board

- Higher Learning Commission Peer Reviewer Corps, 2014–present; Specialized Peer Reviewer Corps, 2019–present
- ABET peer reviewer, 2016–present; Quality Matters peer reviewer, 2018–present; MERLOT reviewer, 2017–present; Blackboard Exemplary Courses peer reviewer, 2019–present
- Academic peer reviewer for *Sensors*, *Pattern Recognition*, *Communications of the Association for Information Systems*, *Revista Economía*, BALAS, AMCIS, and ICIS

■ PROFESSIONAL SERVICE

- Co-Chair, Americas Conference on Information Systems (AMCIS) 2019; AMCIS Executive Council, 2015–2020
- Society for Information Management (SIM) Academic Council, 2018–present
- AIS Accounting Information Systems SIG (SIGASYS): President, 2014–2016; Past-President, 2016–2018; President-Elect, 2013; Vice-President of Meetings and Conferences, 2009–2010; AMCIS representative, 2008–2009
- Latin American and Caribbean Association for Information Systems (LACAIS): President, 2012–2016; Past-President, 2016–present; Vice-President of Publications, 2008–2012; chair of the committee that created RELCASI, the first MIS academic journal written in Spanish; member of the taskforce designing a multi-institution doctoral program in MIS
- Association for Information Systems Publications Committee, 2011–2018; AMCIS-SIG taskforce, 2015–2016
- Chair, 1st and 2nd Pre-ICIS Workshops in Accounting Information Systems (Phoenix, 2009; Saint Louis, 2010)
- AMCIS Accounting Information Systems Track Chair, 2009–2015; AMCIS Spanish and Portuguese Track Chair, 2011–2016; BALAS Information Technology and Systems Track Chair, 2007–2013
- AFT ad hoc committee survey on practical recommendations for social media and AI in the classroom, 2023–present
- Doctoral thesis advisor, Universitat Autònoma de Barcelona, Spain; Doctoral Student Consortium, BALAS 2007

■ UNIVERSITY SERVICE

GOVERNANCE AND STRATEGY

- **University Personnel Committee**, 2014–2016 and 2017–2024; **Chair for six years**
- **Board of Trustees Executive Committee**, 2023–present; Board of Trustees Finance and Budget Committee, 2018–2020
- University Planning and Budget Advisory Council, 2017–present; PBAC Technology Advisory Committee, 2018–present
- Strategy 2025 Committee, 2018–2022, and its Executive Steering Committee, 2021–2022
- Strategic Enrollment Management Executive Leadership Team and Undergraduate Student Admission Planning Committee, 2020–present
- Academic Master Plan Advisory Committee, 2010–2019 and 2021–2023; Digital Learning Master Planning Infrastructure Working Team, 2023–2024

ACCREDITATION, ASSESSMENT, AND CURRICULUM

- HLC Accreditation Steering Committee, 2015–2016 and 2017–2024; **Chair, Criterion One Sub-Committee**, 2019–2020; member, Criterion Three and Criterion Five Sub-Committees
- Committee on Assessment of Student Learning Outcomes, 2010–2024; HLC Assessment Academy, 2010–2014
- Academic Program Elimination Review Committee, **Chair** 2014–2017, member 2019–2023 and 2025–present; Academic Program Review Committee, 2019–2023
- University Curriculum Committee, 2012–2014; Open Access Policy Committee, 2017–2024; Open Access Taskforce, 2014–2015
- Online course development advisor, support, and reviewer, 2018–2024; university portfolio management trainer, 2019–2023

FACULTY LEADERSHIP AND UNION SERVICE

- ❑ UPI Local 4100 GSU Chapter: **Acting President**, 2022; Executive Committee and Unit A Vice-President, 2012–2018 and 2021–2024; House of Representatives and IFT/AFT convention delegate, 2012–present; contract negotiations committee, 2015–2016, 2018–2019, and 2022–2023
- ❑ Faculty Senate, 2025–present; **Illinois Board of Higher Education Faculty Advisory Committee**, 2025–present
- ❑ Sabbatical Committee, 2018–2020, **Chair** 2019–2020; University Excellence Awards Committee, 2016 and 2021, **Chair** 2023

COLLEGE OF BUSINESS AND DIVISION

- ❑ Director of Accreditation and Assessment, 2019–2024; Online Education and Assurance of Learning Coordinator, 2014–2019; Online Programs Coordinator, 2018–2019
- ❑ Assurance of Learning Committee, 2010–present, Co-Chair 2010 and 2017–2019, **Chair** 2022–2024
- ❑ Curriculum Committee, 2012–present, Co-Chair 2022; Curriculum and Assurance of Learning Committee, 2010–2012, Co-Chair
- ❑ Strategic Management Committee, 2010–2024; College Mission and Vision Taskforce, Co-Chair 2010
- ❑ Online MBA Committee, 2011–2014, Co-Chair; Online MBA Executive Taskforce, 2011–2014; SAP Team, 2011–2012
- ❑ College Grade Grievance Committee, 2025–present; College Grievance Committee, 2014–2016
- ❑ Accounting Curriculum Committee and MIS Curriculum Committee, 2010–present

COMMUNITY

- ❑ Higher Learning Commission President's Reauthorization Advisory Council, 2013–2015
- ❑ Advisor to the Venezuelan Federal Reserve, 2004–2012; advisor to the Venezuelan National Academy of Economic Sciences, 2003–2007
- ❑ Notary Public, State of Illinois, 2011–2015; Commonwealth of Pennsylvania, 2005–2010

■ HONORS AND AWARDS 1978–2026

Ongoing	Knight of the Sovereign Military Hospitaller Order of St John of Jerusalem, of Rhodes, and of Malta
2026	AMCIS Outstanding Conference Service Leadership Award, Association for Information Systems
2025	Best Paper Award, <i>Midwest Law Journal</i>
2022	Excellence Award, Governors State University
2021	Distinguished Member Award, Association for Information Systems
2020	Service Award, College of Business, Governors State University
2015	Excellence Award, Governors State University; and Producer of the Year Award, College of Business and Public Administration
2013–15	Best Paper Award, Academy of Business Research Conference (Indianapolis 2015; San Antonio 2014; San Antonio 2013)
2010	AIS Volunteer of the Month (March 2010), recognized at ICIS 2010, St. Louis, MO
2004	Best Paper Award, International Applied Business Research Conference, San Juan, Puerto Rico
1999	Fannie Mae Peer-Reviewed Scholarship, ACM SIGCPR'99, New Orleans, LA
1992	Academic Excellence Award "Antonio José de Sucre"; Fundación Gran Mariscal de Ayacucho scholarship
1991	Cum Laude and Mention of Honor for the dissertation, Master in Finance, Universidad Metropolitana
1982	Award, Venezuelan National Mathematical Olympics, as a member of the national mathematics team
1978	First Prize, National Contest for Nativity Story-Tales, FAPREC, Venezuela

■ PROFESSIONAL SOCIETIES

- Association for Information Systems (AIS)
- Institute of Management Accountants (IMA)
- Society for Information Management (SIM)
- Latin American and Caribbean Association for Information Systems (LACAIS)
- Association for Computing Machinery (ACM)
- Academy of Management
- Business Association of Latin American Studies (BALAS)
- Beta Gamma Sigma International Business Honor Society
- Delta Mu Delta International Honor Society in Business (honorary inductee)
- Upsilon Pi Epsilon Computer Science Honor Society

■ SELECTED PROFESSIONAL DEVELOPMENT 2009–2026

- **2026:** AACSB Continuous Improvement Review (CIR) preparation workshop, March 27, 2026
- **2024:** AFT and Microsoft Symposium on AI in Education and Beyond, Chicago, IL
- **2018–2021:** Quality Matters certification sequence, including Applying the QM Rubric Online Facilitator Certification, Peer Reviewer Course, Evaluating Your Course Design, Improving Your Online Course, Assessing Your Learners, Creating Presence in Your Online Course, and Connecting Learning Theories to Your Teaching Strategies
- **2019:** AACSB mentor training, San Antonio, TX; HLC Specialized Corps training, Chicago, IL; MERLOT peer reviewer training
- **2016–2018:** ABET peer review training, Baltimore, MD; HLC continuing education workshops, Chicago, IL; QM Tableau workshop, New Orleans, LA; strategy series on corporate, business, and functional-level competitive advantage
- **2011–2015:** HLC comprehensive training for peer reviewers and assessment results forum; AACSB seminars on assessment, curriculum management, online and hybrid delivery, and lessons for aspiring deans; CIBER programs at the University of Colorado and the University of Memphis; instructional design programs at the University of Illinois
- **2009–2011:** Sloan-C online teaching series; Penn State World Campus OL2000 Effective Teaching Online; HLC Assessment Academy; CAPSIM train-the-trainer
- **Ongoing:** Annual ethics training for university employees, State of Illinois, 2010–present