

**PROMOTION RECOMMENDATION
THE UNIVERSITY OF MICHIGAN
SCHOOL OF INFORMATION
COLLEGE OF ENGINEERING**

Approved by the Regents
May 14, 2009

Mark S. Ackerman, associate professor of information, with tenure, School of Information, and associate professor of electrical engineering and computer science, without tenure, College of Engineering, is recommended for promotion to professor of information, with tenure, School of Information, and professor of electrical engineering and computer science, without tenure, College of Engineering.

Academic Degrees:

Ph.D.	1994	Massachusetts Institute of Technology, Cambridge, MA
M.S.	1981	Ohio State University, Columbus, OH
B.A.	1979	University of Chicago, Chicago, IL

Professional Record:

2001 – present	Associate Professor (with tenure), School of Information and Associate Professor (without tenure), Department of Electrical Engineering and Computer Science, University of Michigan
1998 – 2001	Associate Professor (with tenure), Department of Information and Computer Scientist, University of California, Irvine
1992 – 1998	Assistant Professor, Department of Information and Computer Scientist, University of California, Irvine

Summary of Evaluation:

Teaching: Professor Ackerman regularly teaches courses at the undergraduate, master's, and doctoral level, both within the School of Information (SI) and the Computer Science and Engineering (CSE) Division in the College of Engineering. In addition to teaching a range of courses in his own area of expertise, human-computer interaction, he teaches the research methods course for doctoral students in SI. His teaching evaluation scores are quite good, having always been at or above 3.5 over the past six years, and at or above 4.0 over the past three years. Two of the courses that he teaches were ones that he created, and a third – the research methods course – he updated significantly. The enrollment in his courses has risen steadily over the past few years, indicating the value that students place in the material he teaches as well as his approach to teaching it, and he continually revises all of his courses, both to deal with the increased class size and to ensure that the material covered is up-to-date.

Professor Ackerman also serves as a mentor to doctoral students. During the period under review, he graduated 1 student from the University of Michigan, who now is a researcher in industry, and two more from the University of California at Irvine, who continued to work with him after he moved here; they are both currently assistant professors. He is currently advising five more doctoral students, and has served or is serving as a dissertation committee member for 14 more students.

Research: Professor Ackerman has made important contributions to the fields of human-computer interaction and computer-supported cooperative work. He is especially well-regarded for his research into “expertise finding”, where his perspective has enabled development of systems that incorporate an understanding of people as active collaborators in information use or, stated more broadly, the inclusion of the social sphere as an integral element of system design. He has also done significant work on the analysis of social behavior for the design and implementation of mechanisms for privacy protection, and on organizational memory, where he was among the first researchers to identify the importance of local

social networks in accessing organizational memory (i.e., “who knows what”), and in this sense anticipated this phenomenon in social computing and social networking sites. Throughout his research, Professor Ackerman combines his solid understanding of computing technology with rigorous social-science techniques.

He has been co-editor of four books or proceeding volumes, and author or co-author of more than 70 papers in refereed conferences and journals, many of them in the premiere venues in his field. As is typical in his field, his papers often have multiple authors, although often his co-authors are students he is supervising and/or junior colleagues he mentors. His work is highly cited, with 10 papers cited more than 100 times each. Professor Ackerman is quite successful at obtaining funding to support his research program: he is currently PI or co-PI on seven grants, from the NSF, NIH, ARI (Army Research Institute), and Intel, and was PI or co-PI on eight others, including an NSF CAREER award, during the period under review.

Recent and Significant Publications:

Jiang Yang, Lada A. Adamic, Mark S. Ackerman, “Crowdsourcing and Knowledge Sharing: Strategic User Behavior on Taskcn,” *ACM Conference on Electronic Commerce*, July, 2008 pg. 246-255.

Jiang Yang, Lada A. Adamic, Mark S. Ackerman. “Competing to Share Expertise: the Taskcn Knowledge Sharing Community,” *International Conference on Weblogs and Social Media*, March, 2008.

Margaret Elliott, Mark S. Ackerman, Walt Scacchi, “Knowledge Work Artifacts: Kernel Cousins for Free/Open Source Software Development,” *Proceedings of ACM Group Conference*, November, 2007 pg. 177-186.

Wayne G. Lutters, Mark S. Ackerman. “Beyond Boundary Objects: Collaborative Reuse in Aircraft Technical Support,” *Computer Supported Cooperative Work: The Journal of Collaborative Computing*, Vol. 16, No. 3, 2007 pg. 341-372.

Zhang, Jun, Mark S. Ackerman, and Lada Adamic, “Expertise Networks in Online Communities: Structure and Algorithms,” *Proceedings of the WWW'07 Conference*, May, 2007, pp. 221-230.

Ackerman, Mark S, “Privacy in Pervasive Environments: Next Generation Labeling Protocols,” *Pervasive and Ubiquitous Computing Journal*, Vol. 8, 2004 pg. 430-439.

Service: Professor Ackerman has served in key service roles both within the School of Information (e.g., on the doctoral committee and the dean’s advisory committee) and the Computer Science and Engineering Division (e.g., on the graduate admission committee and as director of the interactive systems laboratory). He has also served on two college-level committees at the College of Engineering. He is quite active in professional service, frequently serving on program committees for top conferences, as a reviewer for federal agencies, and as the associate editor or member of the editorial board on four journals.

External Reviewers:

Reviewer (A): “Mark is a thoughtful, influential, and productive scholar, one of the leading figures in his area.... He is more than qualified for promotion to Full Professor; he would most certainly be promoted at my institution, and should likewise be at yours. I have no hesitation in giving him my highest recommendation.”

Reviewer (B): “The School of Information at the University of Michigan has left its mark on the nation by transcending the boundary of a narrow disciplinary understanding of digital media and Computer Science. Researchers and teachers – who are firmly grounded in digital media and Computer Science but understand that our mission is a larger one than just creating technical systems – are needed everywhere, and, it seems to me, specifically in your school. I strongly believe that Mark is and will continue to be a

major contributor to this goal for your institution and the Information & Computer Science community at large. I can recommend Mark **without reservation and with great enthusiasm** for promotion to full professor.”

Reviewer (C): “[He is] one of the few whose general focus considered collaboration within the broader institutional perspective. Thus I would consider him one of the leading domain experts in this area.”

Reviewer (D): “Mark has outstanding trained intuition as to what constitutes important and interesting issues. His judgment about research significance is in my opinion as strong as anyone’s in the field.”

Reviewer (E): “[He] is able to combine behavioral methods – leading to a rich understanding of people and how they make use of technology – with strong technical skills – allowing him to carry this understanding forward in the creation of actual systems. This combination gives him a significant edge over other researchers who concentrate on one or the other of these aspects. ... I feel that Mark Ackerman’s case for promotion to full professor is an exceedingly strong one – he is a world leader in what he does and I cannot possibly see how you could consider anything other than a positive outcome here.”

Reviewer (F): “Your university has a terrific person and researcher, and I still wish we had been able to convince him to come to [another top university].”

Reviewer (G): “[He] has a record that is strong relative to his peers in two critical ways: it has produced a significant and well-cited record of publications and it has produced some excellent students.”

Reviewer (H): “...Mark is regarded as one of the leaders of the field of CSCW, and more broadly, HCI. I can confidently say that Mark is considered the top expert on organizational memory and expertise location in the CSCW/HCI field.”

Summary of Recommendation: Professor Ackerman is a leading researcher in computer-supported cooperative work who has made pioneering contributions to the important topic of expertise-finding; he is dedicated teacher and mentor of doctoral students; and he performs important service both within the university and in his professional associations. It is with the unanimous support of the promotion and tenure committee of the School of Information and the College of Engineering Executive Committee that we enthusiastically recommend that he be promoted to professor.



Martha E. Pollack
Dean and Professor, School of Information



David C. Munson, Jr.
Robert J. Vlasic Dean of Engineering
College of Engineering

May 2009