

CURRICULUM VITAE

Susan M. Mitchell

Education

PhD, Information Systems, University of Maryland, Baltimore County, 2012
 MS, Information Systems, University of Maryland, Baltimore County, 2009
 MS, Computer Science, The Johns Hopkins University, 1983
 BA, Psychology, University of Maryland, Baltimore County, 1979
 AA, General Education: Mathematics and Science, Montgomery College, 1976

Experience

2017-present Lecturer, Computer Science and Electrical Engineering Department,
 University of Maryland, Baltimore County
 2015-2017 Independent Software Engineering Consultant
 2015 Senior Instructor, UMBC Training Centers, Columbia, MD
 2013-2014 Independent Software Engineering Consultant
 2000-2013 Lecturer, Computer Science and Electrical Engineering Department,
 University of Maryland, Baltimore County, Baltimore, MD
 1989-1999 Associate Professor, Department Chair (1997-1999), Computer Science
 Department, Montgomery College, Rockville, MD
 1988-1989 Systems Engineer, Singer, Link Simulation Systems Division, Silver
 Spring, MD
 1986-1987 Systems Analyst, Communications and Systems Specialists, Inc.,
 Burtonsville, MD
 1979-1985 Programmer/Analyst, Technology Service Corporation, Silver Spring, MD

Courses Taught at UMBC

CMSC104 Problem Solving and Computer Programming
 CMSC201 Computer Science I for Majors
 CMSC202 Computer Science II for Majors
 CMSC345 Software Design and Development
 CMSC345H Software Design and Development (industrial partnership section)

Research Interests

- Software engineering
- Software process improvement (SPI)
- Knowledge management in SPI
- Qualitative research methods
- Software engineering education

Dissertation

“Software Process Improvement through the Removal of Project-level Knowledge Flow Obstacles: The Perceptions of Software Engineers”, 2012

Publications

Mitchell, S. M., & Seaman, C. B. (2016). Could Removal of Project-level Knowledge Flow Obstacles Contribute to Software Process Improvement? A Study of Developer Perceptions. *Information and Software Technology*, 72, 151-170.

“Software Process Improvement through the Identification and Removal of Project-level Knowledge Flow Obstacles,” Susan M. Mitchell and Carolyn B. Seaman, *34th International Conference on Software Engineering (ICSE 2012)*, Zurich, Switzerland, June 2012.

“A Knowledge Mapping Technique for Project-level Knowledge Flow Analysis,” Susan M. Mitchell and Carolyn B. Seaman, *5th International Symposium on Empirical Software Engineering and Measurement (ESEM’11)*, Banff, Alberta, Canada, September 2011.

“A Comparison of Software Cost, Duration, and Quality for Waterfall vs. Iterative and Incremental Development: A Systematic Review,” Susan M. Mitchell and Carolyn B. Seaman, *3rd International Symposium on Empirical Software Engineering and Measurement (ESEM’09)*, Lake Buena Vista, USA, October 2009.

“Assessing the Value of Computer Science Course Material Repositories,” Susan M. Mitchell and Wayne G. Lutters, *Conference on Software Engineering Education and Training (CSEE&T’06)*, Turtle Bay, USA, March 2006.

Poster Presentations

“Leveraging Knowledge Management During Software Product Development,” Susan M. Mitchell, Sreedevi Sampath, and Viviane Malheiros, *Consortium on Computing Sciences in Colleges East (CCSC-E’08)*, Frederick, USA, October 2008.

“Assessing the Value of Computer Science Course Material Repositories: A Work in Progress,” Susan M. Mitchell and Wayne G. Lutters, *Consortium on Computing Sciences in Colleges East (CCSC-E’07)*, Fredericksburg, USA, October 2007.

Textbook Supplements

Test item files for:

- Dale, Nell and Chip Weems (1995). Turbo Pascal. Lexington, D. C. Heath and Company.
- Dale, Nell and Chip Weems (1994). Pascal. Lexington, D. C. Heath and Company.

Professional Associations and Activities

Member, IEEE

Member, ACM

KMI Certified Knowledge Manager (CKM)

Founder and Organizer, Columbia-area Knowledge Management Interest Group (KMig)