

AT A GLANCE

- Interests**
- Study collaborative work and enhance with technology support
 - Explore interaction genres ranging from text to speech and gesture
 - Collaborate with creative, curious and passionate people
- Experience**
- Studies of complex systems: Air Traffic Control, Auto Loans, Business consultants, Help Desks
 - Studies of multimodal interaction: Speech dictation, language learning, reading
 - Studies of social computing: Online persistent chat, project management, online help
 - Studies of programmers and tool support
- Approaches**
- Observational studies including participant observation, interviews, telephone, IM
 - Case studies integrating interviews, observation, logging and survey/questionnaires.
 - Controlled lab studies
 - Qualitative and quantitative analyses
- Research Areas**
- Collaborative work, Cognitive enhancement/ support through technology, Human Computer interaction, Spoken interaction, Mobile work broadly defined, Organizational memory/ Knowledge management
- Domains**
- Air Traffic Control (ATC)
 - Auto Loans looking at Dealers and Banks
 - Help Desks
 - Business Consultants
 - Programming – Serial, Parallel, Software Tools
- Work**
- NASA: Tools for ATC adopted by the FAA (1991-95)
 - IBM: Support for car loan process between bank, dealer and buyer (1995-7)- observation design and support; Speech dictation software (1998-9) – study design, implementation, analysis and design
 - SRI: Multimodal support for ubiquitous applications (1999-2000)- evaluation, patents
 - IBM: online collaboration for work groups and communities (2000-04) – evaluation, programming support for multiple devices, (2004-5) – evaluation for learning and use, Eclipse IDE support for X10 in PTP (Parallel Tools Platform) (2005-2012) – feature ideas, evaluation as part of PERCS project
- Professional Activity and Service**
- Active in Human Computer Interaction and Computer Supported Cooperative Work
 - I review for conferences and journals and evaluate grant applications
 - I participate in conference organization
 - I publish, organize workshops and tutorials and have been an invited speaker
 - I lecture in classes, advise and mentor students and serve on PhD committees
- Recognition**
- Invited Keynote CTS (Collaboration Technologies and Systems) 2006 Las Vegas.
 - NASA grant NAG2-873; NSF Grant Co-PI Mark Ackerman
 - Brian Shackel Award for Best Paper (1999)
 - Patents: 4 issued,