

**Jodi L. Forlizzi**

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as of 1/1/21

**Education**

Ph.D., Design in Human-Computer Interaction, Carnegie Mellon University, 2007. Advisors: Sara Kiesler and Pamela J. Hinds. Thesis: Product Ecologies: Understanding the Context of Use Surrounding Products.

MDes, Interaction Design, Carnegie Mellon University, 1997. Advisors: Richard Buchanan and Suguru Ishizaki. Thesis: Designing for Experience: An Approach to Human-Centered Design.

BFA, Illustration, Philadelphia College of Art, Philadelphia, PA.

**Employment**

Geschke Director and Professor, Human Computer Interaction Institute and School of Design, Carnegie Mellon University, November 2017–present.

Diversity, Equity, and Inclusion Lead, School of Computer Science, 2019-.

Co-Chair, Campus Task Force on Climate, October 2018-October 2019.

Professor, Human Computer Interaction Institute and School of Design, Carnegie Mellon University, July 2014–November 2017.

Associate Professor, Human Computer Interaction Institute and School of Design, Carnegie Mellon University, July 2007–June 2014.

Assistant Professor, Human Computer Interaction Institute and School of Design, Carnegie Mellon University, January 2000–June 2007.

Co-founder, Pratter.us. Co-founder of a healthcare startup publishing outpatient healthcare costs.

Innovator and Project Manager, E-Lab LLC, Chicago, IL 1998-1999. Specialize in research for new product design. Oversee research and design planning, innovating design processes and practices, and developing business proposals for a variety of application areas.

Design Researcher, Novum Design Center, Carnegie Mellon University, 1996-1997. Conceive of, design and execute research funded by Intel and Microsoft.

Founder, Inks Creative Services, Philadelphia, PA, 1986-1996.  
Co-owner and principal of a design and photography firm serving the Delaware Valley.

Information Designer, School of Engineering and Applied Science, University of Pennsylvania, 1985-1995.

### **Consultant Experience**

Interaction Designer, 1997-present

Interface and interaction design, as well as project management, usefulness and usability testing, strategizing for and managing interdisciplinary design teams.

Clients include: Walmart, Bossanova Robotics, Sheetz, Disney Research, Willow Garage, Vocollect, SDLC Partners, General Motors, BodyMedia, Intelligent Healthcare Systems, University of Pennsylvania School of Engineering, University of Pennsylvania Law School, University of Pennsylvania Linguistic Data Consortium, Lutron Corporation.

### **Publication List**

#### **Books**

[1] Forlizzi, J. (in review). Product Service Ecologies: A Systems Approach to Interaction Design. MIT Press.

[2] Cosley, D., Churchill, E., Forlizzi, J., and Munson, S.A. (2017). Introduction to This Special Issue on the Lived Experience of Personal Informatics. *Human-Computer Interaction* 32, 5/6, 197-207.

[3] Odom, W., Zimmerman, J., Forlizzi, J. (2016). Engaging teens in dialogue on potential technological futures with user enactments. In Eds. Linda Little, Daniel Fitton, Beth Bell, and Nicola Toth. *An HCI Perspective on Working with Teenagers in Research Projects*. London, UK: Springer HCI Series.

[4] Holmquist, L. E., and Forlizzi, J. (2014). Introduction to Journal of Human-Robot Interaction Special Issue on Design. *Journal of Human-Robot Interaction*, 3/1, 1-3.

[5] Special Issue on Design for Wellbeing, Eds. Pieter Desmet, Jodi Forlizzi, and Anna Pohlmeyer. *International Journal of Design*, 7/3, December, 2013. <http://www.ijdesign.org/ojs/index.php/IJDesign/>

[6] Forlizzi, J. (2003). *Proceedings of the International Conference on Designing Pleasurable Products and Interfaces*, Ed. Jodi Forlizzi. New York, NY: ACM Press.

### **Chapters in Books**

[7] Odom, W., Zimmerman, J., and Forlizzi, J. (2016) Engaging teens in dialogue on potential futures with user enactments. In Eds Linda Little, Daniel Fitton, Beth Bell, and Nicola Toth, *An HCI Perspective on Working with Teenagers in Research*. London, UK: Springer.

[8] Zimmerman, J. and Forlizzi, J. (2014). The Rise of Research through Design in HCI. In W. Kellogg and J. Olsen, (Eds.): *Ways of Knowing in HCI*. New York, NY: Springer, 167-189.

[9] Odom, W., Harper, R., Sellen, A., Forlizzi, J., Zimmerman, J., Banks, R., and Kirk, D. (2011). Absence And Family Life: Understanding And Supporting Dynamic Adaption To Change. In Harper, R. (Ed.): *At Home With Smart Technologies: The Future Of Domestic Life*. New York, NY: Springer.

[10] Forlizzi, J. (2007). Typographic Space: A Fusion of Design and Technology. In Eds. T. Erickson and D.W. McDonald, *HCI Remixed: Reflections on Works That Have Influenced the HCI Community*. Boston, MA: MIT Press, 167-172.

[11] Forlizzi, J. and Lebbon, C. (2006). From Formalism to Social Significance in Communication Design. *Design Studies: Theory and Research in Graphic Design*, Ed. Aubrey Bennett. Princeton, NJ: Princeton Architectural Press, 51-63.

[12] Overbeeke, C.J., and Forlizzi, J. (2005). Creativity and Design: What the Established Teaches Us. *Aesthetics and Creativity in the Arts*. Eds. Paul Locher, Colin Martindale, and Leonid Dorfman. Amityville, NY: Baywood Publishing Company, 137-152.

### **Refereed Journal Papers, Published**

[13] Sokol, L., Lum, H.D., Creutzfeldt, C.J., Cella, D., Forlizzi, J., Cerf, M., Hauser, J.M., and Kluger, B.M. (2021). Meaning and Dignity Therapies for Psychoneurology in Neuropalliative Care: A Vision for the Future. *Journal of Palliative Medicine*, 23/9, available September, 2021.

[14] Sokol, L., Hauser, J.M., Lum, H.D., Forlizzi, J., Cerf, M., Caprip F.Z., and Young, M.J. (2020). Goal-Concordant Care in the Era of Advanced Stroke Therapies. *Journal of Palliative Medicine*, 22/5, available May, 2020.

[15] Luria, M., Sheriff, O., Boo, M., Forlizzi, J., and Zoran, A. (2020). Destruction, Catharsis, and Emotional Release in Human-Robot Interaction. *ACM Transactions on Human-Robot Interaction*, 9/4, June 2020.

[16] Strömberg, H., Pettersson, I., Andersson, J., Rydström, A., Dey, D., Klingegård, M., & Forlizzi, J. (2018). Designing for social experiences with and within autonomous vehicles—exploring methodological directions. *Design Science*, 4.

- [17] Höök, K., Caramiaux, B., Erkut, C., Forlizzi, J., Hajinejad, N., Haller, M., Hummels, C.M., Isbister, K., Jonsson, M., Khut, G., Loke, Lian, Lottridge, D., Marti, P., Melcer, E., Müller, F., Petersen, M., Schiphorst, T., Segura, E.M., Ståhl, A., Svanæs, D., Tholander, T., and Tobiasson, H. (2018). Embracing First-Person Perspectives in Soma-Based Design. *Informatics* 5, 1: 8. <https://doi.org/10.3390/informatics5010008>
- [18] Nikolaidis, S., Kwon, M., Forlizzi, J., & Srinivasa, S. (2018). Planning with verbal communication for human-robot collaboration. *ACM Transactions on Human-Robot Interaction (THRI)*, 7(3), 22.
- [19] Zimmerman, J., and Forlizzi, J. (2017). Speed Dating: Providing a Menu of Possible Futures. *She Ji: The Journal of Design, Economics, and Innovation*, 3(1), 30-50.
- [20] McLaren, B., Adams, D. M., Mayer, R.E., and Forlizzi, J. (2017). A Computer-Based Game that Promotes Mathematics Learning More than a Conventional Approach. *International Journal of Game-Based Learning*, 7/1, 36-56.
- [21] Karapanos, E., Gouveia, R., Hassenzahl, M., and Forlizzi, J. (2016). Wellbeing in the making: Peoples' experiences with wearable activity trackers. *Psychology of Well-Being: Theory, Research and Practice*, 6/4. <http://psywb.springeropen.com/articles/10.1186/s13612-016-0042-6>.
- [22] Lee, J., Forlizzi, J., Hudson, S. E., and Jun, S. (2015). Use of the Backseat Driving Technique in Evaluation of a Perceptually Optimized In-Car Navigation Display. *International Journal of Human-Computer Interaction*, 31(2), 128-138.
- [23] Ferreira, E., Ferreira, D., Kim, S., Siirtola, P., Roning, J., Forlizzi, J. and Dey, A.K. (2014). Assessing real-time cognitive load based on psycho-physiological measures for younger and older adults. *IEEE Symposium Series on Computational Intelligence*.
- [24] Nisi, V., Nunes, N., Isarankura, K., & Forlizzi, J. (2014). Cozinha da Madeira: A Sustainable Tourism Service. *Advanced Research and Trends in New Technologies, Software, Human-Computer Interaction, and Communicability*, 364.
- [25] Li, I., Dey, A., and Forlizzi, J. (2012). Using Context to Reveal Factors that Affect Physical Activity. *ACM Transactions on Computer-Human Interaction*, 19/1, 7.
- [26] Mutlu, B., Kanda, T., Forlizzi, J., Hodgins, J. and Ishiguro, H. (2012). Conversational Gaze Mechanisms for Humanlike Robots. *ACM Transactions on Interactive Intelligent Systems*, V1/N2.

- [27] Simmons, R., Makatchev, M., Kirby, R., Lee, M.K., Fanaswala, I., Browning, B., Forlizzi, J., and Sakr, M. (2011). Believable Robot Characters. *AI Magazine*, 32/4.
- [28] Tractinsky, N., Abdu, R., Forlizzi, J. and Seder, T. (2011). Towards Personalization Of The Driver Environment: Investigating Responses To Instrument Cluster Design. *International Journal of Vehicle Design*, 55/2-4, 208-236.
- [29] Karapanos, E., Martens, J.-B., Zimmerman, J. and Forlizzi, J. (2010). Measuring the Dynamics of Remembered Experience Over Time. *Interacting with Computers*, 22/5, 328-335.
- [30] Bharucha, A.J., Anand, V., Forlizzi, J., Dew, M.A., Reynolds III, C.F., Stevens, S., and Wactlar, H. (2009). Intelligent Assistive Technology Applications to Dementia Care: Current Capabilities, Limitations, and Future Challenges. *American Journal of Geriatric Psychiatry*, 17/2, 88-104.
- [31] Gockley, R., Forlizzi, J. and Simmons, R. (2009). Affective Social Robots. *Robotics and Autonomous Systems*, 58/3, 322-332.
- [32] Zimmerman, J. and Forlizzi, J. (2008). The Role of Design Artifacts in Design Theory Production. *Artifact*, v2n1, 41-45.
- [33] Forlizzi, J. (2008). The Product Ecology: Understanding Social Product Use and Supporting Design Culture. *International Journal of Design V2N1*, 11-20.
- [34] Forlizzi, J., Zimmerman, J. and Evenson, S. Crafting a Place for Interaction Design Research in HCI. (2008). *Design Issues*, V24N3, 19-29.
- [35] Lee, J., Forlizzi, J., and Hudson, S.E. (2007). Iterative Design of MOVE: A Situationally Appropriate Vehicle Navigation System. *International Journal of Human-Computer Studies*, V66N3, 198-215.
- [36] Fogarty, J., Hudson, S., Atkeson, C., Avrahami, D., Forlizzi, J., Kiesler, S., Lee, J., Yang, J. (2005). Predicting Human Interruptibility with Sensors. *ACM Transactions on Computer Human Interaction*, V12N1, 119-146.
- [37] Forlizzi, J., DiSalvo, C., and Gemperle, F. (2004). Assistive Robotics and an Ecology of Elders Living Independently in Their Homes. *Journal of HCI Special Issue on Human-Robot Interaction*, V19 N1/2, January, 2004, 25-59.
- [38] Forlizzi, J., DiSalvo, C., and Hanington, B. (2003). On the Relationship Between Emotion, Experience, and the Design of New Products. *Design Journal*, V6N2, 29-38.

[39] Forlizzi, J., Shedroff, N., Morville, P., Lyman, P., Hodge, C., Laurel, B., Meggs, P., and Dubberly, H. (2003). A Virtual Roundtable On Archiving Experience Design. Loop N6 (the AIGA Advance Journal of Interaction Design Education), December 2003, [www.loop.aiga.org](http://www.loop.aiga.org).

[40] Forlizzi, J. (2001). Family Lifebooks: A Case Study of Undergraduate Interaction Design at Carnegie Mellon University. Loop N3 (the AIGA Advance Journal of Interaction Design Education), March/April 2001, [www.loop.aiga.org](http://www.loop.aiga.org).

[41] Forlizzi, J., and Ford, S. (2000). Towards a Framework of Experience as It Relates to Interaction Design: UPA Workshop Report. Common Ground (newsletter of the Usability Professional's Association), V10 N2, March 2000.

[42] Forlizzi, J., and Lebbon, C. (2000). From Formalism to Social Significance in Communication Design. Design Issues, V18 n4, 3-13.

[43] Strabala, K., Lee, M.K., Dragan, A., Forlizzi, J., Srinivasa, S., and Micelli, V. (2013). Towards Seamless Human-Robot Handovers. Journal of Human-Robot Interaction 2/1, 112-132.

#### **Refereed Journal Papers, Accepted**

[44] Sokol, L., Jordan, S.R., Applebaum, A.J., Hauser, J.M., Forlizzi, J. Cerf, M., and Lum, H.D. (2021, in press). Social media perceptions of legacy-making: a qualitative analysis. Accepted for publication in Journal of Palliative Medicine Reports.

[45] Reig, S., Carter, E., Tan, Z., Forlizzi, J. and Steinfeld, A. (2021, in press). Perceptions of Agent Loyalty with Ancillary Users. Accepted for publication in International Journal of Social Robotics.

#### **Refereed Journal Papers, Submitted**

##### **Refereed Conference/Workshop Papers**

[46] Tan, X.Z., Luria, M., Steinfeld, A., and Forlizzi, J. (2021). Charting Sequential Person Transfers Between Devices, Agents and Robots. To appear at HRI21.

[47] Reig, S., Carter, E., Fong, T., Forlizzi, J., and Steinfeld, A. (2021). Flailing, Hailing, Prevailing: Perceptions of Multi-Robot Failure Recovery Strategies. To appear at HRI21.

[48] Luria, M., Choi, J.O., Forlizzi, J., and Zimmerman, J. (2020). Robotic Futures: Thinking About Personally-Owned Agents through Performance. Proceedings of DIS20. New York, NY: ACM Press, 165-177. Best Paper Honorable Mention.

[49] Harpstead, E., Holstein, K., Gulotta, R., and Forlizzi, J. (2020). Replay Enactments: Exploring Possible Futures through Historical Data. Proceedings of DIS20. New York, NY: ACM Press, 1607-1618.

[50] Choi, J.O., Luria, M., Forlizzi, J., and Hammer, J. (2020). Moving for the Movement: Applying Viewpoints and Composition Techniques to the Design of Online Social Justice Campaigns. Proceedings of DIS20. New York, NY: ACM Press, 75-86.

[51] Yu, B., Yuan, Y., Terveen, L., Wu, S., Forlizzi, J. and Zhu, H. (2020). Keeping Designers in the Loop: Communicating Inherent Algorithmic Trade-offs Across Multiple Objectives. Proceedings of DIS20. New York, NY: ACM Press, 1245-1257.

[52] Luria, M. Seering, J., Forlizzi, J., and Zimmerman, J. (2020). Designing Chatbots as Community-Owned Agents. Proceedings of CUI20. New York, NY: ACM Press, 1-3.

[53] Luria, M., Zheng, R., Huffman, B., Huang, S., Zimmerman, J., and Forlizzi, J. (2020). Social Boundaries for Personal Agents in the Interpersonal Space of the Home. Proceedings of CHI20. New York, NY: ACM Press, 165-177.

[54] Reig, S., Carter, L, Steinfeld, A., Forlizzi, J., and Zimmerman, J. (2020). Not Some Random Agent: Multi-person interaction with a personalizing service robot. Proceedings of HRI20. New York, NY: ACM Press, 289-297. Best paper nomination.

[55] Choi, J.O., Hammer, J., Herbsleb, J., and Forlizzi, J. Identity-Based Roles in Rhizomatic Social Justice Movements on Twitter. Proceedings of ICWSM20. New York, NY: ACM Press, 488-498.

[56] Choi, J.O., Herbsleb, J. and Forlizzi, J. (2019). Trust-Building Across Networks Through Festival Organizing. Case Studies of C&T 2019. New York, NY: ACM Press, <https://doi.org/10.1145/3328320.3328403>.

[57] Luria, M., Reig, S., Tan, X. Z., Steinfeld, A., Forlizzi, J., and Zimmerman, J. (2019). Re-Embodiment and Co-Embodiment: Exploration of social presence for robots and conversational agents. Proceedings of DIS19. New York, NY: ACM Press, 633-644.

[58] Lomas, J.D., Patel, N. and Forlizzi, J. (2019). Towards Data-Driven Systems Design: Methods, Questions, and Recommendations for Systems Designers. Proceedings of RSD8, Systemic Design Association.

[59] Reig, S., Norman, S., Morales, C. G., Das, S., Steinfeld, A., and Forlizzi, J. (2018). A Field Study of Pedestrians and Autonomous Vehicles. Proceedings of AutoUI. New York, NY: ACM Press, 198-209.

- [60] Yang, Q., Sciuto, A., Forlizzi, J., and Zimmerman, J. (2018). Investigating How Experienced UX Designers Effectively Work with Machine Learning. Proceedings of DIS18. New York, NY: ACM Press, 585-596.
- [61] Sciuto, A., Hong, J., and Forlizzi, J. (2018). Hey Alexa, What's Up?": A Mixed-Methods Study of In-Home Conversational Agent Usage. Proceedings of DIS18. New York, NY: ACM Press, 857-868.
- [62] Forlizzi, J., Koskinen, I., Hekkert, P., and Zimmerman, J. (2017). Let's Get Divorced: Pragmatic and Critical Constructive Design Research. Proceedings of IASDR17.
- [63] Frens, J., Forlizzi, J., and Zimmerman, J. (2017) New Challenges When Teaching UX Students to Sketch and Prototype. Proceedings of IASDR17.
- [64] McLaren, B., Farzan, R., Adams, D., Mayer, R., and Forlizzi, J. (2017). Uncovering Gender and Problem Difficulty Effects in Learning with an Educational Game. International Conference on Artificial Intelligence in Education. Heidelberg, Berlin, Springer, 540-543.
- [65] Vázquez, M., Carter, E. J., McDorman, B., Forlizzi, J., Steinfeld, A., and Hudson, S. E. (2017). Towards robot autonomy in group conversations: Understanding the effects of body orientation and gaze. Proceedings of HRI17. New York, NY: ACM Press, 42-52.
- [66] Dove, G., Halskov, K., Forlizzi, J. and Zimmerman, J. (2017). UX Design Innovation: Challenges for Working with Machine Learning as a Design Material. Proceedings of CHI 17. New York, NY: ACM Press, 278-288.
- [67] Lomas, D., Koedinger, K., Patel, N., Shodan, S., Poonwala, N. and Forlizzi, J. (2017). Is Difficulty Overrated? Investigating the Effects of Choice, Novelty, and Suspense on Intrinsic Motivation. To be presented at CHI17.
- [68] Vázquez, M., Carter, E., McDorman, B., Forlizzi, J., Steinfeld, A., and Hudson, S.E. (2017). Towards Robot Autonomy in Group Conversations: Understanding the Effects of Body Orientation and Gaze. To be presented at HRI17.
- [69] Choi, J.O., Forlizzi, J., Christel, M., Moeller, R., Bates, M., and Hammer, J. (2016). Playtesting with a Purpose. Proceedings of CHIPlay16. New York, NY: ACM Press, 254-265.
- [70] Forlizzi, J., Saensuksopa, T., Salaets, N., Shomin, M., Mericli, T., and Hoffman, G. (2016). Let's be honest: A controlled field study of ethical behavior in the presence of a robot. Proceedings of RO-MAN16. New York, NY: IEEE Press, 769-774.



[71] Gulotta, R., Forlizzi, J., Yang, R., and Newman, M.W. (2016). Fostering Engagement with Personal Informatics Systems. Proceedings of DIS16. New York, NY: ACM Press, 286-300.

[72] Zimmerman, J., Forlizzi, J., Finkenaur, J., Amick, S., Ahn, J. Y., Era, N., and Tong, O. (2016). Teens, Parents, and Financial Literacy. Proceedings of DIS16. New York, NY: ACM Press, 312-322.

[73] Kuru, A., and Forlizzi, J. (2015, August). Engaging experience with physical activity tracking products. Proceedings of International Conference of Design, User Experience, and Usability. New York, NY: Springer, 496-501. DOI: 10.1007/978-3-319-20886-2\_46

[74] Malle, B., Scheutz, M., Forlizzi, J. (2016). Which Robot am I Thinking About? The Impact of Action and Appearance on People's Evaluations of a Moral Robot. To appear at HRI16.

[75] Lomas, J., Forlizzi, J., Poonwala, N., Patel, N., Shodhan, S., Patel, K., Koedinger, K., and Brunskill, E. (2016). Interface Design Optimization as a Multi-Armed Bandit Problem. To appear at CHI16.

[76] Ma, X., Li, Y., Forlizzi, J. and Dow, S. (2016). Exiting the Design Studio: Leveraging Online Participants for Early-Stage Design Feedback. Proceedings of CSCW15. New York, NY: ACM Press, 676-685.

[77] Cheng, S., Sun, Z., Ma, X., Forlizzi, J., Hudson, S., and Dey, A. (2015). Social Eye Tracking: Gaze Recall with Online Crowds. Proceedings of CSCW15. New York, NY: ACM Press, 454-463.

[78] Kuru, A., and Forlizzi, J. (2015). Engaging Experience with Physical Activity Tracking Products. In Design, User Experience, and Usability: Design Discourse, 490-501. London, UK: Springer International Publishing.

[79] Lee, M.K., Kim, J., Forlizzi, J., and Kiesler, S. (2015). Personalization revisited: A reflective approach helps people better personalize health services and motivates them to increase physical activity. Proceedings of Ubicomp 15. New York NY: ACM Press, 743-754.

[80] Shomin, M., Vaidya, B., Hollis, R., and Forlizzi, J. (2015). Sit-to-Stand Assistance with a Balancing Mobile Robot. Proceedings of ICRA15. New York, NY: IEEE Press.

[81] Brotman, R., Burleson, W., and Forlizzi, J. Building Change: Constructive Design of Smart Homes for Goal Achievement. Proceedings of CHI15. New York, NY: ACM Press, 3083-3092.

- [82] Gulotta, R., Sciuto, A., Forlizzi, J. and Kelliher, A. Curatorial Agents: How Systems Shape Our Understanding of Personal and Familial Digital Information. Proceedings of CHI15. New York, NY: ACM Press, 3453-3462.
- [83] Marlow, J., Dabbish, L., and Forlizzi, J. Exploring the role of activity trace design on evaluations of online worker quality. Proceedings of CHI15. New York, NY: ACM Press, 1670-1620.
- [84] Dragan, A., Baumann, S., Forlizzi, J., and Srinivasa, S. (2015). Effect of Robot Motion in Human-Robot Collaboration. Proceedings of HRI15. New York, NY: ACM Press, 51-58.
- [85] Cha, L., Srinivasa, S., and Forlizzi, J. (2015). Robots in the Home: Qualitative and Quantitative Insights into Kitchen Organization. Proceedings of HRI15. New York, NY: ACM Press, 319-326.
- [86] Hoffman, G., Forlizzi, J., Ayal, S., Steinfeld, S., and Hochman, G. (2014). Robot Presence and Human Honesty: Experimental Evidence. Proceedings of HRI15. New York, NY: ACM Press, 181-188.
- [87] Vasquez, M., Hudson, S., Forlizzi, J., Carter, L., and Parker, M. (2015). Social Group Interactions in a Role-Playing Game. Extended Abstracts of HRI15. New York, NY: ACM Press, 9-10.
- [88] Cheng, S., Sun, Z., Ma, X., Forlizzi, J., Hudson, S. and Dey, A. (2015). Social Eye Tracking: Gaze Recall with Online Crowds. Proceedings of CSCW15. New York, NY: ACM Press, 454-463.
- [89] Ma, X.J., Dow, S., Li, L. and Forlizzi, J. (2015). Exiting the Design Studio: Leveraging Online Video and Crowds for Design Exploration. Proceedings of CSCW15. New York, NY: ACM Press, 676-685.
- [90] Forlizzi, J., McLaren, B., Ganoë, C., McLaren, P., Kihumba, G., and Lister, K. (2014). Decimal Point: Designing and developing an educational game to teach decimals to middle school students. Proceedings of the 8th European Conference on Games Based Learning. Reading, UK: Academic Conferences and Publishing International Limited, 128-135.
- [91] Shomin, M., Vaidya, B., Hollis, R., and Forlizzi, J. (2014). Human-Approaching Trajectories for a Person-Sized Balancing Robot. IEEE International Workshop on Advanced Robotics and Its Social Impacts. New York, NY: IEEE Press.
- [92] Odom, W., Zimmerman, J., Forlizzi, J., Choi, H., Meier, S., and Park, A. (2014). Unpacking the thinking and making behind a user enactments project. Proceedings of DIS14. New York, NY: ACM Press, 513-522.

[93] Odom, W., Zimmerman, J., and Forlizzi, J. (2014). Placelessness, spacelessness, and formlessness: experiential qualities of virtual possessions. Proceedings of DIS14. New York, NY: ACM Press, 985-994.

[94] Vasquez, M., Steinfeld, A., Hudson, S.E., and Forlizzi, J. (2014). Spatial and Other Social Engagement Cues in a Child-Robot Interaction: Effects of a Sidekick. Proceedings of HRI14. New York, NY: ACM Press, 391-398.

[95] Odom, W., Zimmerman, J., Forlizzi, J. (2014). Designing for Slowness, Anticipation and Re-visitation: A Long Term Field Study of the Photobox. Proceedings of CHI14. New York, NY: ACM Press, 1961-1970. *Best Paper Award*.

[96] Sas, C. Whitaker, S., Forlizzi, J., Zimmerman, J., and Dow, S. (2014). Generating Design Knowledge Through Design Research. Proceedings of CHI14. New York, NY: ACM Press, 1971-1980.

[97] Yang, R., Newman, M., and Forlizzi, J. (2014). Making Sustainability Sustainable: Challenges in the Design of Eco-Interaction Technologies. Proceedings of CHI 14. New York, NY: ACM Press, 823-832. *Best Paper Award*.

[98] Forlizzi, J. and Zimmerman, J. (2013). Promoting Service Design as a Core Practice in Interaction Design. Proceedings of IASDR13.

[99] Lyra, O., Karapanos, E., Gouveia, R., Barreto, M., Nisi, V., Nunes, N.J., Zimmerman, J., and Forlizzi, J. (2013). Towards Persuasive Sociometric Technologies for Inclusive Educational Settings. CHIItaly 2013. New York, NY: ACM Press.

[100] Gulotta, R., Odom, W., Forlizzi, J., and Faste, H. (2013). Digital Artifacts as Legacy: Exploring the Lifespan and Value of Digital Data. Proceedings of CHI13. New York, NY: ACM Press, 1813-1822. *Best Paper Nomination*.

[101] Lomas, J.D., Patel, K., Forlizzi, J., and Koedinger, K. (2013). Optimizing Challenge in an Educational Game Using Large-Scale Design Experiments. Proceedings of CHI13. New York, NY: ACM Press, 89-98.

[102] Lomas, J.D., Patel, K., Ching, D. Lakshmanan, M., Kam, M., Kumar, A., and Forlizzi, J. (2013). The Power of Play: Design Lessons for Increasing the Life of Outdated Computers. Proceedings of CHI13. New York, NY: ACM Press, 2735-2744.

[103] Odom, W., Zimmerman, J., Forlizzi, J., Higuera, A.L., Marchitto, M., Cañas, J., Nam, T.J., Lim, Y., Lee, M.-H., Seok, J., Kim, D., Lee, Y., Row, Y., Sohn, B., and Moore, H. (2013). Fragmentation and Transition: Understanding Perceptions of Virtual Possessions among Young Adults in

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### **Refereed Conference/Workshop Papers, Submitted**

[205] Choi, J.O., Herbsleb, J., and Forlizzi, J. (2020). Understanding Justice for Antwon Rose II as a Hybrid Movement. Submitted to CSCW21.

[206] Forlizzi, J., Zimmerman, J. and Varisco, L. (2020). Matchmaking to Reveal Accessible, Generalizable Design Solutions. Submitted to CHI21.

[207] Reig, S., Carter, E., Fong, T., Steinfeld, A., and Forlizzi, J. (2020). Same Software, Same System?: Impressions of Smart Home Devices. Submitted to CHI21.

[208] Oh, C., Yldirim, N., Turri, V., Zimmerman, J., and Forlizzi, J. (2020). AI Capability Taxonomy and Interaction Design Patterns: Resources for Design

Researchers and Practitioners to Spur Design Innovation of AI. Submitted to CHI21.

[209] Ye, Z., Yuan, X., Gaur, S., Liu, X., Halfaker, A., Forlizzi, J., and Zhu, H. (2020). ORES Explorer: Educating Trade-Offs for Building Applications with Machine Learning in Wikipedia. Submitted to CHI21.

### **Other Publications**

[210] Zimmerman, J., Oh, C., Yildirim, N., Kass, A., Tung, T., and Forlizzi, J. (2020). UX Designers Pushing AI in the Enterprise: A Case for Adaptive UIs. *interactions*, 28/1, 72-77.

[211] Forlizzi, J. (2018). Moving beyond user-centered design. *interactions*, 25(5), 22-23.

[212] Nikolaidis, S., Forlizzi, J., Hsu, D., Shah, J., and Srinivasa, S. (2017). Mathematical Models of Adaptation in Human-Robot Collaboration. arXiv preprint arXiv:1707.02586.

[213] Forlizzi, J. Defining Human-Centered Design. (2015). In V. Casey, Ed. *Design for all*, Issue 100.

[214] Happalainen-Ferreira, E., Kim, S., Siirtola, P., Forlizzi, J. and Dey, A.K. (2013). Assessing Real-Time Cognitive Load Based On Psycho-Physiological Measures For Younger And Elder Adults. Submitted to IEEE Pervasive Computing Magazine's Special Issue on Attention Management.

[215] Forlizzi, J. (2013). Confessions Of A Human-Centered Designer. *interactions*, 20/3.

[216] Reeder, S., Forlizzi, J., and Dow, S. (2013). Family Health Heritage. *interactions*, 20/1, January+February 2013, 22-25.

[217] Forlizzi, J. (2012). Systems are Everywhere! Where is Systems Thinking? *interactions*, March+April 2011, 34-35.

[218] Forlizzi, J. (2010). All Look Same? A Comparison Of Service Design And Experience Design. *interactions*, 17/5, September+October 2010, 60-62.

[219] Li, A.R., Dey, A., and Forlizzi, J. (2009). Graffiter: Leveraging Social Media For Self-Reflection. *Crossroads*, v16n2, 12-13.

[220] Robare, P. and Forlizzi, J. (2009). Sound in Computing: A Short History. *interactions*, January/February 2009, 62-65.

[221] Forlizzi, J. (2005). Robotic Products to Assist the Aging Population. *interactions*, V12N2, 16-18.

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<http://www.designandemotion.org/de64.php>, accessed December, 2004.

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### **Software Artifacts**

Jodi Forlizzi, Interaction Design: <http://www.jodiforlizzi.com>

### **Evidence of External Reputation Citations and Awards**

ACM Fellow, December, 2020-.

Honorary Doctorate in Design and Artificial Intelligence, TU Eindhoven, October, 2019. <https://youtu.be/Guxp6ngOkQY>

ACM SIGCHI Academy Member, 2014-.

Alan Newell Award for Research Excellence, Carnegie Mellon University, January, 2013.

Excellence Award, Walter Reed Army Medical Center, State of the Science: Robotics in Rehabilitation, March, 2011.

Design and Emotion Slow Glow Award for Excellence in Design Research, 2010.

CRA Fellows Postdoctoral Research Grant Award, 2010 (Xiaojuan Ma, Princeton University, 2010).

Visiting Professor of Research, Northumbria University, 2010-2012.

A. Nico Habermann Junior Faculty Chair in Computer Science, 2007-2010.

Alfred P. Sloan Research Fellowship Nominee, 2007.

General Motors 2007 Chairman's Honors for iCar concept research and design.

Phi Kappa Phi Honor Society Induction for Excellence in Interaction Design, November, 2004.

Interval Research Corporation University Workshop, 1996, awards for Most Thorough Design Process and Most Appropriate Use of Computing.

Carnegie Mellon School of Design Merit Award Winner, 1996 and 1997.

University of Pennsylvania West Philadelphia Improvement Corps (WEPIC) Achievement Award, 1994, for creating and instructing martial arts and self-defense classes in the West Philadelphia community.

### **Invited Talks**

What Comes After Design Thinking? Invited Keynote, Leadership Forum on Design Education. Virtual Presentation. November, 2020.

HRI and HAI: Merging Perspectives from Two Fields. Invited Keynote, Intelligent Virtual Agents Conference. Virtual Presentation. October, 2020.

Automation Technologies and the Future of Work. Invited Talk, Collective Bargaining Over Introduction of New Technology, AFL-CIO LCC, America's Union Lawyers. Virtual Presentation. October, 2020.

Beyond User-Centered Design. Invited seminar speaker, University of Lisbon, December, 2019.

Designing Today's Product-Service Ecologies. Invited Seminar Speaker, Johns Hopkins University, November, 2019.

The data driven economy, AI, and design. Plenary speaker, Design Management Institute Conference, September, 2019.

The data driven economy, AI, and design. Plenary speaker, Momentum, Technical University Eindhoven, September, 2019.

Designing Data-Informed Product Ecologies. Invited speaker, Technical University Eindhoven, February, 2019.

Data and Design for Action: Designing for Dichotomies. DIS Conference Closing Plenary, Hong Kong, June 13, 2018.

Design, Data and Education: Where are we going? EDM Conference Plenary Speaker, Buffalo, NY, July 17, 2018.

Radical Change, Accidentally. Design for America Summit, Chicago, IL, August 3, 2018.

How can design and HCI contribute to research in AI? US/Czech AI Forum, University of Maryland, September 18, 2018.

Hey Alexa, What's Up? Google Research, November 19, 2018.

AI and Designing in a Data Driven Economy, Amazon AWS Conference AI Summit, November 27, 2018.

How Space and Place Affect Interactions Online. Workshop on the Future of Online Interaction and Older Adulthood, Northwestern University, April 22, 2017.

Designing Robots for the Future. ARCS (Achievement Awards for College Scientists) Donor Presentation, Pittsburgh, PA, November 29, 2016.

Communication for Growth, Leadership, and Wellness. CMUThink Alumni Event, Washington, DC, October 27, 2016.

Designing Design and Emotion. Thought Leader, Design and Emotion 2016 Conference, Amsterdam, NL, September 28, 2016.

Design for Now! Design for Everyone! Invited talk, University of Minnesota Cray Colloquium Lecture Series, April 25, 2016.

Designing Products for the Future. Invited talk, Pittsburgh Women's Hackfest, February 20, 2016.

Design for Now! Design for Everyone! Invited talk, Indiana University Indianapolis Art and Design Lecture Series, March 4, 2016.

Designing Today's Product Service Ecologies. Invited Opening Plenary, Desform 2015, Design Museum Polytechnico, October 13, 2015.

Designing for Healthcare. Invited Opening Plenary, Persuasive Technology 2015, IIT Chicago, June 4, 2015.

Design for Now, Design for All! Invited Opening Plenary, IsraHCI, Tel Aviv, Israel, February 18, 2015.

Promoting Service Design as the Next Wave in HCI. Cornell NYC, October 29, 2014.



Service Design and HCI. University of Rochester Department of Computer Science, September 29, 2014.

Will Robots Save Labor, or Simply Shift It Around? Invited paper discussant, WeRobot Conference on Robots in Law and Policy, April 23, 2014.

Service Design as a Framing for Successful Healthcare Products and Services. Jewish Healthcare Foundation, March 4, 2014.

The Death of User-Centered Design? Middle Eastern Technical University, Department of Industrial Design, May 22, 2013.

Virtual Possessions, Value Construction, and New Opportunities for Cloud Computing. Arizona State University Department of Computer Science, April 18, 2013.

The Death of User-Centered Design? University of Michigan, Information School, March 28, 2013.

How Should Technology That Works Closely With People Be Designed? Highmark SPARK Innovation in Home Healthcare Retreat, September 24-25, 2012.

A Fieldwork of the Future with User Enactments. Pittsburgh Usability Group Meeting, July 25, 2012.

How People Value Their Virtual Things: Service Opportunities. Invited talk at Google Research, with John Zimmerman, May 23, 2012.

Virtual Possessions, Value Construction, and Opportunities for Cloud Computing. Invited talk at Google UX, with John Zimmerman, May 23, 2012.

How People Make Sense of and Value Their Digital Things: Service Opportunities. Invited talk at LinkedIn, with John Zimmerman, May 22, 2012.

How People Make Sense of and Value Their Digital Things: Service Opportunities. Invited talk at Facebook, with John Zimmerman, May 22, 2012.

How Should Robots that Assist People Be Designed? Carnegie Science Museum, Invited Lecture for QOLT ERC and High School Science Symposium, March 9, 2012.

Robots: Reality or Science Fiction? Carnegie Mellon University Alumni Event, Invited Panel with Howie Choset, Don Marinelli, and Daniel Wilson, Los Angeles, CA, February 17, 2012.

Delight and Responsibility: Problematic Situations and Preferred Future States. Invited Plenary Talk, ICID 2011 (The International Conference on Interaction Design). Hong Kong, China, November 11, 2011.

Discussion Panel: What is the State of Interaction Design in China? Invited Panel Participant, ICID 2011 (The International Conference on Interaction Design). Hong Kong, China, November 11, 2011.

Active Home Robotics. Invited Speaker, State of the Science: Robotics in Rehabilitation, Walter Reed Medical Center, Bethesda, MD, March 11, 2011.

Another Leap Forward? Assessing the field, looking to the future. Invited panel discussion session, Design and Emotion Conference 2010, October 7, 2010.

Interdisciplinary Design for Services, Systems, and Beyond. Invited Presentation, Northwestern University, EECS, April 21, 2010.

Interdisciplinary Design for Services, Systems, and Beyond. Invited Presentation, Stanford Design and HCI Lecture Series, April 21, 2010.

On Kinetic Typography. Invited Plenary Lecture, Thinking Digital Conference, Newcastle, UK, May 27, 2010.

Expressive Tools for Kinetic Typography. Invited Presentation, School of Design, Northumbria University, UK, May 29, 2010.

Interdisciplinary Design for Services, Systems, and Beyond. Invited Presentation, Northwestern University Segal Institute of Design, January 23, 2010.

Beyond the Desktop. Make Think Presentation, Invited Presentation, AIGA National Conference, October 8, 2009.

The Beauty Dilemma. Invited Presentation with Bill Buxton, Mary Czerwinski, and Andrew Monk. CHI09, April 8, 2009.

Snackbot: A Service Robot. Invited Presentation, Microsoft External Research Meeting, March 30, 2009.

Social and Emotional Dialogue. Invited Workshop, Designing for Social Embodied and Bodily Interaction, Stockholm, Sweden, March 2-3, 2009.

Interaction Design and Research? Join the Revolution! Invited talk, Northwestern University, January 27, 2008.

Design Research? Join the Revolution! Invited talk, Malmo University, October 17, 2008.

Design Research? Join the Revolution! Invited talk, Umeå University, October 13, 2008.

Design and Human-Robot Interaction. Invited talk, ICRA08 NewHRI Workshop, May 19, 2008.

Ethnography and Design Practice: Synthesis of Design from Observation. Invited talk, Quality of Life Technology Seminar Series, University of Pittsburgh, February 7, 2008.

The Product Ecology: Understanding Social Product Use and Supporting Design Culture. Invited talk, Georgia Institute of Technology GVU Center, January, 2008.

The Product Ecology: Understanding Social Product Use and Supporting Design Culture. Invited talk, RPI STS and LLC, November, 2007.

Moderator: CMU/IBM Research Exchange, Human-Computer Interaction. Carnegie Mellon University, October 12, 2007.

The Product Ecology: Understanding Social Product Use and Supporting Design Culture. Invited talk, Indiana University HCID, September, 2007.

Towards the Design and Development of Future Robotic Products and Systems: Four Features for Human-Robot Interaction. Invited Plenary, Ro-MAN 2007 Design Forum, Jeju Island, Korea, August, 2007.

Ethnography and Design Practice: Creating Opportunities for New Product Development. Invited talk, Samsung Interaction Design Workshop, San Francisco, CA, June 29, 2007.

On Interaction Design. Invited Talk, Arizona State University Arts, Media and Engineering, April 20, 2007.

A Study of Cleaning and the Roomba Discovery. Invited talk, iRobot, Boston, MA, April 12, 2007.

The Future of Interaction Design. with Hugh Dubberly, an Invited Adobe Acrobat Connect e-forum, January, 2007.

How Might Future Technology Assist Older Adults? World Congress on Aging, Plenary Lecture, October 2006.

Jodi Forlizzi on Interaction Design. University of the Arts Invited Lecture, Philadelphia, PA, April 2006.

Interactions Between People and Robots: The Project on People and Robots. Robot World Design Forum Plenary Lecture, Daejeon, Korea, November 2005.

Product Ecologies: A method for understanding social products. DPPI05 Conference Plenary Lecture, Eindhoven, the Netherlands, October 2005.

Home-Based Technologies for Elders in the Home: A Design Perspective. Siemens Corporate Research, Princeton, NJ, October 2004.

Design and Ethnography: Shaping Human-Robot Interaction. Stanford University, Palo Alto, CA, May 2004.

Social Robots: Are They Right for the Task? Invited Lecture, SciTech 2004 Festival, Carnegie Science Center Museum, Pittsburgh, PA, April 2004.

Design and Ubiquitous Technology. Plenary Lecture, HCI2004 Conference, Kangwon Province, Korea, February 2004.

What's the Role of Design in Humanizing Technology? Plenary Lecture, ASIST (Association of Information Science and Technology) 2003 Conference, Long Beach, California, October 2003.

ShareSpace and Trip Totem: Visionary Concepts for Sharing Personal Media. Microsoft Faculty Summit and Design Expo, July 2003.

Modeling Experience: A Study of Falls in the Elderly. Invited Lecture, Luotain National Research Initiative, Helsinki, Finland, May 2003.

Social Robots and The Project on People and Robots. Invited Lecture, Technical University Eindhoven, May 2003.

Sensing, Modeling, and Information Display. Invited Lecture, Lockheed Martin Advanced Research, April 2003.

Interaction Design: The Project on People and Robots. Invited Lecture, Parsons School of Design, March 2003.

Interaction Designers: Who We Are, What We Do, and What We Need to Know. AIGA Advance for Design Summit, Scottsdale, AZ, July 2001.

Moving to the Practice of Experience Design. Lighthouse Interactive, November 2000.

An Early Theory of Experience for Interaction Designers. Designing Interactive Systems 2000 Conference, June 2000.

Design For User Experience. University of Art and Design Helsinki, Finland, April 2000.

The Africa Stik, a Digital Hiking Pole. Interval Research Sponsored Project, Palo Alto, CA, July 1996.

### **Participation in Workshops and Panels**

Introduction to Service Design for UX Designers. Workshop Co-Organizer, NordiCHI20. Virtual Presentation.

NSF Smart and Connected Health Workshop, Invited Panelist and Participant, January, 2020.

Design as a Pillar of Human-Centered Machine Learning. Workshop Attendee, Human-Centered Machine Learning, CHI19.

Defense Innovation Board Advances in AI Panel, Participant, March 2019.

Navigating the New Arctic, NSF-funded workshop Co-Organizer, January 2019.

Let's Get Divorced: Constructing Knowledge Outcomes for Critical Design and Constructive Design Research, Workshop Organizer, DIS18.

Human-Robot Teaming. Panel, CHI18.

Robots in Groups and Teams. Panel, CHI17.

Human-Approaching Trajectories for a Person-Sized Balancing Robot. IEEE International Workshop on Advanced Robotics and its Social Impacts, IROS14.

A taxonomy of multi-touch interface for multi-robot path planning and control. IEEE International Workshop on Advanced Robotics and its Social Impacts, IROS14.

Feminism and HCI, Workshop Participant, CHI12.

Quality Control: A Panel on the Critique and Criticism of Design Research. Panel Organizer, CHI11 Conference, Seattle, WA.

The Beauty Dilemma. Invited Panel, CHI09 Conference, Boston, MA.

NSF Workshop on Graduate Education in Design, Invited Participant, Northwestern University, April 16-17, 2009.

NSF CreativeIT Panel, Invited Participant, Arlington, VA, January 15-16, 2009.

NSF Panel on Creativity and Rationale in Software Design, Invited Participant, State College, PA, June 15-17, 2008.

The Future of Human-Computer Interaction in the 21<sup>st</sup> Century. Invited Participant to NSF-funded workshop, Duke University, Raleigh, NC, April 2008.

Google Distinguished Faculty Summit. Invited Participant, Palo Alto, California, July 2007.

Bringing Design Studio Culture to HCI. Workshop Participant, CHI 2007 Conference, San Jose, California, April 2006.

Beyond Usability: Taking Situational, Cultural, and Other Contextual Factors Into Account. Invited Panelist, CHI2007 Conference, San Jose, April 2007.

Brainstorming Applications for UltraMobile PC. Invited Presenter, Intel Workshop, February 21-22, 2007, Santa Clara, CA.

Carrying the Vision: Bringing Design Studio Practice to HCI Institutions. CHI2007 Panel Participant on Design Studio Culture in HCI Panel.

The Role of Design in Human-Computer Interaction. Workshop Participant, CHI 2004 Conference, Vienna, Austria, April 2004.

Shaping Human-Robot Interaction: Understanding the Social Aspects of Intelligent Robotic Products. Workshop Co-Organizer, CHI04 Conference, Vienna, Austria.

Towards a Framework of Experience and Interaction Design. Workshop Co-organizer, UPA99 Conference, Scottsdale, AZ.

Designing the Future: Field Studies for New Products. Workshop Participant, UPA98 Conference, Washington, DC, June 1998.

Designing the Quality Experience. Panel Discussion, CHI97 Conference, Atlanta, GA, March 1997.

### **Exhibitions**

Digital Communication Design, Tokyo, Japan, January, 1997.

## **In the Media**

Rosenblatt, L. Robots are picking up more retail jobs, but not every experiment works out. Pittsburgh Post Gazette. <https://www.post-gazette.com/business/tech-news/2020/12/21/robots-automation-checkout-technology-retail-Bossa-Nova-Walmart-Grabango-Giant-Eagle-CMU/stories/202012200012>, accessed December 28, 2020.

Linder, C., How Can Robots Get Humans to Like Them? Make 'Em Laugh. Popular Mechanics, <https://www.popularmechanics.com/technology/robots/a32614583/robot-comedians-better-human-machine-relationships/> accessed May 25, 2020.

Laughlin, G., Aguirre, A., Dempsey, G. Prediction Tools Can Save Lives in the COVID-19 Crisis. Scientific American, <https://blogs.scientificamerican.com/observations/prediction-tools-can-save-lives-in-the-covid-19-crisis/> , accessed May 13, 2020.

Simonton, T. Carnegie Mellon's COVIDcast site displays real-time data on pandemic in US. Pittsburgh Tribune, <https://triblive.com/local/pittsburgh-allegHENY/carnegie-mellons-covidcast-site-displays-real-time-data-on-pandemic-in-the-u-s/>, accessed May 1, 2020.

Huang, L.-S. Design Future Now: An AIGA Podcast. <https://anchor.fm/designfuturenow/episodes/Sarah-Gibbons-and-Jodi-Forlizzi--AIGA-Design-Conference-2020-Speakers-e9cjtM>, accessed December 28, 2019.

Riordan, K. Won't You Be My Neighbor? Meet FedEx's New Delivery Bot, WKNO FM, <https://www.wknofm.org/post/wont-you-be-my-neighbor-meet-fedexs-new-delivery-bot>, accessed September 10, 2019.

Are Robots Taking Jobs or Creating Them? Oppenheimer Megatrends Podcast, <https://itunes.apple.com/us/podcast/robots-taking-jobs-or-creating-them/id1441684305?i=1000426049625&mt=2>, accessed December 18, 2018.

Lindner, C. Following CMU Professors' resignations, President creates task force to oversee campus culture. Pittsburgh Post-Gazette, <https://www.post-gazette.com/business/tech-news/2018/08/22/CMU-professors-resignations-president-task-force-campus-culture-Blum-Project-Olympus/stories/201808220157>, accessed August 23, 2018.

From Karate to Robots: A Mighty Woman in Human-Robot Interaction. Mighty Women Podcast, <https://player.fm/series/mighty-women/from-karate-to-robots-a-mighty-woman-in-human-computer-interaction>, accessed July 10, 2017.

Lindner, C. Director of CMU's Human-Computer Interaction Institute got her start in art school. That's a plus. Pittsburgh Post-Gazette, <http://www.post-gazette.com/business/tech-news/2018/01/10/human-computer-interaction-institute-cmu-jodi-forlizzi-robotics-pittsburgh/stories/201801090007>, accessed January 12, 2018.

Osseola, A. The Robots Are Anxious About Taking Your Job. Digg.com, <http://digg.com/2016/the-robots-want-your-job>, accessed December 29, 2016.

Rutkin, A. The threat of robot guards is not enough to stop people stealing. New Scientist Technology News. <https://www.newscientist.com/article/2104287-the-threat-of-robot-guards-is-not-enough-to-stop-people-stealing/>, accessed September 3, 2016.

Knight, W. Robots Learn How to Make Friends and Influence People. MIT Technology Review. <https://www.technologyreview.com/s/601450/robots-learn-how-to-make-friends-and-influence-people/>, accessed June 1, 2016.

Cribbs, S. Explore, Refine, Persuade: HCII Faculty Take Playtesting to the Next Level. <https://www.hcii.cmu.edu/news/2016/explore-refine-persuade-hcii-faculty-take-playtesting-next-level>, accessed April 25, 2016.

Ampofo, L. Digital Mindfulness and the Quality of Life. <https://soundcloud.com/digital-mindfulness/dm-025-jodi-forlizzi-quality-of-life-technology/s-U8h98>, accessed November 30, 2015.

Frick, W. When Your Boss Wears Metal Pants. Harvard Business Review, <https://hbr.org/2015/06/when-your-boss-wears-metal-pants>, accessed June 6, 2015.

Twedt, S. CMU student wants to collect your medical invoices to compare costs around Pittsburgh. Pittsburgh Post Gazette, <http://tinyurl.com/o88o4b7>, accessed March 20, 2015.

Cribbs, S. Medical Price Matters: It Pratters. HCII web site feature, <https://www.hcii.cmu.edu/news/2015/medical-price-matters-it-pratters>, accessed February 20, 2015.

Eugenios, J. Matchmakers Predict the Future of Love. CNN Money, <http://www.kcci.com/project-economy/matchmakers-predict-the-future-of-love/31169612>, accessed February 9, 2015.

Cribbs, S. Decimal game helps kids get the point. HCII web site feature, <http://hcii.cmu.edu/news/2014/decimal-game-helps-kids-get-point>, accessed October 6, 2014.



Lenard, H. Getting Along With Your New Robot Buddy. Robotics Business Review, [http://www.roboticsbusinessreview.com/article/getting\\_along\\_with\\_your\\_new\\_robot\\_buddy](http://www.roboticsbusinessreview.com/article/getting_along_with_your_new_robot_buddy), accessed November 28, 2014.

Forlizzi, J. How Robots Will Work With Us Isn't Only a Technological Question. Harvard Business Review, <http://blogs.hbr.org/2014/03/how-robots-will-work-with-us-isnt-only-a-technological-question/>, accessed March 20, 2014.

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Shea, C. Driving, With Feeling. Wall Street Journal Online, April, 2012, <http://blogs.wsj.com/ideas-market/2012/04/27/driving-with-feeling/>, accessed May 5 2012.

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-- Teenagers Value 'Virtual' Belongings. United Press International, July, 2011, [http://www.upi.com/Science\\_News/2011/05/09/Teenagers-value-virtual-belongings/UPI-42581304975479/](http://www.upi.com/Science_News/2011/05/09/Teenagers-value-virtual-belongings/UPI-42581304975479/), accessed July, 2011.

-- Teens 'Value Virtual Possessions More Than Physical Forms'. ANI/DailyIndia.com, July, 2011, <http://www.dailyindia.com/show/439100.php>, accessed July, 2011.

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-- Teenagers Love Digital Possessions, Researchers Find. DigitalTrends.com, June 2011, Yahoo! Singapore News, <http://sg.news.yahoo.com/teenagers-love-digital-possession-researchers-221108405.html>, accessed June, 2011.

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Mannino, Brinn. Ten Incredible Real-Life Robots. Women's Day Magazine, March, 2011. <http://www.womansday.com/Articles/Lifestyle/10-Incredible-Real-Life-Robots.html>, accessed February 25, 2011.

-- What's the Next Big Thing? Nova Science Now, February 23, 2011. <http://www.pbs.org/wgbh/nova/tech/what-is-the-next-big-thing.html>, accessed February, 2011.

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Robots Soon to Become Part of Home, Work Life. KDKA TV news, October 11, 2010. <http://kdka.com/technology/CMU.robots.technology.2.1959098.html>, accessed October 15, 2010.

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Dugdale, Juanita. Senior Momentum: Can Design And Technology Deliver A Golden Age Of Aging? ID Magazine, May 2007.

Loverde, Joy. Have I Lost My Mind, or Is My Pillow Talking to Me? Today's Chicago Woman Magazine, April 2007.

Gray, Audrey. The Real Gray Market. Custom Retailer, November 1, 2006.  
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Park, Jay Hyun, Jodi Forlizzi on Interaction Design. W.E.B. Magazine, Korean Information on e-Business, Web Trends, Interactive Design, and User Interface. June 2006, 98-99.

-- Send a Hug Using a Robotic Pillow. Daum, engadget Section, a Korean Publication, November 2005.

Hecker, Kai. The Hug. forbes.com, October 2005.

-- Feel the Love. Popular Mechanics Tech Watch, V182N7, July 2005, 24.

-- Assisted Seating. Experimental Chair Comforts the Elderly. ID Magazine, June 2005, 25.

Ruefenacht, Martin. The Hug. COCOM Magazine Switzerland, May 9, 2005.

Leurs, Rainer. The Hug. Financial Times Deutschland, May 6, 2005.

Goodman, Sally. Oh Really? Embracing Technology. AARP Magazine, January and February, 2005.

The Hug. ZDF German TV, February 2005.

Hugs for Senior Citizens. TV appearance on WGAL Lancaster, PA, January 22, 2005.

Around the Water Cooler: The Hug. TV appearance on ABC Good Morning America, January 18, 2005.

The Hug, a Carnegie Mellon Robotic Pillow Project. WTAE-TV News, January 5, 2005.

-- The Hug. B'nai Brith Magazine (a general-interest Jewish publication based in Washington, D.C.), January 2005.

Goodman, Ellen. CMU's Hug is Not Home. Boston Globe, November 24, 2004.

Selinger, Jeffrey. Does Grandma Need a Hug? A Robotic Pillow Can Help. New York Times Circuits Section, November 11, 2004.

Tanglay, Ozgun. Design and Delight. Art + Décor: Design + Architecture +Art Magazine (in Turkish), August 2003.

Peterson, Kim. Inventions' wonderful world on display at Microsoft Fair. Seattle Times Business and Technology Section, July 30, 2003.

Southin, Barney. Dear Old Tech. edesign Magazine, October 2002.

Overholt, Alison. The Art of Multitasking. Fast Company Magazine, Issue 63, October 2002.

Takiguchi, Noriko. Seeking new talent and ideas for the future — A university workshop garners the attention of Silicon Valley. AXIS Magazine, v77, January/February 1999.

Maher, Kathleen. Outside the Box: Rethinking the Future of HCI at Interval Research. Interactivity Magazine, January 1997.

Posner, Marilyn. Shaping the Future. Pittsburgh Tribune Review, Marilyn Posner, September, 1997.

## **External Professional Activities**

### **Conference and Workshop Committees**

Papers Committee, Research on Systemic Design, 2014-2017.

Committee Co-Chair, WeRobot 2015-2017.

Design Subcommittee Papers Co-Chair, HRI11, HRI13, HRI15, HRI17.

Organizing Committee, ARSO 2014.

Workshops Chair, DRS 2014.

Design Subcommittee Papers Co-Chair, CHI05-09; 12-15.

Papers Co-Chair, DPPI07, DPPI09.

Papers Associate Chair, Ubicomp13.

Papers Associate Chair, DIS 2004-2008.

CHI 2006 Student Design Competition Mentor (for three teams).

CHI 2005 Student Design Competition Invited Judge.  
Design Editor, Journal of Human-Robot Interaction, 2007-2012.  
National Accessibility in Design Education Consortium, 2006-2007.  
ICT 2005 Design Competition Student Mentor.  
Co-Organizer, HCIC 2005: Design and Emotion, (with Don Norman and Terry Winograd), Snow Mountain Ranch, CO.  
Special Area Chair, Emotion and Human-Computer Interaction, CHI 2003, Fort Lauderdale, FL.  
Advisory Board, Conference on Affective Human Factors Design, 2001.  
Reviewer, Ro-Man Conference, 2009-2017.  
Reviewer, CHI Conference, 1998-2020.  
Reviewer, C&C, 2009-2013.  
Reviewer, CSCW 2008-2020.  
Reviewer, Design and Emotion, 2002-2012.  
Reviewer, DIS Conference, 2000-2020.  
Reviewer, DRS 2010-2020.  
Reviewer, FutureGround 2003-2007.  
Reviewer, HAPTICS 2009.  
Reviewer, HRI 2007-2020.  
Reviewer, IASDR 2007-2017.  
Reviewer, ISWC, 2008-2020.  
Reviewer, Ubicomp 2008-2020.  
Reviewer, UIST 2005-2017.

### **Consulting**

Pratter, LLC, CIO and Co-founder, 2014-2018, 10 days/year.  
Disney Research, Pittsburgh, 2013-14, 25 days/year.  
LUMA Design Institute Fellow, <http://www.luma-institute.com/about/luma-fellows>, June 2009-  
HeadThere (Medical Robotics) Advisory Board, Pittsburgh, PA, 2005-2010.  
Review Committee, NSF CISE/IIS/NRI Panels, Washington, DC, 2004-2013.

### **Memberships in Professional Societies**

Design Research Advisory International Advisory Council Member.

ACM CHI Fellow.

ACM CHI Academy Member.

ACM SIGCHI.

Design Management Institute.

### **Other Review Committees**

European Science Foundation, External Center Proposal Reviewer, 2020.

Helsinki Institute of Information Technology, Advisory Board, 2012, 2016, 2020.

Finnish Committee on AI, Advisory Board, 2020.

Advisory Board, Informatics Engineering Department, Faculty of Engineering, University of Porto, Portugal, 2020-

Durham College, Undergraduate Program in AI, Advisory Committee, 2020.

Advisory Board, Human Centered Design and Engineering, University of Washington, 2017-2020.

SIG CHI Academy Review Committee, 2019-

Johnson & Johnson WiSTEM2D Fellowship Review Committee, 2019-

Advisory Board, American Institute of Graphic Arts, 2018-2020.

Advisory Board, Department of Industrial Design, Technical University Eindhoven, 2017.

Advisory Board, Human-Centered Computing, Georgia Institute of Technology, 2017.

Book Draft Reviewer, Human-Computer Interaction, MIT Press.

Advisory Board, Girls of Steel, 2017-.

Steering Committee, Research on Systemic Design, 2017-2019.

Review Committee, Faculty Applicants, University of Umea, 2016.

Review Committee, Faculty Applicants, University of Aarhus, 2016.

Swedish Research Council, National Review Committee, September 7 and 8, 2015.

Simon Fraser University, Art and Design Advisory Board, Site Visit Leader, March 2014.

Industrial Design Association of Istanbul International Proposal Reviewer, 2013.

Ministry of Dutch Research International Proposal Reviewer, 2013.

International Peer Reviewer and Expert, Italian Ministry for Education, University and Research, Scientific Production of Italian Design Professors, 2012.

New Zealand Ministry of Science and Innovation (MSI) International Science Proposal Reviewer, 2012.

Qatar Foundation for Education International Proposal Reviewer, 2012.

Book Draft Reviewer, Exposing the Magic of Design, Oxford, 2010.

Book Draft Reviewer, Design Things, MIT Press, 2009.

Book Draft Reviewer, Lab, Field and Showroom, Morgan Kaufmann Press, 2009.

Review of Book Proposal for MIT Press, Foundations of Interaction Design by David Malouf, August, 2008.

Reviewer, Design Issues, 2004-2013.

Reviewer, International Journal of Design, 2007-2013.

Reviewer, Autonomous Robots Journal, 2007.

Book Draft Reviewer, Press On: Thoughtful Interaction Design, MIT Press, 2005.

Book Draft Reviewer, Foundations of Interaction Design, Lawrence Erlbaum, 2004.

Book Draft Reviewer, Thoughtful Interaction Design, MIT Press, 2003.

Review Committee, Special Issues in Ergonomics, 2002.

Book Proposal Reviewer, Laurence King Publishing, 2002.

Review Committee, IEEE Internet Computing, 2001.

Review Committee, Theoretical Issues in Ergonomic Science, 2001.

Book Proposal Reviewer, MIT Press, 2001.



### **Other Academic Review Committees**

Dissertation Committee, Carlijn Valk, Industrial Design, Technical University Eindhoven, 2020.

Dissertation Committee, Sander Bogers and Janne van Kollenburg, Industrial Design, Technical University Eindhoven, 2019.

Dissertation Committee, New Jersey Institute of Technology, (Richard Schuler), 2017.

Dissertation Committee, NYU, (Junius Gunaratne), 2017.

Dissertation Opponent, Department of Informatics, University of Umea (Fatemeh Moradi), 2017.

Dissertation Opponent, Department of Design, University of Umea (Tara Mullaney), 2016.

Dissertation Committee, I-School, University of Michigan (Rayoung Yang), 2015.

Dissertation Committee, Human Engineering, University of Pittsburgh (Jing/Jenny Wang), 2014.

Dissertation Committee, Industrial Design, University of Montreal, (Annemarie Lesage), 2014.

Dissertation Committee, Computer Science, University of Arizona, (Ryan Brotman), 2013.

Dissertation Committee, METU, Ankara, Turkey (Armagan Kuru), 2013.

Dissertation Committee, Georgia Tech (Ja-Young Sung), 2008.

Dissertation Committee, University of Central Florida (Cindy Bethel), 2008.

Dissertation Committee, Georgia Tech (Susan Wyche), 2008.

Dissertation Committee, KAIST (Sona Kwak), 2008.

Dissertation Committee, Heinz School, CMU (Danny Fernandez), 2008.

Dissertation External Evaluator, University of Oulu Computer Science (Leena Arhippainen), 2008.

Dissertation External Evaluator, Helsinki University of Technology (Anu Kankainen), 2002.

### **Contract and Grant Support**

#### **Funded**

NSF FW-HTF: Building a Skilled Technological Workforce in the Hospitality Industry. PU with Howie Choset, George Kantor, Chinmay Kulkarni, and Mark Kamlet. September 2020-August 2021.

CMU Block Center: Co-Developing Automation Policy for the Post-COVID Hospitality Industry. Co-I with Sarah Fox and Chinmay Kulkarni. October 2020-September 2021.

NSF CHS: Improving UX Designers' Ability to Envision and Prototype AI Products and Services. Co-I with John Zimmerman. July 2020-June 2023.

Skylight Digital/Air Force STTR: Service Design as Lens for Innovation. Co-I with John Zimmerman. June, 2020.

Accenture: Adapting and Automating “Living” Business Processes. Co-PI with John Zimmerman. October 2019-September 2020.

DOE: Enhancing Student Learning with an Orchestration Tool for Personalized Teacher-Student Interactions in Classrooms Using Intelligent Tutoring Software. Co-PI with Vincent Aleven and Bruce McLaren. July 2018-June 2021.

NSF EAGER: Synthesizing Notes from Electronic Health Records to Make Them Actionable for Heart Failure Patients. Co-PI with John Zimmerman and Carolyn Rosé. September 2017-August 2019.

NSF NNA: Workshop on New Technologies for Navigation in Arctic Regions. Co-PI with David Wettergreen and George Kantor. October 2017-September 2019.

US Army: Leveraging Advanced Algorithms, Autonomy, and Artificial Intelligence (A4I) to Enhance National Security and Defense. Co-I with Martial Hebert, Herman Herman, and Jessica Hodgins, September 2018-August 2023.

Google: Collaborating with Ubiquitous Intelligent Agents and Robots PI, September 2019-August 2020.

Bloomberg: How Analysts work with UX and AI. Co-PI with John Zimmerman, January 2019-December 2020.

### **Pending**

AI Institute: Planning: Institute for Collaborative Assistance and Responsive Interaction for Networked Groups: CARING. CMU, Georgia Tech, Oregon State. August 2021 – July 2026.

NSF HCC-M: Centering Bias-Awareness in the Design of AI Systems for High-Stakes Decision-Making. Co-I with Motahhare Eslami, Alexandra Chouldechova, and John Zimmerman. July 2021-June 2025.

NSF ERC: Planning: NSF Engineering Research Center for a New Species of Engineer: Hybrid Intelligence Based on Research in Engineering Teams (HIBRET). CMU, UC Berkeley, Howard University, Penn State University.

Metro 21: Developing Data Collection Systems to Support Community-Driven Mobility Services. Co-I with Patrick Carrington, Sarah Fox, and Nikolas Martelaro. July 2021-June 2022.

Metro 21: Driver’s Seat: Interrogating and Designing the Shifting Role of Transit Work Amid Increasing Autonomy. Co-I with Sarah Fox, Nikolas Martelaro, and Patrick Carrington. July 2021-June 2022.

DOE: Improving Student Learning and Engagement Through Game and Learning Analytics. Co-I with Bruce McLaren. July 2021-June 2024.

### **Past**

Electronic Sandbox for Teaching Financial Literacy to Children and Their Parents, Part 2. Forlizzi and Zimmerman. PNC Financial Services, 2016-2017.

HMI for IMMS and 6DOF Robots, October 2015-September 2016. Bourne and Forlizzi. Sepro Robotique.

Electronic Sandbox for Teaching Financial Literacy to Children and Their Parents. Forlizzi and Zimmerman. PNC Financial Services, 2015-2016.

Studying the long-term acceptance of personal health informatics tools. Karapanos and Forlizzi. MITI Early Bird Grant, 2015.

Online Design Education: Taking Design Education and Critiques Online. Scupelli, Forlizzi, Dow, Kelliher, Christal, Hammer. Simon Seed Initiative, 2015-2016.

Online Design Education: Developing Playtest Skills in Hybrid Game Design Environments. Hammer, Forlizzi, Christel. Simon Seed Initiative, 2014-2015.

Shared Attention in Human-Robot Collaboration. Google Grant, Co-PI with Sidd Srinivasa, March 2014-March 2015.

Enhancing Math Education with Educational Games: Can Erroneous Examples Help? NSF TSL, co-PI with Bruce McLaren, September 2013-August 2015.

Value Construction with Digital Things. Vodafone Grant, co-PI with John Zimmerman, with University of Granada and KAIST: Korea Advanced Institute of Science and Technology, March 2012-February 2013.

Manifesting Virtual Possessions in the Material World. Google Grant, Co-PI with John Zimmerman, September 2011-August 2012.

Physical Interaction with Dynamically Stable Mobile Robots. NSF CPS, Co-PI with Ralph Hollis, August 2011-July 2014.

ANTIDOTE: Adaptive Networks for Threat and Intrusion Detection or Termination. MURI, submitted with Gaurav Sukhatme, Sven Koenig, Maja Mataric (USC), Daniela Rus (MIT), Vijay Kumar, Robert Ghrist, Maxim Likhachev (Penn), Manuela Veloso, Howie Choset, and Tony Stentz. March 2009-February 2013.

Extending Skills of Elderly Drivers. General Motors Gift, Co-PI with Anind Dey, November 2009-October 2010.

Interaction Design for the HERB Robot. Quality of Life Technology Research Grant, PI, September 2009-October 2010.

Situational Awareness of Older Drivers. Quality of Life Technology Research Grant, co-PI with Anind Dey, October 2008-September 2009.

Snackbot: A Service Robot. Microsoft Robotics Initiative Grant, co-PI with Sara Kiesler, May 2008-April 2009.

Quality of Life Technology Center. NSF ERC, June 2009-May 2014.

A Study of Navigation in Dyads. General Motors Gift, PI, May 2008-April 2009.

Enabling Creativity Using Kinetic Typography. NSF SGER, co-PI with Scott Hudson, September 2008-August 2009.

Enhancing the Value of Mobile Computing Platforms with Techniques for Inattentive and Inexact Interaction. Intel Corporation Research Grant, co-PI with Scott Hudson, September 2007-August 2010.

Aesthetics of Dashboard Display Designs. General Motors, PI, September 2007-August 2008.

Human Dynamics of Robot-Supported Collaborative Work. NSF DHB, Co-PI with Sara Kiesler, Jessica Hodgins, and Sue Fussell, December 06-November 09.

Navigation Display Format Design Optimization. General Motors Corporation, PI, September 06-August 07.

Monitoring and Feedback To Support Physical Exercise Awareness. PA State Funding, Co-PI with Anind Dey, January 06-December 06.

Monitoring and Feedback to Support Physical Exercise Awareness. PITA, PI, with Anind Dey.

Managing Human Attention. NSF ITR, submitted with Robert Kraut and Scott Hudson, September 04-August 07.

Physiological Body Monitors to Prevent Falls in the Aging Population. PITA, PI, submitted with Scott Hudson and Francine Gemperle, December 02-November 03.

Cognitive and Social Design of Assistive Robots. NSF/ITR-PE, Co-PI, submitted with Sara Kiesler, Pamela Hinds, and Sebastian Thrun, September 01-August 06.

Situationally Appropriate Interfaces. NSF/ITR, submitted with Scott Hudson, Sara Kiesler, and Chris Atkeson, September 01-August 06

Augmented Cognition: Combining Human and Digital Memory. DARPA, senior personnel, submitted with Randy Pausch and Dennis Proffitt, September 01-August 05.

Situationally Aware Systems. Co-investigator, DARPA, February 01-December 01, with Scott Hudson.

Enhancing Small Displays: Using multimodal cues to enhance the communication of information. Co-principal investigator, Oracle Corporation, February 01-June 01, with Sara Kiesler.

Using Palm Devices as Universal Personal Controllers. Co-investigator, Pittsburgh Digital Greenhouse, December 00-November 01, with Brad Myers.

Enhancing Small Displays: Using multimodal cues to enhance the communication of information. Principal investigator, Oracle Corporation, May 00-January 01.

Research on New Interactions for 3G Devices and Modular TV. Co-investigator, Samsung Electronics, December 00-March 01, with Dan Boyarski.

User Experience and Interaction Design. Berkman New Faculty Development Fund, January 00.

### **Evidence of Teaching Performance** **Courses taught at Carnegie Mellon**

05-452/652, Service Design, 53 students, Fall 2020.

05-452/652, Service Design, 57 students, Fall 2019.

05-452/652, Service Design, 32 students, Spring 2019.

05-453, Design Perspectives in HCI, 24 students, Spring 2018.

05-898, Service Design, 54 students, Spring 2018.

05-898, Service Design, 34 students, Fall 2017.

05-898, Service Design, 30 students, Spring 2016.

05-898, Service Design, 15 students, Summer 2015.

05-898, Service Design, 36 students, Fall 2015.\*

05-392, Interaction Design Overview, 46 students, Fall 2014.

05-392, Interaction Design Overview, 56 students, Spring 2014.\*

51-385/785, Designing for Service, 28 students, Fall 2013.

51-385/785, Designing for Service, 28 students, Fall 2012.\*

05-774, Design Perspectives in HCI, 20 students, Spring 2012.\*

51-702, Graduate Interaction Design Seminar, 10 students, Spring 2012.

05-651, Interaction Design Fundamentals, 15 students, Fall, 2011.\*

51-874, 05-774, Adaptive Service in Design, 24 students, Spring 2010.\*  
 05-774, Design Perspectives in HCI, 15 students, Spring 2010.  
 51-725, Basic Interaction Design, 24 students, Fall 2009.  
 05-650, Basic Interaction Design, 26 students, Spring 2009.  
 51-844, Advanced Design Research Methods, 5 students, Spring 2008.\*  
 05-774, Design Perspectives in HCI, 15 students, Spring 2008.\*  
 51-702, Interaction Design Seminar, 9 students, Spring 2008.  
 51-725, Advanced Interface and Interaction Design, 8 students, Fall 2008.  
 51-702, Interaction Design Seminar, 13 students, Spring 2007.  
 51-725, Advanced Interface and Interaction Design, 16 students, Fall 2006.  
 51-702, Interaction Design Seminar, 15 students, Spring 2006.\*  
 51-725, Advanced Interface and Interaction Design, 7 students, Fall 2005.\*  
 51-702, Interaction Design Seminar, 7 students, Spring 2004.\*  
 51-725, Interface and Interaction Design, 18 students, Fall 2003.  
 51-712, Graduate Studio 2, 17 students, Spring 2003.\*  
 51-725, Interface and Interaction Design, 17 students, Fall 2002.  
 05-650, Interface and Interaction Design, 28 students, Spring 2002.  
 05-771, HCI Process and Theory, 22 students, Fall 2001 (team taught).  
 51-403, Senior Interaction Design Project, 14 students, Fall 2001 (team taught).  
 05-650, Visual Interface Design, 24 students, Spring 2001.  
 05-540, Rapid Prototyping, 32 students, Spring 2001 (team taught).  
 51-403, Senior Interaction Design Project, 12 students, Fall 2000 (sponsored by IBM).\*  
 05-671 HCI Project Course Summer 2000 (team taught).  
 05-650, Visual Interface Design, 30 students, Spring 2000.\*  
 51-702, Graduate Design Seminar, 14 students, Fall 1999 (team taught).\*

\* indicates new course development

### **Independent Study**

Human-Robot Interactions in Retail Environments. Simran Jobanputra, Joseph Zhang, Xueting Li, Shiyang Lyu, Eshita Banerjee, Ian Thomas, Chenning Ye, Dina Razek, Eric Kim. Spring, 2020.

UX and AI. Supawat Vikoorapatorn, Missy Chen, Sherry Wu, Xinran Tan. Fall, 2020.

Designing Engaging Apps and Services that Track Human Behavior. Eunice Choe, Neely Lee, Min Jung Seo, Sijing Sun, Janice Wan, and Jacqueline Zhang. Fall, 2019.

EHRs and Pregnancy. Alessandra Fleck, Eunjung Paik, and Vicky Zhou, Fall 2018.

EHRs and Pregnancy. Daphne Tan and Alessandra Fleck, Fall 2018.  
 Financial Literacy for Parents and Teens. Michael Henderson and Vita Chen, Fall 2017.

Designing Personalized Services. Angel Yu, Joanna Lo, and Yubing Zhang, Fall 2017.

Financial Literacy for Parents and Teens. Michael Anderson, Lizzie Miller and Prachi Laud, Spring 2016.

Robot Honesty Study. Thidaenun Saensopkita and Natalie Salaets, Spring 2015.

Digital Information and Legacy. Alex Sciuto, Fall 2014.

Study on Egress from a Chair to Inform Human-Robot Interaction, Sean Ro and Min Kyung Kim, Spring 2014.

LED Light Displays for Human-Robot Interaction, Jun-Ho Lee, Spring 2014  
iPad Interface Design for the mObi Robot, Scott Chiu, Spring 2014.

Service Dashboard Patterns, Andrea Fineman, Jon Perlman, and Anna Turner, Spring 2014.

Study of an Assistive Social Robot in a Nursing Home, Shira Bauman, Fall 2013.

People and Their Virtual Things. Euniki Chung, Luis Gonzalez, Beka Gulotta, Gilbert Han, Chelsea Joo, Tina Musich, and Laura Tjho, Fall 2012.  
Designing an Educational Game. Parita Kapadia, SL Rao, Zifeng Tian, and Sabrina Zhu, Fall 2012.

Virtual Possessions. Mahvish Nagda, Cristina Mele, Russell Andrews, Spencer Sugarman, Rohan Gaikwad, Ben Nimmons, and Katherine Betermeier, Fall 2011.

Adaptive Service Design and Magee PFCC Center. Molly Lafferty and Gretchen Mendoza, Spring 2011.

Study of Elders with Mobility Issues to Inform Robot Design. Yoo Mi Lee, Spring 2010.

Service Design for HERB Robot. Yash Vora, Spring 2010.

Visual Literacy Study. Stephanie Meier, Spring 2010.

Ambient Displays. Jared Cole, Spring 2007.

Peripheral Displays. Greg Fogel, Spring 2004.

What Is the Role of Design in HCI? Jina Huh, Spring 2004.

Prioritizing Information Elements in Complex Dynamic Displays. Bilge Mutlu, Spring 2004.

Design and Emotion. Bilge Mutlu, Spring 2003.

Perceptive Brand Study. Rahul Culas, Fall 2002.

Visionary Design of Service Robots. Jamie Divine, Fall 2002.

Information and Navigation System for an Automated Home System. Scott Cronin, Summer 2002.

Researching the Hand as it Affects Human-Robot Interaction. Francine Gemperle, Summer 2002.

Building Interface Demonstrations for Illustration Software. Arie Stavchansky, Spring 2002.

Design of a Robot Head. Carl DiSalvo, Spring 2002.

Information and Navigation System for a Grocery Store Information Appliance. Joan Guerin, Summer 2001.

Cultural Perceptions of Social Robots. Carl DiSalvo, Fall 2001.

Design of Ambient Displays. Michael Lohmiller and Peter Scupelli, Spring 2001.

Design of a Mobile Phone Bus Timetable Application. Wilson Chan, Fall 2000.  
GM Vehicle Information Systems. Guohong Dong and Mon-Chu Chen, Summer 2000.

Studies in Enhanced Messages. Eric Wilcox, Summer 2000.

Design of a Mobile Phone Dictionary Application. Daniel Avrahami, Summer 2000.

Redesign of a Computer Science School's Website. Lori Caruso, Summer 2000.



### **Courses taught outside Carnegie Mellon**

Data-Driven Service Design. Politecnico Milano, Invited Course, June, 2020. Virtual Presentation.

Winchester Thurston School Computer Science and Innovation Course Project Mentor, 2019-2020.

Designing Services for Healthcare. Persuasive 2015 Invited Course, June 9, 2015.

Designing Multi-Stakeholder Product-Service Systems. CHI 2011 Invited Course, May 10, 2011.

Research Through Design: Method for Interaction Design Research in HCI. CHI 2011 Invited Course, May 10, 2011.

Interface Design for Human-Robot Interaction. Human-Robot Interaction Conference, Washington, D.C., April 8, 2007.

International Invitational Graduate Student Workshop on Human-Robot Interaction. Co-Organizer, Carmel, CA, August 2-6, 2006.

User-Centered Design Camp. General Motors Corporation, Warren, MI, April 1-2, 2006.

When Your Face Is the Interface: An Interaction Design Workshop. University of the Arts, Philadelphia, PA, April 6-8, 2006.

Using New Media in Course Development. University of Pennsylvania, Philadelphia, PA, August 1996.

Designing a Web Site. Design Influences 8 Conference, February, 1996.

### **Contributions to Education**

#### **Curriculum Design**

05-499/899, Design and AI.

05-650, Interaction Design Studio 2.

51-898, Service Design.

51-392, Interaction Design Overview.

51-385/785, Designing for Service.

05-651, Interaction Design Fundamentals.

51-874, 05-774, Adaptive Service in Design.

51-844, Advanced Design Research Methods.

05-774, Design Perspectives in HCI.

51-725, Advanced Interface and Interaction Design.

51-702, Interaction Design Seminar.

05-771, HCI Process and Theory.

51-403, Senior Interaction Design Project.  
05-650, Interface and Interaction Design.

### **Graduate Seminars Organized and Supervised**

Design Research Group, Spring 2017, with John Zimmerman.  
Design Research Group, Fall 2012-2014, with Steven Dow and John Zimmerman.  
Design Research Reading Group, Spring 2010, with John Zimmerman.  
Social Robotics Reading Group, Spring 2004, with Reid Simmons.  
User Interface Technology Reading Group, Fall 2001, with Scott Hudson.

### **Student Advising**

#### **Current PhD Students**

Franchesca Spektor, HCII (with Sarah Fox).  
Sam Reig, HCII (with Aaron Steinfeld).  
Michal Luria, HCII (with Jessica Hodgins).  
Judeth Oden Choi, HCII (with James Herbsleb).

#### **Completed PhD Students**

Beka Gulotta, HCII (with Aisling Kelliher), 2016. Digital Systems and the Material of Legacy: Supporting Meaningful Interactions with Multigenerational Data. Google.

Derek Lomas, HCII (with Ken Koedinger), 2014. Optimizing Motivation and Learning in Educational Games: Crowdsourcing Design Decisions Using Large-Scale Design Experiments. TU Delft.

Will Odom, HCII (with John Zimmerman), 2014. Critically Exploring the Virtual Possession Design Space Through Fieldwork and Constructive Design Research. Simon Fraser University.

Min Kyung Lee, HCII (with Sara Kiesler), 2013, Personalization Revisited. UT Austin.

Ian Li, HCII (with Anind Dey), 2011, Personal Informatics and Context: Using Context to Reveal Factors that Affect Behavior. Google.

Rachel Kirby, Robotics (with Reid Simmons), 2010, Social Robot Navigation. Google.

Bilge Mutlu, Ph.D in HCII, 2009, Designing Gazelike Behavior for Humanoid Robots. (with Jessica Hodgins). University of Wisconsin Madison Computer Science.

Joonhwan Lee, Ph.D. in HCII, 2008, Designing Perceptually Optimized Displays. (with Scott Hudson). Seoul National University, HCI.

Carl DiSalvo, Ph.D. in Design, 2006, The Problem with Products. Georgia Institute of Technology Human Centered Computing.

### **PhD Committee Service**

Megan Hoffman

Rushil Khurana

Ken Holstein (Ph.D in HCI, 2019).

Anhong Guo (Ph.D in HCI, 2019)

Robert Xiao (Ph.D in HCI, 2018).

Anthony Chen (Ph.D in HCI, 2017).

Stefanos Nikolaidis (Ph.D in Robotics, 2017).

Laura Herlant (TBD).

Jeff Rzeszotarski (Ph.D in HCI, 2017).

Dan Tasse (Ph.D in HCI, 2017).

Erik Harpstead (Ph.D in HCI, 2016).

Yanjin Long (Ph.D in HCI, 2015).

Anca Dragan (Ph.D in Robotics, 2015).

James Pierce (Ph.D in HCI, 2015).

Jenn Marlow (Ph.D in HCI, 2014).

Chris Harrison (Ph.D in HCI, 2013).

Amy Hurst (Ph.D. in HCI, 2010).

Peter Scupelli (Ph.D. in HCI, 2009).

Marek Michalowski (Ph.D. in Robotics 2009).

Aaron Bauer (Ph.D. in HCI, 2008).

Joy Sykes (Ph.D. in Design, 2008).

Johnny Lee (Ph.D in HCI, 2006).

### **Master's Students Thesis Advisor**

Marisa (Luke) Breitfeller, 2017.

Andrea Fineman, 2015.

Meredith Niemczyk, 2015.

Alex Sciuto, 2015.

Jessica Weeden, 2015.

Eunki Chung, 2014.

Nicolas Perez-Cervantes, 2014.

Shahrzad Samadzeh, 2014.

Emily Sappington, MDes, 2013.

Katy Tsai, MDes, 2013.

Bruno Rivero, Ohio State University, MDes, 2012.

Wes Johnson, MDes, 2012.

Molly Lafferty, MDes, 2012.

Chongho Lee, MDes, 2012.

Clarence Yung, MDes, 2012.

Yoomi Lee, MDes, 2011.

Marcus Perez-Cervantes, MDes, 2011.  
Caitlin Robinson, MDes, 2010.  
Sarah Phares, MDes, 2010.  
Carlos Gutierrez, MDes, 2010.  
Jenn Gooch, MFA, 2009.  
Melissa Cliver, MDes, 2009.  
Lesley Fleischman, MDes, 2009.  
Chris Michaelades, MDes, 2009.  
Wiebke Porshcke, MDes, 2009.  
Kyle Vice, MDes, 2009.  
Jamin Hegeman, MDes, 2008.  
Joseph Iloreta, MDes, 2008.  
Hee Young Jeong, MDes, 2008.  
Imran Sobh, MDes, 2008.  
Simon King, MDes, 2007.  
Min Kyung Lee, MDes, 2007.  
Max Snyder, MDes, 2007.  
PenFan Sun, MDes, 2006.  
Chun-Yi Chen, MDes, 2005.  
Yuan-Chou Chung, MDes, 2005.  
Jeff Howard, MDes, 2005.  
Ben Fineman, MDes, 2004.  
Bilge Multu, MDes, 2004.  
Chad Thornton, MDes, 2004.  
Amy Ip, MDes, 2003.  
Marti Louw, MDes, 2003.  
Tamella Monk, MDes, 2002.  
Peter Scupelli, MDes, 2002.  
Lisa Villemeure, MDes, 2002.  
Mark Erhardt, MDes, 2001.  
Daniel Gloyd, MDes, 2001.  
Sabine Junginger, MDes, 2001.  
John Beck, MDes, 2000.

## **University Service**

### **University Service and Committee Work**

CMU Futures Summit, Panelist, October 2019.  
SCS DEI Lead, 2019-  
CMU Think: London, April 2019.  
Co-Chair, Task force on Campus Climate, 2017-2019.  
Pints with Profs, Alumni Weekend, May, 2017.  
Speak to Class of 1967, Alumni Weekend, May, 2017.  
CMU Experience Campus Culture Group, 2016-2017.  
SCS Corporate and Government Strategy Committee, October, 2016.  
Rising Stars Conference Mentor, November, 2016.  
CMUThink Alumni Event Speaker, October, 2016.  
Simon Initiative Press Day Speaker, July, 2016.

Lecture at Girls of Steel Symposium, May 2016.  
Lecture at University of Pittsburgh Girls' Hackathon, February, 2016.  
IDEATE Steering Committee, 2015-.  
Industry vs. Academia: Weighing Your Options Invited Panel Member, Career and Professional Development Center, Carnegie Mellon University, April 4, 2012.  
Graduate Women's Luncheon Series Invited Speaker, March 2007.  
DaVinci Effect, NY, NY, April 2005.  
Robotics Awareness Program, Pittsburgh Public School Teachers Visit, 2005.  
[Women@SCS](#) Self-Defense Course, 2002.  
Design and Graphics Hiring Committee, HCII, 2001.  
CMU Seido Karate, 1999-2011.  
CMU Tae Kwon Do Study Group, 1996-1999.

### **Department Service and Committee Work**

Geschke Director, HCII, 2017-.  
ISR Department Head Hiring Committee, 2019.  
HCII Hiring Committee, 2018.  
Tata Building Space Planning Committee, 2018-.  
Curriculum Committee Chair, 2017-.  
Hiring Committee, HCII, 2017.  
PhD in HCI Admissions Committee, 2016.  
Hiring Committee, HCII, 2016.  
SCS Council, 2015-.  
PhD in Design Admissions Committee, 2015.  
407 South Craig Design and Development of new shop and classroom, 2013-present.  
HCII External Communications Committee, Chair, 2012-2014.  
QoLT HSIT Thrust Leader, October 2011-present.  
Berkman Faculty Development Fund Committee Chair, 2012-2013.  
Hiring Committee, School of Design, 2010-2011.  
Hiring Committee, School of Design, 2011-2012.  
SCS Fellowship Committee, 2011-present.  
Berkman Faculty Development Fund Reviewer, 2011-2012.  
HCII Web Redesign Committee, 2012-present.  
Consultant to Edgewood High School Robotics Class, Spring 2012.  
Gates-Hillman Classroom Design Committee, 2008-2009.  
Master's in Design Admissions Committee, 2000-present.  
Master's in HCI Admissions Committee, 2008-2009, 2013.  
BHCI Admissions Committee, 2006; 2013.  
Smiley Award in Computer Science Invited Judge, 2008.  
PhD Admissions Committee, Design, 2013.  
PhD Admissions Committee, HCII, 2006-2008.  
Nierenberg Chair Search Committee Chair, School of Design, 2007-2008.  
School of Computer Science Research Review Committee, 2007-present.  
Review committee for Head of School of Design, 2007-2008.  
Graduate Policy Committee, School of Design, 2006-present.

PhD in CFA committee member, 2005-2008.  
300 S. Craig Street Planning and Design Committee, 2005.  
Hiring committee, HCII, 2007.  
Space Committee, HCII Faculty and Student Office, 2004.  
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