Jodi L. Forlizzi

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as of 2/1/25

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

Herbert A. Simon Professor, Human Computer Interaction Institute, School of Computer Science, Carnegie Mellon University, October 2021–present.

Associate Dean, Diversity, Equity, and Inclusion, School of Computer Science, Carnegie Mellon University, October 2020–2025.

Geschke Director and Professor, Human Computer Interaction Institute and School of Design, Carnegie Mellon University, November 2017–November 2021.

Diversity, Equity, and Inclusion Lead, School of Computer Science, 2019-2020.

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: NIST Industrial Advisory Committee, Highmark Health Technology Advisory Group, Technology Strategist, AFL-CIO, 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] 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.

[2] 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.

[3] 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.

[4] 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/

[5] 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

[6] Forlizzi, J., DiSalvo, C., Mutlu, B., Lee, M.K., Luria, M., Reig, S., and Zimmerman, J. (2024) User Enactments. Designing Interactions With Robots: Methods and Perspectives, eds Maria Luce Lupetti, Cristina Zaga, Nazli Cila, Selma Sabanovic, Malte F. Jung. Taylor and Francis.

[7] Stringam, B.S., Figart, D.M., Mutari, E., Begleiter, B., Fox, S., Spektor, F., Riordan, C., Rho, H.J., and Forlizzi, J. (2024). Navigating Technology and Worker Well-Being in the Hospitality Industry. Human-Tech Partnerships at Work, ed. Tara Behrend. Cambridge Press.

[8] 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.

[9] 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.

[10] 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.

[11] 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.

[12] 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.

[13] 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

[14] Simao, H., Goncalves, D., Pires, A.C., Abreu, L., Bernardino, A., Forlizzi, J., and Guerreiro, T. (2024). “I want to send a message to my friend”: Exploring the Shift of Agency to Older Adults in HRI. International Journal of Scoial Robotics, 1-14.

[15] Koskinen, I., Forlizzi, J., and Battarbee, K. (2023). Expanding Pragmatism with Symbolic Interactionism: Recounting the Story of Two Frameworks. Design Issues 39 (4), 49-60.

[16] Reig, S., Fong, T.W., Forlizzi, J., and Steinfeld, A. (2022). Theory and Design Considerations for the User Experience of Smart Environments. IEEE Transactions on Human-Machine Systems, 52/3, 522-535.

[17] Reinhart, A., et al. (2021). An Open Repository of Real-Time COVID-19 Indicators. Proceedings of the National Academy of Sciences, 118.51.

[18] Oden Choi, J., Herbsleb, J., and Forlizzi, J. (2021). Hybrid Framing in the Justice for Antwon Rose II Movement. CSCW, 30(5), 683-714.

[19] Luria, M., Sheriff, O., Boo, M., Forlizzi, J., and Zoran, A. (2020). Destruction, Catharsis, and Emotional Release in Human-Robot Interaction. THRI, 9/4, 1-19.

[20] Sokol, L., Jordan, S.R., Applebaum, A.J., Hauser, J.M., Forlizzi, J. Cerf, M., and Lum, H.D. (2021). Social Media Perceptions of Legacy-Making: A Qualitative Analysis. Palliative Medicine Reports, 1/1, 326-330.

[21] 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, 1155-1166.

[22] 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.

[23] 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.

[24] 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.

[25] 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

[26] 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.

[27] 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.

[28] 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.

[29] 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.

[30] 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.

[31] 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.

[32] 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.

[33] 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.

[34] 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.

[35] 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.

[36] 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.

[37] 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.

[38] 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.

[39] Gockley, R., Forlizzi, J. and Simmons, R. (2009). Affective Social Robots. Robotics and Autonomous Systems, 58/3, 322-332.

[40] Zimmerman, J. and Forlizzi, J. (2008). The Role of Design Artifacts in Design Theory Production. Artifact, v2n1, 41-45.

[41] Forlizzi, J. (2008). The Product Ecology: Understanding Social Product Use and Supporting Design Culture. International Journal of Design V2N1, 11-20.

[42] Forlizzi, J., Zimmerman, J. and Evenson, S. Crafting a Place for Interaction Design Research in HCI. (2008). Design Issues, V24N3, 19-29.

[43] 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.

[44] 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.

[45] 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.

[46] 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.

[47] 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.

[48] 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.

[49] 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.

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

[51] 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

Refereed Journal Papers, Submitted

[52] Simao, H., Goncalves, D., Pires, A.C., Abreu, L., Bernardino, A., Forlizzi, J., and Guerreiro, T. (2022). “I want to send a message to my friend”: Exploring the Shift of Agency to Older Adults in HRI. Submitted to J Social Robotics.

Refereed Conference/Workshop Papers

[53] Min, S., Sarfo, G, Stringam, B.S., Spektor, F., Fox, S.E., Riordan, C., Rho, H.J., Begleiter, B., and Forlizzi, J. (2025). Job Demands-Resources Theory and Algorithmic Management Housekeeping: A Qualitative Exploration. Proceedings of WHCHRIE 25.

[54] Chang, M.L., Reig, S., Lee, H.J., Huang, A., Simao, H., Han, N., Khanuja, N. Ali, A.U.M., Martinez, R., Zimmerman, J., Forlizzi, J., and Steinfeld, A. (2025). Unremarkable to Remarkable AI Agent: Exploring Boundaries of Agent Intervention for Adults With and Without Cognitive Impairment. To be presented at CSCW 25.

[55] Saxena, D., Jung, J.-Y., Forlizzi, J., Holstein, K., and Zimmerman, J. (2025). AI Mismatches: Identifying Potential Algorithmic Harms Before AI Development. To be presented at CHI 25.

[56] Chang, M.L., Lee, A., Han, N., Huang, A., Simao, H., Reig, S., Ali, A.U.M., Martinez, R., Khanuja, N., Zimmerman, J., Forlizzi, J., and Steinfeld, A. (2024). Dynamic Agent Affiliation: Who Should the AI Agent Work for in the Older Adult’s Care Network? Proceedings of DIS 24.

[57] Turri, V., Morrison, K., Robinson, K.M., Abidi, C., Perer, A., Forlizzi, J., and Dzobak, R. (20240. Transparency in the Wild: Navigating Transparency in a Deployed AI System to Broaden Need-Finding Approaches. Proceedings of ACM FAccT.

[58] Awumey, E., Das, S., Forlizzi, J. (2024). A Systematic Review of Biometric Monitoring in the Workplace: Analyzing Socio-technical Harms in Development, Deployment and Use. Proceedings of ACM FAccT.

[59] Reig, S., Fong, T., Carter, E., Steinfeld, A., and Forlizzi, J. (2024). Contrasting Affiliation and Reference Cues for Conversational Agents in Smart Environments. Proceedings of RO-MAN 24.

[60] Goncalves, A., Forlizzi, J., Moreno, P., Marques, G., and Bernardino, A. (2024). Non-Verbal Cues in Robot-Group Persuasion. Proceedings of IROS 2024.

[61] Lee, H-P., Yang, Y-J., von Davier, T.S., Forlizzi, J., and Das, S. (2024). Deepfakes, Phrenology, Surveillance, and More! A Taxonomy of AI Privacy Risks. Proceedings of CHI 24. *Best Paper Award.*

[62] Lee, H-P., Gao, L., Yang, S., Forlizzi, J., and Das, S. (2023). "I Don't Know If We're Doing Good. I Don't Know If We're Doing Bad": Investigating How Practitioners Scope, Motivate, and Conduct Privacy Work When Developing AI Products. 33rd USENIX Security Symposium. Distinguished Paper Award.

[63] Khanuja, N., Friere, M., Lameiras, J., Nicolau, H., Forlizzi, J., and Nisi, V. (2023). Using Cultural Probes to Understand Students' Mental Wellbeing. Proceedings of IASDR23.

[64] Yildirim, N., Oh, C., Sayar, D., Brand, K., Turri, V., Crosby Walton, N... Forlizzi, J., and Zimmerman, J. (2023). Creating design resources to scaffold the ideation of AI concepts. Proceedings of DIS23. New York, NY: ACM Press, 623-637.

[65] Spektor, F., Fox, S.E., Awumey, E., Riordan, C.A., Rho, H. J., Kulkarni, C.,... and Forlizzi, J. (2023). Designing for Wellbeing: Worker-Generated Ideas on Adapting Algorithmic Management in the Hospitality Industry. Proceedings of DIS23. New York, NY: ACM Press, 2326-2346.

[66] Reig, S., Carter, E.J., Kirabo, L., Fong, T., Steinfeld, A., and Forlizzi, J. (2023). Dreaming Up Smart Home Futures: A Story Completion Study. Proceedings of Ro-MAN23.

[67] Fox, S., Spektor, F., Awumey, E., Kulkarni, C., Stringam, E., Riordan, C., Rho, H.J., Mutari, E., Figart, D., and Forlizzi, J. Charting the Automation of Hospitality: An interdisciplinary literature review examining the evolution of high-touch service work in the face of automation. Proceedings of the ACM on Human-Computer Interaction 7 (CSCW1), 1-20.

[68] Forlizzi, J. (2022). Developing Skills for Design Leadership. Proceedings of the DMI 2022 Conference. https://www.dmi.org/page/ADMC2022Proceedings, accessed December 1, 2022.

[69] Park, H., Forlizzi, J., and Lee, J. (2022). Voices of Sexual Assault Survivors: Understanding Survivors' Experiences of Interactional Breakdowns and Design Ideas for Solutions. Proceedings of DIS22. New York, NY: ACM Press, 485-503.

[70] Martelaro, N., Carrington, P., Fox, S., and Forlizzi, J. (2022). Designing an Inclusive Mobile App for People with Disabilities to Independently Use Autonomous Vehicles. Proceedings of AutoUI22. New York, NY: ACM Press, 45-55.

[71] Reig, S., Carter, E., Fong, T., Steinfeld, A., and Forlizzi, J. (2022). Perceptions of Explicitly vs. Implicitly Relayed Commands Between a Robot and Smart Speaker. To appear in HRI22 Late Breaking Results.

[72] Yildirim, N., et al. (2022). How Experienced Designers of Enterprise Applications Engage AI as a Design Material. Proceedings of CHI22. New York NY, ACM Press, 1-13,.

[73] 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. Proceedings of DIS21. New York, NY: ACM Press, 1554-1565.

[74] Lomas, J., Patel, N., and Forlizzi, J. (2021). Towards Data-Informed System Design for Good: Methods, Questions and Recommendations for Designers. Proceedings of DRS21.

[75] Reig, S. Carter, E.J., Kirabo, L., Fong, T.W., Steinfeld, A., and Forlizzi, J. (2021). Smart Agents and Devices of Today and Tomorrow: Surveying Use and Desires. Proceedings of HAI21. New York NY: ACM Press, 300-304.

[76] Reig, S., Luria, M., Forberger, E., Won, I., Steinfeld, A., Forlizzi, J., and Zimmerman, J. (2021). Social robots in service contexts: Exploring the rewards and risks of personalization and re-embodiment. Proceedings of DIS21. New York, NY, ACM Press, 1390-1402.

[77] Choi, J.O., Herbsleb, J., Hammer, J., and Forlizzi, J. (2020). Identity-Based Roles in Rhizomatic Social Justice Movements on Twitter. Proceedings of the International AAAI Conference on Web and Social Media 20, 14, 488-498.

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

[79] 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.

[80] 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.

[81] 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.

[82] 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.

[83] 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.

[84] 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.

[85] 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.

[86] 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.

[87] 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.

[88] 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.

[89] 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.

[90] 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.

[91] 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.

[92] 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.

[93] 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.

[94] Forlizzi, J., Koskinen, I., Hekkert, P., and Zimmerman, J. (2017). Let's Get Divorced: Pragmatic and Critical Constructive Design Research. Proceedings of IASDR17.

[95] Frens, J., Forlizzi, J., and Zimmerman, J. (2017) New Challenges When Teaching UX Students to Sketch and Prototype. Proceedings of IASDR17.

[96] 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.

[97] 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.

[98] 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.

[99] 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.

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Refereed Conference/Workshop Papers, Submitted

[237] Simao, H., Goncalves, D., Khanuja, N., Nisi, V., Bernardino, A., Guerreiro, T., and Forlizzi, J. Understanding human values and goals to guide the development of future Robotic Technology. Submitted to CSCW23.

Other Publications

[238] Ballantyne, A., Forlizzi, J., Weise, C. A Vision for Centering Workers in Technology Development. Issues in Science and Technology, XLI, 1, Fall 2024, https://doi.org/10.58875/SSWX9285, accessed January 1, 2025.

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[247] 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.

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

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

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

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

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

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

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

[255] Forlizzi, J. (2004). Experience, Emotion, and Design. International Design and Emotion Society Newsletter, June 2004. http://www.designandemotion.org/de64.php, accessed December, 2004.

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Software Artifacts

Carnegie Mellon School of Computer Science Diversity, Equity and Inclusion training: https://canvas.cmu.edu/courses/34479

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

Evidence of External Reputation

Citations and Awards

ACM Lifetime Research Award, 2024.

Fellow of the Design Research Society, 2022-

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 (Xiaoajuan 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

AFL-CIO and Microsoft Partnership. AFL-CIO and Microsoft Labor Summit, Seattle, WA, September 9, 2024.

Design and AI Innovation. Invited Plenary Speaker, Design and AI Innovation Conference (virtual), June 5, 2024.

A Lifetime of Design Research. ACM SIG CHI Lifetime Research Award, Honolulu, HI, May 14, 2024. https://www.youtube.com/watch?v=mLh8mLyAAKk, accessed February 5, 2025.

AI World Class Experts Discuss the Issues and What We Need to Know. Lustre, February 21, 2024, with Ilana Golbein Blumenfeld.

AFL-CIO Labor, Innovation and Technology Summit. Invited speaker, CES, January 10, 2024. https://vimeo.com/922541373 , accessed February 5, 2025.

Senate AI Insight Forum on AI Innovation, October 24, 2023. https://www.schumer.senate.gov/imo/media/doc/Jodi%20Forlizzi.pdf

Why Human AI Interaction is Difficult to Design in Frontline Service Work. Invited speaker at the Bridging Technology and Nursing Workshop, AAAI Conference, Washington, DC, February 8, 2023.

Understanding Stereotype Threat and Unconscious Bias and Their Effect on Inclusion and Belonging. Invited Talk, ARCS Western PA Chapter, January 16, 2023.

The Role of Design in Socially Responsible AI. Invited Plenary Speaker, Stanford HAI Conference on AI in the Loop, November 14, 2022.

Design and AI Innovation. Invited Plenary Speaker, Northwestern Lambert Conference on HCI and Design, October 25, 2022.

Get Ahead of Tech: Research, Shape and Influence It. Panel Discussion with Nik Martelaro, Ben Begleiter, and Amanda Ballantyne. AFL-CIO National Conference, June 13, 2022.

Preparing Hospitality Workers and Workplaces for the Future of Automation. Panelist, with Hye Jin Rho, Christine Riordan, Betsy Stringham, Deb Figart, and Ben Beigleiter. LERA (Labor and Employment Relations Association) Conference, June 3, 2022.

YouTube Master Class: Diversity, Equity, and Inclusion in Design. https://www.youtube.com/watch?v=8Bo9DQ4BNPU, December 17, 2021.

CMU Faculty Dialogue on the Future of Work and Artificial Intelligence (virtual). With Ramayya Krishnan, Rahul Telag, and Anita Wooley. Carnegie Mellon University, May 27, 2021.

The Dark Side of Interactive Design. CHI 2022 Panel (virtual). With Yvonne Rogers, Paul Dourish, Patrick Oliver, and Margot Brereton, May 12, 2021.
What Comes After Design Thinking? CS Distinguished Lecture, UC San Diego (virtual), February 21, 2021.

Centering Unions in the Future of Work. Labor Innovation and Technology Summit (virtual), February 19, 2021.

The Design of AI-enabled Products, Services, and Systems. University of Pennsylvania GRASP Lab (virtual) , Feb 5, 2021.

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

The data-driven economy, AI, and design. Invited Keynote, AIGA National Conference. 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 Digitial 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 21st 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

40 Years of CMU Robotics (Snackbot). CMU Library, March, 2021.

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

In the Media

Boden, S. Thinking About AI and Work: How AI Can Make Work More Efficient and Creative When Future Users Help With Its Design. The Link: The Magazine of CMU's School of Computer Science, Fall 2024. https://magazine.cs.cmu.edu/ai-and-work, accessed February 5, ,2025.

Robinson, H. CHIPS for America Welcomes New and Returning Members to the Industrial Advisory Committee. https://www.nist.gov/news-events/news/2024/10/chips-america-welcomes-new-and-returning-members-industrial-advisory, accessed October 5, 2024.

Robertson, D. Labor wants — and gets — a say over the future. Politico, https://www.politico.com/newsletters/digital-future-daily/2024/09/24/labor-wants-and-gets-a-say-over-the-future-00180782, accessed February 5, 2024.

Jodi Forlizzi on Designing with AI. The Informed Life Podcast, Episode 145, August 11, 2024. https://theinformed.life/2024/08/11/episode-146-jodi-forlizzi/, accessed February 5, 2024.

Jodi Forlizzi on Reflection in Action. Rosenfeld Media Podcast, https://lnkd.in/eGdcXHjg, accessed May 28, 2024.

McGrath, T. Liz Schuler Wants AI to Reinvigorate the Labor Movement. Politico, https://www.politico.com/news/magazine/2024/03/31/ai-labor-power-schuler-00144086, accessed February 5, 2024.

Patten, D. IATSE Boss Matthew Loeb on "Precarious" Hollywood, Upcoming Studio Talks, Sunday's Rally with the Teamsters, & Election 2024. Deadline, https://deadline.com/2024/03/iatse-matthew-loeb-hollywood-labor-talks-2024-election-1235842674/, accessed February 5, 2025.

Shaping the future: A dynamic taxonomy for AI privacy risks. IAPP, https://iapp.org/news/a/shaping-the-future-a-dynamic-taxonomy-for-ai-privacy-risks/, accessed January 17, 2024.

Robinson-Johnson, E. CMU is Exploring Use Cases for Artificial Intelligence. Pittsburgh Post-Gazette, November 4, 2023. https://www.post-gazette.com/business/tech-news/2023/11/24/cmu-ai-block-center-shapiro-pittsburgh-tech/stories/202311170060

Forlizzi Briefs Senators on AI in the Workforce. CMU News, https://www.cmu.edu/news/stories/archives/2023/october/forlizzi-briefs-senators-on-ai-in-the-workforce, October 27, 2023.

Chapman, C. How artificial intelligence is changing different industries. WTAE News, https://www.wtae.com/article/artificial-intelligence-workplace-industries-changes/43012610#, accessed Febuary 21, 2023.

Wilson, K. Will 'Autonomous' Buses Force Drivers Out of a Job — Or Make Them More Important Than Ever? – Streetsblog USA, https://usa.streetsblog.org/2022/05/31/will-autonomous-buses-force-drivers-out-of-a-job-or-make-them-more-important-than-ever/, accessed June 1, 2022.

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-e9cjttm, 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.

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

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

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

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

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

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

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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, 2014-2019.
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; 23.
Papers Co-Chair, DPPI07, DPPI09.
Papers Associate Chair, Ubicomp13.
Papers Associate Chair, DIS 2004-2008; 2024.
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; 22-24.
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

Highmark Technology Advisory Committee, 2023-2025, 8 days/year.
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

ARCS National Committee on DEI Member, 2022-2023
Design Research Society International Fellow.
Design Research Society International Council Member.
Design Research Society, member and Fellow.
Design Management Institute.
ACM CHI Fellow.
ACM CHI Academy Member.
ACM SIGCHI.
Design Management Institute.

Other Review Committees

Advisory Board, Department of Informatics, University of Porto, 2024.

IATSE Delegation Partnership, Leader, 5 February, 2024.

AFL-CIO and Microsoft Partnership, Invited Attendee, 11 December, 2023.

AI Innovation Panel 3 Participant, US Senate, 24 October, 2023.

Advisory Board, Fraunhofer Portugal, 22 October, 2023.

International Advisory Board, TU/Eindhoven Industrial Design, 20 October, 2023.

CWA Delegation Partnership with CMU, October 10, 2023.

Advisory Board NSF NRT Proposal on Trustworthy Human-AI Interdisciplinary Consortium (THInC), UNC, 2022.

KTH School of Information and Computer Science Advisory Board, August 2021.

SFI Adapt International Review Panel, March 2021.

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, 2019-2021.

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, Tomas Serban von Davier, Arts and Media, Oxford University, 2022.
Dissertation Committee, Anastasia Ostrowski, Media Lab, MIT, 2022.
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

Agentic Agents Caring for Older Adults. Seoul National University, Co-I with John Zimmerman. December 2024-November 2025.

Supporting User-Driven Value Alignment in Large Language Models. Seoul National University, PI with Hong Shen. December 2024-November 2025.

Evaluating a Stage-Stakeholder Matrix for Responsible AI. PI with Hoda Heidari, August 2024-July 2025, (redacted).

Advancing Responsible AI Product Innovation, Block Center, PI with Ken Holstein and John Zimmerman, December 2023-December 2024.

Critical Aspects of Responsible AI, ICWERKS, PI with Hoda Heidari and Alex London, June 2023- June 2024.

Scaffolding Responsible AI Practices. Digital Transformation and Innovation Center, PI with Motahhare Eslami, Hoda Heidari, Ken Holstein, Haiyi Zhu, and John Zimmerman. January 2023-December 2023.

Google: Supporting More Inclusive Research Pathways in Robotics. DEI Funding, PI with Matthew Johnson-Robertson and George Darakos, September 2022-August 2024.

Northeastern Center for Inclusive Computing Benchmarking Grant. PI, DEI Funding. January 2022- January 2024.

NSF AI Institute: Institute for Collaborative Assistance and Responsive Interaction for Networked Groups (AI-CARING). Co-PI with Reid Simmons, Aaron Steinfeld, Henny Admoni, Motahhare Eslami, John Zimmerman, Alex London, and Dave Touretsky. August 2021-July 2026.

NSF SaTC: CORE: Medium: Privacy Through Design: A Design Methodology to Promote the Creation of Privacy-Conscious Consumer AI. Co-PI with Sauvik Das, Georgia Tech. July 2021-June 2025.

NSF FW-HTF-R: Preparing hospitality workers and workplaces for the future of automation. PI with Chinmay Kulkarni and Sarah Fox, September 2021-August 2025.

Block Center: Developing Automation Policv to Ensure Worker Health and Safety in the Hospitality Sector. PI with Chinmay Kulkarni and Sarah Fox. June 2022-May 2023.

CMU Portugal: Exploring the Transfer of Agency to Older Adults in HRI. PI with Alexandre Bernardino and Tiago Guerierro. January, 2022-December, 2022.

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

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

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.

Pending

Washington Center for Equitable Growth. Towards a Policy Playbook for Hospitality Workers: Combining Insights from Workers, Researchers, Trainers, and Software Developers. PI with Betsy Stringam, New Mexico State University. July 2025-June 2026.

CMU Portugal. Ecological Momentary Assessment and Speculative Design Informing Policy for Digital Technology in Industrial Cleaning Work. PI with Ana Correia de Barros. July 2025-June 2026.

CMU Portugal. IDEAL: Inclusive Data and Machine Learning Literacy for Children with Visual Impairments. PI with Tiago Guerreiro. July 2025-June 2026.

Responsible and Effective GenAI Application Ideation, Assessment, and Selection, Co-I with John Zimmerman and Ken Holstein. Amazon AWS AI, June 2025-May 2026.

NSF HCC: Medium: Advancing Early Stage AI Innovation: Reducing risks and integrating responsible AI practices. Co-PI with Ken Holstein and John Zimmerman.

Past

NSF FW-HTF: Building a Skilled Technological Workforce in the Hospitality Industry. PI 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.

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.

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.

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.

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 Stabile 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 2006-August 2007.

Monitoring and Feedback To Support Physical Exercise Awareness. PA State Funding, Co-PI with Anind Dey, January 2006-December 2006.

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 2004-August 2007.

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

05-317/617, Design of AI Products and Services, Fall 2021.
05-317/617, Design of AI Products and Services, Spring 2021.
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

UX and AI Innovation. Sonia Lu, Fall, 2022.

Observations of Personal Delivery Devices in Pittsburgh, PA. David Weinberg and Healy Dwyer. Fall, 2021.

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. Eunki 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 of AI Products and Services.
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

Jini Kim, HCII (with Hong Shen).
Min Jung Park, HCII (with John Zimmerman).
Alicia Lee, HCII (with John Zimmerman).
Neeta Khanuja, HCII/CMU Portugal (with Valentina Nisi).
Hao-Ping Lee, HCII (with Sauvik Das).
Franchesca Spektor, HCII (with Sarah Fox).

Completed PhD Students

Samantha Reig (with Aaron Steinfeld, 2023). Characterizing the Role of Agent Identities in Interactions Among Individuals, Embodiments, and Services.

Michal Luria, HCII (with John Zimmerman), 2022. Designing Interpersonal Intelligence and Ownership Models for Social Agents. Center for Design and Technology.

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

Gabrielle Ohlson, S3D.
Jane Hsieh, S3D.
Jason Wu, HCII.
Nur Yildirim, HCII (Ph.D in HCI, 2024).
Huy Nguyen (Ph.D in HCI, 2024).
Stephanie Valencia Valencia (Ph.D in HCI, 2023).
Megan Hoffman (Ph.D. in HCI, 2022).
Rushil Khurana (Ph.D. in HCI, 2022).
Xiang Zhi Tan (Ph.D. in Robotics, 2021).
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

SCS AD of DEI, October 2021-January 2025.
Responsible AI Faculty Lead, 2021-2024.
CMU Futures Summit, Panelist, November 2021.
CMU Futures Summit, Panelist, October 2019.
SCS DEI Lead, 2019-2020.
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

REU Admissions Committee, 2023.
PhD in HCI Admissions Committee, 2022.
Geschke Director, HCII, 2017-2021.
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.
Program Committee, Design Networking 02X-change, 2002.
Admissions Committee, Design PhD Program, 2000-2005.
Admissions Committee, Interaction Design Master's Program, 2000-2007.
Admissions Committee, HCI PhD Program, 1999-2007.
Admissions Committee, HCI Undergraduate Program, 1999, 2000.
Curriculum Committee, HCII, 1999-2004.