

Parmit K. Chilana

Assistant Professor, Computing Science
Simon Fraser University
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Citizenship: Canadian

EDUCATION

PhD in Information Science, University of Washington (UW), Seattle, WA, August 2013

Focus: Human-Computer Interaction

Thesis: *Supporting Users After Software Deployment through Selection-Based Crowdsourced Contextual Help*

Supervisors: Andrew J. Ko (co-chair), Jacob O. Wobbrock (co-chair)

MS in Library and Information Science, University of Illinois at Urbana-Champaign (UIUC), IL, August 2006

Focus: Human-Computer Interaction, Information-Seeking Behavior, Digital Libraries.

Thesis: *Investigating Information-Seeking Activities of Computer Scientists in Bioinformatics.*

Supervisor: Dr. Carole L. Palmer.

BSc in Computing Science, Simon Fraser University (SFU), British Columbia, Canada, May 2005

AWARDS, HONOURS, GRANTS

Principal Investigator, NSERC Discovery Grant ("*Crowdsourcing Domain Expertise*"), 2014-19 [**\$125,000**] + NSERC USRA Supplement (**\$4500**, Fall 2014 & Fall 2015)

Collaborative Network Investigator, "EXPERT" Project, GRAND-NCE, 2014 [**\$13,000**]

Co-Investigator, CIHR Planning and Dissemination Grant ("*Semantic interoperability of exchanged information on a regional electronic health record that is used by an expanded circle of care which includes social supports and community services*"). PIs: Grindrod KA, Alarakhia M, Burns CM, McMurray DJ and CoIs: Chilana, P., Slonim K, St. Maurice J. 2014-15. [**\$10,000**]

Major Awards and Fellowships

Facebook PhD Fellowship, 2010-11 [**\$30,000** stipend + tuition] [**1 of 5** recipients at the national level]

Social Sciences & Humanities Research Council (SSHRC) Canada Doctoral Award, 2009-2011 [**\$40,000**]

IMLS Digital Libraries Fellowship, UIUC, 2005-2006 [**full MS tuition + stipend**] [1 of 4 recipients at UIUC]

SFU Gordon Shrum Major Entrance Scholarship, SFU, 2000 – 2005 [**full BSc tuition**] [< top 1% of admits at SFU]

IBM Canada University Entrance Scholarship, SFU, 2000 – 2004 [**\$10,000**] [1 of 10 recipients in BC]

Other Awards

Department nominee, Engineering Research Excellence Award (Assistant Professor), University of Waterloo, 2016

Best Paper Award, ACM SIGCHI Conference on Human Factors in Computing Systems (CHI), 2015

iSchool Doctoral Dissertation Award, runner up (recognition for top dissertations in Information Science), 2014

CSCW Conference Doctoral Consortium Travel Award, Hangzhou, China, 2011

Best Paper Nomination, ACM SIGCHI Conference on Human Factors in Computing Systems (CHI), 2010

University of Washington Graduate School Top Scholar Award, 2007

Jane B. and Robert B. Downs Professional Promise Graduation Award, UIUC, 2007

NSERC Canada Undergraduate Research Award, SFU, 2003

Dean's List, School of Computing Science, SFU, 2001-2005

Governor General of Canada's Medal of Academic Excellence (Top High School Graduate), 2000

PUBLICATIONS

Peer-Reviewed Journal Articles

Mercer K., Giangregorio L., Schneider E, **Chilana, P.**, Li M., and Grindrod K. (2016) Acceptance of Commercially Available Wearable Activity Trackers Among Adults Aged Over 50 and With Chronic Illness: A Mixed-Methods Evaluation. *Journal of Medical Internet Research (JMIR)*, 4(1):e7.

Chilana, P., Fishman, E., Geraghty, E., Tarczy-Hornoch, P., Wolf, F., and Anderson, N.R. (2011) Characterizing Data Discovery and End-User Computing Needs in Clinical Translational Science. *Journal of Organizational and End User Computing, special issue on Scientific End-User Computing*, 23(4), 17-30.

Boyce, R., **Chilana, P.**, Rose, T. (2009) iCODEHOP - The interactive program for creating CONsensus DEgenerate Hybrid Oligonucleotide Primers to identify novel genes and unknown pathogens. *Nucleic Acids Research*, vol. 37, pp. W222-228.

Peer-Reviewed Conference Papers¹

Alcock, C., Hudson, N., and **Chilana, P.** (2016) Barriers to Using, Customizing, and Printing 3D Designs on Thingiverse. Barriers to Using, Customizing, and Printing 3D Designs on Thingiverse. *Proceedings of the ACM Conference on Supporting Group Work (GROUP 2016)*, pp. 195-199.

Chilana, P., Singh, R., and Guo, P. (2016) Understanding Conversational Programmers: A Perspective from the Software Industry. *Proceedings of the ACM Conference on Human Factors in Computing Systems (CHI 2016)*, pp. 1462-1472. [23% acceptance rate].

Hudson, N., Alcock, C., and **Chilana, P.** (2016) Understanding Newcomers to 3D Printing: Motivations, Workflows, and Barriers of Casual Makers. *Proceedings of the ACM Conference on Human Factors in Computing Systems (CHI 2016)*, pp. 384-396. [23% acceptance rate].

Lafreniere, B., **Chilana, P.**, Fournery, A., Terry, M. (2015). These Aren't the Commands You're Looking For: Addressing False Feedforward in Feature-Rich Software. *Proceedings of the ACM Symposium on User Interface Software and Technology (UIST 2015)*, pp. 619-628. [24% acceptance rate].

Chilana, P., Alcock, C., Dembla, S., Ho, A., Hurst, A., Armstrong, B., Guo, P. (2015). Perceptions of Non-CS Majors in Intro Programming: The Rise of the Conversational Programmer. *Proceedings of the IEEE Symposium on Visual Languages and Human-Centric Computing (VL/HCC '15)*, pp. 251-259. [29% acceptance rate].

Hudson, N., **Chilana, P.**, Guo, X., Day, J., and Liu, E. (2015). Understanding Triggers for Clarification Requests in Community-Based Software Help Forums. *Proceedings of the IEEE Symposium on Visual Languages and Human-Centric Computing (VL/HCC '15)*, pp. 189-193. [29% acceptance rate].

Vermette, L., **Chilana, P.**, Terry, M., Fournery, A., Lafreniere, B., and Kerr, T. (2015). CheatSheet: A Contextual Interactive Memory Aid for Web Applications. *Proceedings of the Graphics Interface Conference (GI '15)*. Canadian Information Processing Society, Toronto, Ont., Canada, pp. 241-248.

Chilana, P., Ko, A.J., and Wobbrock, J.O. (2015). From User-Centered to Adoption-Centered Design: A Case Study of an HCI Research Innovation Becoming a Product. *Proceedings of the ACM Conference on Human Factors in Computing Systems (CHI 2015)*, pp. 1749-1758. [23% acceptance rate] (**Best Paper Award, Top 1% of submissions.**)

¹ Note that conferences are the most prestigious and rigorously peer-reviewed, archival publication venues with acceptance rates in the 15-30% range for many computer science and engineering fields. For instance, the Conference on Human Factors in Computing Systems (CHI) is the premier publication venue for HCI and CHI publications are archived by ACM.

Nassar, L., **Chilana, P.**, Kamel, S., Karray, F. HCI in VANET IR-CAS: Multimodal Interface for VANET Context Aware IR Systems. *Proceedings of the ACM International Symposium on Design and Analysis of Intelligent Vehicular Networks and Applications (DIVANet'15)*, pp. 51-58.

Fourney, A., Lafreniere, B., **Chilana, P.**, Terry, M. (2014). InterTwine: Creating Interapplication Information Scent to Support Coordinated Use of Software. *Proceedings of the ACM Symposium on User Interface Software and Technology (UIST 2014)*, New York: ACM Press, pp. 429-438. [22% acceptance rate]

Chilana, P., Ko, A.J., Wobbrock, J.O., and Grossman, T. (2013). A Multi-Site Field Study of Crowdsourced Contextual Help: Usage and Perspectives of End-Users and Software Teams. *Proceedings of the ACM Conference on Human Factors in Computing Systems (CHI 2013)*, New York: ACM Press, pp. 217-226. [20% acceptance rate]

Chilana, P., Ko, A.J., and Wobbrock, J.O. (2012) LemonAid: Selection-Based Crowdsourced Contextual Help for Web Applications. *Proceedings of the ACM Conference on Human Factors in Computing Systems (CHI 2012)*, New York: ACM Press, pp. 1549–1558. [23% acceptance rate]

Chilana, P., Ko, A.J., Wobbrock, J.O., Grossman, T., and Fitzmaurice, G. (2011). Post-deployment Usability: A Survey of Current Practices. *Proceedings of the ACM Conference on Human Factors in Computing Systems (CHI 2011)*, New York: ACM Press, pp. 2243-2246. [26% acceptance rate]

Chilana, P., Grossman, T., and Fitzmaurice, G. (2011). Modern Software Product Support Processes and the Usage of Multimedia Formats. *Proceedings of the ACM Conference on Human Factors in Computing Systems (CHI 2011)*, New York: ACM Press, pp. 3093-3102. [26% acceptance rate]

Ko, A.J., and **Chilana, P.** (2011) Design, Discussion, and Dissent in Open Bug Reports. *Proceedings of the iConference*, pp. 106-113.

Chilana, P., Wobbrock, J.O., and Ko, A.J. (2010). Understanding Expressions of Unwanted Behaviors in Open Bug Reporting. *IEEE Symposium on Visual Languages and Human-Centric Computing*, Madrid, Spain. Washington, D.C.: IEEE Computer Society, pp. 203-206. [12% acceptance rate]

Chilana, P., Wobbrock, J.O., and Ko, A.J. (2010) Understanding Usability Practices in Complex Domains. *Proceedings of the ACM Conference on Human Factors in Computing Systems (CHI 2010)*, Atlanta, GA. New York: ACM Press, pp. 2337-2346. [22% acceptance rate]

Ko, A.J., and **Chilana, P.** (2010) How Power Users Help and Hinder Open Bug Reporting. *Proceedings of the ACM Conference on Human Factors in Computing Systems (CHI 2010)*, Atlanta, GA. New York: ACM Press, pp. 1665-1674. (**Nominated for Best Paper Award, Top 5% of submissions.**) [22% acceptance rate]

Revere D., **Chilana P.**, Helgerson S. and Fuller S. (2008) Building and piloting a customizable knowledge management environment to support public health practice: myPublicHealth. *Proceedings of the Medical Library Association Annual Meeting*, Chicago, IL.

Hsiao, W., **Chilana, P.**, Lowden, M., Coombes, B., Finlay, B.B, and Brinkman, F.S.L. (2005) Computational characterization of prokaryotic genomic islands and evidence of a large novel gene pool associated with these islands". *Proceedings of the International Conference on Microbial Genomes*, Halifax, Nova Scotia.

Juried Conference Papers and Abstracts

Chilana, P., Czerwinski, M., Grossman, T., Harrison, C., Parikh, T., and Zhai, S. Technology Transfer of HCI Research Innovations: Challenges and Opportunities. (2015) *Proceedings of the extended abstracts of the ACM conference on Human factors in computing systems (Panels)*. [To appear].

Chilana, P., Holsberry, C., Oliveira, F., and Ko, A.J. (2012) Designing for a Billion Users: A Case Study of Facebook. *Proceedings of the ACM Conference on Human Factors in Computing Systems (CHI 2012), Case Study Track*, New York: ACM Press, pp. 419–432.

Revere D., Bugni, P., Hillringhouse, E., **Chilana P.**, Helgerson S., Sorensen, S., Fuller S. (2008) Piloting a Customizable Knowledge Management System to Support Public Health Practice. *Proceedings of the 6th Annual Public Health Information Network Conference*, Atlanta, GA.

Chilana, P., Matsui, H., Lim, A. ChicTech Soars at SFU. (2006) *Canadian Coalition of Women in Engineering, Science and Technology (CCWEST) Conference*, Calgary, Alberta.

Hsiao, W., Langille, M., Fedynak, A., **Chilana, P.**, Brinkman, F.S.L. (2006) Genomic island analysis: Improved web-based software and insights into an apparent gene pool associated with genomic islands. *American Society for Microbiology (ASM) Northwest Branch Meeting*, Seattle, WA.

Matsui, H., **Chilana, P.** (2004) The Rise and Fall: Women and Computer Science. *Canadian Coalition of Women in Engineering, Science and Technology (CCWEST) Conference*, St. Catharines, Ontario.

Peer-Reviewed Workshop Papers

Chilana P., Palmer C., and Ko, A.J. (2009) Comparing Bioinformatics Software Development by Computer Scientists and Biologists: An Exploratory Study. *ICSE '09 Workshop on Software Engineering for Computational Science and Engineering*, Vancouver, BC, May 2009.

Conference Posters

McMurray, J., Grindod, K., Burns, C., **Chilana, P.**, Maurice, J., Alarakhia, M. (2015) How Appropriate is all this data sharing anyway? Building consensus on electronic health information exchange in extended circles of care. *Canadian Association for Health Services and Policy Research Annual Meeting*. [to appear]

Chilana P., Ko, A.J., and Wobbrock, J.O. (2009) Designing Software for Unfamiliar Domains. *ICSE '09 Workshop on Cooperative and Human Aspects of Software Engineering*, Vancouver, BC, May 2009.

Anderson, N., **Chilana, P.**, Anderson, K., Wynden, R., and Tarczy-Hornoch, P. (2009) Implementing Cross-Institutional Clinical Discovery for Population Based Translational Research. *AMIA Spring Congress*, Orlando, FL, May 2009.

Choe, E.K., Shinohara, K., **Chilana, P.**, Dixon, M. and Wobbrock, J.O. (2009) Exploring the design of accessible goal crossing desktop widgets. *Extended Abstracts of the ACM Conference on Human Factors in Computing Systems (CHI '09)*, Boston, MA, April 2009.

Cheung, G., **Chilana, P.**, Kane, S., and Pellett, B. (2009) Designing for Discovery: Opening the Hood for Open-Source End User Tinkering. *Extended Abstracts of the ACM Conference on Human Factors in Computing Systems (CHI '09)*, Boston, MA, April 2009.

Hsiao, W., **Chilana, P.**, Fedynak, A., Brinkman, F.S.L. (2005) IslandPath 2: web application aiding integrated analysis of genomic islands (Poster E-44). *International Meeting of the International Society for Computational Biology*, Detroit, MI.

Workshop and Non-Archived Papers

Hudson, N., Alcock, C., and **Chilana, P.** (2016) Walk-Up-and-Use 3D Printing: Experiences of Casual Makers. CrossFab Workshop at the ACM Conference on Human Factors in Computing Systems (CHI 2016). [To appear]

Chilana, P., Ko, A.J., and Wobbrock, J.O. (2012) Crowdsourced Q&A-based Contextual Help for Web Applications: Challenges and Opportunities. *CSCW '13 Workshop on Social Media Question Asking*, San Antonio, TX, February 2013.

Chilana, P., Ko, A.J., and Wobbrock, J.O. (2011) Using Crowdsourcing in the Design of Context-Sensitive Help for Web Applications. *CHI '11 Workshop on Crowdsourcing and Human Computation- Systems, Studies, and Platforms*, Vancouver, BC, May 2011.

Ko, A.J., and **Chilana, P.** (2010) How Do Open Source Developers Talk about Users? *CHI '10 Workshop on The Future of FLOSS in CHI Research and Practice*, Atlanta, GA, April 2010.

Anderson, N., **Chilana, P.**, and Tarczy-Hornoch, P. (2009) Challenges of Implementing Anonymized Cross-Institutional Federated Querying for Clinical Translational Research. *CHI'09 Workshop: The Changing Face of Digital Science -New Practices in Scientific Collaborations*, Boston, MA, April 2009.

Chilana, P., Revere, D., Fuller, S. (2007) Facilitating Scientific Discovery: Information Extraction Approaches for Biomedical Literature. *NSF Biomedical Informatics Workshop*, Corbett, Oregon, 2007.

Barrera, A., **Chilana, P.**, Clarke, K., Giarlo, M. (2007) 2007 Code4Lib Conference Report. *Library Hi-Tech News*, 24(6), pp 4-7.

Theses

Chilana, P. (2013) Supporting Users After Software Deployment through Selection-Based Crowdsourced Contextual Help. *University of Washington*, PhD Dissertation.

Chilana, P. (2006) Investigating Information-Seeking Activities of Computer Scientists in Bioinformatics. *University of Illinois at Urbana-Champaign*, Master's Thesis.

INVITED PRESENTATIONS

University of British Columbia HCI@UBC seminar. "Conversational Programmers." Vancouver, BC, Feb 8, 2016

University of Washington, HCI DUB seminar. "Conversational Programmers." Seattle, WA, Nov 2, 2016.

Microsoft Research. "Conversational Programmers." Redmond, WA, Nov 1, 2016.

Simon Fraser University – School of Interactive Arts & Technology (SIAT). "Conversational Programmers." Surrey, BC, Oct 5, 2016.

Doctoral Consortium at ACM 2011 conference on Computer supported cooperative work (CSCW '11). "Designing Crowdsourced, Context-Sensitive Help for Web Applications." Hangzhou, China, March 2011.

Washington Access to Justice Technology Committee Meeting, "My Journey in Human-Computer Interaction Research." Seattle, WA, Nov 2010.

Facebook, Inc. "Towards Usability Maintenance: A Role for End-Users." Palo Alto, CA, Oct. 7, 2010.

University of Washington, School of Information Board Meeting, "My Journey in Human-Computer Interaction Research." Seattle, WA, May 21, 2010.

Panelist at ACM-IEEE Joint Conference on Digital Libraries (JCDL), "Developing a Digital Libraries Education Program, Year 2 Fellows (Panel presentation)." Vancouver, BC, Canada, May 2007.

Panelist at ACM-IEEE Joint Conference on Digital Libraries (JCDL), "Developing a Digital Libraries Education Program, Year 1 Fellows (Panel presentation)." Chapel Hill, NC, June 2006.

PATENTS

Chilana P., Ko, A.J., and Wobbrock, J.O. Systems and Methods for Selection-Based Contextual Help Retrieval. U.S. Patent Pending (#PCT/US2012/042,979, June 2012).

SELECTED PRESS

Lerman, Rachel. Tech Spotlight: AnswerDash solves your confusion when using websites. The Seattle Times, September 20, 2015.

Soper, Taylor. UW spinout AnswerDash raises \$2.9M to support growth of online contextual help platform. GeekWire, September 14, 2015.

Staff. Best paper awards for the iSchool at CHI. University of Washington Information School News, March 10, 2015.

Staff. Management Sciences professor wins best paper award. University of Waterloo Engineering News. March 9, 2015.

Levine, Barry. *U. of Washington-spinoff AnswerDash launches to make everything on a Web page questionable*. VentureBeat, Oct 8, 2014. <http://venturebeat.com/2014/10/08/u-of-washington-spinoff-answerdash-launches-to-make-everything-on-a-web-page-questionable/>

Romano, Benjamin. *Stuck on Website 'Help Island'? First UW iSchool Spinout Has the Answer*. Xconomy, May 23, 2014. <http://www.xconomy.com/seattle/2014/05/23/stuck-on-website-help-island-first-uw-ischool-spinout-has-the-answer>

Soper, Taylor. *UW spinout AnswerDash launches, names ex-Drugstore.com CEO Dawn Lepore to board*. GeekWire. May 20, 2014. <http://www.geekwire.com/2014/answerdash/>

Soper, Taylor. *Husky Pride: Check out these 5 startups founded by University of Washington grads, professors*. GeekWire. April 16, 2014. <http://www.geekwire.com/2014/seattle-tech-meetup-uw/>

Veyera, Joe. *iSchool spinout receives funding for Q&A technology*. The Daily, University of Washington. January 5, 2014. <http://dailyuw.com/archive/2014/01/05/news/ischool-spinout-receives-funding-qa-technology>

Cook, John. *UW spin-out Qazzow scores \$2.4M to bolster customer service on e-commerce sites*. GeekWire News. December 16, 2013. <http://www.geekwire.com/2013/uw-spinout-qazzow-scores-24/>

Staff, *Software system co-founded by new faculty member receives startup funding*, University of Waterloo Eng-e-news. December 11, 2013. <https://uwaterloo.ca/engineering/news/software-system-co-founded-new-faculty-member-receives>

Cook, John. *UW spin out Qazzow scores \$500,000, helps customers get questions answered on e-commerce sites*. GeekWire News. November 5, 2013. <http://www.geekwire.com/2013/uw-spin-qazzow-scores-500000-customers-questions-answered-ecommerce-sites/>

Bayes-Brown, Greg. "W Fund answers Qazzow with \$500k." Global University Venturing News, November 6, 2013.

Jackson, Joab. *Study: Facebook relies on good design to retain users*. IDG News. May 9, 2012. [Showcases CHI 2012 case study]
http://www.pcworld.com/businesscenter/article/255340/study_facebook_relies_on_good_design_to_retain_users.html
http://www.computerworld.com/s/article/9227032/Study_Facebook_relies_on_good_design_to_retain_users
http://www.cio.com.au/article/424170/study_facebook_relies_good_design_retain_users/

University of Washington Information School iNews Newsletter. *The user comes first for two Facebook fellows*. Spring 2012 edition.

KING 5 Television News. *UW student named Facebook Fellow*. KING5.com, Local News section, Seattle, WA, April 14, 2010.

Saint, Nick. *Meet the PhDs Facebook Is Putting Through School*. Business Insider, April 14, 2010. <http://www.businessinsider.com/meet-the-phds-facebook-is-putting-through-school-2010-4?op=1#ixzz29ojWjZf>

TEACHING EXPERIENCE

Simon Fraser University

Instructor, School of Computing Science, Faculty of Applied Sciences
 CMPT 363: *User Interface Design* (Spring 2017)
 CMPT 888: *Special Topics in Human-Computer Interaction* (Spring 2017)

University of Waterloo

Instructor, Management Sciences, Faculty of Engineering
 MSCI 121: *Introduction to Computer Programming* (Winter 2016, Winter 2015)
 MSCI 343: *Human-Computer Interaction* (Fall 2015, Fall 2014)
 MSCI 601: *Research Methods in Management Sciences* (Fall 2015, Winter 2014)
 MSCI 730: *Research Topics in Human Computer Interaction* (Fall 2014)

Guest Lecturer, Computer Science, Winter 2014
 CS 349: *User Interfaces*, Topic: Design of Modern Software Help Systems

Guest Lecturer, Computer Science, Winter 2014
 CS 490: *Management Information Systems*, Topic: Design of Modern Software Help Systems

Guest Lecturer, Management Sciences, Fall 2013
 MSCI 343: *Human-Computer Interaction*, Topic: Evaluating Interfaces

University of Washington

Guest Lecturer, The Information School, Fall 2012, Fall 2011, Fall 2010
 INFO 470: *Research Design*, Topic: Analysis of Qualitative Data

Teaching Practicum, The Information School, Spring 2009
 INFO 360: *User-Centered Design* [Supervisors: Dr. David Hendry and Dr. Julie Kientz]

Teaching Practicum, The Information School, Autumn 2008
 IMT 540: *Design Methods for Interaction and Systems* [Supervisor: Dr. Jacob O. Wobbrock]

STUDENT ADVISING

Supervision/ Co-supervision

Simon Fraser University

Graduate Students

April Wang, Computing Science (MSc), Fall 2016-
 Edmund Yew, Computing Science (MSc), Fall 2016-

University of Waterloo

Graduate Students

Laton Vermette, Computer Science (MSc), Fall 2015-Present [OGS]
 Anson Ho, Systems Design & Engineering (MAsc), Fall 2015-Present, [NSERC CGM & OGS], Co-advised with Catherine Burns
 Nathaniel Hudson, Management Sciences (MaSc), Fall 2014-2016 [*Ontario Graduate Scholarship* (OGS)] (now a UX specialist at Ross Video, Ottawa)

Undergraduate Co-op Internship Students (Full-time)

Celena Alcock, Digital Arts (BA), Winter 2015 & Fall 2015 (NSERC USRA)
 Shruti Dembla, Computer Engineering (BEng), Winter 2015

Laton Vermette, Math (BSc), co-op intern in Winter 2014 & Fall 2014 (NSERC USRA)
 Travis Kerr, Management Engineering (BEng), Winter 2014

Undergraduate Research Assistants (Part-time)

Mojan Hamedanianpour, Management Engineering (BEng), Spring 2016
 Pallavi Hukerikar, Management Engineering (BEng), Spring 2016
 Jordan Grant, Management Engineering (BEng), Spring 2016
 Adena Lin, Psychology (BSc), Winter 2016
 Jacob Wang, Computer Science (BSc), Winter 2016
 Jennifer Fong, Chemical Engineering (BEng), Winter 2016
 Fizza Shaji, Science (BSc), Winter 2016
 Tara Tsang, Management Engineering (BEng), Winter 2016
 Nehal Gupta, Management Engineering (BEng), Fall 2015, President's Research Award for undergraduates
 Brett Armstrong, Computer Science (BMath), Fall 2014, full-time co-op internship
 Neil Raymond (BMath), Computer Science, Fall 2014-Spring 2015, Independent research
 Johnson Kan, Management Engineering (BEng), Spring 2015, Undergrad research assistant (URA)
 Jason Day, Psychology (BSc), Spring 2014, URA
 Xiaoyu Guo, Management Engineering (BEng), Spring 2014, URA
 Edmund Liu, Software Engineering (BEng), Spring 2014, URA

University of Washington (with Andrew Ko)

Undergraduate Research Assistants (Part-time)

Bryan Dosono, Informatics (BSc), Summer 2012
 Neeraja Duriseti, Informatics (BSc), Summer 2012
 Diana Jiang, Informatics (BSc), Spring 2012
 Padmavathy Nageshbabu Vaithyam, Informatics (BSc), Spring 2012

Thesis Committees

Simon Fraser University

Maria Yousefian, Computing Science (MSc), 2016-2017
 Warunika Ranaweera, Computing Science (MSc), 2016

University of Waterloo

Aiman Al-Harbi, Computer Science (PhD), 2016
 Yunjia Sun, Computer Science (MSc), 2016
 Hala Anwar, Management Sciences (MAsc), 2015
 Bahareh Sarrafzadeh, Computer Science (PhD), 2014-2016
 Geovania Pimenta, Management Sciences (PhD), 2014-2015
 Amir Gabriel, Management Sciences (PhD), 2014-16
 Adam Fourney, Computer Science (PhD), 2015
 Mohammed Batouk, Management Sciences (PhD), 2014-15
 Ben Lafreniere, Computer Science (PhD), 2013-14
 Valerie Sugarman, Computer Science (MSc), 2014
 Xiang Gao Management Sciences (MSc), 2014
 Filip Krynicki, Computer Science (MSc), 2014
 Earl Friedberg, Computer Science (MSc), 2014

SERVICE

University Committees:

Simon Fraser University

Member, Tenure & Promotions Committee, School of Computing Science, 2017-
Member, Women in Computing Science, 2016-

University of Waterloo

Member, Department Advisory Committee on Appointments, Management Sciences, 2014-2015
Member, Graduate Studies Committee, Management Sciences, 2014-2015
Member, Engineering Faculty Council, 2013-2015
Member, Engineering Nominations Committee, 2013-2015

University of Washington

UW DUB Group Retreat Planning Committee, 2012, 2011
PhD Student Representative, Leadership Council, The Information School, UW, 2008-2009

University of Illinois

Communications Coordinator, ASIS&T Student Chapter, UIUC, 2005 – 2006

Simon Fraser University

Chair, Women in Computing Science Society (WICS) Outreach Committee, SFU, 2004 -2005
Student Representative, Gender Issues Committee, School of Computing Science, SFU, 2004 –2005

Program Committees:

ACM Symposium on User Interface Software and Technology (UIST) Posters Co-Chair, 2017
ACM SIGCHI Conference on Human Factors in Computing Systems (CHI), 2017, 2016, 2015
ACM Symposium on User Interface Software and Technology (UIST), 2016, 2015
ACM Symposium on User Interface Software and Technology (UIST) Doctoral Consortium, 2016
Graphics Interface (GI), 2016
Workshop on Crowdsourcing in Software Engineering (CSI-SE) at the International Conference on Software Engineering (ICSE), 2016, 2015, 2014
International Conference on Software Maintenance and Evolution (ICSME), 2014
Annual Meeting of the Association for Information Science and Technology (ASIS&T), 2014

Peer Reviewing:

Graphics Interface (GI), 2017
IEEE Software Magazine, 2016
Journal of Human Computer Interaction, 2016, 2015, 2012
ACM SIGCHI Conference on Human Factors in Computing Systems (CHI), 2009-Present
ACM Conference on Computer Supported Cooperative Work (CSCW), 2014, 2009
ACM Symposium on User Interface Software and Technology (UIST), 2015, 2012, 2011
IEEE Transactions on Software Engineering, 2016, 2015
ACM Conference on Human-Computer Interaction with Mobile Devices and Services (MobileHCI), 2014
IEEE Symposium on Visual Languages and Human-Centric Computing (VL/HCC), 2010
Advances in Human-Computer Interaction Journal (AHCI), 2009
American Medical Informatics Association (AMIA) Conference, 2008

Student Volunteer:

ACM Conference on Computer Supported Cooperative Work (CSCW), 2012
ACM Symposium on User Interface Software and Technology (UIST), 2009
Creating a Global Partnership in Public Health Informatics (PHI) Conference, 2008, 2007

American Society for Information Science and Technology (ASIS&T) Conference, 2007

TECHNICAL SKILLS

Programming: Java, C#, C++, Perl, PHP, Processing, Visual Basic, ASP

Databases: mysql, MS SQL Server, X-Hive, MS Access

Web technologies: HTML, JavaScript, jQuery, xQuery, XML, XSLT, CSS

OTHER GRANTS

University of Washington (with Andrew Ko)

Google Research Award ("*Selection-Based Contextual Help in the Wild*"; Assisted PI Andrew J. Ko), 2012-13 [\$47,359]

UWashington Center for Commercialization Gap Fund ("*Chime: Bringing Crowdsourced Contextual Help to the Masses*"; Assisted PIs Andrew J. Ko and Jacob O. Wobbrock), 2012 [\$50,000]

PROFESSIONAL AND RESEARCH POSITIONS

Assistant Professor, Computing Science, Simon Fraser University, BC, September 2016-Present

Assistant Professor, Management Sciences, University of Waterloo, September 2013-August 2016

Co-founder, AnswerDash/Qazzow, Inc., Seattle, WA, February 2013-Present

Research Intern, Facebook, Inc., Palo Alto, CA, June 2011-September 2011

Research Intern, Autodesk, Inc., Toronto, ON, June 2010-September 2010

Research Assistant, Information Science, University of Washington June 2009- June 2013

Research Assistant, Biomedical & Health Informatics, Medicine, University of Washington, September 2008- June 2009

Research Assistant, Public Health Informatics, Medicine, University of Washington, September 2007- June 2008

Digital Library Applications Programmer, Princeton University, September 2006-August 2007

Research Assistant, Information Science, University of Illinois (UIUC), September 2005- August 2006

Bioinformatics Software Developer, Molecular Biology and Biochemistry, Simon Fraser University, Fall 2004

Undergraduate Research Assistant, School of Computing Science, Simon Fraser University, Summer 2003

MEMBERSHIPS

Association for Computing Machinery (ACM)

Golden Key International Honour Society

IEEE