Parmit K. Chilana

Assistant Professor, Computing Science
Simon Fraser University
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EDUCATION

PhD in Information Science, University of Washington (UW), Seattle, WA, 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, 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, 2005

AWARDS, HONOURS, GRANTS

Grants
Co-Principal Investigator, NSERC Strategic Projects Grant, 2017-2020, PI: J. McGrenere (UBC), **[$489,650]**
Principal Investigator, MITACS Accelerate Grant (with Microsoft, Vancouver), 2018 [**$15,000]**
Principal Investigator, MITACS Accelerate Grant (with Microsoft, Vancouver), 2017 [**$15,000]**
Principal Investigator, MITACS Accelerate Grant (with Autodesk Research, Toronto), 2016 [**$15,000]**
Principal Investigator, NSERC Discovery Grant ("*Crowdsourcing Domain Expertise*"), 2014-19 **[$125,000**]
Collaborative Network Investigator, "EXPERT" Project, GRAND-NCE, 2014 **[$13,000]**
Co-Investigator, CIHR Planning and Dissemination Grant, 2014, PI: K. Grindod (Waterloo), [**$10,000**]
Collaborator, 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**]

Best Paper Awards
Best Paper Honorable Mention, ACM SIGCHI 2018 (top 5%)
Best Paper Award, International CAD/Graphics conference 2017 (top 3 papers)
Best Paper Award, ACM SIGCHI 2015 (top 1%)
Best Paper Honorable Mention, ACM SIGCHI 2010 (top 5%)

Other Awards and Honours
Department nominee, Engineering Research Excellence Award, University of Waterloo, 2016
iSchool Doctoral Dissertation Award, runner up (recognition for top dissertations in Information Science), 2014
Facebook PhD Fellowship, 2010-11 [1 of 5 recipients at the national level]
Social Sciences & Humanities Research Council (SSHRC) Canada Doctoral Award, 2009-2011
IMLS Digital Libraries Fellowship, UIUC, 2005-2006, [1 of 4 recipients at UIUC]
SFU Gordon Shrum Major Entrance Scholarship, SFU, 2000 – 2005 [< top 1% of admits at SFU]
IBM Canada University Entrance Scholarship, SFU, 2000 – 2004 [$10,000] [1 of 10 recipients in BC]
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

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 Papers[1]

Kiani, K., Cui, G., Bunt, A., McGrenere, J., & **Chilana, P**. (2019) Beyond "One-Size-Fits-All": Diversity and Challenges in How Software Newcomers Discover and Make Use of External Help Resources. *Proceedings of the ACM Conference on Human Factors in Computing Systems (CHI 2019),* to appear [24% acceptance rate].

Vermette, L., McGrenere, J., Birge, C., Kelly, A., & **Chilana, P**. (2019) Freedom to Personalize My Digital Classroom Ecosystem: Understanding Teachers' Practices, Motivations, and Barriers. *Proceedings of the ACM Conference on Human Factors in Computing Systems (CHI 2019),* to appear [24% acceptance rate].

Chilana, P., Hudson, N., Bhaduri, S., Shashikumar, P., and Kane, S. (2018) Supporting Remote Real-time Expert Help: Opportunities and Challenges for Novice 3D Modelers. *Proceedings of the IEEE Symposium on Visual Languages and Human-Centric Computing (VL/HCC '18),* 10 pages. [29% acceptance rate] (to appear).

Hudson, N., Lafreniere, B., **Chilana, P**., and Grossman, T. (2018) Investigating How Online Help and Learning Resources Support Children's Use of 3D Design Software. *Proceedings of the ACM Conference on Human Factors in Computing Systems (CHI 2018*), Paper 257, 14 pages. [26% acceptance rate].

Wang, A., Mitts, R., Guo, P., and **Chilana, P**. (2018) Mismatch of Expectations: How Modern Learning Resources Fail Conversational Programmers. *Proceedings of the ACM Conference on Human Factors in Computing Systems (CHI 2018*), Paper 511, 13 pages. [26% acceptance rate]. ***(Best Paper Honorable Mention, top 5%)***

Vermette, L., Dembla, S., Wang, A., McGrenere, J., & **Chilana, P**. (2017) Social CheatSheet: An Interactive Community-Curated Information Overlay for Web Applications. *Proceedings of the ACM : Human-Computer Interaction (1,1), Computer-Supported Cooperative Work and Social Computing (CSCW),* to appear [27% acceptance rate].

Ranaweera, W., **Chilana, P.,** Cohen-Or, D., and Zhang, H. (2017) ExquiMo: An Exquisite Corpse Tool for Co-creative 3D Shape Modeling. *Proceedings of the International Conference on Computer-Aided Design and Computer Graphics (CAD/Graphics). **(Best Paper Award, top 3 submissions)***

Yousefian, M., van Schooten, K., **Chilana, P**., and Atkins, S. (2017) FCEstimator: A Self-Monitoring Foot Clearance App to Assess Risk of Falls Using a Smartphone. *Proceedings of the International Symposium on Medical Information Processing and Analysis (SIPAIM).*

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[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.*

Alcock, C., Hudson, N., and **Chilana, P.** (2016) 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.**, Fourney, 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., Fourney, 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.)***

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. [22% acceptance rate] ***(Best Paper Honorable Mention, top 5%)***

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

Sadeghi, M., Chilana, P., and Atkins, M.S. (2018) How Users Perceive Content-based Image Retrieval for Identifying Skin Images. *Medical Image Computing and Computer Assisted Interventions – Workshop, MICCAI* 2018, Springer-Verlag Lecture Notes in Computer Science LNCS 11038, pp 141-148.

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)*, pp. 823-828.

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.

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.

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.

Conference Posters

Sadeghi, M., **Chilana, P**., and Atkins, S. (2018) Evaluating Feasibility and Usability of Content-Based Image Retrieval as a Clinical Decision Support Tool for Dermoscopy Images. *UBC Skin Research Day 2018.*

Wang, A., and **Chilana, P**. (2017) Investigating Learning Strategies of Conversational Programmers. *International Conference on Computing Education Research (ICER' 17).*

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.*

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).

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.

PATENTS

Chilana P., Ko, A.J., and Wobbrock, J.O. Systems and Methods for Selection-Based Contextual Help Retrieval. U.S. Patent 9,811,583. Issued November 7, 2017.

INVITED PRESENTATIONS

University of Calgary, HCI/Info Viz Colloquium, "Designing Community-Based Contextual Help". Calgary, AL, Nov. 8, 2017.

Simon Fraser University, School of Interactive Arts & Technology (SIAT) Colloquium. "Designing Community-Based Contextual Help." Surrey, BC, Nov. 1, 2017.

Radical Research Summit, "Designing Community-Based Contextual Help". Vancouver, BC. Sept. 29, 2017.

University of California, San Diego, HCI Seminar. "Conversational Programmers." San Diego, CA, Aug. 16, 2017.

University of British Columbia, HCI@UBC . "Conversational Programmers." Vancouver, BC, Feb 8., 2017.

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) Colloquium. "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.

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#ixzz29ojWjJZf

TEACHING EXPERIENCE

Simon Fraser University
Instructor, School of Computing Science, Faculty of Applied Sciences
CMPT 363: *User Interface Design* (Spring 2019, Fall 2018, Spring 2018, Spring 2017)
CMPT 888: *Special Topics in Human-Computer Interaction* (Spring 2019, Spring 2018, 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

Current Graduate Students
Narges Ashtari, Computing Science (PhD), Spring 2019-
Amir Jahanlou, School of Interactive Arts & Technology (SIAT), Fall 2018-
Abby Deng, Computing Science (MSc), Fall 2018-
Megha Nawhal, Computing Science (PhD), Fall 2017- (co-advised with Greg Mori), recipient of SFU Graduate Dean's Entrance Scholarship ($21,000 per year)
Laton Vermette, Computing Science (PhD), Fall 2017- (co-advised with Joanna McGrenere), recipient of NSERC Postgraduate Doctoral Scholarship ($21,000 per year)
Rimika Chaudhury, Computing Science (MSc), Fall 2017-
Kimia Kiani, Computing Science (MSc), Fall 2017-

Former Graduate Students
Mahya Sadeghi, Computing Science (MSc), Spring 2017- 2018 (co-advised with Stella Atkins, now an independent consultant)
April Wang, Computing Science (MSc), Fall 2016-2018 (now PhD student at University of Michigan)
Laton Vermette, Computer Science (MSc), University of Waterloo, Fall 2015-2017 [*Ontario Graduate Scholarship* (OGS]] (now a PhD student at SFU)
Anson Ho, Systems Design & Engineering (MASc), University of Waterloo, Fall 2015-2017, [NSERC CGM & OGS], Co-advised with Catherine Burns (now a Program Manager at Microsoft, Redmond)
Nathaniel Hudson, Management Sciences (MaSC), University of Waterloo, Fall 2014-2016 [OGS] (now a UX specialist at Ross Video, Ottawa)

Undergraduate Co-op Internship Students (Full-time)
Sandesh Kumar, Math & Statistics, IIT Kanpur (BSc), Summer 2018 (MITACS Globalink)
George Cui, Computing Science (BSc), Summer 2018 (NSERC USRA)
Prashant Shashikumar, Computing Science (BSc), Summer 2017 (VPR USRA)
Celena Alcock, Digital Arts (BA), Winter 2015 & Fall 2015 (NSERC USRA)
Shruti Dembla, Computer Engineering (BEng), Winter 2015
Brett Armstrong, Computer Science (BMath), Fall 2014, full-time co-op internship
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)
Prashant Shashikumar, Computing Science (BSc), Spring 2019
George Cui, Computing Science (BSc), Fall 2018
Jackie Lang, Computing Science (BSc), Spring 2018
Ryan Mitts, Computing Science (BSc), Summer 2017
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
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
Jack Thomas, Computing Science (PhD), 2018-
Carl Forde, Education (PhD), 2018
Narges Ashtari, Interactive Arts & Technology (MSc), 2017-2018
Sha Hu, Computing Science (MSc), 2017
Xiaoyu Liu, Computing Science (MSc), 2017
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

External
Hubert Hu, Computer Science (MSc), University of Calgary, 2017

SERVICE

University Committees:

Simon Fraser University
Member, Tenure & Promotions Committee, School of Engineering Science, 2018-19
Member, Graduate Program Committee, School of Computing Science, 2017-18
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

Conference Organizing Committees:
ACM SIGCHI Conference on Human Factors in Computing Systems (CHI) Panels Co-Chair, 2018
ACM Symposium on User Interface Software and Technology (UIST) Posters Co-Chair, 2017

Conference Program Committees:
ACM SIGCHI Conference on Human Factors in Computing Systems (CHI), 2019, 2018, 2017, 2016, 2015
ACM Symposium on User Interface Software and Technology (UIST), 2019, 2018, 2016, 2015
Graphics Interface (GI), 2018, 2016
Programming Experience Workshop, 2018 , 2017 (co-located with SPLASH)
ACM Symposium on User Interface Software and Technology (UIST) Doctoral Consortium, 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:
NSERC Strategic Projects Grant, 2018-19 (Invited Panelist)
NSERC Discovery Grant Competition, 2017-18
MITACS Accelerate Competition, 2018
ACM Conference on Computer Supported Cooperative Work (CSCW), 2018, 2014, 2009
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 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

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 08- June 09
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