Parmit K. Chilana

Associate Professor, Computing Science
Ebco-Eppich Research Chair
Simon Fraser University
8888 University Dr E
Burnaby, BC V5A 1S6 CANADA

pchilana@cs.sfu.ca
http://hci.cs.sfu.ca

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: Dr. Amy J. Ko (co-chair), Dr. 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
Principal Investigator, Adobe Research Gift, 2020-2021 **[$10,000 USD]**
Principal Investigator, NSERC Discovery Accelerator Supplement, 2020-2023 **[$120,000]**
Principal Investigator, NSERC Discovery Grant, 2020-2025 **[$240,000]**
Co-Principal Investigator, NSERC Strategic Projects Grant, 2017-2020, PI: J. McGrenere (UBC), **[$489,650]**
Principal Investigator, MITACS Accelerate Grant (with Autodesk Research, Toronto), 2019 **[$15,000]**
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, 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 (Assisted PIs Amy J. Ko and Jacob O. Wobbrock), 2012 **[$50,000]**

Best Paper Awards
Best Paper Award, ACM SIGCHI 2020 (top 1%)
Best Paper Honorable Mention, ACM DIS 2020 (top 5%)
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
NSERC Discovery Accelerator Supplement Award, 2020 (one of 127 recipients across all science disciplines)
Department nominee, Engineering Research Excellence Award, University of Waterloo, 2016
iSchool Doctoral Dissertation Award, runner up (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
University of Washington Graduate School Top Scholar Award, 2007

PUBLICATIONS

Peer-Reviewed Journal Articles

[J5] Dubois, P., Maftouni, Ml., McGrenere, J., **Chilana, P**., & Bunt, A. (2020) Gender Differences in Graphic Design Q&As: How Community and Site Characteristics Contribute to Gender Gaps in Answering Questions. *Proceedings of the ACM (PACM): Human-Computer Interaction, Vol. 4, No. CSCW2, Article 113, Oct 2020,* 26 pages.

[J4] Sadeghi, M**., Chilana, P**., Yap, J., Tschandl, P., and Atkins, M.S. (2019). Using Content Based Image Retrieval of Dermoscopic Images for Interpretation and Education: A Pilot Study. *Skin Research and Technology* , 00: 1– 10.

[J3] 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.

[J2] **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.

[J1] 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]

[C44] Jahanlou, A. and **Chilana, P.** (2022) *Katika: An End-to-End System for Authoring Amateur Explainer Motion Graphics Videos. Proceedings of the ACM Conference on Human Factors in Computing Systems (CHI 2022).* [25% acceptance rate,to appear]

[C43] Vermette, L., Ramesh, K., McGrenere, J., and **Chilana, P.** (2022) Uncovering Instructors' Diverse Practices and Perceptions: A Field Deployment of a Customization-Sharing Platform that Supports Course Management. *Proceedings of the ACM Conference on Human Factors in Computing Systems (CHI 2022).* [12.5% acceptance rate (1st round)]

[C42] Giannisakis, E., Alvina, J., Bunt, A., **Chilana, P.,** and McGrenere, J. (2022) Promoting Feature Awareness by Leveraging Collaborators' Usage Habits in Collaborative Editors. *Proceedings of the Graphics Interface Conference (GI '22).* Canadian Information Processing Society, Toronto, Ont., Canada.

[C41] Khurana, A., Alamzadeh, P. and **Chilana, P**. (2021) ChatrEx: Designing Explainable Chatbot Interfaces for Enhancing Usefulness, Transparency, and Trust. *Proceedings of the IEEE Symposium on Visual Languages and Human-Centric Computing (VL/HCC 21)*, to appear [30% acceptance rate].

[C40] Ramesh, K., Vermette, L., and **Chilana, P**. (2021) Setting up, Troubleshooting, and Innovating on the Delivery of Online Instruction: A Case Study of an LMS Q&A Forum. *Proceedings of the ACM Learning at Scale Conference (L@S'21),* pp. 59–67 [30% acceptance rate].

[C39] Jahanlou, A**.,** Odom, W., and **Chilana, P**. (2021) Challenges in Getting Started in Motion Graphic Design: Perspectives from Casual and Professional Motion Designers. *Proceedings of the Graphics Interface Conference (GI '21).* Canadian Information Processing Society, Toronto, Ont., Canada.

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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.*

[C38] Kiani, K., **Chilana, P**., Bunt, A., Grossman, T., & Fitzmaurice, G. (2020) "I Would Just Ask Someone": Learning Feature-Rich Design Software in the Modern Workplace. *Proceedings of the IEEE Symposium on Visual Languages and Human-Centric Computing (VL/HCC 20),* pp. 1-10 [30% acceptance rate].

[C37] Sabab, S., Khan, A., **Chilana, P**., McGrenere, J., Bunt, A. (2020) An Automated Approach to Assessing an Application Tutorial's Difficulty. *Proceedings of the IEEE Symposium on Visual Languages and Human-Centric Computing (VL/HCC 20),* pp. 1-10 [30% acceptance rate].

[C36] Vermette, L., McGrenere, J., and **Chilana, P**. (2020) Peek-through Customization: Example-Based In-Context Sharing for Learning Management Systems. *Proceedings of the ACM Conference on Designing Interactive Systems (DIS 2020),* pp. 1155–1167 [24% acceptance rate]. ***(*Best Paper Honorable Mention, top 5%)***

[C35] Alvina, J., Bunt, A., **Chilana, P**, Malacria, S., and McGrenere, J. (2020) Where is that Feature? Designing for Cross-Device Software Learnability. *Proceedings of the ACM Conference on Designing Interactive Systems (DIS 2020),* pp. 1103–1115 [24% acceptance rate].

[C34] Ashtari, N., Bunt, A., McGrenere, J., Nebeling, M., and **Chilana, P.** (2020) Creating Augmented and Virtual Reality Applications: Current Practices, Challenges, and Opportunities. *Proceedings of the ACM Conference on Human Factors in Computing Systems (CHI 2020),* pp.1-13 [24% acceptance rate]. ***(*Best Paper Award, Top 1% of submissions.)***

[C33] Mahmud, S., Alvina, J**., Chilana, P.,** Bunt, A., McGrenere, J. (2020) Learning Through Exploration: How Children, Adults, and Older Adults Interact with a New Feature-Rich Application. *Proceedings of the ACM Conference on Human Factors in Computing Systems (CHI 2020),* pp.1-14 [24% acceptance rate].

[C32] Wang, A. & **Chilana, P.** (2019) Designing Curated Conversation-Driven Explanations for Communicating Complex Technical Concepts. *Proceedings of the IEEE Symposium on Visual Languages and Human-Centric Computing (VL/HCC '19),* pp. 211-215 [33% acceptance rate].

[C31] Davis, J., Gong, J., Sun, X., **Chilana, P.**, & Yang, X.D. (2019). CircuitStyle: A System for Peripherally Reinforcing Best Practices in Hardware Computing. *Proceedings of the ACM Symposium on User Interface Software and Technology (UIST'19)*, pp. 109-120 [24% acceptance rate].

[C30] 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'19),* Paper 340, 1–14 [24% acceptance rate].

[C29] 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'19),* Paper 318, 1–14 [24% acceptance rate].

[C28] Nawhal, M., Lang, J., Mori, G., & **Chilana, P**. (2019). VideoWhiz: Non-Linear Interactive Overviews for Recipe Videos. *Proceedings of the Graphics Interface Conference (GI '19).* Canadian Information Processing Society, Toronto, Ont., Canada, 15:1-15:8. [41% acceptance rate].

[C27] Chaudhury, R., & **Chilana, P**. How Learners Engage with In-Context Retrieval Exercises in Online Informational Videos. *Proceedings of the ACM Learning at Scale Conference (L@S'19),* Article 6, pp. 1–10.

[C26] **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),* pp. 157-166 [29% acceptance rate].

[C25] 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'18*), Paper 257, 1-14 [26% acceptance rate].

[C24] 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'18*), Paper 511, 1-13 [26% acceptance rate]. ***(*Best Paper Honorable Mention, top 5%)***

[C23] 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),* pp.1-19 [27% acceptance rate].

[C22] 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),* pp. 138-1149. ***(*Best Paper Award, top 3 submissions)***

[C21] 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).*

[C20] 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, [32% acceptance rate].

[C19] **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].

[C18] 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].

[C17] 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].

[C16] **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 IEEE Symposium on Visual Languages and Human-Centric Computing* (*VL/HCC '15*), pp. 251-259 [29% acceptance rate].

[C15] 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 IEEE Symposium on Visual Languages and Human-Centric Computing (VL/HCC '15)*, pp. 189-193 [29% acceptance rate].

[C14] 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. [39% acceptance rate]

[C13] **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'15)*, pp. 1749-1758 [23% acceptance rate] ***(*Best Paper Award, Top 1% of submissions.)***

[C12] 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.

[C11] 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].

[C10] **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),* pp. 217-226 [20% acceptance rate].

[C9] **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]

[C8] **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]

[C7] **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]

[C6] Ko, A.J., and **Chilana, P.** (2011) Design, Discussion, and Dissent in Open Bug Reports. *Proceedings of the iConference*, pp. 106-113.

[C5] **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 for short papers]

[C4] **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]

[C3] 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%)***

[C2] 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.

[C1] 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, NS.

Juried Conference Papers and Abstracts

[JC8] Sadeghi, M**., Chilana, P**., and Atkins, M.S. (2018) How Users Perceive Content-based Image Retrieval for Identifying Skin Images. *Workshop on Understanding and Interpreting Machine Learning in Medical Image Computing Applications (MLCN) at MICCAI* 2018, Springer-Verlag Lecture Notes in Computer Science LNCS 11038, pp 141-148.

[JC7] **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.

[JC6] **Chilan`a, 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.

[JC5] **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.

[JC4] 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.

[JC3] **Chilana, P**., Matsui. H, Lim, A. ChicTech Soars at SFU. (2006) *Canadian Coalition of Women in Engineering, Science and Technology (CCWEST) Conference*, Calgary, Alberta.

[JC2] 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.

[JC1] 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

[P8] 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.*

[P7] Wang, A., and **Chilana, P**. (2017) Investigating Learning Strategies of Conversational Programmers. *International Conference on Computing Education Research (ICER' 17).*

[P6] 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.*

[P5] **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.

[P4] 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.

[P3] 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.

[P2] 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.

[P1] 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.

Non-Archived Workshop Papers

[W8] Vermette, L., McGrenere, J., **Chilana, P.** (2019) The Future of Work in Teaching and Digital Classroom Contexts. *Proceedings of The Future of Work(places) Workshop at the 22nd ACM Conference on Computer-Supported Cooperative Work and Social Computing (CSCW '19)*, 5 pages, Nov 2019.

[W7] 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).

[W6] **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.

[W5] **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.s

[W4] 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.

[W3] 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.

[W2] **Chilana, P**., Revere, D., Fuller, S. (2007) Facilitating Scientific Discovery: Information Extraction Approaches for Biomedical Literature. *NSF Biomedical Informatics Workshop*, Corbett, Oregon, 2007.

[W1] Barrera, A., **Chilana, P**., Clarke, K., Giarlo, M. (2007) 2007 Code4Lib Conference Report. *Library Hi-Tech News*, 24(6), pp 4-7.

Theses

[T2] **Chilana, P.** (2013) Supporting Users After Software Deployment through Selection-Based Crowdsourced Contextual Help. *University of Washington,* PhD Dissertation.

[T1] **Chilana, P.** (2006) Investigating Information-Seeking Activities of Computer Scientists in Bioinformatics. *University of Illinois at Urbana-Champaign,* Master's Thesis.

PATENTS

[Pa1] **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

Lakehead University, Computer Science Graduate Seminar. "Beyond 'One-Size-Fits-All': Designing for User Diversity in Software Learning and Help-Seeking." Nov 5, 2021. [Virtual]

Rochester Institute of Technology, Computing and Information Sciences Colloquim. "Beyond 'One-Size-Fits-All': Designing for User Diversity in Software Learning and Help-Seeking." Oct 15, 2021. [Virtual]

Carnegie Mellon University, Human Computer Interaction Institute seminar. "Beyond 'One-Size-Fits-All': Designing for User Diversity in Software Learning and Help-Seeking." Oct 2, 2020. [Virtual]

Simon Fraser University, Burnaby, BC. School of Business MIS Research seminar. "Beyond 'One-Size-Fits-All': Designing for User Diversity in Software Learning and Help-Seeking." July 29, 2020. [Virtual]

Simon Fraser University, Burnaby, BC. Cognitive Science seminar. "Beyond 'One-Size-Fits-All': Designing for User Diversity in Software Learning and Help-Seeking." Burnaby, BC, Nov. 26, 2019.

University of Washington, HCI DUB seminar. "Beyond 'One-Size-Fits-All': Designing for User Diversity in Software Learning and Help-Seeking." Seattle, WA, Nov. 20, 2019.

Microsoft Vancouver, Keynote presentation at Canadian Finals of Imagine Cup 2018, Imagining the future of technology: Bringing people into the picture, Vancouver, March 26, 2018.

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.

SELECTED PRESS

Soper. Taylor. *UW spinout AnswerDash, a contextual Q&A service for customer support, acquired by CloudEngage*. GeekWire, June 23, 2020.

Staff*. CloudEngage acquires Seattle-based AnswerDash, expanding personalization capabilities to include AI powered self-service support*. PR Newswire, June 23, 2020.

Staff. *SFU celebrates International Day of Women and Girls in Science*. SFU News, February 11, 2020. http://www.sfu.ca/sfunews/stories/2020/02/sfu-celebrates-international-day-of-women-and-girls-in-science.html

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

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

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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/

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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/

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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* (Fall'21, Fall'20, Spring'20, Spring'19, Fall'18, Spring'18, Spring'17)
CMPT 863: *Advanced Topics in Human-Computer Interaction* (Spring'22)
CMPT 469*: Special Topics: Interactive Prototyping* (Spring'21)
CMPT 888/985: *Special Topics in Human-Computer Interaction* (Spring'21, Spring' 20, Spring'19, Spring'18, Spring'17)

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

IMT 540: *Design Methods for Interaction and Systems* [Supervisor: Dr. Jacob O. Wobbrock], Fall 2008

STUDENT ADVISING

Current Graduate Students

Anjali Khurana, Computing Science (PhD), Fall 2021-

David Wong, Computing Science (MSc), Fall 2019-

Rimika Chaudhury, Computing Science (PhD), Spring 2020-

Narges Ashtari, Computing Science (PhD), Spring 2019-

Amir Jahanlou, School of Interactive Arts & Technology (PhD), Fall 2018-

Laton Vermette, Computing Science (PhD), Fall 2017- (co-advised with Joanna McGrenere), recipient of NSERC Postgraduate Doctoral Scholarship ($21,000 per year for 3 years)

Graduated Students

Anjali Khurana, , Computing Science (MSc), Fall 2019-2021 (now a PhD student at SFU)

David Wong, Computing Science (MSc), Fall 2019-2021 (co-advised with Diana Cukierman, now a PhD student at SFU)

Rimika Chaudhury, Computing Science (MSc), Fall 2017-2019 (now a PhD student at SFU)

Kimia Kiani**,** Computing Science (MSc), Fall 2017-2019 (now an independent consultant, Toronto, ON)

Mahya Sadeghi, Computing Science (MSc), Spring 2017- 2018 (co-advised with Stella Atkins, now an independent consultant Seattle, WA)

April Wang, Computing Science (MSc), Fall 2016-2018 (now a 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)

Co-op Internship Students (Full-time)

Scott Ritchie, Computing Science (BSc), SFU, Summer 2020 (VPR USRA)
Manjur Rahaman, Computing Science, SFU (MSc Big Data), Summer 2019
Sandesh Kumar, Math & Statistics, IIT Kanpur (BSc), Summer 2018 (MITACS Globalink)
George Cui, Computing Science (BSc), SFU, Summer 2018 (NSERC USRA)
Prashant Shashikumar, Computing Science (BSc), SFU, Summer 2017 (VPR USRA)
Celena Alcock, Digital Arts (BA), Waterloo, Winter 2015 & Fall 2015 (NSERC USRA)
Shruti Dembla, Computer Engineering (BEng), Waterloo, Winter 2015
Brett Armstrong, Computer Science (BMath), Waterloo, Fall 2014, full-time co-op internship
Laton Vermette, Math (BSc), Waterloo, co-op intern in Winter 2014 & Fall 2014 (NSERC USRA)
Travis Kerr, Management Engineering (BEng), Waterloo, Winter 2014

Part-time Research Assistants

Taha Liaqat, Computing Science (BSc, SFU), Summer 2021-Spring 2022
Gayatri Ganapathy, Computing Science (MSc, SFU), Spring-Summer 2021
Parsa A. Harjandi, Computing Science (BSc, SFU), 2020-2021
Kavana Ramesh, Cognitive Systems (BSc, UBC), 2020-2021
Rollin Poe, Cognitive Science (BSc, SFU), Fall 2019 & Spring 2020
Scott Ritchie, Computing Science (BSc, SFU), Fall 2019 & Spring 2020

Lief Swanson, Computing Science (BSc, SFU), Spring & Summer 2019
George Cui, Computing Science (BSc, SFU), Fall 2018, Spring 2019
Jackie Lang, Computing Science (BSc, SFU), Spring 2018
Ryan Mitts, Computing Science (BSc, SFU), Summer 2017
Mojan Hamedanianpour, Management Engineering (BEng, Waterloo), Spring 2016
Pallavi Hukerikar, Management Engineering (BEng, Waterloo), Spring 2016
Jordan Grant, Management Engineering (BEng, Waterloo), Spring 2016
Adena Lin, Psychology (BSc, Waterloo), Winter 2016
Jacob Wang, Computer Science (BSc, Waterloo), Winter 2016
Jennifer Fong, Chemical Engineering (BEng, Waterloo), Winter 2016
Fizza Shaji, Science (BSc, Waterloo), Winter 2016
Tara Tsang, Management Engineering (BEng, Waterloo), Winter 2016
Nehal Gupta, Management Engineering (BEng, Waterloo), Fall 2015, President's Research Award
Neil Raymond (BMath, Waterloo), Computer Science, Fall 2014-Spring 2015
Johnson Kan, Management Engineering (BEng, Waterloo), Spring 2015, Undergrad research assistant (URA)
Jason Day, Psychology (BSc, Waterloo), Spring 2014, URA
Xiaoyu Guo, Management Engineering (BEng, Waterloo), Spring 2014, URA
Edmund Liu, Software Engineering (BEng, Waterloo), Spring 2014, URA

University of Washington (with Amy J. 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
Ohoud Alharbi, Computing Science (PhD), 2018-
Jong-in Lee, Interactive Arts & Technology (PhD), 2019-
Jimmy Shan, Interactive Arts & Technology (MSc), 2021-
Jack Thomas, Computing Science (PhD), 2018-2019
Ruochen Jiang, Computing Science (MSc), 2019
Hsin (Jon) Liu, Computing Science (MSc), 2019
Azadeh Forghani, Interactive Arts & Technology (PhD), 2019
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 Examiner
Sami Uddin, Computer Science (PhD), University of Saskatchewan, 2022
Hubert Hu, Computer Science (MSc), University of Calgary, 2017

SERVICE

Conference Organizing Committees
ACM SIGCHI Conference on Human Factors in Computing Systems (CHI) EIST Subcommittee Co-Chair, 2020
ACM SIGCHI Conference on Human Factors in Computing Systems (CHI) Awards Co-Chair, 2020
IEEE Symposium on Visual Languages and Human-Centric Computing (VL/HCC), Publicity Chair, 2020
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 Symposium on User Interface Software and Technology (UIST), 2021, 2019, 2018, 2016, 2015
IEEE Symposium on Visual Languages and Human-Centric Computing (VL/HCC), 2021
ACM SIGCHI Conference on Human Factors in Computing Systems (CHI), 2020, 2019, 2018, 2017, 2016, 2015
Graphics Interface (GI), 2021, 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

Funding Panels and Reviewing
NSERC Discovery Grant Competition, 2017-18, 2020-21 (Reviewer)
NSERC Strategic Projects Grant, 2020-21, 2018-19 (Invited Panelist)
MITACS Accelerate Competition, 2018 (Reviewer)

Peer Reviewing
ACM SIGCHI Conference on Human Factors in Computing Systems (CHI), 2009-Present
ACM Symposium on User Interface Software and Technology (UIST), 2020, 2015, 2012, 2011
ACM ACM Interaction Design and Children (IDC), 2021
IEEE Pervasive Computing, 2020
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
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

University Committees

Simon Fraser University
Member, Tenure & Promotions Committee, School of Sustainable Energy Engineering, 2020-21
Member, Faculty Search Committee, School of Computing Science, 2019-20
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

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,
Cross-appointment with School of Interactive Arts & Technology (SIAT) & Cognitive Science
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