

Associate Professor of Design
Director of Graduate Studies

The School of Design
Carnegie Mellon University
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Education

Master of Environmental Design in Industrial Design

University of Calgary, Canada, 1997

Master's Degree Project: "Death: Artefact and Process in the Last Rite of Passage"

Advisors

Dr. Ron Wardell, Industrial Design

Dr. Stuart Walker, Industrial Design

Dr. Edna McHutchion, Nursing

Honors

Gold Medal, The Faculty of Environmental Design, 1997

Best Master's Degree Project in Industrial Design, 1997

Bachelor of Arts in Applied Psychology

University of Calgary, Canada, 1986

Concentration: Human Factors and Industrial Psychology

Academic Positions

Associate Professor, Tenured July 1, 2007

Director of Graduate Studies

Carnegie Mellon University School of Design

Pittsburgh, Pennsylvania, 1998 – present

Appointments

Associate Professor, 2004 – present

Assistant Professor, 1998 – 2004

Administration

Director of Graduate Studies for Master of Design, Master of Professional Studies,
and Master of Arts programs, 2011 – present

Program Chair of Undergraduate Industrial Design, 2005 – 2011

Director of Graduate Studies, Master of Design programs, 2003 – 2005

Area Head of First Year Undergraduate Program, 1999 – 2003

Undergraduate Teaching

Sophomore Industrial Design Studio, Human Centered Design,

Design and Policy, Freshman Design Studio, Senior Design Projects

Graduate Teaching and Advising

Research Methods for Design, Design Principles and Practices, Thesis advising
in Interaction Design and Communication Planning and Information Design

PhD Advising

Comprehensive examinations and doctoral dissertation advising
in New Product Development and Interaction Design

Visiting Designer and Project Director

Innovative Design Lab of Samsung (IDS), Seoul, South Korea, May – August 2000

Advised and taught an interdisciplinary project team of Samsung employees from
industrial design, engineering, and marketing; lectured and provided studio support.

Academic Positions, *continued*

Adjunct Instructor

Faculty of Environmental Design, University of Calgary, Canada, Winter 1998

Taught an interdisciplinary graduate course on qualitative and quantitative research methods for students in industrial design, planning, and environmental science.

Design Consulting and Practice

Researcher and Designer

Dezignation Design, Calgary, Alberta, Canada, Contract 1997 – 1998

Analyzed signage and way-finding patterns and proposed program for existing health care facility and future expansion, using photography, mapping, client and user input.

Completed a similar project for University of Calgary and City of Calgary.

Designer-Installer

Books on Cassette, Calgary, Alberta, Canada, Summer 1994, 1995

Designed, built and installed a 400 square-foot retail store, all store fixtures, cash desk, and display units. Designed, built and installed a free-standing, securable retail kiosk for a satellite location.

Executive Education

“Crossing the Creative Divide: Using Design Thinking to Foster Innovation”
MBA Accelerate Program, Leadership Immersion Workshops, Tepper School of Business, Carnegie Mellon University, March 2016, March & December 2015, March & October 2014.

“Design Thinking: Methods and Processes”
Kiev-IMI (International Management Institute) Summer Program Workshops, Tepper School of Business, Carnegie Mellon University, June 2013, July 2012, June 2011.

“Fundamentals of Industrial Design”
Design Workshop for Moen Inc., North Olmstead, Ohio, July 9, 2012.

“Design Thinking: Methods and Processes”
Giant Eagle Inc. Executive Education Series Workshop, Tepper School of Business, Carnegie Mellon University, March 1, 2012.

Design Research Projects

“The Graduate Design Studio Collaboratory”

Carnegie Mellon University School of Design, 2012 – present

Co-principal Investigator, with Professor Peter Scupelli

Studied use and behavior patterns and student satisfaction in transition from a traditional studio to a renovated suite of individual, collaborative, and social spaces, using observational and participant-generated data.

“Autonomy and the Aging Population: Human-centered Appliance Design”

GE Appliance, 2004 – 2006

Co-principal Investigator, with Professor Mark Baskinger

Investigated physical, cognitive, social and sensorial issues of the aging population through field studies and research reviews. Translated research findings into test models and interfaces for universal design applications.

“Design for Prescription Skincare Compliance”

Johnson & Johnson Consumer and Personal Products Worldwide, Summer 2005

Co-principal Investigator, with Professor Stephen Stadelmeier

Researched teen compliance with prescription skincare regimens, developed behavior maps and product design concepts for packaging of acne treatments.

“Transformation of the Domestic Mail Manuals”

United States Postal Service, 2002 – 2005

Advisor on User Research and Product Testing

Advised a large interdisciplinary research and design team on all aspects of contextual user studies and iterative design testing, to guide transformation of postal manuals for household consumers, businesses, and USPS employees.

“The New Design Studio: Understanding Collaborative Spaces”

Project funding from Pennsylvania Infrastructure Technology Alliance (PITA), 2000

Co-principal Investigator, with Professors Dan Boyarski and Liza Wellman

Investigated qualities of human interaction influenced by office design using four case studies of local design firms, distilled observations into a framework for analysis.

“Ergonomic Analysis and Redesign of Patrol Car Interiors”

Calgary Police Service, University of Calgary Faculty of Environmental Design, 1994

Researcher and Designer

Researched contributing factors to injury rates in police vehicles through field studies, observation and task analysis. Conducted participatory workshops, designed new vehicle equipment and configurations for improved ergonomics and workflow.

Publications: Books

Universal Methods of Design: 100 Ways to Research Complex Problems, Develop Innovative Ideas, and Design Effective Solutions Co-authored with Bella Martin. Beverly, MA: Rockport Publishers, 2012. Co-editions published in German, Dutch, French, Russian, Korean, Japanese, Mandarin and Chinese. Sales: English edition 10,000, Foreign editions 28,000, Total worldwide 38,000 (2013 figures).

Publications: Articles, Chapters and Proceedings

“Design and Emotional Experience” Chapter in *Affective Sciences in Human Factors and Human-Computer Interaction*, Myounghoon Philart Jeon, ed. Elsevier, Forthcoming 2017.

“Design Studio Desk and Shared Place Attachments: A Study on Ownership, Personalization, and Agency” Co-authored with Peter Scupelli, *Proceedings of the Design Research Society (DRS) International Conference*, Brighton, England, Forthcoming June 27-30, 2016.

“People as Connectors” Chapter based on interview in *Change Ahead: How Research and Design are Transforming Business Strategy*. Carola Verschoor, BIS Publishers, 2015.

“Making Methods Work: 10 Rules of Thumb for Design Research” *Archives of Design Research (ADR)*. Vol. 28 (1), Korean Society of Design Science, February 2015.

“An Evidence-Based Design Approach for Function, Usability, Emotion, and Pleasure in Studio Redesign” Co-authored with Peter Scupelli, *Proceedings of the Design Research Society (DRS) International Conference*, Umea, Sweden, June 16-19, 2014.

“Combining Approaches in Design Research” and “Pilot Testing Gauges Kits, Timing, and Comfort for the Session” Section contributions in *Convivial Toolbox: Generative Research for the Front End of Design*. Liz Sanders and Pieter Jan Stappers, BIS Publishers, 2013.

“Relevant and Rigorous: Human-Centered Research and Design Education” *Design Issues*, Vol. 26, No. 3, Summer 2010. MIT Press.

“Understanding How People Work: Teaching the Value, Practice, and Integration of Human Factors in Design” Co-authored with Stacie Rohrbach, *Proceedings of the University and College Designers Association (UCDA) Design Education Summit, Designing Designing: Examining How We Do What We Do*, Lawrence, Kansas, June 2 – 4, 2010.

“Sustaining Autonomous Living for Older People Through Inclusive Strategies for Home Appliance Design” Co-authored with Mark Baskinger, in *Designing Inclusive Futures*. Patrick Langdon, John Clarkson, Peter Robinson, eds. London: Springer, 2008.

Publications: Articles, Chapters and Proceedings, *continued*

“Generative Research in Design Education”

Proceedings of the International Association of Societies of Design Research (IASDR)
International Conference, Hong Kong, November 12 – 15, 2007.

“Human Centering Design Across Dimensions”

Proceedings of Wonderground: Design Research Society (DRS) International
Conference, Lisbon, Portugal, November 1 – 5, 2006.

“Digital Death: Tradition and Technology in Design for Human Experience”

Proceedings of the International Conference on Design and Emotion, Goteborg,
Sweden, September 27 – 29, 2006.

“Interface in Form: Paper and Product Prototyping for Feedback and Fun”

Interactions: New Visions of Human Computer Interaction. The Art of Prototyping,
special section edited by Michael Arent. vol. XIII.1, January + February 2006. ACM.

“Research Education by Design: Assessing the Impact of Pedagogy on Practice”

Proceedings of the International Conference, Joining Forces: Design Research,
Industries and a New Interface for Competitiveness, Helsinki, Finland,
September 22 – 24, 2005.

“Death and Catharsis: Re-Defining Pleasure by Design”

Proceedings of the International Conference on Design and Emotion, Ankara, Turkey,
July 12 – 14, 2004.

“Methods in the Making: A Perspective on the State of Human Research in Design”

Design Issues, Vol. 19, No. 4, Autumn 2003. MIT Press.

“Framing Human Factors: In Search of Definition in the Classroom and Beyond”

Proceedings of the National Education Conference, Industrial Designers Society of
America, New York, August 10 – 12, 2003.

“On the Relationship Between Emotion, Experience, and the Design of New Products”

Co-authored with Jodi Forlizzi and Carl DiSalvo. *The Design Journal*, Summer 2003.

“An Accessible Framework of Emotional Experiences for New Product Conception”

Co-authored with Jodi Forlizzi and Carl DiSalvo, in *Design and Emotion: The Experience*
of Everyday Things. Deana McDonagh, Paul Hekkert, Jeroen van Erp, and Diane Gyi,
eds. London: Taylor & Francis, 2003.

“Lessons Taught and Learned: A Cross-cultural Experience in Design Education”

Proceedings of the National Education Conference, Designing Your Life, Industrial
Designers Society of America, Boston, August 12 – 14, 2001.

Publications: Articles, Chapters and Proceedings, *continued*

“Factoring the Human in Design Education”

Proceedings of the International Conference on Affective Human Factors Design (CAHD), Singapore, June 27 – 29, 2001. Martin Helander, Halimahtun Khalid, Tham Ming Po, eds. London: Asean Academic Press, 2001.

“Innovation and Method in Design Research”

Proceedings of the International Conference, Design (plus) Research, Politecnico di Milano, Milan, Italy, May 18 – 20, 2000. Silvia Pizzocaro, ed. Milan: The PhD Programme in Industrial Design at Politecnico di Milano, 2000.

“Keeping in Touch in Design Education”

Proceedings of the National Education Conference, Repeating the Future, Industrial Designers Society of America (IDSA), Chicago, July 11 – 13, 1999.

“Life and Death Matter(s) in Industrial Design”

Proceedings from the Twenty First Industrial Design Seminar, Human-Object Relationships, School of Industrial Design, Carleton University, Ottawa, Canada, January 6 – 8, 1999.

Publications: Book Reviews

“Designing Pleasurable Products: An Introduction to the New Human Factors” by Patrick Jordan. *Design Issues*, Vol. 18, No. 1, Winter 2002.

Presentations and Workshops

“Design Studio Desk and Shared Place Attachments: A Study on Ownership, Personalization, and Agency” Co-presentation with Peter Scupelli
Design Research Society (DRS) International Conference, Brighton, England, Forthcoming June 27-30, 2016.

“Life, Death, and Design in Transition”

The Futures of the End of Life, International Symposium, Lancaster, England, January 21-22, 2016.

“Making Methods Work: 10 Rules of Thumb for Design Research”

Skype presentation by invitation to the Korean Advanced Institute of Science and Technology (KAIST), Department of Industrial Design, November 26, 2014.

“An Evidence-Based Design Approach for Function, Usability, Emotion, and Pleasure in Studio Redesign” Co-presented with Peter Scupelli

Design Research Society (DRS) International Conference, Umea, Sweden, June 16-19, 2014.

Presentations and Workshops, *continued*

“Design Thinking: Research Methods in Academia and the Real World”
3M Form+Function, by invitation, St. Paul, Minnesota, September 28, 2011.

“Generative Research in Design Education”
International Association of Societies of Design Research, IASDR, International Conference, Hong Kong, November 12 – 15, 2007.

“Human Centered Research and Design: Methods and Models from Design Education”
International Congress on Design Research, Rio de Janeiro, Brazil, October 11 – 13, 2007.

“Human Centering Design Across Dimensions”
Wonderground, Design Research Society International Conference, Lisbon, Portugal, November 1 – 5, 2006.

“Emotion and Product Design: Treasured Objects”
Workshop co-conducted with Dr. Ron Wardell, by invitation, Faculty of Environmental Design, University of Calgary, Canada, October 11 – 13, 2006.

“Digital Death: Tradition and Technology in Design for Human Experience”
International Conference on Design and Emotion, Goteborg, Sweden, September 27 – 29, 2006.

“Research Education by Design: Assessing the Impact of Pedagogy on Practice”

International Conference, *Joining Forces: Design Research, Industries and a New Interface for Competitiveness*, Helsinki, Finland, September 22 – 24, 2005.

“Design Approaches in the School of Design at Carnegie Mellon”
Workshop conducted for Johnson & Johnson Global Consumer Products Packaging Group, with Professors Steve Stadelmeier and Mark Baskinger, Skillman, NJ, January 5 – 6, 2005.

“Sketching and Modeling: Visualization for Non-Designers”
Workshop conducted at the College of Information Science and Technology, University of Nebraska Omaha, October 2 – 3, 2004.

“Death and Catharsis: Re-Defining Pleasure by Design”
International Conference on Design and Emotion, Ankara, Turkey, July 12 – 14, 2004.

“Artifacts and Information: Ethnographic Methods in Human-Centered Design”
Workshop conducted for the *Antwerp Design Seminars and Lectures, ADSL*, Higher Institute of Integrated Product Development, Antwerp, Belgium, January 26 – 30, 2004.

Presentations and Workshops, *continued*

“Framing Human Factors: In Search of Definition in the Classroom and Beyond”
National Education Conference, Industrial Designers Society of America, New York,
August 10 – 12, 2003.

“Human Factors Education in Industrial Design at Carnegie Mellon University”
Presented to the Office Ergonomics Research Group (OERC), at Carnegie Mellon
University, Pittsburgh, Pennsylvania, September 16, 2002.

“An Accessible Framework of Emotional Experiences for New Product Conception”
Co-authored with Jodi Forlizzi and Carl DiSalvo. *International Conference on Design
and Emotion*, Loughborough, England, July 1 – 3, 2002.

“Lessons Taught and Learned: A Cross-cultural Experience in Design Education”
National Education Conference, *Designing Your Life*, Industrial Designers Society
of America, Boston, August 12 – 14, 2001.

“Factoring the Human in Design Education”
International Conference on Affective Human Factors Design (CAHD),
Singapore, June 27 – 29, 2001.

“Innovation and Method in Design Research”
International Conference, *Design (plus) Research*, Politecnico di Milano, Milan, Italy,
May 18 – 20, 2000.

“Artefacts of Death: Product Meaning and Design”
Université de Montréal, Faculté de l'aménagement, École de design industriel, Montreal,
Canada, April 17, 2000.

“Artefacts, Ritual, Death and Design”
Southampton Institute, Southampton, England, February 14, 2000.

“Keeping in Touch in Design Education”
National Education Conference, *Repeating the Future*, Industrial Designers Society
of America (IDSA), Chicago, July 11 – 13, 1999.

“Life and Death Matter(s) in Industrial Design”
Twenty First Industrial Design Seminar, *Human-Object Relationships*, Carleton
University, Ottawa, Canada, January 6 – 8, 1999.

Professional Service

External Program Reviewer

Concordia University Design and Computational Arts, Montreal, Canada, March 2-4, 2016

External Program Reviewer

Nova Scotia College of Art and Design (NSCAD University), Halifax, Canada, March 28, 2014

Editorial Board

Design Issues, 2011 – present

Editorial Advisory Board

The Design Journal, 2004 – 2014

Reviewer

International Journal of Design, 2013

Reviewer

CoDesign, International Journal of CoCreation in Design and the Arts, 2013

Conference Service

Reviewer

ACM/IEEE International Conference on Human-Robot Interaction (HRI 2016), Christchurch, New Zealand, March 7-10, 2016

Program Committee

Design Research Society (DRS) International Conference, *Design's Big Debates*, Umea, Sweden, June 16-19, 2014

Reviewer

CHI Computer Human Interaction Conference, *Changing Perspectives*, Paris, April 27 – May 2, 2013

Reviewer

PDC Participatory Design Conference, *Embracing New Territories of Participation*, Roskilde, Denmark, August 12 – 16, 2012

Reviewer

DIS Designing Interactive Systems, Newcastle, UK, June 11 – 15, 2012

Summit Member

Fathom Innovation Summit, Fathom LLC: Research-Design-Strategy, Pittsburgh, Pennsylvania, January 5, 2012.

Conference Service, *continued*

Reviewer

Design Research Society (DRS) International Conference, *Design & Complexity*, Montreal, Canada, July 7 – 9, 2010.

Conference Service, *continued*

Program Committee

IASDR International Association of Societies of Design Research Conference, Seoul, South Korea, October 18 – 22, 2009.

Panel Commentator / Discussant

Center for the Arts in Society Conference, *[Im]permanence: Cultures In/Out of Time*, session on “Place, Memory and History in Contemporary First Nations Art and Visual Culture”, Carnegie Mellon University, Pittsburgh, Pennsylvania, October 13 – 16, 2005.

Session Chair

Joining Forces: Design Research, Industries and a New Interface for Competitiveness, International Conference, session on “Research Education”, Helsinki, Finland, September 23, 2005.

General Conference Chair and Treasurer

DPPI03 International Conference on Designing Pleasurable Products and Interfaces 2003, Carnegie Mellon University, Pittsburgh, Pennsylvania, June 23 – 26, 2003.

Panel Member

Symposium on New Directions in Professional Development for Design Educators and Practitioners, panel on “New Faculty Design Perspectives and New Directions in Design Education”, Cal Poly Pomona, California, November 2 – 3, 2001.

Session Chair

Design (plus) Research, International Conference, session on “Perspectives on Research: The User-centered Approach”, Politecnico di Milano, Milan, Italy, May 18 – 20, 2000.

University Service

School of Design

Chair, Graduate Programs Committee, 2011 – present
Chair, Graduate Admissions Committee, 2011 – present
Graduate Admissions Committee, 2004 – present
Area Heads and Directors, 2000 – present
Design Studies Committee, 2003 – 2005
Undergraduate Design Admissions Committee, 2002 – 2004
Design Career Days Committee Chair, 1999 – 2001
Human Computer Interaction Institute Admissions Committee,
Design Representative, 1998 – 2000

College of Fine Arts

College Council, 2010-2012, 2002 – 2003
College Review Committee (CRC), Fall 2009
Research Committee, 2008 – 2009

University Service, *continued*

College of Fine Arts and College of Humanities & Social Sciences

Center for Arts in Society (CAS)

Curriculum Committee, 2006 – 2008

CASH Grants Committee, 2005 – 2006

Community Committee, 2001 – 2005

Carnegie Mellon University

Graduate Support Programs Office (GPO), Grant Review Committee, 2002 – present

Undergraduate Research Office (URO), Grant Review Committee, 2009 - 2014

Faculty Senate, College Council Representative, 2002 – 2003

Innovation Seed Fund, Grant Review Committee, 2002

Environmental Practices Committee, 1999 – 2000

Institutional Review Board (IRB)

Expedited Reviewer, 2009 – present

Professional Memberships

Industrial Designers Society of America (IDSA)

1998 – present

Design and Emotion Society

2002 – present

Design Research Society

2006 – present

Human Factors and Ergonomics Society (HFES)

1998 – 2003