

Associate Professor of Design
The School of Design
Carnegie Mellon University

Office

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 Psychology

University of Calgary, Canada, 1986

Area of Concentration: Human Factors and Industrial Psychology

Academic Positions

Associate Professor, tenured July 1, 2007

Carnegie Mellon University School of Design

Pittsburgh, Pennsylvania, 1998 – present

Appointments and Administration

Associate Professor, 2004 – present

Assistant Professor, 1998 – 2004

Program Chair of Industrial Design, 2005 – present

Director of Graduate Studies, 2003 – 2005

Area Head of First Year Undergraduate Program, 1999 – 2003

Undergraduate Teaching

First Year Design Studio, Sophomore Industrial Design Studio,

Introductory and Advanced Human Factors, Senior Design Projects

Graduate Teaching and Advising

Research Methods for Human-Centered Design, 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; additional lectures and studio support.

Adjunct Instructor

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

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

Design Consulting and Practice

Principal Investigator

with Professor Stephen Stadelmeier

Johnson & Johnson Consumer and Personal Products Worldwide, Summer 2005

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

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.

Design Research Projects

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

GE Appliance, 2004 – 2006

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.

“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

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.

Design Research Projects, *continued*

“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: Articles and Chapters

“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.

“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 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.

“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.

Publications: Articles and Chapters, *continued*

“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. Concurrent publication at www.idsa.org.

“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. Concurrent publication at www.idsa.org.

“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. XVIII No. 1, Winter 2002.

Presentations and Workshops

“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.

“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.

Presentations and Workshops, *continued*

- “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

Associate Editor

The Design Journal, 2004 – present

Conference Service

Reviewer

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

Program Committee

Conference of the *International Association of Societies of Design Research* (IASDR), 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

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

General Conference Chair and Treasurer

International Conference on Designing Pleasurable Products and Interfaces 2003, DPPI03, 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

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

University Service

School of Design

Area Heads and Directors, Curriculum Committee, 2000 – present
Design Studies Committee, 2003 – present
Interaction Design Graduate Admissions Committee, 2004 – present
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 Review Committee (CRC), Fall 2009
Research Committee, 2008 – present
College Council, 2002 – 2003

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

Undergraduate Research Office (URO), Grant Review Committee, 2009 - present
Graduate Small Project Help (GuSH), Grant Review Committee, 2002 – present
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