

Randolph G. Bias, Ph.D., CHFP

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Education:

Ph.D., Human Experimental Psychology, University of Texas at Austin, Austin, TX, 1978
B.S., with honors, Psychology, Florida State University, Tallahassee, FL, 1973

Certification:

Certified Human Factors Professional, Board of Certification in Professional Ergonomics

Honor Society:

Phi Alpha Phi

Professional Societies:

HFES (Human Factors and Ergonomics Society)
UPA (Usability Professionals' Association)
ACM SIGCHI (Assoc. of Computing Machinery SIG in Computer-Human Interaction)
ASIST (American Society for Information Society and Technology)

Professional Experience:

The University of Texas at Austin School of Information

1/2003 – present: Associate Professor

8/2005 – present: Director, Information eXperience (IX) Lab

8/2004 – 12/2007: Faculty Affiliate, UT-Austin IC² Institute Digital Media Collaboratory

1/2001 – 12/2002: Adjunct Faculty

Austin Usability, Inc.

1/2000 – 12/2002: Co-founder and Chief Usability Officer

BMC Software, Inc.

5/99 – 4/01: Manager, Customer Advocacy

5/96 – 5/99: Manager, Usability Engineering

IBM Corporation/Tivoli Systems

7/84 – 4/96: Advisory Human Factors Scientist

Huston-Tillotson University

9/94 – 6/95: Visiting Faculty Member (on Faculty Loan from IBM)

Texas State University

9/93 – 1/94: Instructor (part-time), School of Science, Department of Computer Science

Bell Telephone Laboratories

6/81 – 6/84: Member of Technical Staff

Rutgers University

9/83 – 6/84: Instructor (part-time), Dept. of Psychology

The University of Texas at Austin

9/78 – 6/79, and 9/80 – 6/81: Instructor, Dept. of Psychology

Texas Department of Health

7/79 – 8/80: Statistician III

Professional Skills:

- Independent research in human information processing
- Experimental design and field study
- Usability Engineering/User-Centered Design
- User interface design
- Teaching
- Writing and editing
- Descriptive and inferential statistics

Awards/Grants/Honors:

- 2011/2012: Nominated (not selected) to the University of Texas at Austin Academy of Distinguished Teachers
- 2011/2012: Usability engineering of OpenText's web content management software, \$15,000
- 2011/2012: Unrestricted research gift. Emerson Controls, \$33,000.
- 2010/2011: Usability engineering of OpenText's web content management software, \$30,000
- 2010/2011: University of Texas faculty travel award, \$1200
- 2010/2011: School of Information Dean's Travel Grant, \$1500
- 2010: Texas State Library and Archives Commission, usability support contract, \$23,775
- 2009/2010: Usability engineering of Vignette web content management software. \$30,000
- 2008/2009: School of Information John P. Commons Teaching Fellowship, \$7000
- 2008/2009: Texas Office of Court Administration, interagency agreement to provide usability support for the development of a web-based application to support electronic filing. \$21,900
- 2008/2009: Usability engineering of Vignette's web content management software. \$30,000
- 2008: Co-PI, NSF, Studying Design Intent for Software Evolution and Maintenance. PI Dewayne Perry. \$452,329
- 2008: Co-PI, NSF, CI-TEAM Implementation: Educating a Competitive, Cyberinfrastructure Savvy Engineering and Construction Workforce. PI William O'Brien. \$1,000,000
- 2007/2008: Texas Exes Teaching Award, School of Information, \$1000
- 2005/2006: IBM, Faculty Award, \$40,000
- 2005/2006: School of Information John P. Commons Teaching Fellowship, \$5000
- 2005: UT-Austin IC² Institute, summer support, \$7500
- 2005: Microsoft, A large-N study of ClearType© preference, \$105,000
- 2005: Microsoft, supporting secondary research paper written by a Master's student, \$3500
- 2004/2005: School of Information John P. Commons Teaching Fellowship, \$4000
- 2004: Microsoft, The effects of ClearType© on programmer productivity, \$100,000
- 2004: UT Faculty Travel Grant , HFES conference, New Orleans, \$325
- 2004: Solicited donation to the iSchool from Ion Storm (local software company) for usability work done for them, with master's student Shannon Lucas, \$2000
- 2004: Dean's Fellowship, one course "buy out," Spring semester, approx. \$18,000
- 2004/2005: IBM, Faculty Award, \$40,000
- 2004: Microsoft, supporting secondary research paper written by a Master's student, \$3000
- 2003: UT Faculty Travel Grant , ASIST conference, Long Beach, CA, \$325
- 2003/2004: School of Information Alumni Teaching Fellowship, \$4000

Patent:

"Telephone call center with method for providing customer with wait time updates," Attorney Docket No. 064198.0168, and assigned U.S. Application Serial No. 10/617,486, filed on July 11, 2003. R. G. Bias (University of Texas at Austin), P. Kortum (SBC Labs), B. A. Knott (SBC Labs), and R. R. Bushey (SBC Labs).

Publications:

Items that begin with two asterisks are first-authored by one of my students.

Manuscripts in preparation:

Bias, R. G., Gillan, D. J., & Lewis, C. (In preparation.) The skinny human pipe: Moore's Law, Amdahl's Law, and performance trends for human-machine systems. Revise and resubmit to the *Journal of the American Society of Information Studies and Technology*.

Gillan, D. J., Sorge, J., & Bias, R. G. (In preparation.) The effect of a punishment contingency on submovements of target acquisition: Fine-tuning Fitts's Law. Revise and resubmit to *Human Factors*.

** Huang, S.-C., Bias, R. G., & Schnyer, D. M. Applying neuroimaging data to information systems questions: Are user interface icons processes as pictures or as logographical words? (To be submitted, by invitation, to the *Journal of Management Information Systems*.)

Manuscripts submitted:

Bias, R. G., Reindel, T., Knight, J. K., & Stettler, G. (Submitted..) Managing usability support supply-and-demand: Three ideas. Paper submitted to the annual meeting of the American Society of Information Science and Technology, Baltimore, October, 2012.

** Liu, D., Bias, R. G., Lease, M., & Kuipers, R. (Submitted.) Crowdsourcing for usability testing. Paper submitted to the annual meeting of the American Society of Information Science and Technology, Baltimore, October, 2012.

** Meyerson, J., Bias, R. G., & Galloway, P. (Submitted.) Applying a user-centered design framework in archival repositories. Paper submitted to the annual meeting of the American Society of Information Science and Technology, Baltimore, October, 2012.

** Huang, S.-C., & Bias, R. G. (Submitted.) Without context, icons are significantly worse than texts to convey meanings in terms of accuracy and efficiency. Paper submitted to the annual meeting of the American Society of Information Science and Technology, Baltimore, October, 2012.

Publications and presentations:

Bias, R. G., Marty, P. F., & Douglas, I. (In press.) Usability / User-centered design in the iSchools: Justifying a teaching philosophy. *Journal of Education in Library and Information Science*.

Gillan, D. J., & Bias, R. G. (In press.) Usability science:II. Measurement. In M. D. Coovert & L. F. Thompson (Eds), *The psychology of workplace technology*. Routledge/Psychology Press, New York.

** Liu, D., Lease, M., Kuipers, R., & Bias, R. (2012). Crowdsourcing for usability testing. Technical report, School of Information, University of Texas at Austin, March. arXiv:1203.1468.

** Park, J. H., & Bias, R. G. (2012). Understanding human multitasking behaviors through a lens of Goal-Systems Theory. Paper presented at the annual meeting of the Association for Library and Information Science Education, Dallas, January.

** Richeson, A., Bertus, E., Bias, R. G., & Tate, J. (2011). Employing ROI methods in usability. In R. Proctor and K. Vu (Eds.), *The Handbook of Human Factors in Web Design, 2nd Edition*. CRC Press. 753–764.

Bias, R. G. (2010). A curriculum for usability professionals (and why we need one). Proceedings of the 3rd International Conference on Applied Human Factors and Ergonomics (AHFE), July, Miami.

Bias, R. G. (2010). Book review of *Research Methods for Human Computer Interaction*, P. Cairns & A. L. Cox (Eds.) *Journal of the American Society of Information Science and Technology*, 61:1, 204-205.

Bias, R. G., & Huang, S. C. (2010). Remote, remote, remote, remote usability testing. *Proceedings of the Society for Technical Communication Summit*, May, Dallas.

Bias, R. G., Larson, K., Huang, S. C., Aumer-Ryan, P., & Montesclaros, C. (2010). An exploratory study of visual and psychological correlates of preference on onscreen subpixel-rendered text. *Journal of the American Society of Information Studies and Technology*, 61:4, 745-757.

** Huang, S. C., & Bias, R. G. (2010). A semiotic analysis of interactions between end users and information systems. In H. Isomäki & S. Pekkola (Eds.), *Reframing humans in information systems development*. New York: Springer.

Moore, M. J., & Bias, R. G. (2010). What lessons can we generalize from evaluation and usability of a health website designed for lower literacy health consumers? Division of Chemical Information, American Chemical Society, August, Boston MA.

Bias, R. G. (2010). Book review of *Reading and Writing the Electronic Book: Synthesis Lectures on Information Concepts, Retrieval, and Services*, Catherine C. Marshall, and *The Case for Books: Past, Present and Future*, Robert Darnton. *Journal of the American Society of Information Science and Technology*, 61,12, 2588–2591

** Huang, S. C., Bias, R. G., Payne, T. L., & Rogers, J. B. (2009). Remote usability testing: A practice. Poster presented at the annual meeting of the ACM & IEEE Joint Conference of Digital Libraries, June, Austin, TX.

Moore, M., Bias, R. G., Prentice, K., Fletcher, R., and Vaughn, T. (2009). Web usability testing with a Hispanic medically underserved population. *Journal of the Medical Library Association*, 97(2): 114–121.

Bias, R. G. (2008). Panelist. *Discount Testing by Amateurs: Threat or Menace?* Steve Krug (Chair). Usability Professionals' Association annual meeting, Baltimore, June.

Kortum, P., Bias, R. G., Knott, B. A., & Bushey, R. G. (2008). The effect of choice and announcement duration on the estimation of telephone hold time. *International Journal of Technology and Human Interaction*, 4, 29-53.

Rogers, J., & Bias, R. (2008). User-Centered Design of VCM. Vignette Village, Austin, TX, October. (Not a peer-reviewed conference.)

Bias, R.G. (2007). Panelist.. *Looking into the crystal ball: The future of usability*, William Albert (Chair). Usability Professionals' Association annual meeting, Austin, June.

Bias, R. G., Lucas, S., & Latham, T. (2007). The Hybrid User-Requirements Interface Evaluation (HURIE) Method. In C. Righi & J. James (Eds.), *User-centered design case studies*. San Francisco: Morgan Kaufmann.

Rogers, J., Payne, T., & Bias, R. (2007). Vignette content management usability testing: Before and after. Vignette Village, Dallas, TX, November. (Not a peer-reviewed conference.)

** Williams, J. P., Bias, R. G., & Mayhew, D. J. (2007). Cost justification. In J. A. Jacko & A. Sears (Eds.), *The Human-Computer Interaction Handbook: Fundamentals, Evolving Technologies and Emerging Applications*, 2nd Edition. Mahwah, NJ: Lawrence Erlbaum Associates, Inc.

Dillon, A., Kleinman, L., Choi, G. and Bias, R. (2006). Visual search and reading tasks using ClearType® and regular displays: two experiments. *Proceedings of CHI 2006*, New York: ACM Press, 503-511.

** Fuchs, B. E., Thomsen, C. M., Bias, R. G., & Davis, D. (2006). Behavioral citation analysis: A new look at a familiar tool. *College and Research Libraries*, 67, 4, 304 – 324.

** Huang, S. C., Chou, I., & Bias, R. G. (2006). Empirical evaluation of a popular cellular phone's menu system: Theory meets practice. *Journal of Usability Studies*, 1, 2, 91-108.

Bias, R. G. (2005). Usability for organizations. Keynote address at Thomsen Group, St. Paul, Minnesota, May. (Not a peer-reviewed presentation.)

Bias, R. G., (2005). Usability: Why "they" don't get it and why "they" do. Keynote presentation to the second annual meeting of the Human Factors and Ergonomics Society of Houston, Houston, May. (Invited address.)

- Bias, R. G., Bodin, B. K., Burns, S. A., Nanavati, A. A., Chung, D., & Maynard, A. M. (2005). User interface design, transaction measurement, and usability engineering for remote devices. IBM Center for Advanced Studies, Austin, February.
- Bias, R. G., & Mayhew, D. J. (Eds.) (2005). *Cost-Justifying Usability, 2nd Edition: Update for the Internet Age*. San Francisco: Morgan Kaufmann.
- Bias, R. G., Williams, J. P., Chung, D., & Burns, S. A. (2005). Experimental study of the effects of Microsoft's ClearType® on programmer productivity. Paper presented at the annual meeting of the Human Factors and Ergonomics Society, Orlando, November.
- ** Nanavati, A. A., & Bias, R. G. (2005). Optimal line length in reading: A literature review. *Visible language*, 39. Providence: Rhode Island School of Design, 120-145.
- Chang, M., Leggett, J., Furuta, R., Kerne, A., Williams, J. P., Burns, S., & Bias, R. G. (2004). Collection understanding. *Proceedings of the ACM & IEEE Joint Conference on Digital Libraries (JCDL)*, 334-342.
- Dillon, A., Kleiman, L., Bias, R., Choi, G., and Turnbull, D. (2004). Reading and searching electronic documents: An experimental study of regular and enhanced screen displays. Paper presented at the annual meeting, of the American Society of Information Science and Technology. November, Providence, RI.
- Knott, B. A., Kortum, P., Bushey, R. R., & Bias, R. G. (2004). The effect of music choice and announcement duration on subjective wait time for call center hold queues. In the *Proceedings of the Human Factors and Ergonomics Society 48th Annual Meeting* (740 - 744). Santa Monica, CA: HFES.
- Mayhew, D. J., & Bias, R. G. (2004). Cost-justifying usability engineering for cross-cultural user interface design. In N. Aykin (Ed.), *Usability and internationalization of information technology*. Mahwah, NJ: Lawrence Erlbaum Associates, Inc.
- Bias, R. G. (2003). The School of Information. *Alcalde*. September. (Not a peer-reviewed article.)
- Bias, R. G. (2003). Ten things psychologists know that web site developers don't. Texas Psychology Alumni Conference. Austin, February. (Not a peer-reviewed presentation.)
- Bias, R. G. (2003). Panelist. "Accessibility: Building Virtual Curbscuts," Sharron Rush (chair). South by Southwest Interactive, Austin, TX, March.
- Bias, R. G. (2003). Panelist. "My Manager Said 'Yes' to Usability: Now what?," Whitney Quesenberry (chair). 50th Annual Meeting of the Society of Technical Communications, Dallas, TX, May.
- Bias, R. G. (2003). The dangers of amateur usability engineering. In S. Hirsch (chair), Usability in practice: Avoiding pitfalls and seizing opportunities. Annual meeting of the American Society of Information Science and Technology, October, Long Beach.
- Bias, R. G., Mayhew, D. J., & Upmanyu, D. (2003). Cost justification. In J. A. Jacko & A. Sears (Eds.), *The Human-Computer Interaction Handbook: Fundamentals, Evolving Technologies and Emerging Applications*. Mahway, NJ: Lawrence Erlbaum Associates, Inc.
- Bias, R. G. (2002). Panelist, "Measuring ROI for Usability," S. Rosenbaum (chair). Session at the UPA Annual Conference, Orlando, July.
- Bias, R. G. (2002). Foreword. In K. Vredenburg, S. Isensee, & C. Righi, (Eds.), *User-centered design: An integrated approach*. Englewood Cliffs, NJ: Prentice-Hall.
- Gillan, D. J., & Bias, R. G. (2002). Usability science I: Foundations. *International Journal of Human-Computer Interaction*, 13, 351-372.

- Keough, K. A., & Bias, R. G. (2001). Usability triage for international web sites. In the *Proceedings of the 9th International Conference on Human-Computer Interaction*. August, New Orleans.
- Bias, R. G. (2000). Express yourself: Designing for 5 billion users. In *Designing information and communication appliances in the new millennium* (Panel), D. J. Gillan, Chair. In the *Proceedings of the 44th Annual Meeting of the Human Factors and Ergonomics Society*, San Diego, August.
- Bias, R. G., & Keough, K. A. (2000). Usability triage for web sites. In the *Proceedings of the 6th Conference on Human Factors and the Web: Doing Business on the Web*. June, Austin, TX.
- Bias, R. G. & Gillan, D. J. (chairs) (1998). Whither the science of human-computer interaction? A debate involving researchers and practitioners. In the *Proceedings of the 42nd Annual Meeting of the Human Factors and Ergonomics Society*, p. 526. Santa Monica, CA: HFES.
- Bias, R. G. (1997). Free usability data. Interact 97, the 5th IFIP Conference on Human-Computer Interaction. Sydney, July.
- Bias, R. G. (1997). Panelist. In S. Bloomer (chair), Positioning usability in an organization: Can usability really help organizations achieve their business objectives? Interact97, the 5th IFIP Conference on Human-Computer Interaction. Sydney, July.
- Bias, R. G., & Gillan, D. J. (1997). Human error: But which human. *Disaster Recovery*, 10, Issue 3.
- Bias, R. G. (1996). Lassoing user data with feedback loops. *Software Quality Matters*, 4, 9-10.
- Bias, R. G., & Reitmeyer, P. B. (1995). Usability support inside and out. *interactions*, 2, April, 29-32.
- Bias, R. G. (1994). The pluralistic usability walkthrough: Coordinated empathies. In *Usability Inspection Methods*, J. Nielsen and R. L. Mack (Eds.), New York: Wiley and Sons, Inc.
- Bias, R. G. (chair) (1994). User interface navigation: And a model for explicit research-practice interaction. In the *Proceedings of the 38th Annual Meeting of the Human Factors and Ergonomics Society*, Santa Monica: Human Factors & Ergonomics Society, 255.
- Bias, R. G., & Mayhew, D. J. (Eds.) (1994). *Cost-justifying usability*. Boston: Academic Press.
- Gillan, D. J., & Bias, R. G. (1994). Use and abuse of metaphor in human-computer interaction. In the *Proceedings of the IEEE International Conference on Systems, Man, and Cybernetics*, San Antonio, October, 1434-1439.
- Bias, R. G., Gillan, D. J., & Tullis, T. S. (1993). Three usability enhancements to the human factors - design interface. In *Human-Computer Interactions: Software and Hardware Interfaces, Proceedings of the Fifth International Conference on Human-Computer Interaction*, G. Salvendy & M. J. Smith (Eds.), Amsterdam: Elsevier, 169-174.
- Bias, R. G., Lanzetta, T. L., & Scanlon, J. S. (1993). Consensus requirements: Low- and high-tech methods for discerning system requirements from groups of users. *Proceedings of the IEEE International Conference on Systems, Man, and Cybernetics*, Le Touquet, France, October, 191-196.
- Bias, R. G. (1992). Top 10 ways to muck up an interface project. *IEEE Software*, November, 95-96. Reprinted in the National Information Technology Center Newsletter, Vol. 1, Issue 2.
- Fath, J. L., & Bias, R. G. (1992). Taking the "task" out of task analysis. *Proceedings of the 36th annual meeting of the Human Factors Society*, Santa Monica: Human Factors Society, 379-383.
- Gillan, D. J., & Bias, R. G. (1992). The interface between human factors and design. *Proceedings of the 36th annual meeting of the Human Factors Society*, Santa Monica: Human Factors Society, 443-447.
- Bias, R. G. (1991). Walkthroughs: Efficient collaborative testing. *IEEE Software*, 5, 94-95.

- Bias, R. G., & Alford, J. A. (1989). Factoring human factoring, in IBM. *Proceedings of the IEEE International Conference on Systems, Man, and Cybernetics*, Cambridge, Mass., November, 1296-1300.
- Bias, R. G., & DeRidder, M. L. (1989). Human factoring an OS/2 application. *IBM Personal Systems Developer*, Fall, 93-97.
- Smith-Kerker, P. L., & Bias, R. G. (1988). Two bits, four bits, six bits, a color: Subjective quality of color images. IBM Technical Report, October. (Not a peer-reviewed paper.)
- Waters, F. C., Bias, R. G., & Smith-Kerker, P. L. (1987). AIX usability enhancements and human factors. *IBM Systems Journal*, 26, 383-394.
- Bias, R. G. (1986). Intuition: Not “if” but “when.” *Creativity*, 5, 11.
- Bias, R. G. (1986). Abbreviations in computer systems: A review and a strategy. IBM Technical Report, April. (Not a peer-reviewed paper.)
- Bias, R. G., & Smith-Kerker, P. L. (1986). The mainstreamed human factors psychologist in the development of the IBM RT PC. *Proceedings of the IEEE International Conference on Systems, Man, and Cybernetics*, 153-158.
- Bias, R. G. (1985). The human factors game. *Contemporary Psychology*, 30, 710-711.
- Bias, R. G., McCusker, L. X., & Hillinger, M. L. (1982). Generation(s) of phonological codes: A response to Guttentag. *Psychological Bulletin*, 91, 369-371.
- McCusker, L. X., Gough, P. B., & Bias, R. G. (1981). Word recognition inside out and outside in. *Journal of Experimental Psychology: Human Perception and Performance*, 7, 538-551.
- McCusker, L. X., Hillinger, M. L., & Bias, R. G. (1981). Phonological recoding and reading. *Psychological Bulletin*, 89, 217-245.
- Bias, R. G., & McCusker, L. X. (1980). Phonological recoding in lexical decision at recognition threshold. *Journal of Reading Behavior*, 12, 5-21.
- Foss, D. J., Bias, R. G., & Starkey, P. (1978). Sentence comprehension processes in the preschooler. In *Recent advances in the psychology of language: Formal and experimental approaches*, R. N. Campbell & P. T. Smith (Eds.), New York: Plenum Press.

Teaching:

Academia:

Undergraduate:

- Usability and User-Centered Design
- Knowing: Acquiring and Sharing Information in the Information Age
- Introduction to Psychology
- Perceptual Psychology
- Cognitive Psychology
- The Psychology of Language
- Statistics
- Research Methods
- The Psychology of Computers
- Introduction to Psychology (Correspondence course, developed and taught.)

Graduate:

- Introduction to Usability
- Advanced Usability
- Usability Engineering and Information Architecture

- Software Usability Engineering
- Understanding Research
- Introduction to Research Methods for Information Studies
- Seeking Funding for Information Studies
- Doctoral Research and Theory I & II
- Independent Studies – 34
- Capstones – 46
- Master’s reports/theses chaired – 4
- Other master’s reports/theses committees – 5
- Doctoral committees chaired – 5
- Other doctoral committees – 21

Industry:

- Bias, R. G. Cost-justifying usability. *Software Development* 97, San Francisco.
- Bias, R. G., & Kieboom, H. Cost-justifying your usability activities. Tutorial presented at Interact 97, the 5th IFIP Conference on Human-Computer Interaction. Sydney, July, 1997.
- Bias, R. G. Designing and redesigning usable interfaces. Australian Bureau of Statistics, Melbourne, Australia, July 21, 1997.
- Tognazzini, B., & Bias, R. G. Designing and redesigning human-computer interfaces, The University of Texas at Austin, February 7, 1996, and Rice University, February 8, 1996.
- Bias, R. G. Usable human-computer interfaces, The University of Texas at Austin, March 27-29, 1995.
- Bias, R. G. Designing and redesigning usable human-computer interfaces. Rice University, March, 1995.
- Bias, R. G., and Mandel, T. Human interface evaluation and design. The University of Texas at Austin, March, 1992.
- Brooks, R., & Bias, R. G. Human interface evaluation and design. The University of Texas at Austin, February 27 – March 1, 1991.

Service:

Professional Service:

- 2012: Hosted presentation at the iSchool by Dr. Dennis Wixon, Microsoft
- 2012: Co-ordinated “Women in technology” dinner with Dr. Mary Czerwinski, Microsoft Research, with 14 female iSchool MSIS candidates
- 2012: Bias, R. G. Where they gonna go? Designing user-centered Web applications for captive audiences. Keynote address to the University of Texas at Austin Web Professionals organization, May.
- 2012: Dillon, A., Bailey, D., & Bias, R. G. The new interplay of people, objects, and information. Presentation to the Austin Forum, May.
- 2012: Usability evaluation of the website of the Bonfish and Tarpon Trust, April.
- 2012: Session organizer, HCI International Conference, 2013, July, Las Vegas
- 2012: Manuscript review for the *Journal of the American Society of Information Science & Technology*
- 2012: Member, Program Committee, iConference 2013
- 2011: With Di Liu, webcast a real-time crowdsourced usability test, as part of World Usability Day, November.
- 2011: Manuscript review for *Human Factors*
- 2011: Manuscript review for the *Journal of the American Society of Information Science & Technology*
- 2011: Program committee for ALISE (Association for Library and Information Science Education) conference
- 2011: Manuscript review for Human-Computer Interaction-International conference
- 2010: Paper review committee, ACM SIGCHI annual meeting (many years, including 2010)
- 2005 – 2010: Member Editorial Board, *Journal of Usability Studies*

- 2009: Paper review committee, iConference
- 2009: Manuscript review for *Cognition and Instruction*
- 2009: Manuscript review for *Human Factors*
- 2009: Paper review committee for the Human Factors and Ergonomics Society annual meeting (many years, including 2009)
- 2009: Manuscript reviewer, *Journal of the American Society of Information Science and Technology*
- 2009: Paper review committee, 13th Americas Conference on Information Systems
- 2007 – 2009: Associate Editor, *International Journal of Human-Computer Studies*
- 2008: Tenure review, Barbara Chaparro, Wichita State University
- 2008: Guest speaker, University of Texas at Austin Empowering Leadership (EL) Alliance, a computer science organization for minority students
- 2007: Paper review committee, Usability Professionals' Association annual meeting (many years, including 2007)
- 2007: Tenure review, A. Ant Ozok, University of Maryland Baltimore County
- 2006: Paper review committee, American Society for Information Science and Technology annual meeting
- 2006: Participated in World Usability Day, with open house for the IX Lab
- 1998 – 2006: Member, Editorial Board, *interactions*, ACM SIGCHI publication
- 2005: Manuscript reviewer, *Human-Computer Interaction*, August
- 2004: Manuscript reviewer, *International Journal of Human-Computer Studies*
- 2004-2009: Faculty Sponsor, ASIST Student Chapter
- 2003/2004: UT-Austin, Simkins Hall Faculty Fellow
- 2003: Usability evaluation of the John B. Connally High School web site, February
- 2001: Director, Board of Certification in Professional Ergonomics
- 1998-1999: Chair, HFES Computer Systems Technical Group (2-year term)
- 1996-1999: Member, Advisory Board, UT-Austin Software Quality Institute
- 1994: Co-editor, CHI Conference daily newsletter
- 1991-1992: Member, Editorial Board, *HFES Bulletin*
- 1989-1990: Chair, IBM Corporate-wide Human Factors Group

Committee Service:

- 2011/2012 iSchool Committees
 - o Admissions and Awards Committee
 - o Extended Budget Council
- 2010/2011 University-Wide Committees
 - o Graduate Assembly
 - o Graduate Assembly Academic Subcommittee
- 2010/2011 iSchool Committees
 - o Extended Budget Council (Chair)
 - o Faculty Search Committee
 - o IT Committee
- 2009/2010 University-wide Committees
 - o Graduate Assembly
 - o Graduate Assembly Academic Subcommittee
- 2009/2010 iSchool Committees
 - o Doctoral Studies Committee (Chair)
- 2008/2009 University-wide Committees
 - o Graduate Assembly
 - o Graduate Assembly Academic Subcommittee
- 2008/2009 iSchool Committees
 - o Executive Committee
 - o Doctoral Studies Committee (Chair)
- 2007/2008 iSchool Committees
 - o Information Architecture and Design committee (Chair)
 - o Doctoral Studies Committee (Chair)
 - o Executive Committee
 - o Strategic Planning Committee
- 2007/2008 University-wide Committee
 - o *Ad hoc* committee to evaluate the Dean

- 2006/2007 iSchool Committees
 - o Information Architecture and Design committee (Chair)
- 2005/2006 iSchool. Committees
 - o Faculty Search and Colloquium Committee (Chair)
- 2004/2005 iSchool Committees
 - o Research and Colloquia (Chair)
 - o Doctoral Studies Committee
 - o Participant, "Industry day" trip to Houston to visit IDERA and ICONIXX
- 2003/2004 iSchool Committees
 - o Research and Colloquia (Forum)
 - o Faculty Search
 - o Ph.D. Student
- 2000-2002, Visiting Committee, UT-Austin Department of Psychology