

## **Leysia Palen**

*(CV last updated February 10, 2009)*

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University of Colorado  
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### **Education**

*Ph.D., University of California, Irvine (1998)*  
Information & Computer Science

*M.S., University of California, Irvine (1995)*  
Information & Computer Science

*B.S., University of California, San Diego (1991)*  
Cognitive Science

### **Research Interests**

Crisis Informatics; Human-computer interaction (HCI); computer supported cooperative work (CSCW); social analysis of information and communications technology; mobile technologies; situated cognition

### **Research Grants, Fellowships & Gifts**

*National Science Foundation CAREER Grant, IIS/Digital Society and Technologies*  
Principal Investigator, \$599,991 awarded 2006-2011

*Intel for Hurricane Katrina Research*  
Principal Investigator, \$11,000 awarded September 2005

*Quick Response Research Grant for Hurricane Katrina Research, CU Natural Hazards Center*  
Principal Investigator, \$1750 awarded September 2005

*National Science Foundation, Computation and Social Systems Program*  
Principal Investigator, \$399,591 awarded 1999-2002 (extended to 2003)

*University of California President's Dissertation Year Fellowship (1997-98)*

*National Science Foundation Graduate Fellowship (1994-97)*

*University of California, Irvine, Eugene Cota-Robles Doctoral Fellowship (1993-94)*

### **Professional Research Experience**

*University of Colorado, Boulder*  
2004 to present: Assistant Professor  
Computer Science Department

*University of Aarhus, Denmark*  
2005-2006 Visiting Professor  
Computer Science Department (DAIMI)

*University of Colorado, Boulder*  
1998 to 2004: Assistant Research Professor  
Computer Science Department  
Institute of Cognitive Science and Lifelong Learning & Design Center affiliate

*US WEST Advanced Technologies*

Summer 1999: Consultant, Design and Usability Group

*Xerox Palo Alto Research Center*

Summer 1996 & Sept. 1995-Dec. 1995: Consultant and Intern, Collaborative Systems Area

*Microsoft Corporation*

June 1994-Sept. 1994: Usability Specialist Intern, Usability Group

*The Boeing Company*

Aug. 1991-Aug. 1993: Research Associate, Flight Deck Research, Boeing Commercial Airplane Division

## **Publications**

### *Edited Book*

Harper, Richard, Leysia Palen and Alex Taylor (Eds.) (2005). *The Inside Text: Social Perspectives on SMS in the Mobile Age*. Kluwer: Netherlands.

### *Refereed Journal Articles*

- Palen, L, S. Vieweg, S. Liu, A. Hughes (to appear 2009) Crisis in a Networked World: Features of Computer-Mediated Communication in the April 16, 2007 Virginia Tech Event. *Special Issue on E-Social Science for the Social Science Computing Review*, Sage. (Pages TBD)
- Palen, Leysia and Susanne Bødker (2008). Don't Get Emotional!, *Lecture Notes in Computer Science (LNCS (Affect and Emotion in HCI))*, Springer, pp 12-22.
- Giaccardi, Elisa and Leysia Palen (2008). The Social Production of Heritage through Cross-Media Interaction: Making Place for Place Making. *International Journal of Heritage Studies*, Taylor and Francis Publishers, pp. 282-298.
- Sanusi, Alena and Palen, Leysia (2008). Of Coffee Shops and Parking Lots: Considering Matters of Space and Place in the Use of Public Wi-Fi, *Computer Supported Cooperative Work Journal*, Springer, pp. 257-273.
- Palen, Leysia and Hughes, Amanda (2007). When Home Base Is Not a Place: Parents' Use of Mobile Telephones, *Personal and Ubiquitous Computing Journal*, Springer, 11 (5), pp. 339-348.
- Palen, Leysia, Starr Roxanne Hiltz, and Sophia Liu (2007). Online Forums Supporting Grassroots Participation in Emergency Preparedness and Response. *Communications of the ACM*, 50 (3), pp. 54-58.
- Grinter, Rebecca, Leysia Palen and Margery Eldridge (2006). Chatting with Teenagers: Considering the Place of Chat Technologies in Teen Life. *ACM Transactions on Human Computer Interaction*, 13 (4), pp. 423-447.
- Palen, Leysia and Marilyn Salzman (2002). Beyond the Handset: Designing for Wireless Communications Usability. *ACM Transactions on Human Computer Interaction*, 9(2), pp. 125-151.
- Palen, Leysia (2002). "Mobile Telephony in a Connected Life." *Communications of the ACM*, v. 45 (3), pp. 78-82.
- Palen, Leysia, Marilyn Salzman, and Edward Youngs (2001). Discovery and Integration of Mobile Communications in Everyday Life. *Personal and Ubiquitous Computing Journal*, v. 5., pp. 109-122.

### *Archival Refereed Conference Publications*

(Acceptance Rates Listed for Merit Review Purposes)

- Palen, Leysia and Vieweg, Sarah (2008). The Emergence of Online Widescale Interaction in Unexpected Events: Assistance, Alliance and Retreat (long paper). In the 2008 ACM *Proceedings of Computer Supported Cooperative Work Conference*, November, San Diego, pp 117-126. **(23% acceptance rate)**

- Shklovski, Irina, Leysia Palen and Jeannette Sutton (2008). Finding Community Through Information and Communication Technology in Disaster Events (long paper). In the 2008 *ACM Proceedings of Computer Supported Cooperative Work Conference*, November, San Diego, 127-136 **(23% acceptance rate)**
- Palen, Leysia and Sophia B. Liu (2007). Citizen Communications in Crisis: Anticipating a Future of ICT-Supported Participation, *Proceedings of the ACM Conference on Human Factors in Computing Systems CHI 2007* (San Jose, CA). New York: ACM., pp. 727-736. **(24% acceptance rate)**
- Palen, Leysia and Stinne Aaløkke (2006). Of Pillboxes and Piano Benches: 'Home-Made' Methods for Managing Medication, *ACM Computer Supported Cooperative Work Conference 2006*, pp. 79-88. **(21% acceptance rate)**
- Kristensen, Margit, Morten Kyng and Leysia Palen (2006). Participatory Design in Emergency Medical Service: Designing for Future Practice. *Proceedings of the ACM Conference on Human Factors in Computing Systems CHI 2006*, pp. 161-170. **(23% acceptance rate)**
- Palen, Leysia and Paul Dourish (2003). Unpacking "Privacy" for a Networked World. *Proceedings of the ACM Conference on Human Factors in Computing Systems CHI 2003* (Fort Lauderdale, FL). New York: ACM, pp. 129-136. **(16% acceptance rate)**
- Palen, Leysia and Marilyn Salzman (2002). Voice-Mail Diary Studies for Naturalistic Data Capture under Mobile Conditions . *Proceedings of the 2002 ACM Conference on Computer Supported Cooperative Work (CSCW '02)*, New Orleans, Louisiana, pp. 87-95. **(20% acceptance rate)**
- Grinter, Rebecca and Leysia Palen (2002). Instant Messaging in Teen Life . *Proceedings of the 2002 ACM Conference on Computer Supported Cooperative Work (CSCW '02)*, New Orleans, Louisiana, pp. 21-30. **(20% acceptance rate)**
- Palen, Leysia, Marilyn Salzman and Edward Youngs (2000). "Going Wireless: Behavior and Practice of New Mobile Phone Users." *Proceedings of the ACM Conference on Computer Supported Cooperative Work (CSCW '00)*, Philadelphia, PA, pp. 201-210. **(18% acceptance rate)**
- Palen, Leysia (1999). Social, Individual & Technological Issues for Groupware Calendar Systems. *Proceedings of the ACM Conference on Human Factors in Computing Systems (CHI 99)*, pp. 17-24 . **(25% acceptance rate)**
- Moran, Thomas P., Leysia Palen, Steve Harrison, Patrick Chiu, Don Kimber, Scott Minneman, William van Melle & Polle Zellweger (1997). "I'll Get That Off the Audio:" A Case Study of Salvaging Multimedia Meeting Records. *Proceedings of the ACM Conference on Human Factors in Computing Systems (CHI '97)*, ACM: New York, pp. 202-209. **(<25% acceptance rate)**
- Ackerman, Mark S. & Leysia Palen (1996). The Zephyr Help Instance: Promoting Ongoing Activity in a CSCW System *Proceedings of the ACM Conference on Human Factors in Computing Systems (CHI'96)*, M. Tauber (Ed.), ACM: New York, pp. 268-275. **(23% acceptance rate)**
- Grudin, Jonathan & Leysia Palen (1995). Why Groupware Succeeds: Discretion or Mandate? *Proceedings of the 4th European Conference on Computer-Supported Cooperative Work, ECSCW'95*, H. Marmolin, Y. Sundblad, K. Schmidt (Eds.), Kluwer Academic Publishers: Dordrecht, pp. 263-278. **(22% acceptance rate)**

#### *Refereed Conference Publications*

- Liu, Sophia, Leysia Palen, Jeannette Sutton, Amanda Hughes, Sarah Vieweg. (2008). In Search of the Bigger Picture: The Emergent Role of On-Line Photo-Sharing in Times of Disaster. *Proceedings of the Information Systems for Crisis Response and Management Conference (ISCRAM 2008)*, pp. 140-149. **\*\*tied for best student paper award\*\***
- Hughes, Amanda, Leysia Palen, Jeannette Sutton, Sophia Liu, and Sarah Vieweg. (2008). "Site-Seeing" in Disaster: An Examination of On-Line Social Convergence *Proceedings of the Information Systems for Crisis Response and Management Conference (ISCRAM 2008)*, pp. 324-333. **\*\*tied for best student paper award\*\***
- Sutton, Jeannette, Leysia Palen, Irina Shklovski. (2008). Backchannels on the Front Lines: Emergent Use of Social Media in the 2007 Southern California Fires. *Proceedings of the Information Systems for Crisis Response and Management Conference (ISCRAM 2008)*. pp. 624-631.

- Vieweg, Sarah, Leysia Palen, L. Sophia Liu, Amanda Hughes, and Jeannette Sutton (2008). Collective Intelligence in Disaster: An Examination of the Phenomenon in the Aftermath of the 2007 Virginia Tech Shootings. *Proceedings of the Information Systems for Crisis Response and Management Conference (ISCRAM 2008)*. pp. 44-54. *\*\*tied for best student paper award\*\**
- Palen, Leysia, Sarah Vieweg, Jeannette Sutton, Sophia Liu and Amanda Hughes (2007). Crisis Informatics: Studying Crisis in a Networked World. *Proceedings of the Third International Conference on E-Social Science*, Ann Arbor, MI, Oct 7-9, 2007 (on-line proceedings; 10 pages).
- Grudin, Jonathan & Leysia Palen (1997). Emerging Groupware Successes in Major Corporations: Studies of Adoption and Adaptation. *Proceedings of the International Conference on Worldwide Computing and Its Applications (WWCA '97)*, T. Masuda, Y. Masunaga, & M. Tsukamoto (Eds.), Berlin: Springer-Verlag, pp. 142-153.
- Infield, Susan E., Leysia Palen, David Pepitone, Steven Kimball, David Smith, Antonio Possolo, Kevin Corker & Sandy Lozito (1994). The Effectsof ATC Datalink on Instrument and Environmental Scanning During Flight Operations. *Proceedings of the 21st Conference of the European Association for Aviation Psychology (EAAP)*, v. 3, pp. 63-68.
- Infield, Susan E., Aileen Logan, Leysia Palen, Elfriede Hofer, David Smith, Kevin Corker, Sandy Lozito & Antonio Possolo (1994). The Effects of Reduced Partyline Information in a Datalink Environment. *Proceedings of the 21st Conference of the European Association for Aviation Psychology (EAAP)* v. 3, pp. 51-56.
- Hofer, Elfriede, Leysia Palen & Antonio Possolo (1993). Flight Deck Information Management: Functional Integration of Electronic Approach Information. *Seventh International Symposium on Aviation Psychology*, Columbus OH.

#### *Book Chapters*

- Liu, S. B., Palen, L., Sutton, J., Hughes, A. L. and Vieweg, S. (forthcoming 2009). Citizen Photojournalism During Crisis Events. In Allan, S. and Thorsen, E. (Eds), *Citizen Journalism: Global Perspectives*. New York: Peter Lang. (modified reprint of Liu et al 2008 conference paper).
- Palen, Leysia. (2008). A CSCW Sampler, In T. Erickson and D. McDonald (Eds) *HCI Remixed: Reflections on Works that Have Influenced the HCI Community*, MIT Press, pp 135-139.
- Ackerman, Mark and Leysia Palen (2007). The Zephyr Help Instance As a CSCW Resource, In Mark S. Ackerman, Christine Halverson, Thomas Erickson, and Wendy A. Kellogg (eds.), *Resources, Co-Evolution and Artifacts: Theory in CSCW*, London: Springer, pp. 37-57.
- Palen, Leysia and Jonathan Grudin (2002). Discretionary Adoption of Group Support Software. In B. E. Munkvold (Ed.) *Implementing Collaboration Technologies in Industry: Case Examples and Lessons Learned*, Springer, London, pp. 159-179.
- Palen, Leysia and Marilyn Salzman (2001). Welcome to the Wireless World: Problems Using and Understanding Mobile Telephony. In Brown, Harper, and Green (Eds) *The Wireless World*, Springer-Verlag, London, pp. 135-153.
- Hutchins, Edwin & Leysia Palen (1998). Constructing Meaning from Space, Gesture and Speech. In L. B. Resnick, R. Saljo, C. Pontecorvo, and B. Burge (Eds.) *Discourse, Tools, and Reasoning: Situated Cognition and Technologically Supported Environments*, Springer-Verlag, Germany, pp. 24-40.

#### *Dissertation*

*Calendars on the New Frontier: Challenges of Groupware Technology*

Committee: Jonathan Grudin (chair), John Leslie King, Thomas P. Moran, Mark Ackerman  
University of California, Irvine

#### *Other Publications*

- Palen, Leysia (2008). Online Social Media in Crisis Events (short article). *EDUCAUSE Quarterly*, vol. 31, no. 3 (July–September 2008), pp. 76-78.
- Palen, Leysia (2008). Diaries for Data Collection. In Keith Kenney's Visual Communications Research Designs, Routledge (about 1500 words).

- Brush, A. J., Leysia Palen, Laurel Swan, and Alex Taylor. (2005). Designs for Home Life. In *Proceedings of CHI '05 Extended Abstracts on Human Factors in Computing Systems* (Portland, OR, USA, April 02 - 07, 2005). CHI '05. ACM Press, New York, NY, 2035-2036.
- Palen, Leysia (2000). "Development of Mobile Communications Practices and Norms." In the 2000 ACM Computer Supported Cooperative Workshop on "Technologies that Cross Boundaries: Exploring the Gap," December 2000, Philadelphia.
- Leysia Palen (1999). "Situated, Evolutionary Use of Groupware Calendar Systems." Workshop Paper for the 1999 *European Conference on Computer Supported Cooperative Work (CSCW 99)*, Copenhagen.
- Haag, Zsolt & Leysia Palen (1998). "ECSCW'97 Doctoral Colloquium: A Student Participant Report." *ACM Special Interest Group on Computer-Human Interaction SIGCHI Bulletin*.
- Palen, Leysia (December 1997). Groupware Adoption and Adaptation: Studies of Successful Use. *ACM Special Interest Group on Supporting Group Work (SIGGROUP) Bulletin*, V. 18 (3), pp. 51-55. (From the CSCW '96 Workshop on "Introducing Groupware in Organizations: What Leads to Successes and Failures?")
- Palen, Leysia (1997). Investigations on CSCW: Computer Supported 'Calendar Work.' Doctoral Consortium Paper. *Conference Supplement to the Proceedings of the 5th European Conference on Computer-Supported Cooperative Work, ECSCW'97*. Lancaster, England.
- Palen, Leysia (1997). Groupware Adoption and Adaptation. Doctoral Consortium Paper. *Extended Abstracts Proceedings Volume of the ACM Conference on Human Factors in Computing Systems (CHI '97)*, S. Pemberton (Ed.), ACM: New York, pp. 67-68.

## Teaching

**User Interaction Design** (CSCI 4348 and 5838) Fall Spring 2009, Undergraduate and Graduate Course, University of Colorado, Boulder

**Human Computer Interaction: Survey & Synthesis** (CSCI 7000) Fall 2008, University of Colorado, Boulder

**User Interaction Design** (CSCI 4348 and 6838) Fall 2007, Undergraduate and Graduate Course University of Colorado, Boulder

**Computer Supported Cooperative Work**, Fall 2005  
With Susanne Bødker and Olaf Bertlesen at the University of Aarhus, Denmark

**User Interaction Design** (CSCI 4348 and 6838) Fall 2004, Undergraduate and Graduate Course  
With Tammy Sumner, University of Colorado, Boulder

**Design and Learning** (CS 7212) Spring 1999  
With Gerhard Fisher, University of Colorado, Boulder

## Advising

### PhD Advisor

*Amanda Hughes*, CS, PhD

*Sophia Liu*, ATLAS, PhD

*Sarah Vieweg*, ATLAS, PhD

*Kate Starbird*, ATLAS PhD

*Stephen Butler*, ATLAS Phd (co-advised with Professor Diane Sieber)

### Member of Dissertation/Thesis Committee

*Nwanua Elumeze*, Computer Science, Ph.D. student

*Manuel Saldivar*, Education, Ph.D. student

*Mike Gartrell*, Computer Science, Ph.D. student

*Ana Gasparian*, Computer Science, Ph.D. student  
*Matthew Koch*, Computer Science, MS student  
*Lon Riesberg*, Computer Science, MS student  
*Melissa Dawe*, Computer Science, Ph.D. student (completed 2007)  
*Stefan Carmien*, Computer Science Ph.D. student (completed 2006)  
*Kris Nagel*, Georgia Tech, Ph.D. student (completed 2006)  
*Rogério DePaula*, Computer Science, Ph.D (completed 2004)  
*Youngwha Gabe Lee*, School of Business, Ph.D student (completed 2003)  
*Alena Sanusi*, Communications, MS (completed 2003)  
*John Weatherly*, Computer Science, MS (completed 2001)  
*Undergraduate Research Advisor*, University of Colorado, Boulder  
*William Matthew Smith* (2008-2009) Computer Science  
*Steve Willson* (2007-2008), ECE

### **Professional Service Activities**

#### *Editorial Boards*

International Journal of Information Systems on Crisis Response and Management (new journal by IGI publishers; inaugural issue to appear)  
Kluwer International Series on *Computer Supported Cooperative Work*  
Transaction Books Series on *Mobile Communication Research Series*

#### *Workshops & Panels Organized*

Palen, Leysia (organizer) (2006). Bridging the Social and Technical Sciences. Panelists: Sara Kiesler (Carnegie Mellon University), Morten Kyng (University of Aarhus), David Mendonça (New Jersey Institute of Technology), Dennis Wenger (Texas A&M University). ACM Conference on Computer Supported Cooperative Work, 2006.

Palen, Leysia, Richard Harper, and Marilyn Salzman (2001). "Mobile Communications: Understanding User, Adoption and Design," *Part of the Technical Program for the ACM 2001 Conference on Computer Human Interaction (CHI 2001)* (see *Extended Abstracts Proceedings*, pp. 481-482), Seattle, WA, March 31-April 5, 2001.

#### *Program Committees & Grant Proposal Review Panels*

Associate Chair for ACM 2000 Conference on Computer Supported Cooperative Work (CSCW 2000)  
WETICE 2000 (Workshops on Enabling Technologies: Infrastructure for Collaborative Enterprises)  
Associate Chair for ACM 2001 International Conference on Supporting Group Work (GROUP 2001)  
Associate Chair for ACM Conference on Computer Supported Cooperative Work (CSCW 2002)  
Associate Chair for ACM 2002 Conference on Computer Human Interaction (CHI 2002)  
Associate Chair for ACM 2002 Conference on Computer Supported Collaborative Learning (CSCL 2002)  
NSF Panel Member CISE, multiple years since 2000  
ISCRAM 2007 Session Co-Organizer  
ISCRAM 2007 Program Committee  
E-Social Science 2007 Program Committee  
ISCRAM 2008 Doctoral Colloquium Program Committee  
ISCRAM 2008 Program Committee (track co-chair)  
Associate Chair for ACM 2008 Conference on Computer Supported Cooperative Work (CSCW 2008)

#### *Other Conference Committee Work*

Student Volunteer Co-Chair and Steering Committee Member, 2002 Conference on Computer Supported Collaborative Learning (CSCL 2002)  
Assistant to Chair (Skip Ellis), ACM 2001 Conference on Supporting Group Work (GROUP 2001)  
Student Volunteer: CHI '94, CSCW '94, CHI'95, ECSCW '95

#### *Reviewing (on-going for these venues)*

Journal of Homeland Security and Emergency Management  
Human Computer Interaction Journal

Journal of Computer Supported Cooperative Work  
Journal of Critical Studies in Media Communication  
International Journal of Cooperative Information Systems  
ACM Transactions on Computer Human Interaction  
ACM Conference on Computer Human Interaction  
ACM Conference on Ubiquitous Computing  
ACM Conference on Computer Supported Cooperative Work  
Information Systems on Crisis Response and Management Conference  
Cognitive Science Society Conference  
Pervasive Computing  
IEEE Computer  
Morgan Kauffman Publishers (Book Reviewing)  
Springer-Verlag (Book Reviewing)

#### **Professional Associations**

Association of Computing Machinery  
ACM Special Interest Group Computer-Human Interaction (SIGCHI)  
ACM Special Interest Group on Groupware (SIGGROUP)

#### **Internal and External Consulting**

Excite.com  
Boeing Commercial  
IBM Almaden  
US WEST Advanced Technologies  
University of Colorado, Boulder NSF entwine grant awarded to G. Fischer and E. Arias

#### **Media Interviews (partial list)**

Congressional Quarterly (2001)  
American Demographics (2002)  
The Oregonian (2002)  
New York Times (2003, 2007)  
Forum Nokia (2003)  
Elle Magazine (2003)  
Indiana South Bend Tribune (2004)  
Kansas Star (2005)  
Boulder Daily Camera (2005, 2006, 2007, 2008)  
Psychology Today (2007)  
Colorado Daily (2007)  
National Public Radio (2007)  
National Public Radio (2008)  
Internet Radio "Road to Ready" (2008)  
New Scientist (2008)  
Nature (2009)  
Boston Globe (2009)

#### **Miscellaneous**

Boeing 747-400 Flight Training Familiarization Course Completion, April 1992