

Leysia Palen

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Professional Website: <http://www.cs.colorado.edu/~palen/>

Project EPIC Website: <http://epic.cs.colorado.edu/>

EDUCATION

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

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

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

RESEARCH INTERESTS

Human-computer interaction (HCI); human-centered computing (HCC); computer supported cooperative work (CSCW); crisis informatics; mobile society; social analysis of information & communications technology; situated cognition; social cognition

RESEARCH GRANTS, FELLOWSHIPS & GIFTS RECEIVED

National Science Foundation, CISE Directorate, Human-Centered Computing Award

WORKSHOP: 2012 Computer Supported Cooperative Work Doctoral Consortium

Principal Investigator, \$25,994, awarded 2011-2012

National Science Foundation, CISE Directorate, IIS Division Award

HCC LARGE: Widescale Computer-Mediated Communication in Crisis Response: Roles, Trust and Accuracy in the Social Distribution of Information (CU/UCI Collaboration), aka Project EPIC:

Empowering the Public with Information in Crisis (\$2.8M total)

Principal Investigator: Leysia Palen, \$2.396M (CU portion), awarded September 2009-August 2013

Co-PIs: Kenneth M. Anderson, Gloria Mark (PI, UCI Collaboration, \$400K), James H. Martin, Doug Sicker
Senior Personnel: Dirk Grunwald, Martha Palmer

National Science Foundation CAREER Grant, IIS/Digital Society and Technologies Program

CAREER: Data in Disaster

Principal Investigator, \$599,991 awarded 2006-2011

University of Colorado at Boulder Match for NSF CAREER

Data in Disaster Match

Principal Investigator, \$40,000 awarded 2006-2011

Intel Gift

Hurricane Katrina Research

Principal Investigator, \$11,000 awarded September 2005

National Science Foundation, CISE Directorate, Computation and Social Systems Program

Local and Global Calendar

Principal Investigator, \$399,591 awarded 1999-2003

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

2010- Associate Professor

Computer Science Department

Affiliations: Institute of Cognitive Science (ICS); Alliance for Technology, Learning & Society (ATLAS)

University of Colorado, Boulder

2004-2010: 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

US WEST Advanced Technologies

Summer 1999: Consultant, Design and Usability Group

Xerox Palo Alto Research Center

Fall 1995 and Summer 1996: 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

(Asterisks indicate PhD student collaborators)

Edited Book

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

Journal Articles

Palen, Leysia, Sarah Vieweg*, Kenneth M. Anderson (2011). Supporting "Everyday Analysts" in Safety- and Time-Critical Situations. *The Information Society Journal*, 27 (1), pp. 52-62.

Liu, Sophia* and Leysia Palen (2010). The New Cartographers: Crisis Map Mashups and the Emergence of Neogeographic Practice. Special Issue on Mapping Hazards and Disasters in the Cartography and Geographic Information Science (CaGIS) Journal, 37 (1), pp. 69-90.

Hughes, Amanda* and Leysia Palen (2009). Twitter Adoption and Use in Mass Convergence and Emergency Events. *International Journal of Emergency Management*, 6 (3/4), pp 248-260.

Palen, Leysia, Sarah Vieweg*, Sophia Liu*, Amanda Hughes* (2009). Crisis in a Networked World: Features of Computer-Mediated Communication in the April 16, 2007 Virginia Tech Event. *Social Science Computing Review*, Sage, 27 (4), pp. 467-480.

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 Leysia Palen (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 Amanda Hughes* (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 Association of Computing Machinery*, 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 Association of Computing Machinery*, 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.

Highly Competitive Long Conference Publications, Reviewed in Full

- Mark, Gloria, Mossaab Bagdouri*, Leysia Palen, James H. Martin, Ban Al-Ani, Ken Anderson (to appear 2012). War and Daily Life: A Longitudinal Analysis of Collective Identity in the Blogosphere. Submitted to the *2012 ACM Conference on Computer Supported Cooperative Work*, Bellevue, WA.
- Sarcevic, Aleksandra, Leysia Palen, Joanne White*, Mossaab Bagdouri*, Kate Starbird*, Kenneth M. Anderson, (to appear 2012). Understanding Medical Coordination Challenges during the 2010 Haiti Earthquake Response through Computer-Mediated Communication. Submitted to the *2012 ACM Conference on Computer Supported Cooperative Work*, Bellevue, WA.
- Starbird, Kate* and Leysia Palen (to appear 2012). (How) Will the Revolution be Retweeted?: Information Propagation in the 2011 Egyptian Uprising. Submitted to the *2012 ACM Conference on Computer Supported Cooperative Work*, Bellevue, WA.
- Verma, Sudha*, Will Corvey*, Sarah Vieweg*, James H. Martin, Leysia Palen, Martha Palmer, Aaron Schram*, Kenneth M Anderson (2011). NLP to the Rescue?: Extracting “Situational Awareness” Tweets During Mass Emergency. *Proceedings of the Fifth International AAAI Conference on Weblogs and Social Media*, pp. 385-392. **(11% acceptance rate for presented publications)**
- Starbird, Kate* and Leysia Palen (2011). “Voluntweeters:” Self-Organizing by Digital Volunteers in Times of Crisis. In the *Proceedings of the ACM 2011 Conference on Human Factors in Computing Systems (CHI 2011)*, Vancouver, BC, pp 1071-1080. **(26% acceptance rate + Best Paper Nomination)**
- Sarcevic, Aleksandra, Leysia Palen, and Randall Burd (2011). Coordinating Time-Critical Work with Role-Tagging. *Proceedings of the ACM 2011 Conference on Computer Supported Cooperative Work (CSCW 2011)*, Hangzhou, China, pp. 465-474. **(22% acceptance rate)**
- Palen, Leysia, Kenneth Mark Anderson, Gloria Mark, James H. Martin, Douglas Sicker, Martha Palmer, Dirk Grunwald (2010). A Vision for Technology-Mediated Support for Public Participation & Assistance in Mass Emergencies & Disasters. *Association of Computing Machinery and British Computing Society's 2010 Conference on Visions of Computer Science*, Edinburgh, United Kingdom — April 13 - 16, 2010 (long paper, ~12 pages). **(16% acceptance rate)**
- Sicker, Douglas C., Leysia Palen, Dirk Grunwald, Kenneth Mark Anderson, Lisa Blumensaadt (2010). Policy Issues Facing the Use of Social Network Information During Times of Crisis. In the *Proceedings of the 38th Research Conference on Communication, Information and Internet Policy (TPRC 2010)*, Arlington, VA (October 2010).
- Vieweg, Sarah*, Amanda Hughes*, Kate Starbird*, and Leysia Palen (2010). A Comparison of Microblogging Behavior in Two Natural Hazards Events: What Twitter May Contribute to Situational Awareness. *Proceedings of the ACM 2010 Conference on Human Factors in Computing Systems (CHI 2010)*, Atlanta, GA. pp. 1079-1088. **(22% acceptance rate)**
- Starbird, Kate*, Leysia Palen, Amanda Hughes* and Sarah Vieweg* (2010). Chatter on *The Red*: What Hazards Threat Reveals about the Social Life of Microblogged Information. *Proceedings of the ACM 2010 Conference on Computer Supported Cooperative Work (CSCW 2010)*, pp. 241-250. **(20% acceptance rate. Honorable Mention for “Best of CSCW,” top 5%)**

- Palen, Leysia and Sarah Vieweg* (2008). The Emergence of Online Widescale Interaction in Unexpected Events: Assistance, Alliance and Retreat. *Proceedings of the ACM 2008 Conference on Computer Supported Cooperative Work (CSCW 2008)*, Nov., 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. *Proceedings of the ACM 2008 Conference on Computer Supported Cooperative Work (CSCW 2008)*, November, San Diego, pp. 127-136. **(23% acceptance rate)**
- Palen, Leysia and Sophia Liu* (2007). Citizen Communications in Crisis: Anticipating a Future of ICT-Supported Participation, *Proceedings of the ACM 2007 Conference on Human Factors in Computing Systems (CHI 2007)*, San Jose, CA., pp. 727-736. **(25% acceptance rate)**
- Palen, Leysia and Stinne Aaløkke* (2006). Of Pillboxes and Piano Benches: 'Home-Made' Methods for Managing Medication, *Proceedings of the ACM 2006 Conference on Computer Supported Cooperative Work (CSCW 2006)*, Banff, Canada, 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 2006 Conference on Human Factors in Computing Systems (CHI 2006)*, Montreal, pp 161-170. **(23% acceptance rate)**
- Palen, Leysia and Paul Dourish (2003). Unpacking "Privacy" for a Networked World. *Proceedings of the ACM 2003 Conference on Human Factors in Computing Systems (CHI 2003)*, Fort Lauderdale, 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 ACM 2002 Conference on Computer Supported Cooperative Work (CSCW 2002)*, New Orleans, pp. 87-95. **(20% acceptance rate)**
- Grinter, Rebecca and Leysia Palen (2002). Instant Messaging in Teen Life. *Proceedings of the ACM 2002 Conference on Computer Supported Cooperative Work (CSCW 2002)*, New Orleans, pp. 21-30. **(20% acceptance rate)**
- Palen, Leysia, Marilyn Salzman and Ed Youngs (2000). Going Wireless: Behavior and Practice of New Mobile Phone Users. *Proceedings of the ACM 2000 Conference on Computer Supported Cooperative Work (CSCW 2000)*, Philadelphia, pp. 201-210. **(18% acceptance rate)**
- Palen, Leysia (1999). Social, Individual and Technological Issues for Groupware Calendar Systems. *Proceedings of the ACM 1999 Conference on Human Factors in Computing Systems (CHI 1999)*, Pittsburgh, pp. 17-24. **(25% acceptance rate)**
- Moran, Thomas P., Leysia Palen, Steve Harrison, Patrick Chiu, Don Kimber, Scott Minneman, William van Melle and Polle Zellweger (1997). "I'll Get That Off the Audio:" A Case Study of Salvaging Multimedia Meeting Records. *Proceedings of the ACM 1997 Conference on Human Factors in Computing Systems (CHI 1997)*, Atlanta, pp. 202-209. **(24% acceptance rate)**
- Ackerman, Mark S. and Leysia Palen (1996). The Zephyr Help Instance: Promoting Ongoing Activity in a CSCW System *Proceedings of the ACM 2006 Conference on Human Factors in Computing Systems (CHI 1996)*, Vancouver, pp. 268-275. **(21% acceptance rate)**
- Grudin, Jonathan and Leysia Palen (1995). Why Groupware Succeeds: Discretion or Mandate? *Proceedings of the 4th European Conference on Computer-Supported Cooperative Work (ECSCW 1995)*, H. Marmolin, Y. Sundblad, K. Schmidt (Eds.), Kluwer Academic Publishers: Dordrecht, pp. 263-278. **(22% acceptance rate)**

Other Refereed Conference Publications, Reviewed in Full

- Starbird, Kate* and Leysia Palen (2011). More than the Usual Suspects: The Physical Self and Other Resources for Learning to Program Using a 3D Avatar Environment, *Proceedings of the I-Conference*, Seattle WA, pp. 614-621.
- Starbird, Kate* and Leysia Palen (2010). Pass It On? Retweeting in Mass Emergencies. *Proceedings of the 2020 Information Systems for Crisis Response and Management Conference (ISCRAM 2009)*, Seattle, WA, (long paper, ~5000 words); *Nominated for Best Paper*. Available at: http://www.iscram.org/ISCRAM2010/Papers/147-Starbird_etal.pdf.

- Liu, Sophia* and Leysia Palen (2009). Spatiotemporal Mashups: A Survey of Current Tools to Inform Next Generation Crisis Support. *Proceedings of the 2009 Information Systems for Crisis Response and Management Conference (ISCRAM 2009)*, Gothenberg, Sweden, (~5000 words) Available at: http://www.iscram.org/ISCRAM2009/papers/Contributions/223_Spatiotemporal%20Mashups-A%20Survey%20of%20Current_Liu2009.pdf
- Hughes, Amanda* and Leysia Palen (2009). Twitter Adoption and Use in Mass Convergence and Emergency Events. *Proceedings of the 2009 Information Systems for Crisis Response and Management Conference (ISCRAM 2009)*, Gothenberg, Sweden, (~5000 words) Available at: http://www.iscram.org/ISCRAM2009/papers/Contributions/211_Twitter%20Adoption%20and%20Use%20in%20Mass%20Convergence_Hughes2009.pdf <Paper republished as Journal and in above listings>
- 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 2008 Information Systems for Crisis Response and Management Conference (ISCRAM 2008)*, Washington, D.C., 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 2008 Information Systems for Crisis Response and Management Conference (ISCRAM 2008)*, Washington, D.C., pp. 324-333. **Tied for best student paper award**
- Vieweg, Sarah*, Leysia Palen, 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 2008 Information Systems for Crisis Response and Management Conference (ISCRAM 2008)*, Washington, D.C., pp. 44-54. **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 2008 Information Systems for Crisis Response and Management Conference (ISCRAM 2008)*, Washington, D.C., pp. 624-631.
- 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 and 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, and M. Tsukamoto (Eds.), Berlin: Springer-Verlag, pp. 142-153.
- Infield, Susan E., Leysia Palen, David Pepitone, Steven Kimball, David Smith, Antonio Possolo, Kevin Corker and Sandy Lozito (1994). The Effects of 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 and 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 and Antonio Possolo (1993). Flight Deck Information Management: Functional Integration of Electronic Approach Information. *Seventh International Symposium on Aviation Psychology*, Columbus OH.

Book Chapters

- Liu, Sophia*, Leysia Palen and Elisa Giaccardi (to appear). Heritage Matters in Crisis Informatics: How Information and Communication Technology Can Support Legacies of Crisis Events. To appear in Christine Hagar (Ed) *Crisis Information Management: Communication and Technologies*, Chandos Publishing.
- Starbird, Kate*, Leysia Palen, Sophia B. Liu*, Sarah Vieweg*, Amanda Hughes*, Aaron Schram*, Kenneth Mark Anderson, Mossaab Bagdouri*, Joanne White*, Casey McTaggart*, and Chris Schenk* (to

- appear). Promoting Structured Data in Citizen Communications during Disaster Response: An Account of Strategies for Diffusion of the “Tweak the Tweet” Syntax. To appear in Christine Hagar (Ed) *Crisis Information Management: Communication and Technologies*, Chandos Publishing.
- Liu, Sophia*, Leysia Palen, Jeannette Sutton, Amanda Hughes* and Sarah Vieweg* (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 and Susanne Bødker (2008). Don't Get Emotional!, *Lecture Notes in Computer Science (LNCS (Affect and Emotion in HCI))*, Springer, pp 12-22.
- 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 M. S. Ackerman, C. Halverson, T. Erickson, and W. 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 and Leysia Palen (1997). 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.

Other Articles

- Palen, Leysia, Kate Starbird*, Sarah Vieweg* and Amanda Hughes* (2010). Twitter-based information distribution during the 2009 Red River Valley flood threat. *Bulletin of the American Society for Information Science and Technology*, 36(5) pp 13–17.
- Kireyev, Kirill*, Leysia Palen and Kenneth M. Anderson (2009). Applications of Topics Models To Analysis of Disaster-Related Twitter Data. Neural Information Processing Systems Foundation Workshop (4 pages), Seattle, WA.
- Palen, Leysia (2009). Keeping Up with the Future of Human-Computer Interaction: The Many Masters of Scholarship, Social Action Work, and Rapid Technological Change. Extended Abstract (5 pages), Human Computer Interaction Consortium 2009, February 4-7, Winter Park, CO.
- Palen, Leysia (2008). Online Social Media in Crisis Events. *EDUCAUSE Quarterly*, vol. 31, no. 3 (July–September 2008), pp. 76-78.
- Palen, Leysia (2008). Diaries for Data Collection. Invited Column in Keith Kenney’s *Visual Communications Research Designs*, Routledge (about 1500 words).
- Nielsen, Rodney D., Jason Buckingham*, Gary Knoll*, Ben Marsh* & Leysia Palen (2008). Question Generation: A Taxonomy of Questions for Question Generation. In the *Workshop on the Question Generation Shared Task and Evaluation Challenge*, Arlington, VA. (September 25-26) 3 pages: <http://www.questiongeneration.org/>
- 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 Work Workshop on *Technologies that Cross Boundaries: Exploring the Gap*, December 2000, Philadelphia.
- Palen, Leysia (1999). Situated, Evolutionary Use of Groupware Calendar Systems. Workshop Paper for Groupware Workshop at the *1999 European Conference on Computer Supported Cooperative Work*, Copenhagen.

- Haag, Zsolt and Leysia Palen (1998). ECSCW 1997 Doctoral Colloquium: A Student Participant Report. *ACM Special Interest Group on Computer-Human Interaction SIGCHI Bulletin*.
- Palen, Leysia (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.
- 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.

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

RECENT/UPCOMING TALKS (2008-):

INVITED, KEYNOTE OR NOT IN ABOVE CONFERENCE LISTINGS

- Palen, L. (Feb, 2012). (Invited Talk). *Most-Cited Paper in CSCW 2002: A Ten Year Retrospective*, with Rebecca Grinter. The 2012 Computer Supported Cooperative Work Conference, Seattle WA.
- Palen, L. (Nov. 16, 2011). (Invited Talk). *Social Media and Disasters: New Arena, New Behavior*. Colorado Emergency Preparedness Partnership Quarterly Meeting, National Guard Auditorium, Denver, Colorado.
- Palen, L. (Oct. 20, 2011). *When Computer Mediated Communication Goes Critical: Social Media, Emergency Response, and the Crisis Informatics Perspective*. Computer Science Department Colloquium, University of Colorado at Boulder.
- Palen, L. (Sept. 26, 2011). (Opening Conference Keynote). *When Computer Mediated Communication Goes Critical*. The 2011 European Computer Supported Cooperative Work Conference, Aarhus, Denmark.
- Palen, L. (Sept. 13, 2011). (Invited Talk). *Social Media and Disasters: New Arena, New Behavior*. FEMA Region VII Emergency Management Performance Grants Roundtable Meeting, Federal Center, Lakewood, CO.
- Palen, L. (July 12, 2011). (Invited Talk). *Social Media and Disasters: New Arena, New Behavior*. FEMA Region VII Regional Interagency Steering Committee (RISC), Denver, CO.
- Palen, L. (May 24, 2011). (Invited Panelist). Advisory Panelist for *Increasing National Resilience to Disasters* National Academies Meeting, Irvine, CA.
- Palen, L. (April 27, 2011). (Invited Talk). *Crisis Informatics: What We Know about Collective Intelligence (So Far)*. ZiF, Universitat Bielefeld, Germany (via teleconferencing)
- Palen, L. (April 21, 2011). *Crisis Informatics Overview*. Joint Meeting between American Red Cross, Project EPIC and VisionLink. Hosted at the CU-Boulder campus.
- Palen, L. (Jan 21, 2011). (Invited Talk). *Widescale Computer-Mediated Communication in Critical Situations: An Evolution of Perspective, Methods and Behaviors*. Colorado School of Mines Computer Science Colloquium Talk.
- Palen, L. (Dec 15, 2010). (Invited Talk). *Widescale Computer-Mediated Communication in Critical Situations: An Evolution of Perspective, Methods and Behaviors*. University of Michigan School of Information Faculty Guest Lecture.
- Palen, L. (Nov. 18, 2010). (Invited Talk). *Crisis Informatics*. Technology & Social Behavior Distinguished Colloquium Speaker Series, Northwestern University.
- Palen, L. (July 8, 2010). (Invited Talk). *Crisis Informatics: Bringing Social, Information and Computer Science Together to Address Challenges in Emergency Response*, for the forum "Imagining Futures in Crisis and Disaster Management" Event at the International

- Sociological Association's (ISA) Committee 39 Sociology of Disasters, Gothenburg, Sweden.
- Palen, L. (March 19, 2010). *Crisis Informatics: Bringing Social, Information and Computer Science Together to Address Challenges in Emergency Response*, Colloquium Talk for the Institute of Cognitive Science, University of Colorado at Boulder).
- Palen, L. (Feb 27, 2010) (Invited Talk). *Massive Real-Time Computer Mediated Communication Capture During Crises*. Human Computer Interaction Consortium.
- Palen, L. (Feb 27, 2010) (Invited Talk). *Better Odds than "Snowballs in Hell?": Or What Might HCI Do with Action Research*. Human Computer Interaction Consortium.
- Palen, L. (Sept. 3, 2009). *Crisis Informatics*. Computer Science Colloquium, University of Colorado, Boulder.
- Palen, L. (July 16, 2009). *ICT in Critical Environments*. Microsoft Research, Redmond, WA.
- Palen, L. & Kate Starbird. (July 15, 2009). (Invited Talk). *ICT in Critical Environments*. University of Washington's "dub" HCI talk series.
- Palen, L. (July 8, 2009). (Keynote). *Crisis Informatics: A Way to Understand the Future of Social Media in Human Coordination and Collaboration*. CU-Boulder Information Technology Support Community Event.
- Palen L. (May 7, 2009) (Invited Talk). *ICT and Critical Environments*. Computing at the Margins Symposium, Georgia Tech.
- Palen, L. (April 20, 2009) (Invited Talk). *Crisis Informatics*. Center for Biosecurity, Univ Pennsylvania Medical Center (located in Washington, DC).
- Palen, L. (April 3, 2009) (Invited Talk). *Crisis Informatics*. CU-Boulder Communications "Retweet" Retreat; Invited by Vice Chancellor for Strategic Communications Michael Warden and Asst. Director of Media Relations Malinda Miller-Huey.
- Palen, L. (March 5, 2009) (Invited Talk). *On Public Speaking*. University of Colorado at Boulder Career Services International Student Support Group.
- Palen, L. (March 2, 2009) (Invited Talk). *Critical Environments and Human Computer Interaction: Implications for Domain and Discipline*, UC San Diego Cognitive Science Dept.
- Palen, L. (Feb 7, 2009). (Selected Talk). *Keeping up with the Future of HCI: The Many Masters of Scholarship, Social Action and Rapid Technological Change*. Human Computer Interaction Consortium.
- Palen, L. (July 13, 2008). (Invited Talk) *Crisis Informatics*. Natural Hazards Workshop,
- Palen, L. (April 10, 2008). *Crisis Informatics*. Computer Science Department Colloquium, CU.
- Palen, L. (Feb 6, 2008). (Invited Talk). *Peer-to-Peer Communication in Emergency Events: A Crisis Informatics Perspective*, FEMA Region VIII Headquarters (with J. Sutton).

TEACHING

Courses

User Centered Design (CSCI 4839 & 5839)

Fall 2011, Undergraduate and Graduate Project Course

University of Colorado, Boulder

Human Computer Interaction: Survey and Synthesis (CSCI 5919)

Spring 2011, Graduate Level Course

University of Colorado, Boulder

User Centered Design (CSCI 4839)

Fall 2010, Undergraduate Project Course

University of Colorado, Boulder

User Centered Design (CSCI 4839—reassigned course number & new title)

Spring 2010, Undergraduate Course

University of Colorado, Boulder

Human Computer Interaction: Survey and Synthesis (CSCI 5919; was CSCI 7000)
Fall 2009, Graduate Level Course
University of Colorado, Boulder

User Interaction Design (CSCI 4838 & 5838)
Spring 2009, Undergraduate and Graduate Sponsored Project Course
University of Colorado, Boulder

Human Computer Interaction: Survey and Synthesis (CSCI 7000; new course)
Fall 2008, Graduate Course
University of Colorado, Boulder

User Interaction Design (CSCI 4838 & 6838)
Fall 2007, Undergraduate and Graduate Sponsored Project Course
University of Colorado, Boulder

Computer Supported Cooperative Work
Fall 2005, Undergraduate Course
University of Aarhus, Denmark
With Susanne Bødker and Olav Bertlesen

User Interaction Design (CSCI 4838 and 6838, CAETE)
Fall 2004, Undergraduate and Graduate Sponsored Project Course
With Tammy Sumner, University of Colorado, Boulder

Design and Learning (CS 7212)
Spring 1999, With Gerhard Fisher, University of Colorado, Boulder (*not in FCQ records database*)

Advising

PhD Graduates

Dr. Sophia Liu, ATLAS (NSF Graduate Fellow), Graduated Spring 2011
Dissertation: *Grassroots Heritage: A Multi-Method Investigation of How Social Media Sustain the Living Heritage of Historic Crises*

MS Thesis Graduates

Mr. Mossaab Bagdouri, CS (Fulbright Fellow), Graduated Spring 2011
MS Thesis: *Topic Modeling as an Analysis Tool to Understand the Impact of the Iraq War on the Iraqi Blogosphere*

Postdoctoral Researchers

Dr. Aleksandra Sarcevic (Visiting Assistant Professor) June 2010- July 2011

PhD Advisees

Ms. Sarah Vieweg, ATLAS, ABD
Graduation expected Spring 2012

Ms. Amanda Hughes, CS, ABD
Graduation expected Spring 2012

Ms. Kate Starbird, ATLAS, ABD (National Science Foundation Graduate Fellow)
Graduation expected Fall 2012

Ms. Joanne White, ATLAS
Graduation estimated for Spring 2014

Ms. Sudha Verma, CS (co-advised with James H. Martin)
Second year student

Ms. Lise St. Denis, ATLAS
First year student

MS Thesis Advisees

Mr. Joshua Barron, CS

Ms. Casey McTaggart, CS (funded grant research assistant; co-advised with Ken Anderson)

Member of Dissertation/Thesis Committee

Holger Dick, Computer Science, Ph.D. student

William Corvey, Linguistics, Ph.D. student

Yingdan Huang, Computer Science, Ph.D. student

Brian Semaan, Univ. of California, Irvine, Information & Computer Science Ph.D. student

Jessie Hong, Geography, Ph.D. student

Manuel Salvidar, Education, Ph.D. student

Mike Gartrell, Computer Science, Ph.D. student

Amanda Porter, Communication, Ph.D. (completed 2011)

Nate Savery, Communication, MS (completed 2011)

Chris Baker, Computer Science, MS (completed 2010)

Matt Novinger, Computer Science, MS (completed 2010)

Nwanua Elumeze, Computer Science, Ph.D. (completed 2010)

Christopher Schaeffbauer, Computer Science, BS (completed 2010)

Joanne White, Journalism and Mass Communication, MS (completed 2010)

Ana Gasparian, Computer Science, Ph.D. (completed 2010)

Igor Savelzon, Computer Science, MS (completed 2009)

Lon Riesberg, Computer Science, ME (completed 2009)

Brian Locke, Computer Science, BS (completed 2009)

Matthew Koch, Computer Science, MS (completed 2009)

Melissa Dawe, Computer Science, Ph.D. (completed 2007)

Stefan Carmien, Computer Science Ph.D. (completed 2006)

Kris Nagel, Georgia Tech, Ph.D. (completed 2006)

Rogério DePaula, Computer Science, Ph.D. (completed 2004)

Youngwha Gabe Lee, School of Business, Ph.D. (completed 2003)

Alena Sanusi, Communications, MS (completed 2003)

John Weatherly, Computer Science, MS (completed 2001)

Undergraduate Research Advisees

Grace Muzny (summers 2010 & 2011)

George McCabe (2009-2010 AY), CS, **Engineering Discovery Learning Apprentice**

Kenshiro Nakagawa (Summer 2009), CS

William Matthew Smith (2008-present) CS

Steve Willson (2007-2008 AY), ECE, **Engineering Discovery Learning Apprentice**

CS DEPARTMENT & CU-BOULDER CAMPUS SERVICE

ICJMT School Initiative Steering Committee Member, 2011-2012

CS Faculty Search Committee, 2011-2012

CS Colloquium Chair, 2010-2012

Human-Centered Computing Track Curriculum Chair, 2009-2012

Faculty Teaching Excellence Program (FTEP), Talk to Incoming Faculty, 8/09

CS Executive Committee, 2008-2010

CS Search Committee, 2008-2009

CS Graduate Visit Host, 2000; 2007; 2008

ATLAS Graduate Committee, 2008

CS Graduate Committee, 1999-2003; 2006-2008

PROFESSIONAL SERVICE ACTIVITIES

National Service

National Academies/National Research Council's Committee Member for the Computer Science and Telecommunications Board's (CSTB) *Committee on Public Response to Alerts and Warnings Using Social Media and Associated Privacy Considerations: Current Knowledge and Research Needs: A Workshop*, 12 month appointment beginning August 2011.

National Academies Advisory Panelist for the *Increasing National Resilience to Disasters* NAS
Committee Meeting, Irvine, CA, May 24, 2011.

Editorial Boards

Kluwer International Series on *Computer Supported Cooperative Work*
International Journal of Information Systems on Crisis Response and Management (IGI publishers)
Transaction Books Series on *Mobile Communication Research Series*

Workshops and Panels Organized

Landgren, Jonas, Leysia Palen and Volkmer Pipek (co-organizers) (to appear 2012). Workshop: Collaboration and Crisis Informatics (CCI). *To appear during the 2012 ACM Conference on Computer Supported Cooperative Work*, Bellevue, WA

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 and Grant Proposal Review Panels

Associate Chair for ACM 2012 Conference on Computer Supported Cooperative Work (CSCW 2012)
ISCRAM 2012 Program Committee (and track co-chair)
ISCRAM 2010 Program Committee (and track co-chair)
ISCRAM 2009 Program Committee (and track co-chair)
Associate Chair for ACM 2008 Conference on Computer Supported Cooperative Work (CSCW 2008)
ISCRAM 2008 Program Committee (and track co-chair)
ISCRAM 2008 Doctoral Colloquium Program Committee
E-Social Science 2007 Program Committee (ESS 2007)
NSF Panel Member CISE and Ad Hoc Reviewer, regularly since 2000
Associate Chair for ACM 2002 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)
Associate Chair for ACM 2000 Conference on Computer Supported Cooperative Work (CSCW 2000)
Associate Chair for ACM 2001 International Conference on Supporting Group Work (GROUP 2001)
WETICE 2000 (Workshops on Enabling Technologies: Infrastructure for Collaborative Enterprises) PC

Conference Committee Work

Chair for Doctoral Consortium, ACM 2012 Conference on Computer Supported Cooperative Work
Human Computer Interaction Consortium Governing Board Colorado Representative (2007-present)
Doctoral Colloquium Panelist, ACM 2011 Conference on Computer Human Interaction (CHI 2011)
Student Volunteer Co-Chair, Computer Supported Collaborative Learning (CSCL 2002)
Steering Committee Member, Computer Supported Collaborative Learning (CSCL 2002)
Assistant to Conference Chair, ACM 2001 Conference on Supporting Group Work (GROUP 2001)
Student Volunteer: CHI '94, CSCW '94, CHI'95, ECSCW '95

Reviewing (on-going annually 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 Mass Emergencies and Disasters
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
Springer-Verlag

CURRENT PROFESSIONAL ASSOCIATIONS

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

INTERNAL AND EXTERNAL CONSULTING

Excite.com
Boeing Commercial
IBM Almaden
US WEST Advanced Technologies
University of Colorado, Boulder NSF *entwine* Grant (Fischer and Arias)

MEDIA INTERVIEWS AND WRITE-UPS OF WORK

(Partial, and not completely inclusive of blogosphere propagation)

Congressional Quarterly (2001)
American Demographics (2002)
The Oregonian (2002)
Forum Nokia (2003)
Indiana South Bend Tribune (2004)
Kansas Star (2005)
Psychology Today (2007)
New York Times (2003, 2007)
Boulder Daily Camera (2005, 2006, 2007, 2008, 2009a, 2009b, 2010)
National Public Radio (2007, 2008)
Colorado Daily (2007, 2009, 2010)
New Scientist (2008)
Internet Radio "Road to Ready" (2008)
Fox TV News (2009)
Nature (2009)
Frankfurter Allgemeine (FAZ) (2009)
Boston Globe (2009)
Emergency Management Forum (emforum.org) (2009)
Market Watch, Wall Street Journal (2009)
Denver Post (2009)
State News Magazine (2009) (Reaches State Governors)
Boulder County Business Report (2009)
On the Record...Online Podcast (2009)
University of Colorado "Just the Facts" (2009)
The Coloradan Alumni Association (2009)
University of Colorado (www.colorado.edu), 8/2009, 12/2009
Discovery News (2010)
AOL Fanhouse.Com (2010)
<improved date and article tracking starting in 2010 with greater media attention>
Jan 2010 The World (BBC World Broadcast London & WGBH) podcast
15 Jan 2010 Boing Boing: Haiti news roundup.
16 Jan 2010 Pop Tech: You can help a UN citizen ambassador in Haiti,
18 Jan 2010 Factory City: Designing hashtags for emergency response,
19 Jan 2010 Adivor: Tweak the tweet las redes sociales, utiles en crisis (Spanish)
19 Jan 2010 Denver Business Journal
19 Jan 2010 Smart Mobs: Project EPIC helping Haiti tweak the tweet

- 19 Jan 2010 IEEE Computer Magazine: Spectrum Column: Engineers race to restore communications after Haiti quake,
- 20 Jan 2010 Denver Channel 7: CU students author new twitter language for disaster relief,
- 20 Jan 2010 Colorado Daily: CU-Boulder grad student improves Haiti communication through twitter
- 21 Jan 2010 Shiny Shiny TV: Twitter Hashtags that can help organise aid in Haiti
- 21 Jan 2010 Technosociology: Coding for Haiti
- 21 Jan 2010 Outside Innovation: Innovation in Haitian relief rescue
- 21 Jan 2010 Wired: Texts, tweets saving Haitians from the rubble
- 21 Jan 2010 Current TV: Geeks for Haiti
- 22 Jan 2010 Borasky Research Journal: Tweak-the-tweet
- 25 Jan 2010 US News & World Report: University of Colorado grad student uses twitter for Haiti Interview
- 22 Jan 2010 The Chronicle: U of Colorado Lab helps Haiti victims tweet for aid
- 22 Jan 2010 PRI's the World: Technology from BBC/PRI/WBGH: WTP274 Mapping Haiti, Tweak the Tweet
- 17 Feb 2010 PBS Lehrer News Hour Blog
- 1 Mar 2010 eCuaderno (Chilean News Media Blog)
- August 2010 Red Cross on Scribd
- 8 Sept 2010 Huffington Post: Boulder Fire Stokes Community through social media
- 9 Sept 2010 Denver Post: Evacuees use social media to keep up on Boulder wildfire disaster developments
- 9 Sept 2010 The Atlantic: Boulder Burning
- 22 Sept 2010 CNN: Heading off disaster, one tweet at a time
- 25 Oct 2010 CNN: Ushahidi, How to Crowdmap a disaster
- 2 Nov 2010 Forbes: #SFRiot: Tweet-mapping the aftermath of the Giants' World Series Celebration
- 11 Feb 2011 Daily Camera: Boulder Tweeting, Studying New Zealand Earthquake Response
- Feb 2011 Officer.com: Social Crisis Response: Integrating Social Networks into the Incident Command System
- 18 Mar 2011 Emergency Management: Why Incident Commanders Need to Pay Attention to "This Social Media Thing"
- 11 Apr 2011 USA TODAY: Japan Crisis Showcases Social Media's Muscle

CU LEADERSHIP & TRAINING PROGRAMS

- Faculty Teaching Excellence Program (FTEP) *Teaching in a Nutshell* (July 2007;)
- Faculty Teaching Excellence Program (FTEP) *Course Evaluation* (October 2007)
- Leadership Education for Advancement and Promotion (LEAP) (May 2008)
- Faculty Teaching Excellence Program (FTEP): *First Day of Class Seminars* (annually since 2007)

MISCELLANEOUS

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