



CARMAN NEUSTAEDTER, PHD

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Citizenship: Canadian

Professional Interests

I am interested in performing research and teaching in the broad area of Human-Computer Interaction. I enjoy pursuing novel ideas by studying people through qualitative and quantitative means to prototype design ideas that will enhance and extend people's everyday routines. I also seek to disseminate this knowledge through publications and presentations.

Education

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|----------------------------------|--|
| September 2003
- January 2007 | PhD Computer Science , University of Calgary, Canada
Specialization: Human-Computer Interaction
Thesis Topic: Domestic Awareness and the Role of Family Calendars
Supervisor: Dr. Saul Greenberg |
| September 2001
- May 2003 | MSc Computer Science , University of Calgary, Canada
Specialization: Human-Computer Interaction
Thesis Topic: Privacy in Home Video Conferencing
Supervisor: Dr. Saul Greenberg |
| September 1997
- June 2001 | BSc Computer Science , University of Calgary, Canada
Minor: Political Science |

Research Experience

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| September 2008
- Present | Adjunct Professor , Dept. of Computer Science, University of Rochester, NY
Department Chair: Dr. Henry Kautz |
| July 2007
- Present | Research Scientist , Kodak Research Labs, Rochester, NY
Managers: Rodney Miller, Dr. Nancy Ferris
Studying social culture, prototyping and evaluating technology. |
| August 2005
- April 2006 | Research Contractor , Microsoft Research, Redmond, WA
Manager: Dr. A.J. Bernheim Brush
Design and deployment of a distributed digital family calendar. |
| May 2005
- August 2005 | Research Intern , Microsoft Research, Redmond, WA
Manager: Dr. A.J. Bernheim Brush
Participatory design and evaluation of a digital family calendar. |
| May 2004
- August 2004 | Research Intern , Microsoft Research, Redmond, WA
Manager: Dr. Marc A. Smith
Design and evaluation of email management software. |

Research Experience Cont'd

- June 2003
- September 2003 **Research Intern**, Microsoft Research, Redmond, WA
Manager: Dr. Marc A. Smith
Design and evaluation of conversation browsing software.
- July 2002
- September 2002 **Research Intern**, Microsoft Research, Redmond, WA
Manager: Dr. Eric Horvitz
Mentor: Gina Venolia
Design and evaluation of a conversation visualization for email.

Teaching Experience

- September 2008
- Present **Adjunct Professor**, Dept. of Computer Science, University of Rochester, NY
Department Chair: Dr. Henry Kautz
Teaching an introductory course in human-computer interaction.
- September 1999
- April 2004 **Teaching Assistant**, Dept of Computer Science, University of Calgary
Teaching tutorials and labs, material preparation, and marking.
- Intro to Human-Computer Interaction**
Task-centred system design, usability studies, information visualization.
Course Instructors: Dr. Sheelagh Carpendale, James Tam
- Networking and Computer Communications**
Communications and networking including the OSI model and TCP/IP model.
Course Instructor: Ivo Jirasek
- Foundations of Software Engineering**
Introduction to software development processes.
Course Instructors: Dr. Jorg Denzinger, Dr. Marina Gavrilova
- Information Structures**
Algorithm design and data structures, space and time complexity.
Course Instructors: Dr. Jeffrey Boyd, Dr. Marina Gavrilova
- Introduction to Computers**
Personal computer software and hardware.
Course Instructor: Dr. Marina Gavrilova
- July 1999
- August 2001 **Instructor**, Faculty of Continuing Education, University of Calgary
Summer classes for high school students: lesson planning / teaching of programming and web design.

Relevant Professional Experience

- August 1999
- August 2001 **Network Systems Administrator**, Davar Child Care Society, Calgary
Supervisor: Susan Elson
System maintenance and installation, network design and implementation of TCP/IP LAN, database and file system management

Publications: Book Chapters

[B2] Greenberg, S., **Neustaedter, C.**, and Elliot, K. (2008)
Awareness in the Home: The Nuances of Relationships, Domestic Coordination and Communication, Book Chapter in P. Markopoulos, B. De Ruyter, W. Mackay (ed.), *Awareness Systems: Advances in Theory, Methodology and Design*, Kluwer Academic Publishers, pp 1-21.

[B1] Boyle, M., **Neustaedter, C.** and Greenberg, S. (2008)
Privacy Factors in Video-based Media Spaces. In *Media Space: 20+ Years of Mediated Life*. (S. Harrison, Ed.), Springer, 32 pages.

Publications: Journal Articles (fully refereed)

[J3] Nunes, M., Greenberg, S. and **Neustaedter, C.** (2009)
Using Physical Memorabilia as Opportunities to Move into Collocated Digital Photo Sharing, *International Journal on Human Computer Studies, Special Issue on Collocated Photo Sharing Practices*.

[J2] **Neustaedter, C.**, Brush, A.J., and Greenberg, S., (2008)
"The Calendar is Crucial": Coordination and Awareness through the Family Calendar, In *ACM Transactions on Computer-Human Interaction (ToCHI)*, ACM Press.

[J1] **Neustaedter, C.**, Greenberg, S., and Boyle, M., (2006)
Blur Filtration Fails to Preserve Privacy for Home-Based Video Conferencing, In *ACM Transactions on Computer Human Interactions (ToCHI)*, March 2006.

Publications: Conference Papers (fully refereed)

* Given the rapid change in the field of computer science, conference publications are almost equivalent to journal articles because of their dissemination, rigour, competition, and quality.

[C21] Judge, T.K., **Neustaedter, C.**, and Kurtz, A.F. (2010 – in submission)
The Family Window: The Design and Evaluation of a Domestic Media Space, *in submission to the Conference on Computer-Human Interaction (CHI 2010)*, ACM Press.

[C20] Judge, T.K., and **Neustaedter, C.** (2010 – in submission)
Sharing Conversation and Sharing Life: Video Conferencing in the Home, *in submission to the Conference on Computer-Human Interaction (CHI 2010)*, ACM Press.

[C19] **Neustaedter, C.**, Tang, A., and Judge, T.K. (2010 – in submission)
The Role of Community and Groupware in Geocache Creation and Maintenance, *in submission to the Conference on Computer-Human Interaction (CHI 2010)*, ACM Press.

[C18] **Neustaedter, C.**, and Fedorovskaya, E. (2009)
Avatar Appearances and Representation of Self: Learning from Second Life, *Proceedings of AAAI's Fall Symposium Series on Biologically Inspired Cognitive Architectures (2009)*, IEEE.

[C17] **Neustaedter, C.**, and Fedorovskaya, E. (2009)
Improving the Flow in Digital Photo Ecosystems through Sketching and Wizard of Oz Techniques, *Proceedings of Graphics Interface 2009*, ACM Press..

[C16] **Neustaedter, C.**, and Fedorovskaya, E. (2009)
Presenting Identity in the Virtual World through Avatar Appearances, *Proceedings of Graphics Interface 2009*, ACM Press.

Publications: Conference Papers (fully refereed) Cont'd

- [C15] **Neustaedter, C.**, and Fedorovskaya, E. (2009)
Capturing and Sharing Memories in a Virtual World, *Proceedings of the ACM Conference on Computer-Human Interaction (2009)*, ACM Press.
Acceptance Rate ~25%
- [C14] Gallagher, A., **Neustaedter, C.**, Cao, L., Luo, J., and Chen, T. (2008)
Image Annotation using Personal Calendars as Context, *Proceedings of ACM Multimedia 2008*, ACM Press.
- [C13] Fedorovskaya, E., **Neustaedter, C.**, and Hao, W. (2008)
Image Harmony for Consumer Images, *Proceedings of the IEEE International Conference on Image Processing (ICIP 2008)*, IEEE.
- [C12] Nunes, M., Greenberg, S. and **Neustaedter, C.** (2008)
Sharing Digital Photographs in the Home through Physical Mementos, Souvenirs, and Keepsakes.
Proceedings of the Conference on Designing Interactive Systems (DIS 2008), ACM Press, Cape Town, South Africa.
- [C11] **Neustaedter, C.**, Brush, A.J., and Greenberg, S., (2007)
A Digital Family Calendar in the Home: Lessons from Field Trials of LINC, *Proceedings of Graphics Interface 2007 (GI 2007)*, May 28-30, Montreal, Quebec, Canada.
Best Student Paper Award
- [C10] Elliot, K., Watson, M., **Neustaedter, C.** and Greenberg, S. (2007)
Location-Dependent Information Appliances for the Home. *Proceedings of Graphics Interface 2007 (GI 2007)*, May 28-30, Montreal, Quebec, Canada.
- [C9] Elliot, K., **Neustaedter, C.** and Greenberg, S., (2007)
StickySpots: Using Location to Embed Technology in the Social Practices of the Home, In *Proceedings of the 1st International Conference on Tangible and Embedded Interaction (TEI 2007)* Feb 15-17, Baton Rouge, Louisiana, USA.
- [C8] **Neustaedter, C.**, Elliot, K., and Greenberg, S., (2006)
Interpersonal Awareness in the Domestic Realm, In *Proceedings of the Australian Conference on Computer-Human Interaction (OzCHI 2006)*.
Acceptance rate 51%
- [C7] **Neustaedter, C.**, and Brush, A.J., (2006)
“LINC-ing” the Family: The Participatory Design of an Inkable Family Calendar, In *Proceedings of the ACM Conference on Computer-Human Interaction (CHI 2006)*, April 24-27, Montreal, Quebec, ACM Press, pp. 141-150.
Best paper nominee (fewer than 5% of papers selected)
- [C6] Tang, A., **Neustaedter, C.**, and Greenberg, S., (2006)
Embodiments in Mixed Presence Groupware, In *Proceedings of the 20th British HCI Group Annual Conference (HCI 2006)*, Sept. 11-15, Queen Mary, University of London.
Acceptance rate 25%
- [C5] Elliot, K., **Neustaedter, C.**, and Greenberg, S., (2005)
Time, Ownership and Awareness: The Value of Contextual Locations in the Home, In *Proceedings of the Seventh International Conference on Ubiquitous Computing (Ubicomp 2005)*, Springer-Verlag.
Acceptance rate 9.6%

Publications: Conference Papers (fully refereed) Cont'd

[C4] **Neustaedter, C.**, Brush, A.J., Smith, M., and Fisher, D., (2005)
The Social Network and Relationship Finder: Social Sorting for Email Triage, In *Proceedings of the Conference on Email and Anti-Spam (CEAS 05)*, Stanford University.
Acceptance rate 37.7%

[C3] **Neustaedter, C.**, Brush, A.J., and Smith, M., (2005)
Beyond "From" and "Received": Exploring the Dynamics of Email Triage, In *Extended Abstracts of the Proceedings of the Conference on Computer-Human Interaction (CHI 2005)*, ACM Press.
Acceptance rate < 25%

[C2] **Neustaedter, C.** and Greenberg, S. (2003)
The Design of a Context-Aware Home Media Space for Balancing Privacy and Awareness, In *Proceedings of the Fifth International Conference on Ubiquitous Computing (UbiComp 2003)*.
Acceptance rate < 15%

[C1] Venolia, G., **Neustaedter, C.** (2002)
Understanding Sequence and Reply Relationships within Email Conversations: A Mixed-Model Visualization, In *Proceedings of the ACM Conference on Computer-Human Interaction (CHI 2003)*, ACM Press.
Acceptance rate 16%

Publications: Videos (fully refereed)

[V7] **Neustaedter, C.**, Judge, J., Kurtz, A., and Fedorovskaya, E. (2010 – in submission)
The Family Window: Connecting Families over Distance with a Domestic Media Space, *in submission to the ACM Conference on Computer-Supported Cooperative Work (CSCW 2010)*, ACM Press.

[V6] Elliot, K., Watson, M., **Neustaedter, C.** and Greenberg, S. (2007)
Location-Dependent Domestic Information Appliances, In *Video Proceedings of the Fifth International Conference on Pervasive Computing 2007 (Pervasive 2007)*, May 13-16, Toronto, Ontario, Canada.

[V5] Elliot, K., **Neustaedter, C.**, and Greenberg, S., (2006)
Sticky Spots: A Location-Based Message System for the Home, In *Video Proceedings of the ACM Conference on Computer Supported Cooperative Work (CSCW 2006)*.

[V4] **Neustaedter, C.**, Brush, A.J., and Greenberg, S., (2006)
LINC, An Inkable Digital Family Calendar: The Video, In *Video Proceedings of the ACM Conference on Computer Supported Cooperative Work (CSCW 2006)*.

[V3] Tang, A., **Neustaedter, C.**, and Greenberg, S., (2004)
VideoArms: Supporting Remote Embodiment in Groupware, In *Video Proceedings of the ACM Conference on Computer-Supported Cooperative Work (CSCW 2004)*.

[V2] **Neustaedter, C.** and Greenberg, S. (2003)
The Design of a Context-Aware Home Media Space, In *Video Proceedings of the Fifth International Conference on Ubiquitous Computing (UbiComp 2003)*.

[V1] **Neustaedter, C.**, Greenberg, S. and Carpendale, S. (2002)
IMVis: Instant Messenger Visualization, In *Video Proceedings of the ACM Conference on Computer Supported Cooperative Work (CSCW 2002)*.

Publications: Demonstrations

[D2] **Neustaedter, C.**, Brush, A.J., and Greenberg, S., (2006)
A Demo of Family Calendaring using LINC, *Extended Abstract and Demonstration at the ACM Conference on Computer Supported Cooperative Work (CSCW 2006)*.

[D1] Brush, A.J., and **Neustaedter, C.**, (2006)
LINC: A Ubiquitous Digital Family Calendar, *Extended Abstract and Demonstration at the Eighth International Conference on Ubiquitous Computing (UbiComp 2006)*.

Publications: Theses

[T2] **Neustaedter, C.** (2007)
Domestic Awareness and the Role of Family Calendars, PhD Dissertation, *Department of Computer Science, Calgary, Alberta, Canada*.

[T1] **Neustaedter, C.** (2003)
Balancing Privacy and Awareness in Home Media Spaces, MSc Thesis, *Department of Computer Science, Calgary, Alberta, Canada*.

Publications: Workshop Organization

[O3] Judge, T., **Neustaedter, C.**, Tang, A., and Harrison, S., (2010)
Bridging the Gap: Moving Between Contextual Analysis and Design, *Extended Proceedings of the ACM Conference on Computer-Human Interaction (2010)*, ACM Press.

[O2] **Neustaedter, C.**, Yarosh, S., and Brush, A.J., (2009)
Designing for Families, *Extended Proceedings of the ACM Conference on Computer-Human Interaction (2009)*, ACM Press.

[O1] **Neustaedter, C.**, Brush, A.J., and McDonald, D. (2008)
Designing for Families, *Extended Proceedings of the ACM Conference on Computer-Supported Cooperative Work (2008)*, ACM Press.

Publications: Workshop Papers

[W6] **Neustaedter, C.**, (2008)
Reflecting on Domestic Displays for Photo Viewing and Sharing, In *ACM CHI 2008 Workshop on Collocated Social Practices Surrounding Photos*. Organized by Sian Lindley, Abigail Durrant, Dave Kirk, and Alex Taylor.

[W5] Tang, A., and **Neustaedter, C.**, (2006)
Visualizing Egocentric Relationships in Instant Messaging, In *ACM CHI 2006 Workshop on Social Visualization, Exploring Text, Audio and Video Interactions*. Organized by Karahalios, K., and Viegas, F.

[W4] **Neustaedter, C.**, Elliot, K., and Greenberg, S., (2005)
Understanding Interpersonal Awareness in the Home, In *ACM CHI 2005 Workshop on Awareness Systems*.

[W3] **Neustaedter, C.** and Greenberg, S. (2003)
Balancing Privacy and Awareness in Home Media Spaces, In *Workshop on UbiComp Communities: Privacy as Boundary Negotiation, UbiComp 2003*.

[W2] Venolia, G., **Neustaedter, C.** (2002)
Understanding Sequence and Reply Relationships within Email Conversations: A Mixed-Model Visualization, In *ACM CSCW 2002 Workshop on Redesigning Email for the 21st Century*.

Publications: Workshop Papers Cont'd

[W1] **Neustaedter, C.** & Greenberg, S. (2002)
Supporting Coherence with a 3D Instant Messenger Visualization, In *ACM CHI 2002 Workshop on Discourse Architectures*.

Patent Applications Pending

[P6] **Neustaedter, C.**, Kurtz, A., Fedorovskaya, E., Judge, T., 2009
Time Shifted Video Communications

[P5] Fedorovskaya, E., and **Neustaedter, C.**, 2009
Method and Apparatus for Image Display Control According to Viewer Factors and Responses

[P4] **Neustaedter, C.**, Gobeyn, K., and Fedorovskaya, E., 2008
Configuring a Virtual World User Interface

[P3] Fisher, D., Brush, A.J., Jacobs, A., Smith, M., and **Neustaedter, C.**, 2006
Ordering Personal Information with Social Meta-data
MSFTP1304US

[P2] Brush, A.J. and **Neustaedter, C.**, 2006
Mobile Access to Information Using Images
U.S. Serial No. 60/756,914

[P1] Brush, A.J. and **Neustaedter, C.**, 2006
User Interface for an Inkable Family Calendar
U.S. Serial No. 60/756,775

Presentations and Talks

May 2009 **Digital Photo Ecosystems**
ACM Conference on Graphics Interfaces (2009), *Conference Session Talk*.

May 2009 **Avatar Appearances and Identity**
ACM Conference on Graphics Interfaces (2009), *Conference Session Talk*.

April 2009 **Capturing and Sharing Memories in a Virtual World**
ACM Conference on Computer Human Interaction (2009), *Conference Session Talk*.

January 2009 **Design for Real People with Real Needs**
Rochester Institute of Technology (RIT), Department of Industrial and System's Engineering's Human Factors course, *Invited Guest Lecture*.

April 2008 **Reflecting on Domestic Displays**
ACM Conference on Computer Human Interaction (CHI 2008), Workshop on Collocated Photo Sharing

January 2008 **Designing Technology for Everyday Life**
Rochester Institute of Technology (RIT), Usability Engineering Course, *Invited Guest Lecture*.

Presentations and Talks Cont'd

- December 2007 **Designing Technology for Everyday Life**
Human Factors and Ergonomics Society of Western NY, *Invited Talk.*
- October 2007 **Designing Technology for Everyday Life**
University of Rochester, Department of Computer Science Colloquium, *Invited Talk.*
- May 2007 **Field Trials of a Digital Family Calendar**
ACM Conference on Graphics and Interfaces (2007), *Conference Session Talk.*
- November 2006 **Interpersonal Awareness in the Domestic Realm**
Australian Conference on Computer Human Interaction (2006), *Conference Session Talk.*
- April 2006 **LINCing the Family: An Inkable Family Calendar**
ACM Conference on Computer Human Interaction (2006), *Conference Session Talk.*
- March 2006 **User-Centred Design for the Home**
Microsoft Research Invited Talk.
- July 2005 **The Social Network and Relationship Finder**
Conference on Email and Anti-Spam (CEAS 05), *Conference Session Talk.*
- April 2005 **Exploring Email Triage**
ACM Conference on Computer Human Interaction (CHI 2005), *Conference Session Short Talk.*
- April 2005 **Interpersonal Awareness in the Home**
ACM Conference on Computer Human Interaction (CHI 2005), *Workshop on Awareness Systems.*
- January 2005 **Interpersonal Awareness**
University of Calgary, Dept. Computer Science, *Graduate Student Seminar Series.*
- October 2003 **A Context-Aware Home Media Space**
Fifth International Conference on Ubiquitous Computing (UbiComp 2003), *Conference Session Talk.*
- October 2003 **Balancing Privacy and Awareness in a Home Media Space**
Fifth International Conference on Ubiquitous Computing (UbiComp 2003), *Workshop on Ubicomp Communities: Privacy as Boundary Negotiation.*
- November 2002 **Email Conversation Visualization**
ACM Conference on Computer Supported Cooperative Work (CSCW 2002), *Workshop on Redesigning Email for the 21st Century.*
- April 2002 **Supporting Coherence with an Instant Messenger Visualization**
ACM Conference on Computer Human Interaction (CHI 2002), *Workshop on Discourse Architectures.*

Selected Awards and Scholarships

- 2005 **Alberta Ingenuity Scholarship** for research and course excellence.
Valued at \$22,000 CAD per annum (without other major scholarship) plus
\$1500 CAD per annum research allowance, for a duration of five years.
- 2004 **NSERC PGS-D Scholarship** for research and course excellence.
Natural Sciences and Engineering Research Council, Canada
Valued at \$21,000 CAD per annum for a duration of two years.
- 2004 **ICORE Graduate Student Scholarship** for research and course excellence.
Informatics Circle of Research Excellence, Canada
Valued at \$15,000 CAD per annum for a duration of two years.
- 2005 **Graduate Students' Association Distinction Award** for community service.
University of Calgary
Valued at \$1000 CAD.
- 2004 **Dean's Research Excellence Award** for research potential and excellence.
University of Calgary
Valued at \$3000 CAD.
- 2003 **TRLabs Research Scholarship** for research excellence.
Telecommunication Research Labs, Calgary, Canada
Valued at \$12,000 CAD per annum for a duration of 2 years.
- 2003 **Dean's Entry Award** for research potential.
University of Calgary
Valued at \$6000 CAD.

Professional Activities: Program Committees

- 2009, 2010 ACM Conference on Computer-Human Interaction (CHI)
2008 ACM Conference on Designing Interactive Systems (DIS)

Professional Activities: Review Committees

- 2010 International Conference on Intelligent User Interfaces
2008, 2010 ACM Conference on Computer Supported Cooperative Work
2004-2010 International Conference on Ubiquitous Computing
2009 Pervasive and Mobile Computing Journal
2004-2008 ACM Conference on Computer-Human Interaction
2007 ACM Journal of Transactions on Information Systems
2007 International Conference on Pervasive Computing
2004, 2006 ACM Conference on Computer Supported Cooperative Work
2004-2005 ACM Journal of Transactions on Computer-Human Interaction
2005 Journal of HCI, Special Issue on Awareness Systems
2005 IEEE Workshop on Horizontal Interactive Human-Computer Systems
2005 International Conference on Pervasive Computing
2005 ACM Symposium on User Interface Software & Technology
2004-2005 Journal of Computer Supported Cooperative Work

Supervising and Mentoring

September 2009 - Present	PhD Supervisory Committee , Tejinder Judge, Virginia Tech
June 2009 - August 2009	Internship Mentor , Tejinder Judge, Kodak Research Labs
January 2009 -May 2009	Independent Study Advisor , Marin Kobin, University of Rochester
January 2009 -May 2009	Independent Study Advisor , Robin Miller, University of Rochester
June 2008 - September 2008	Internship Mentor , Sara Girotto, Kodak Research Labs
2007	MSc Mentor , Michael Nunes, University of Calgary
2003-2006	MSc Mentor , Kathryn Elliot, University of Calgary
2005-2006	MSc Mentor , Anthony Tang, University of Calgary

Organizational Memberships

July 2008 - Present	Special Interest Group on Computer-Human Interaction (SIGCHI) Association for Computing Machinery (ACM)
July 2007 - Present	Association for Computing Machinery (ACM)
May 2004 - April 2005	Computer Science Graduate Society , President University of Calgary
June 2003 - April 2004	Computer Science Graduate Society , VP Academic University of Calgary
September 2003 - April 2004	Graduate Students' Association , Academic Standing Committee University of Calgary
September 1997 - September 1998	Residence Computing Support University of Calgary

Skills and Hobbies

<i>Research:</i>	Leadership, independent or team work, public speaking, usability studies, controlled experiments, field studies, interviewing, surveys, contextual inquiry, qualitative and quantitative data analysis, prototyping (low, medium, and high-fidelity), interaction design
<i>Technical:</i>	Computer vision, software development in C#, C/C++, Java, SQL Server, ASP.NET, Perl, Visual Basic, HTML
<i>Languages:</i>	English (native speaker), French (basic proficiency)
<i>Fun Stuff:</i>	Volleyball, karate, hockey, photography, team puzzle-solving challenges

References

Dr. Saul Greenberg, Full Professor
Department of Computer Science
University of Calgary
2500 University Drive NW
Calgary, Alberta, Canada
Phone: +1 403-220-6087
saul.greenberg@ucalgary.ca

Dr. A.J. Brush, Manager of Everyday Technology
Microsoft Research
One Microsoft Way
Redmond, WA, USA
Phone: +1 425-722-7299
ajbrush@microsoft.com

Dr. Henry Kautz, Professor and Chair
Department of Computer Science
University of Rochester
Box 270226
Rochester NY, 14627
kautz@cs.rochester.edu