

Rebecca E. Grinter

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## RESEARCH INTERESTS

Computer Supported Cooperative Work (CSCW), Human Computer Interaction (HCI), Security, Software Engineering, Ubiquitous Computing.

## EDUCATION

- 6/96 Ph.D. Information and Computer Science. University of California, Irvine.  
Title: Understanding Dependencies: A Study of the Coordination Challenges in Software Development  
Committee: Jonathan Grudin (chair), John L. King, and Rob Kling
- 3/94 M. S. Information and Computer Science. University of California, Irvine.
- 6/92 Education Abroad Program. University of California, Irvine.
- 6/91 B. Sc. (Hons) Computer Science. University of Leeds, United Kingdom.

## EMPLOYMENT

- 9/04- *Associate Professor, College of Computing, Georgia Institute of Technology. Atlanta, Georgia.*  
At Georgia Tech, my research will continue to emphasize human-centered system design. As computers leave the workplace and enter non-system administrated domains such as the home, the need to merge human and technical concerns in systems design will become even more pressing. Currently, we know very little about users' technology needs away from the workplace, and I will continue to explore this area.
- 11/00 - *Member of Research Staff, Palo Alto Research Center (PARC). Palo Alto, California.*
- 9/04 Identifying design requirements for innovative technologies was my primary research focus. Using empirical methods I have gathered data about user needs that could be addressed by technologies in diverse settings including the office, museums, and the home. In collaboration with Computer Scientists, I have integrated human-centered concerns into the design of systems that address users' needs as well as providing technological innovation. I participated in the design of secure and usable wireless systems, museum guidebooks, and services for domestic networks.
- 8/00 - *Visiting Research Scientist Xerox Research Centre Europe. Cambridge, England.*  
10/00 Studying communications system development led to an interest in understanding new communications services. Using empirical methods, I conducted among the earliest studies of Short Messaging System (SMS) and Instant Messaging (IM) in use among teenagers who were widely considered to be the lead adopters of these systems. Results led to insights about teenagers' actual communications needs, and more generally about requirements for the design communications systems for use in domestic settings.
- 7/96 - *Member of Technical Staff, Bell Laboratories, Lucent Technologies. Naperville, Illinois.*  
7/00 My research focused on improving telecommunications systems development by understanding the human centered challenges of coordinating production processes. Using on empirical techniques, I conducted field studies and developed an understanding of the coordination required to produce working systems. The results included process redesign and analysis approach that shows how collaboration is critical to producing working systems.

**PUBLICATIONS***Journals*

- J.1 King, J. L., Grinter, R. E. and J. M. Pickering (1996) "Grandeur et décadence d'Arpanet: La saga de Netville, cité champignon du cyberspace" *Réseaux*. 77(May-June): 9-36.
- J.2 Grinter, R. E. (1996) "Supporting Articulation Work Using Configuration Management Systems" *Computer Supported Cooperative Work: The Journal of Collaborative Computing*. 5(4): 447-465.
- J.3 Herbsleb, J. D. and R. E. Grinter (1999) "Architectures, Coordination, and Distance: Conway's Law and Beyond" *IEEE Software* 16(5) September/October: 63-70.
- J.4 Grinter R. E. (2000) "Workflow Systems: Occasions for Success and Failure" *Computer Supported Cooperative Work: The Journal of Collaborative Computing* 9(2): 189-214.
- J.5 Cox, K., Grinter, R.E., Hibino, S.L., Jagadeesan, L.J. and D. Mantilla (2001) "A Multi-Modal Natural Language Interface to an Information Visualization Environment" *International Journal of Speech Technology* 4(3/4): 297-314.
- J.6 Grinter, R. E. (2003) "Recomposition: Coordinating a Web of Software Dependencies" *Computer Supported Cooperative Work: Journal of Collaborative Computing*. 12(3): 297-327.
- J.7 Balfanz D., Durfee, G., Grinter R. E. and D. K. Smetters (2004) "In Search of Usable Security - Five Lessons from the Field" *IEEE Security & Privacy, Special Issue on Usable Security*. September/October. 19-24.
- J.8 Dourish, P., Grinter, R. E., Delgado de la Flor, J. and M. Joseph (2004) "Security in the Wild: User Strategies for Managing Security as an Everyday, Practical Problem." *Journal of Personal and Ubiquitous Computing*. 8(6) 391-401. (Announced 2005)
- J.9 Bellotti, V., Ducheneaut, N., Howard, M., Smith, I., and R. E. Grinter (in press) "Quality versus Quantity: Email-Centric Task-management and its Relationship with Overload" *Human Computer Interaction Journal*. 1-2:
- J.10 Grinter, R. E. (2005) "Words about Images: Coordinating Community in Amateur Photography" *Computer Supported Cooperative Work: Journal of Collaborative Computing*. 14 (2): 161-188

*Refereed Conferences*

- C.1 Andersen, K. V. and R. Grinter (1992) "Work, Power and Computers: Implications and Conflicts of Computerization at Work in the United States and Scandinavia" *Proceedings of Directions and Implications of Advanced Computing 1992*. Berkeley, California. May 2-3. 184-189.
- C.2 Grinter, R. E. (1995) "Using a Configuration Management Tool to Coordinate Software Development" in *Proceedings of the ACM Conference on Organizational Computing Systems (COOCS '95)*. San Jose, California. August 13-16. 168-177.
- C.3 Grinter, R. E. (1997) "The World-Wide Web is More Than An Information Repository!" in *Proceedings of the 3rd Americas Conference on Information Systems*. Indianapolis, Indiana. August 15-17. 894-896.
- C.4 Grinter, R. E. (1997) "Doing Software Development: Occasions for Automation and Formalisation" in *Proceedings of the 5<sup>th</sup> European Conference on Computer Supported Cooperative Work (ECSCW '97)*. Lancaster, United Kingdom. September 9-12. 173-188. 22% Acceptance Rate.
- C.5 Grinter, R. E. (1997) "From Workplace to Development: What Have We Learned So Far And Where Do We Go?" in *Proceedings of International ACM SIGGROUP Conference on Supporting Group Work (GROUP '97)*. Phoenix, Arizona. November 16-19. 231-240.
- C.6 Herbsleb, J. and R. E. Grinter (1998) "Conceptual Simplicity Meets Organizational Complexity: Case Study of a Corporate Metrics Program" in *Proceedings of the 20<sup>th</sup> International Conference on Software Engineering (ICSE '98)*. Kyoto, Japan. April 19-25. 271-280. 18% Acceptance Rate.
- C.7 Grinter R. E. (1998) "Recomposition: Putting it All Back Together Again" in *Proceedings of ACM Conference on Computer Supported Cooperative Work (CSCW '98)*. Seattle, Washington. November 14-18. 393-403. 19% Acceptance Rate.

- C.8 Grinter, R. E. (1999) “Systems Architecture: Product Designing and Social Engineering” in Proceedings of ACM Conference on Work Activities Coordination and Collaboration (WACC '99). San Francisco, California: February 20-22. 11-18. 22% Acceptance Rate.
- C.9 Herbsleb, J. D. and R. E. Grinter (1999) “Splitting the Organization and Integrating the Code: Conway's Law Revisited” in Proceedings of the 21<sup>st</sup> International Conference on Software Engineering (ICSE '99). Los Angeles, California. May 16-22. 85-95. 19% Acceptance Rate.
- C.10 Grinter, R. E., Herbsleb, J. D. and D. E. Perry (1999) “The Geography of Coordination: Dealing with Distance in R&D Work” in Proceedings of International ACM SIGGROUP Conference on Supporting Group Work (GROUP '99). Phoenix, Arizona. November 14-17. 306-315.
- C.11 Herbsleb, J. D., Mockus, A., Finholt T. and R. E. Grinter (2000) “Distance, Dependencies, and Delay in a Global Collaboration” in Proceedings of ACM Conference on Computer Supported Cooperative Work (CSCW '00). Philadelphia, Pennsylvania. December 2-6. 319-328. 18% Acceptance Rate.
- C.12 Herbsleb, J. D., Mockus, A., Finholt T. and R. E. Grinter (2001) “An Empirical Study of Global Software Development: Distance and Speed” in Proceedings of the 22<sup>nd</sup> International Conference on Software Engineering (ICSE '01). Toronto, Canada. May 12-19. 81-90. 18% Acceptance Rate.
- C.13 Grinter, R. E. and M. Eldridge (2001) “y do tngrs luv 2 txt msg?” in Proceedings of 7<sup>th</sup> European Conference on Computer Supported Cooperative Work (ECSCW '01). Bonn, Germany. September 18-20. 219-238. 19% Acceptance Rate.
- C.14 Edwards, W.K. and R.E. Grinter (2001) “At Home with Ubiquitous Computing: Seven Challenges” in Proceedings of UbiComp 01. (LNCS 2201). Atlanta, Georgia. September 30 – October 2. 256-272. 14% Acceptance Rate.
- C.15 Grinter R. E. (2001) “From Local to Global Coordination: Lessons from Software Reuse” in Proceedings of International ACM SIGGROUP Conference on Supporting Group Work (GROUP 2001). Boulder, Colorado. September 30 - October 3. 144-153.
- C.16 Woodruff, A., Aoki, P.M., Grinter, R. E., Hurst, A., Szymanski, M. H., and J. D. Thornton (2002) “Eavesdropping on Electronic Guidebooks” in Proceedings of Museums and the Web 2002. Boston, Massachusetts. April 17-20. 21-30.
- C.17 Bellotti, V. M., Back, M. J., Edwards, W. K., Grinter, R. E., Lopes, C. V. and A. Henderson (2002) “Making Sense of Sensemaking Systems: Five Questions for Designers and Researchers” in Proceedings of ACM Conference on Human Factors in Computing System (CHI 2002). Minneapolis, Minnesota. April 20-25. 415-422. 15% Acceptance Rate.
- C.18 Aoki, P. M., Grinter, R. E., Hurst, A., Szymanski, M. H., Thornton, J. D. and A. Woodruff (2002) “Sotto Voce: Exploring the Interplay of Conversation and Mobile Audio Spaces” in Proceedings of ACM Conference on Human Factors in Computing System (CHI 2002). Minneapolis, Minnesota. April 20-25. 431-438. 15% Acceptance Rate.
- C.19 Woodruff, A., Szymanski, M. H., Grinter, R. E., and P. M. Aoki (2002) “Practical Strategies for Integrating a Conversation Analyst in an Iterative Design Process” In Proceedings of the ACM Conference on Designing Interactive Systems DIS 2002. London, United Kingdom. June 25-28. 19-28. 22%
- C.20 Grinter, R. E. and L. Palen (2002) “IM in Teenage Life” in Proceedings of ACM Conference on Computer Supported Cooperative Work (CSCW 2002). New Orleans, Louisiana. November 16-20. 21-30. 20% Acceptance Rate.
- C.21 Grinter, R. E., Aoki, P. M., Hurst, A., Szymanski, M. H., Thornton, J. D. and A. Woodruff (2002) “Revisiting the Visit: Understanding How Technology Can Shape the Museum Visit” in Proceedings of ACM Conference on Computer Supported Cooperative Work (CSCW 2002). New Orleans, Louisiana. November 16-20. 146-155. 20% Acceptance Rate.
- C.22 Smetters, D. K. and R. E. Grinter (2002) “Moving from The Design of Usable Security Systems to the Design of Useful and Secure Applications” in Proceedings of the ACM New Security Paradigms Workshop 2002. Norfolk, Virginia. September 23-27. 82-88. 29% Acceptance Rate.

- C.23 Grinter, R. E. and M. Eldridge (2003) “wan2tlk: Everyday Text Messaging” in Proceedings of ACM Conference on Human Factors in Computing System (CHI 2003). Fort Lauderdale, Florida. April 5-10. 441-448. 16% Acceptance Rate.
- C.24 Balfanz, D., Durfee, G., Grinter, R. E., Smetters, D. K., and P. Stewart (2004) “Network-in-a-Box: How to Set Up a Secure Wireless Network in Under a Minute” in Proceedings of the USENIX Security Symposium 2004. San Diego, California. August 9-13. 207-222. 12% Acceptance Rate.
- C.25 Volda, A., Grinter, R. E., Ducheneaut, N., Edwards W. K. and M. W. Newman (2005) “Listening in: Practices Surrounding iTunes Music Sharing” in Proceedings of the ACM Conference on Human Factors in Computing Systems (CHI 2005). Portland, Oregon, April 2-7. 191-200. 25% Acceptance Rate. Nominee for Best Paper (Top 1% of submissions).
- C.26 Grinter, R. E., Edwards, W. K., Newman, M. W. and N. Ducheneaut (2005) “The Work to Make the Home Network Work:” in Proceedings of the 9<sup>th</sup> European Conference on Computer Supported Cooperative Work (ECSCW '05). Paris, France, Sept 2005. 19% Acceptance Rate.

#### *Refereed Conferences without Proceedings*

- CP.1 Grinter, R. E. and M. Eldridge (2003) “Wnt2tlk, luv2tlk!: Everyday Teenage Text Messaging Practices” Social Science and Social Policy: the 74<sup>th</sup> Annual Meeting of the Pacific Sociological Association. Pasadena, California. April 3-6.

#### *Book Chapters*

- BC.1 Pickering, J. M. and R. E. Grinter (1995) “Software Engineering and CSCW: A Common Research Ground” in Richard N. Taylor and Joelle Coutaz (Eds.) Software Engineering and Human Computer Interaction: ICSE '94 Workshop on SE-HCI: Joint Research Issues Lecture Notes in Computer Science Series Vol. 896. Springer-Verlag. 241-250.
- BC.2 King, J. L., Grinter, R. E., and J. M. Pickering (1997) “The Rise and Fall of Netville: Institution and Infrastructure in the Great Divide” in S. Kiesler (Ed.), Culture of the Internet. Mahweh, New Jersey: Lawrence Erlbaum. 3-33.
- BC.3 Grinter, R. E. and M. Eldridge (in press) “y do tngrs luv 2 txt msg?” reprinted in Kraut, R., Brynin, M. and S. Kiesler (Ed.) IT at Home: The Social Impact of Domestic Computing and Telecommunications. Oxford, UK: Oxford University Press.
- BC.4 Volda, A., Grinter, R. E., and N. Ducheneaut (in press) “iTunes Music Sharing: “It Wouldn’t Be So Good If They Said, ‘God! He Likes Justin Timberlake? That Sucks!’ “ “ in O’Hara, K and B. Brown (Eds.) Reinventing Music: social and cultural impacts of new music technology. Kluwer Academic Press.

#### *Other Reviewed Publications*

- O.1 Grinter, R. E. (1996) “Understanding the Role of Configuration Management Systems in Software Development” (Reviewed Doctoral Consortium Position) In Conference Companion of the ACM Conference on Human Factors in Computing Systems CHI '96, Vancouver, Canada. April 13-18. 39-40.
- O.2 Cox, K. C., Grinter, R. E., Hibino, S., Jagadeesan, L.J, and D. Mantilla (2000) “Using Dialog and Context in a Speech-Based interface for an Information Visualization Environment” Poster Advanced Visual Interfaces 2000. Palermo, Italy. May 23-26. 274-275.
- O.3 Grinter, R. E. (2002) ““Hanging Out With Computers:” The Role of IM in Teenage Communication” Human Computer Interaction Consortium 2002. Fraser, Colorado. January 30 – February 3.
- O.4 Grinter, R. E. and A. Woodruff (2002) “Ear and Hair: Selecting Appropriate Headsets” Interactive Poster ACM Conference on Human Factors in Computing Systems (CHI 2002). Minneapolis, Minnesota. April 20-25. 680-681.
- O.5 Grinter, R. E. and D. K. Smetters (2003) “Three Challenges for Embedding Security into Applications” HCISEC Workshop, ACM Conference on Human Factors in Computing Systems (CHI 2003). Fort Lauderdale, Florida. April 6, 2003.

*Essays, Invited Papers, and Technical Reports*

- E.1 Grinter, R. E. and R. N. Taylor (1993) "Improvement of User Interface Development Methodologies through Rigorous Analysis" (Technical Report) UCI Technical Report 93-36.
- E.2 Grinter, R. E. (1994) "Book Review: Review of "A Small Matter of Programming: Perspectives on End-User Computing" by Bonnie Nardi SIGCHI Bulletin 26(4): 80-81.
- E.3 Grinter, R. E. (1994) "Book Review: Review of and Perspective on "The Politics of Projects" Robert Block, SIGOIS Bulletin 14(3). 31-32.
- E.4 Grudin, J. and R. E. Grinter (1995) "Ethnography and Design - A Commentary" (Invited Commentary) Computer Supported Collaborative Work: An International Journal, 3(1): 55-59.
- E.5 Blevins, J., Dubrow, D., Eickelman, N., Grinter, R., Medvidovic, N., Reimer, R., Shaw, J., Turner, C. and G. Wong (1995) "Report on the Software Project Management Technical Research Review" in D. Richardson and B. Boehm (Eds.). Proceedings of the California Software Symposium. Irvine, California. March 30. 127-145.
- E.6 Grinter, B. (1996) "CSCW and the Internet" SIGOIS Bulletin 17(3). 13.
- E.7 King, J. L., Grinter, R. E. and J. M. Pickering (1997) "The Rise and Fall of Netville: The Saga of a Cyberspace Construction Boomtown in the Great Divide" EM-Electronic Markets, 7(1). 21-24.
- E.8 Bayle, E., Bellamy, R., Casaday, G., Erickson, T., Fincher, S., Grinter, B., Gross, B., Lehder, D., Marmolin, H., Moore, B., Potts, C., Skousen, G., and J. Thomas (1998) "Putting it All Together: Towards a Pattern Language for Interaction Design" SIGCHI Bulletin 30(1). 17-23.
- E.9 Abowd, G., Edwards, W. K. and R. E. Grinter (2003) "Smart Homes or Homes that Smart?" Beyond the Desktop Column, SIGCHI Bulletin, March/April. 13.
- E.10 Dourish, P., Grinter, R. E., Dalal, B. Delgado de la Flor, J. and M. Joseph (2003) "Security Day-to-day: User Strategies for Managing Security as a Practical Everyday Problem" UCI-ISR Technical Report 03-05.

*Thesis*

- T.1 Grinter, R. E. (1996) "Understanding Dependencies: A Study of the Coordination Challenges in Software Development" *Ph.D. Thesis. University of California. Department of Information and Computer Science.*

**TALKS***Invited Talks*

- I.1 Grinter, R. E. and J. Grudin (1993) "Computer Supported Cooperative Work" Irvine Research Unit in Software (IRUS) Fall Symposium. Irvine, California. October 29.
- I.2 Grinter, R. E. (1995) "Supporting the Articulation of Software Development Work Using Configuration Management Systems" Rank Xerox Research Centre, Cambridge. Cambridge, United Kingdom. December 18.
- I.3 Sumner Jr., E., Grinter, R. E. and L. Votta Jr. (1997) "How I Learned to Stop Worrying and Love the 5ESS!" 19<sup>th</sup> International Conference on Software Engineering (ICSE '97). Boston, Massachusetts. May 20.
- I.4 Grinter, R. E. (1997) "How Can Empirical Researchers of Software Production have the Greatest Impact on Understanding the Essential Problems and Improving Practice?" Panel Position at Seventh Workshop on Empirical Studies of Programmers. Arlington, Virginia. October 26.
- I.5 Grinter R. E. (1997) "Software Architecture: Technical Designing and Social Engineering" Department of Information and Computer Science, University of California, Irvine. Irvine, California. November 11.
- I.6 Grinter, R. E. (1997) "Software Architecture: Technical Designing + Social Engineering" Center for Software Engineering, University of Southern California. Los Angeles, California. November 12.

- I.7 Grinter, R. E. (1998) “CSCW: Research Traditions and New Directions” Tutorial for Fifth International Conference on Software Process (ICSP5). Naperville, Illinois. June 14-17.
- I.8 Grinter R. E. (1999) “Systems Architecture: Product Designing and Social Engineering” Xerox Research Centre Europe, Cambridge (formerly EuroPARC). Cambridge, United Kingdom. January 21.
- I.9 Grinter, R. E. (1999) “Empirical Methods in Software Engineering” Software Research Strategy Workshop. Los Angeles, California. August 24. (Invitation only NSF workshop sponsored 25 software engineering researchers to contribute research directions for PITAC/ITR. Organised by Barry Boehm).
- I.10 Grinter, R. E. (1999) “The Geography of Coordination” Stanford University, Work, Technology and Organizations Seminar. Palo Alto, California. October 7.
- I.11 Grinter, R. E. (1999) “CSCW. The Next Ten Years” Closing Plenary Discussant at European Conference on Computer Supported Cooperative Work (ECSCW 99). Copenhagen, Denmark. September 16.
- I.12 Grinter, R. E. (2001) “Coordinating Over Distance: Conway's Law and Beyond” University of California, Berkeley. Berkeley, California. May 8.
- I.13 Grinter, R. E. (2001) “Forms of Reciprocity in Everyday Wireless Practices” FXPAL Workshop on The Future of Wireless Technologies and Services. Palo Alto, California. October 8.
- I.14 Grinter, R. E. (2002) “Hanging Out With Computers: The Role of IM in Teenage Communication” Sun Microsystems HI-tech Forum. Menlo Park, California. February 13.
- I.15 Grinter, R. E. (2002) “Hanging Out With Computers: The Role of IM in Teenage Communication” Stanford University Seminar on People, Computers, and Design. Palo Alto, California. March 8.
- I.16 Grinter, R. E. (2003) “A Tale of Two Messaging Systems: Domestic Practices of SMS and IM” Palo Alto Research Center Forum. Palo Alto, California. May 1.
- I.17 Grinter R. E. (2003) “A PARC Perspective on the Next 30 Years of Networking” Invited talk at 30<sup>th</sup> Anniversary of Ethernet. Palo Alto, California. May 23.
- I.18 Grinter, R. E. (2003) “A Tale of Two Messaging System: Domestic Practices of SMS and IM” NSF workshop on Information Technology at Home. Estes Park, Colorado. June 6.
- I.19 Grinter, R. E. (2003) “A Tale of Two Messaging Systems: Domestic Practices of SMS and IM” Summer Intern Research Series. Palo Alto, California. July 16.
- I.20 Grinter, R. E. (2005) “Human Factors for End Users” National Academy of Sciences Congressional Committee on the future of CyberSecurity Research. Washington, District of Columbia. March 10.

#### Conference Presentations

- P.1 Grinter, R. E. (1995) “Using a Configuration Management Tool to Coordinate Software Development” *ACM Conference on Organizational Computing Systems (COOCS '95)*. San Jose, California. August 13.
- P.2 Grinter, R. E. (1997) “The World-Wide Web is More Than An Information Repository!” *Third Americas Conference on Information Systems*. Indianapolis, Indiana. August 16.
- P.3 Grinter, R. E. (1997) “Doing Software Development: Occasions for Automation and Formalisation” *5<sup>th</sup> European Conference on Computer Supported Cooperative Work (ECSCW 97)*. Lancaster, United Kingdom. September 10.
- P.4 Grinter, R. E. (1997) “From Workplace to Development: What Have We Learned So Far And Where Do We Go?” *International ACM SIGGROUP Conference on Supporting Group Work (GROUP '97)*. Phoenix, Arizona. November 18.
- P.5 Grinter R. E. (1998) “Recomposition: Putting it All Back Together Again” *ACM Conference on Computer Supported Cooperative Work (CSCW '98)*. Seattle, Washington. November 18.
- P.6 Herbsleb, J. D. and R. E. Grinter (1999) “Splitting the Organization and Integrating the Code: Conway's Law Revisited” *21<sup>st</sup> International Conference on Software Engineering (ICSE 99)*. Los Angeles, California. May 19.

- P.7 Grinter R. E. (2001) “From Local to Global Coordination: Lessons from Software Reuse” *International ACM SIGGROUP Conference on Supporting Group Work (GROUP 2001)*. Boulder, Colorado. October 2.
- P.8 Grinter, R. E. (2002) “Hanging Out With Computers: The Role of IM in Teenage Communication” *Human Computer Interaction Consortium Workshop*. Winter Park, Colorado. January 31.
- P.9 Grinter, R. E. and L. Palen (2002) “IM in Teenage Life” *ACM Conference on Computer Supported Cooperative Work (CSCW 2002)*. New Orleans, LA. November 18.
- P.10 Grinter, R. E., Aoki, P. M., Hurst, A., Szymanski, M. H., Thornton, J. D. and A. G. Woodruff (2002) “Revisiting the Visit: Understanding How Technology Can Shape the Museum Visit” *ACM Conference on Computer Supported Cooperative Work (CSCW 2002)*. New Orleans, LA. November 19.
- P.11 Grinter, R. E. and M. Eldridge (2003) “wan2tlk: Everyday Text Messaging” in *Proceedings of ACM Conference on Human Factors in Computing System (CHI 2003)*. Fort Lauderdale, Florida. April 9.

#### Conference Presentations without Proceedings

- PP.1 Grinter, R. E. and M. Eldridge (2003) "Wnt2tlk, luv2tlk!: Everyday Teenage Text Messaging Practices" *Social Science and Social Policy: 74<sup>th</sup> Annual Meeting of the Pacific Sociological Association*. Pasadena, California. April 4.

#### News and Media

- N.1 The Orange County Register (1995) “A New Cyber View” by Dan Froomkin. February 28. b1. <http://www-personal.umich.edu/~froomkin/texts/29.html>
- N.2 Grinter, R. E. and M. Cagan (1995) “Configuration Management” *The Cyberspace Report* hosted by E. James Whitehead and Lisa M. Covi. *KUCI*. Irvine, California. November 15.
- N.3 Communications of ACM (1996) “Viewpoint: The World-Wide Web as Social Hypertext” by Tom Erickson. 39(1). 15-17.
- N.4 ComputerWorld (2000) “Software Development Goes Global” by Gary H. Anthes. June 26, 2000. 94-95.
- N.5 CNN On-line (2000) “Software development goes global” by Gary H. Anthes. <http://www.cnn.com/2000/TECH/computing/06/28/global.development.idg/>
- N.6 CxO magazine (2001) “Wireless Wonderland Wireless World On The Horizon The Distant Horizon” by Stefan Dubowski <http://www.itworldcanada.com/cxo/displayArticle.cfm?oid=59381827-75EC-11D5-AAB600A0CC574E58#>
- N.7 The Columbian (Vancouver) (2001) “Tech-Savvy People Have Developed a Truncated Language to Get The Electronic Message Across” by Annie Pierce Rusunen. Monday October, 29. <http://www.columbian.com/10292001/life/225374.html>
- N.8 Xerox Innovation (2001) “y do tngrs luv 2 txt msg?” [http://www.xerox.com/innovation/txt\\_msg.html](http://www.xerox.com/innovation/txt_msg.html)
- N.9 Digital Journal (2002) “Wireless Carriers Hope For A Text Messaging Craze” by Andy Walker <http://www.digitaljournal.com/news/?articleID=2815>
- N.10 InformationToday (2002) Right Brain, Left Brain: The Home Offices of Design and Information Professionals by Mary Colette Wallace Vol10, No 9. October. <http://www.infotoday.com/searcher/oct02/wallace.htm>
- N.11 National Post of Canada (2002) “Trick-or-treaters go high-tech for 'gr8 endy': Using cellphones, text messaging” by Mary Vallis. Friday, November 01. <http://www.nationalpost.com/national/story.html?id={1912B943-7C71-4DA5-93AE-12C268984B5B}>

- N.12 Dig\_iT Magazine (2003) “NSPACE” by Andy Walker. Special Issue, 2003. p132-133.
- N.13 Sound and Vision (2003) “When Your Home Outsmarts You” by Michael Antonoff. January 2003. p100-101.
- N.14 ZDNet (2003) “Why you should wish Ethernet a happy birthday” by Patrick Houston. Tuesday, May 27.  
<http://www.zdnet.com/anchordesk/stories/story/0,10738,2913807,00.html>
- N.15 ZDNet (2003) “Want Wireless Email: Here’s Some Good News” by Patrick Houston. Wednesday, May 28.  
<http://www.zdnet.com/anchordesk/stories/story/0,10738,2913817,00.html>
- N.16 IEEE Spectrum (2003) “America Idle: TV Show Wakes U.S. to SMS” by Steven M. Cherry  
<http://www.spectrum.ieee.org/WEBONLY/wonews/jun03/sms.html>
- N.17 New York Times (2003) “Techies by Necessity, Not by Choice” by Katie Hafner. Thursday, July 24. Circuits Section p1.
- N.18 International Herald Tribune (2003) “Turning Techie: A Necessity, Not a Choice” by Katie Hafner. Friday, July 25.
- N.19 PortCity Life Magazine (2004) “High-Tech Bullying” by Marcy Barack. January/February 2004. p. 44-47, 60-61.
- N.20 EdCal: Newsletter of the Association for California School Administrators (2004) “Future Looking ACSA Interns Share Insights on Education” January p.1, 6-8.
- N.21 Georgia Institute of Technology Research News (2005) “You Are What You Listen to: Users of Digital Music Sharing System Judge Others by their Playlists” by Jane Sanders. 1 April. Also published on newswise.com, physorg.com, scienceblog.com, local-education.com, plebius.org, sheknows.com, sciencenewsdaily.org and innovations-report.com on 4 April 2005 as well as acm.org/technews on 6 April 2005. Print version appeared, Summer 05, page 4-5.
- N.22 LiveScience (2005) “Coworkers Judged by iTunes Playlists” by LiveScience Staff. 4 April.
- N.23 NewsWire (2005) “Users of Digital Music Sharing System Judge Others By Their Playlists” by NewsWire Staff and Jane Sanders. 4 April. Also published in Innovations Report, DE, and EurekaAlert. 4 April 2005.
- N.23 Internet Broadcasting Systems (2005) “Sharing Music Can Create Bonds, Confusion At Work” 5 April. Also published on wnbc.com, NY; thebostonchannel.com, MA; moretv32.com, FL; wpbfnews.com, FL; 10news.com, CA; nbc30.com, CT; theiowachannel.com, IA; local6.com, FL; the carolinachannel.com, SC; wmtw.com, ME; the newmexicochannel.com, NM; the kcrachannel.com, CA; nbc6.net, FL; channelcincinnati.com, OH; wpxi.com, PA; the louisvillechannel.com, KY; wxii12.com, NC; channel3000.com, WI; wsoctv.com, NC; thehometownchannel.com, AR; foxreno.com, NV; 10news.com, CA; nbc4.tv, CA; wsbtv.com, GA; wpbfnews.com, FL; nbc11.com, CA; themilwaukeechannel.com, WI; wtov9.com, OH; ksat.com, TX; the hawaiiichannel.com, HI; whiotv.com, OH; wftv.com, FL; click2houston.com, TX; thepittsburghchannel.com, PA; the bakersfieldchannel.com, CA; nbc5.com, IL; thekansascitychannel.com, MO; theomahachannel.com, NE; nbc13.com, AL; ktvu.com, CA; nbc5i.com, TX; thewalbchannel.com, MD; theksbwchannel.com, CA; news4jax.com, FL; wral.com, NC; kirotv.com, WA; theneworleanschannel.com, LA; thejacksonchannel.com, MS; newsnet5.com, OH; theindychannel.com, IN; thedenverchannel.com, CO; channeloklahoma.com, OK; thechamplainchannel.com, NY; clickondetroit.com, MI; thewgalchannel.com, PA; kfoxtv.com, TX; thewmurchannel.com, NH; local10.com, FL; wesh.com, FL; nbc4.com, DC; nbc4i.com, OH.
- N.24 Atlanta Journal-Constitution (2005) “Co-workers Find Clues to You in Your iTunes” by Bill Hendrick. 5 April. Front page, and p E2. Also published on MacNewsWorld, EIN News, and Inbox Robot, 11 April, 2005.
- N.25 Macworld Daily News (2005) “iTunes Makes Personal Statement at Work” by Macworld staff. 6 April. Also published on Yahoo! UK & Ireland News, April 6.
- N.26 CNET (2005) “Got Playlist Anxiety? You’re Not Alone” by John Borland. 6 April. Also published on ZDNet News 6 April 2005.

- N.27 Audio Graphics (2005) “iTunes Music Playlist—Your Personality Unfolds”. 8 April.
- N.28 Technique (2005) “Take that Britney Off your Playlist: Tech Researchers Find that iTunes Allows Co-workers to Share Music—and Judge Each Other’s Personalities” by Joshua Cuneo. 15 April. p. 19-20.
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- N.30 Washington Post (2005) “Test Your Personality, Digitally” by Robert MacMillan. 18 April.
- N.31 CNN International (2005) “TechWatch” CNN Today anchored by Kristie Lu Stout. 21 April. (*Live Interview* conducted by Amy Volda).
- N.32 Discovery Channel (2005) “Study: Music Playlists Reveal Character” by Jennifer Viegas. 10 May. Reprinted “Music Downloads Reveal Your Quirks” Australian Broadcasting Corporation. May 12.
- N.33 New Scientist (2005) “Digital Music-Sharing Stirs Social Tensions” by Will Knight. 16 May.
- N.34 Trends, Belgium (2005) “Justin Timberlake is dodelijk voor uw imago” by Wouter De Broeck. 18 May.
- N.35 American Public Media (2005) Amy Volda interviewed by John Gordon for the Future Tense radio segment, aired May on approximately 80 public radio stations.
- N.36 Medill News Service (2005) “iPods may lead to love” by Gabriel S. Oberfield. 9 June. Reprinted as “iTunes of a Feather” in Newsday, June 29.
- N.37 Georgia Tech Alumni Magazine (2005) “iTunes Identity” by staff. Summer edition, page 20.
- N.38 The Futurist (2005) “Society Column. Digital Music: You Are What You Listen To: What Do Your Favorite Songs Tell Others About You?” by Lane Jennings. Page 16. September-October Vol 39, No 5. Also at <http://www.wfs.org/trend3so05.htm>
- N.39 Health Magazine (2005) “How Your Music Talks” Page 150. October.

## PROFESSIONAL SERVICE

### Journal Boards

Member of Advisory Board for Computer Supported Cooperative Work: The Journal of Collaborative Computing.

### Program Chair

Research Papers Co-chair. ACM Conference on Human Factors in Computing Systems (CHI 2006)

### Standing Conference Committees

ACM Conference on Human Factors in Computing Systems (CHI) Papers Support Committee

This committee provides on-going continuity to the papers submissions and reviewing process in the CHI conference. Additionally, this committee reviews decisions made by the current conference committee to ensure the integrity of those who serve on behalf of the CHI community.

### Program Committees

Sixth European Conference on Computer Supported Cooperative Work (ECSCW '99).

ACM Conference on Designing Interactive Systems (DIS 2000).

Associate Chair for Papers ACM Conference on Computer Supported Cooperative Work (CSCW 2000).

ACM SIGGROUP Conference on Supporting Group Work (GROUP 2001).

Seventh European Conference on Computer Supported Cooperative Work (ECSCW '01).

Associate Chair for Short Talks and Posters ACM Conference on Human Factors in Computing Systems (CHI 2002).

Associate Chair for Papers ACM Conference on Computer Supported Cooperative Work (CSCW 2002).

Associate Chair for Papers ACM Conference on Human Factors in Computing Systems (CHI 2003).

Eighth European Conference on Computer Supported Cooperative Work (ECSCW '03).  
 Associate Chair for Papers ACM Conference on Computer Supported Cooperative Work (CSCW 2004).  
 Program Committee Member Ubiquitous Computing (UbiComp 2004).  
 Ninth European Conference on Computer Supported Cooperative Work (ECSCW '05).

#### *Journal Reviewer*

ACM Computing Surveys  
 ACM Transactions on Computer Human Interaction  
 ACM Transactions on Information Systems  
 Bell Labs Technical Journal  
 Communications of the ACM  
 Empirical Software Engineering  
 Human Computer Interaction  
 IEEE Pervasive Computing  
 IEE Software  
 IEEE Transactions on Software Engineering  
 Information Systems Research  
 The Information Society  
 Software Practice and Experience

#### *Conference Reviewer*

ACM Conference on Organizational Computer Systems (COOCS '93).  
 IFIP WG 8.2 Conference on IT and Changes in Organizational Work.  
 ACM Conference on Human Factors in Computing Systems (CHI '97).  
 The 5th International Conference on Software Process (ICSP5).  
 ACM Conference on Computer Supported Cooperative Work (CSCW '98).  
 ACM SIGGROUP Conference on Supporting Group Work (GROUP '99).  
 ACM Symposium on User Interface Software and Technology (UIST '99).  
 International Conference on Software Engineering (ICSE 2001).  
 The 35<sup>th</sup> Annual Hawaiian International Conference on System Sciences (HICCS-35).  
 Posters ACM Conference on Computer Supported Cooperative Work (CSCW 2002).  
 ACM Symposium on User Interface Software and Technology (UIST 2003).  
 The Fifth International Conference on Ubiquitous Computing (UbiComp 2003).  
 The 37<sup>th</sup> Annual Hawaiian International Conference on System Sciences (HICCS-37).  
 ACM Conference on Human Factors in Computing Systems (CHI 2004).

#### *Tutorials Chair*

International Conference on Work Activities Coordination and Collaboration (WACC '99).

#### *Session Chair*

ACM Conference on Human Factors in Computing Systems (CHI 2002).  
 ACM Conference on Computer Supported Cooperative Work (CSCW 2000).  
 ACM SIGGROUP Conference on Supporting Group Work (GROUP '99).  
 Americas Conference on Information Systems (AIS).

#### *NSF Reviewing*

Medium and Large ITR Reviewer Feb, 2000.

#### *Professional Associations*

Association for Computing Machinery (ACM): SIGCHI, SIGGROUP and SIGSOFT

#### *Campus/College Committees*

College of Computing Computer Science PhD Admissions Committee 2005  
 Participated in reviewing and selecting PhD students to be admitted into the college.

**CoC Predictive Health Capital Campaign Committee 2005**

Participated in meetings of this committee and generated material for presentation.

**GVU Messaging Committee**

Participated in meetings to shape GVU's external message for industrial and media audiences.

**AWARDS and PROFESSIONAL QUALIFICATIONS**

University of Leeds/University of California Education Abroad Program Scholarship 1991-1992  
Engineering and Physical Sciences Research Council (EPSRC) International Graduate Research Fellowship (1992- 1995).

EPSRC is the United Kingdom's equivalent of the National Science Foundation, and the award is administered by EPSRC on behalf of the North Atlantic Treaty Organisation to support PhD research exchange in member nations.

Fischer Fellowship, 1996.

Chicagoland Area Camera Clubs Association Photography Award, 2000.

Licensed Powered Industrial Truck driver, Palo Alto Research Center 2003-2005.

**PATENTS ISSUED**

European Union Patent #EP1120720 Issued August 01, 2001 "User Interface for Data Presentation Systems" Ball, Thomas J (US); Cox, Kenneth Charles (US); Grinter, Rebecca Elizabeth (US); Hibino, Stacie Lynn (US); Jagadeesan, Lalita Jategaonkar (US); Mantilla, David Alejandro (US)

United States Patent # 6701294 Issued March 2, 2004 "User interface for translating natural language inquiries into database queries and data presentations" Ball; Thomas J. (Mercer Island, WA); Cox; Kenneth Charles (Naperville, IL); Grinter; Rebecca Elizabeth (Naperville, IL); Hibino; Stacie Lynn (Naperville, IL); Jagadeesan; Lalita Jategaonkar (Naperville, IL); Mantilla; David Alejandro (New York, NY)