JOANNA McGRENERE

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EDUCATION

Ph.D. Computer Science, University of Toronto, January 2002
- Title: "The Design and Evaluation of Multiple Interfaces: A Solution for Complex Software"
- Committee: Ronald Baecker (CS, co-supervisor), Kellogg Booth (CS, co-supervisor), Gale Moore (Sociology) Mark Chignell (Mechanical Industrial Engineering), Ken Sevcik (CS)

M.Sc. Computer Science, University of British Columbia, July 1996
- Title: "Design: Educational Electronic Multi-player Games"
- Supervision: Kellogg Booth (CS, co-supervisor) and Maria Klawe (CS, co-supervisor)
- GPA 91.9%

B.Sc. Computer Science, University of Western Ontario, April 1993
- 1st in graduating class, awarded Gold Medal for Computer Science

ACADEMIC OR PROFESSIONAL AWARDS AND DISTINCTIONS

IBM CAS (Centre For Advanced Studies) Fellowship, 1999 – 2001
OGSST (Ontario Graduate Scholarships in Science and Technology), 2000
OGSST (Ontario Graduate Scholarships in Science and Technology), 1999
University of Toronto Fellowship, 1998
NSERC Postgraduate Scholarship B, 1996 – 1998
NSERC Postgraduate Scholarship A, 1994 – 1996
Graduate Scholarship, Advanced Systems Institute, BC, 1994
IBM Appreciation Award, 1994
Gold Medal Award for Computer Science, UWO, 1993
Faculty Association Award, UWO, 1992
UWO Award, 1991
Canada Scholarship, 1989 – 1993

EXPERIENCE

Teaching Assistant, University of Toronto, Toronto, ON.   Sept 1996 – May 1999
- Designed curriculum and conducted tutorials for graduate and undergraduate courses in HCI, and other first, second and third year courses in the Department of Computer Science.

Researcher, IBM Toronto Lab, Toronto, ON.   June 1997 – Oct 1997
- Studied how to model a software project for the purposes of re-engineering.
- Determined a representation for the model and implemented (in Java) a prototype interface to the model.

Assistant Researcher, University of British Columbia, Vancouver, BC.   Jan 1995 – June 1996
- Studied how electronic games can be integrated into an educational environment.
- Attended grade schools on a weekly basis, observed children using computers, and conducted research meetings with the children.

Teaching Assistant, University of British Columbia, Vancouver, BC.   Sept 1995 – May 1996
- Department of Computer Science.

Programmer/Analyst, IBM Canada, Toronto, ON.   Aug 1993 – Aug 1994
- Maintained office tools on the IBM mainframe.
- Provided third-level technical support to 6000 users across Canada.
- Used problem determination skills to diagnose and resolve errors.

Teaching Assistant, University of Western Ontario, London, ON.   Sept 1992 – May 1993
- Department of Computer Science.

Oracle Developer, Ontario Hydro, Toronto, ON.   May 1992 – Sept 1992
- Redesigned a database written in dBase to Oracle.
- Eliminated data redundancy and enhanced the user interface.
- Resulted in increased productivity during data-entry and query generation processes.

LAN Administrator, Ontario Hydro, Toronto, ON.   May 1991 – Sept 1991
- Assisted in administrating a Novell network with 250 users.
- Set up and configured workstations and servers, resolved hardware failures, printer outages, and users' general "how to" questions.

CONTRIBUTIONS TO RESEARCH AND DEVELOPMENT

Refereed Conference Papers

McGrenere, J., Baecker, R., and Booth, K. (2002). An evaluation of a multiple interface design solution for bloated software. Accepted for publication to ACM CHI 2002.

Baecker, R., Booth, K., Jovicic, S., McGrenere, J., and Moore, G. (2000). Reducing the gap between what users know and what they need to know. Proceedings of ACM Conference on Universal Usability, Washington, DC. *(authors listed in alphabetical order)*

McGrenere, J., and Moore, G. (2000). Are we all in the same "bloat"? Proceedings of Graphics Interface 2000, Montreal, QC.

McGrenere, J., and Ho, W. (2000). Affordances: Clarifying and evolving a concept. Proceedings of Graphics Interface 2000, Montreal, QC.

Inkpen, K., McGrenere, J., Booth, K., and Klawe, M. (1997). Turn-taking protocols for mouse-driven collaborative environments. Proceedings of Graphics Interface '97, Kelowna, BC.

Other Publications, Demonstrations, and Technical Reports

McGrenere, J., Baecker, R., and Booth, K. (2001). Multiple interfaces: A design solution for bloated software. Demonstration, IBM CASCON 2001, Toronto, ON.

McGrenere, J., Moore, G., Baecker, R., and Booth, K. (2000). Personalization: A design solution to software 'bloat'. Demonstration, IBM CASCON 2000, Toronto, ON.

McGrenere, J. (2000). Bloat: The objective and subject dimension. Proceedings of ACM CHI 2000, Extended Abstracts. Den Haag, The Netherlands.

McGrenere, J., Moore, G., Baecker, R., and Booth, K. (1999). Are we all in the same "bloat"? Poster presentation, IBM CASCON '99, Toronto, ON.

McGrenere, J., Baecker, R., and Booth, K. (1998). Learning to use complex computer technology: The importance of user interface design. CSRG Technical Report 403. Department of Computer Science, University of Toronto, Toronto, ON.

McGrenere, J. (1998). Presentation at the ACM CHI '98 workshop "Too Much of a Good Thing? Identifying and Resolving Bloat in the User Interface, Los Angeles, CA.

Kalas, I., McGrenere, J., and Dayani-Fard, H. (1997). The software bookshelf. Demonstration, IBM CASCON'97, Toronto, ON.

McGrenere, J., Inkpen, K., Booth, K., and Klawe, M. (1996). Experimental design: Input device protocols and collaborative learning. Technical Report 96-11, Department of Computer Science, University of British Columbia, Vancouver, BC.

McGrenere, J. (1996). Design: Educational electronic multi-player games A literature review. Technical Report 96-12, Department of Computer Science, University of British Columbia, Vancouver, BC.

McGrenere, J., Booth, K. (1996). Shared 3D Workspaces. Technical Report 96-13, Department of Computer Science, University of British Columbia, Vancouver, BC.

Invited Talks

McGrenere, J. (2000). Personalization: A design solution to software 'bloat'. Microsoft Research, Redmond, WA.

McGrenere, J., and Moore, G. (2000). Masking complexity: some interface design alternatives. IBM User Centered Design Group, Worldwide Webcast, Toronto, ON.

Moore, G., and McGrenere, J. (1999). Are we all in the same 'bloat'?. Annual General Meeting for Communications and Information Technology Ontario (CITO), Toronto, ON.

McGrenere, J., and Moore, G. (1999). Experiencing word processing. National Research Council of Canada, Ottawa, ON.

Moore, G., and McGrenere, J. (1998). Learning complex software. Annual General Meeting for Communications and Information Technology Ontario (CITO), Toronto, ON.

Conference Committees:

Treasurer, ACM Conference on Universal Usability, Washington, DC, 2002
Student Fellows Chair, ACM Conference on Universal Usability, Washington, DC, 2000

Paper Reviewer:

ACM CHI 2002, Minneapolis, MN
Graphics Interface 2002, Calgary, AB
ACM SIGGRAPH 2000, New Orleans, LA
ACM CHI 2000, Den Haag, The Netherlands
ACM UIST 99, Ashville, NC
8th International World Wide Web Conference, Toronto, ON

University Committees:

Graduate Committee, Department of Computer Science, UofT, 1998 - 2001
Graduate Admissions Committee, Department of Computer Science, UBC, 1996

REFERENCES

Available upon request.