

**Julie Carpenter**  
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EDUCATION

*University of Washington, Seattle, WA*  
**Ph.D. in Educational Psychology** **Expected: 2009**  
Area of Concentration: Learning Sciences  
Research: Investigate user expectations of humanoid robots (roles, behaviors, appearance, communication styles) in learning situations. The application for this investigation is to aid in the development of androids that are effective in human collaborative/team or training situations, especially in stressful conditions (e.g., space, defense, or humanitarian relief).

*Rensselaer Polytechnic Institute, Troy, NY*  
**M.S. in Technical Communication** **2004**  
Area of Concentration: Human-Computer Interaction  
Certificate: Human-Computer Interaction

*University of Wisconsin, Madison, WI*  
**B.A. in Communication Arts** **1999**  
Area of Concentration: Film, Radio and Television Theory

AWARD

*Travel Stipend for NSF-Supported Young HRI Researchers Workshop* **March 1, 2006**  
Awarded a competitive stipend for travel/accommodation to a graduate workshop for young researchers in human-robot interaction hosted at the ACM's first annual HRI conference in Salt Lake City, UT.

RESEARCH EXPERIENCE

*University of Washington, Seattle, WA* **2007-2008**  
**"Assistant Director, Engineering Communication Program"**  
Graduate Research Associate – Karen Kasonic  
Manage the Engineering Writing Center (EWC). Hire and train undergraduate peer tutors for the EWC; schedule, track usage, offer workshops, and visit classes to promote the EWC services. Assist the Director with TA support and training (for 231 and 333 TAs), develop workshops for faculty in the College of Engineering, and write proposals for funding and special topics courses.

*University of Washington, Seattle, WA* **2006-2007**  
**"Curriculum Design and Engineering Writing"**  
Directed Research – Karen Kasonic  
Researched and developed curriculum for grant writing workshops hosted by the Department of Technical Communication. Reviewed current TC 333 curriculum and collaborated to develop new teaching materials. Collected, organized and archived original classroom materials developed by current TC 333 Teaching Associates, including lecture notes and supplementary materials such as PowerPoint and instructions for group exercises.

*University of Washington, Seattle, WA* 2005  
**"Internet-Based Research/Examining Computer Supported Cooperative Work"**

Directed Research – Dr. Jan Spryridakis

Used the Internet to empirically study the effectiveness of electronically delivered information. Worked on refining an Internet-based research tool, study of information design on users' behavior and performance in computer supported cooperative work environments, with a specific focus on the assessment of wikis. Identified questions and subjects for study, read relevant literature and collaborate on experiment design

*University of Washington, Seattle, WA* 2004-2005  
**"Hall Health, AEDSports.com"**

Graduate Research Associate – Dr. Jonathan Drezner

Assembled Web design team and supervised two undergraduate Research Assistants. Managed the development of two Web sites: (a) a Web-based survey on NCAA AED <aedsports.com> use and (b) a Web-based interface for online survey database administration.

*University of Washington, Seattle, WA* 2004-2005  
**"Computer Games"**

Directed Research – Dr. Beth Kolko

Research on the cultural aspects of games, including a research project of player-avatar identification in EverQuest.

#### TEACHING EXPERIENCE

*University of Washington, Seattle, WA* 2005-2007, 2008

**Teaching Assistant - TC 333**

"Advanced Technical Writing and Oral Presentation"

Teach all lectures. Collaborate on course material, develop learning activities, meet with students and grade all written work and oral presentations.

*University of Washington, Seattle, WA* 2007, Summer

**Tutor - Engineering Writing Center**

Support undergraduate engineering students improving and learning new writing skills. Focus on developing student skills through discussion and discovery in individual sessions.

*University of Washington, Seattle, WA* 2004

**Teaching Assistant - TC 231**

"Introduction to Technical Writing"

Taught all lectures. Collaborated on curriculum and exam development, met with students and graded all written work, including final exam papers.

## PROFESSIONAL EXPERIENCE

*Marshfield Clinic, Marshfield, WI*

### **Web Content Developer**

**2001-2004**

Designed interfaces of Webs sites/applications, including remote usability testing software. Established user-centered Web design methods; responsible for all Marshfield Clinic Web-based application usability testing (from recruiting to data interpretation to final report write-up and presentation of results). Conducted heuristic evaluations, formal user testing, focus groups, and contextual inquiries. Created prototypes, mockups, and web pages for external and internal sites. Compiled reports, including statistical and market trends, to track Web ROI metrics. Researched and reported on competitive intelligence information. Created corporate intranet style guide, enforced consistency among Web site's pages and sub-sites. Provided as-needed editorial support, including copy editing of the internal online and printed documentation. Wrote manuals, help and tutorials for Web sites and software applications.

*Wisconsin Bankers Association, Madison, WI*

### **Communications/Web Specialist**

**2000-2001**

Supervised production schedules for two corporate Web sites; conceptualized and directed complete design process. Acted as Webmaster and Web editor. Developed Web site marketing plan, including establishing policy regarding use of corporate colors and logo on Web, Web advertising price structure, brochures and other marketing materials.

*Wisconsin Bankers Association, Madison, WI*

### **Communications/Web Administrator**

**1999-2000**

Developed information structure for the corporate Web site, coordinated production of the site from design through launch. Edited and updated site content. Wrote Web copy, media talking points, press releases and newspaper articles. Edited monthly publication (print and hard copy), *Bankers Marketplace*.

## PUBLICATIONS AND PRESENTATIONS

(Name appears as both **J. Carpenter** and **J. Hillan**)

### *Book Manuscript*

- **Carpenter, J.** & Prather, M. (2006). *Contents under pressure: Web content management with limited staff, time, and budget.*

### *Peer-Reviewed Journals*

- **Carpenter, J.**, Davis, J. Erwin-Stewart, N. Lee. T., Bransford, J. & Vye, N. (2008). *Gender representation in humanoid robots for domestic use.* International Journal of Social Robotics. Submitted for publication.
- Reichenbach, J., Bartneck, C., & **Carpenter, J.** (2008). The Carrot and the stick - The role of praise and punishment in human-robot interaction. *Interaction Studies: Social Behaviour and communication in biological and artificial systems*; special issue of on "Human and robot interactive communication." 9 (2), 179-203.
- **Hillan, J.** (October, 2003). Physician use of patient-centered Web logs and journals. *Clinical Medicine and Research.* 1(4), 333-334.
- **Hillan, J.** (July, 2003). PatchWorx: Connecting ill and disabled children in an online community. *Clinical Medicine and Research.* 1(3), 259-260.

*Peer-Reviewed Conference Proceedings – Full Papers*

- Reichenbach, J., Bartneck, C., & **Carpenter, J.** (2006). Well done robot! The importance of praise and presence in human-robot collaboration. *Proceedings of RO-MAN 06: The 15th IEEE International Symposium on Robot and Human Interactive Communication*, 86-90. Hatfield, UK.
- Bartneck, C., Reichenbach, J., **Carpenter, J.**, & Hupfeld, F. (2006). Use of praise and punishment in human-robot collaborative teams. *Proceedings of RO-MAN 06: The 15th IEEE International Symposium on Robot and Human Interactive Communication*, 177-182. Hatfield, UK.

*Peer-Reviewed Conference Proceedings – Short Papers and Presentations*

- **Carpenter, J.**, Davis, J. Erwin-Stewart, N. Lee. T., Bransford, J. & Vye, N. (2008). *Gender representation in humanoid robots for domestic use*. 1st International Conference on Human-Robot Personal Relationships. June 12-13. Maastricht, The Netherlands.
- **Carpenter, J.**, Eliot, M. & Schultheis, D. (2006). (2006). Machine or friend: understanding users' preferences for and expectations of a humanoid robot companion. *5th conference on Design and Emotion*. Göteborg, Sweden.
- **Carpenter, J.**, Eliot, M. & Schultheis, D. (2006). The Uncanny Valley: Making human-nonhuman distinctions. *Proceedings of the 5th International Conference on Cognitive Science*, 81-82. Vancouver, B.C., Canada.
- **Carpenter, J.** (2006). *Exploring Human-Centered Design in Human Robot Interaction*. Presented at HRI Young Researchers Workshop, in conjunction with HRI 2006. Salt Lake City, UT.
- **Hillan, J.** (2005) The necessity of enforcing multidisciplinary research and development of embodied Socially Intelligent Agents. *Proceedings of the symposium on robot companions: Hard problems and open challenges in Robot-Human Interaction*. (British) Society for the Study of Artificial Intelligence and the Simulation of Behaviour, 133-140. Hertfordshire, UK.

*Editorial Experience*

**Conference Peer Reviews**

- CogSci 2008, reviewed 3 full papers
- HRI 2008, reviewed 2 full papers
- HRI 2007, review 3 full papers

**SOFTWARE DEVELOPMENT & DESIGN**

*Marshfield Clinic, "MyClinic," 2001-2004*

- Researched and developed an in-house solution to patient and physician access to online medical records, working continuously (2001-2004) with various internal departments.
- Conducted all usability testing for application from 2001-2004, including task analysis, cognitive walkthroughs, diary studies, questionnaires and interviews.

*Marshfield Clinic, "The Hive," 2004*

- Created an in-house solution to prioritize projects for the intranet and Internet.
- Evaluated the current system and modified elements to integrate them into new organizational system and communication center.
- Accommodated new Clinic business initiatives and supported current ones.
- Facilitated responding to internal clients in a timely manner.
- Kept the communication loop open between all staff and the Web team.
- Included a Project Prioritization calculator that used business and human factors metrics to aid business decisions.

#### ACADEMIC SERVICE

- *Graduate & Professional Student Senate (GPSS), "Senator," 2006-2007*
- *UWTC Undergraduate Admissions Committee, "Graduate Student Representative (voting member)," 2005-2007*
- *Association for Computing Machinery Special Interest Group – Computer-Human Interaction, "Officer (UW Chapter)," 2004-2006*
- *Forum on Science Ethics & Policy, 2007*

#### VOLUNTEER SERVICE

- *Soldiers' Angels, 2006-Present*
- *PatchWorx, Inc., 2002-2004*
- *Saint Joseph's Hospital Home-Delivered Meal Program, 2002-2004*

#### MEMBERSHIPS

- *Association for Computing Machinery (ACM), SIG Computer-Human Interaction (CHI)*
- *Association for the Advancement of Artificial Intelligence (AAAI)*
- *Cognitive Science Society (CSS)*
- *Design & Emotion Society*
- *Institute of Electrical and Electronics Engineers (IEEE), Professional Communication Society and Robotics and Automation Society (PCS & RAS)*