

Research Interest

Investigating socio-affective aspects of critical collaborative work in both face-to-face and distributed environments. Fields: Human Computer Interaction (HCI), Computer Supported Cooperative Work (CSCW), Affective Computing, Information Systems for Crisis Response and Management (ISCRAM).

Education

Doctor of Philosophy in Information Sciences and Technology, expected May 2010

The Pennsylvania State University, University Park, PA, USA

Emotion Expression in Emergency Room Coordination and Care

Committee: Mary Beth Rosson (Chair), Madhu Reddy, Brian K. Smith, Alicia Grandey (Psychology)

Master of Science in Communication, minor in Cognitive Studies, May 2004

Cornell University, Ithaca, NY, USA

Occurrence of frustration in human-computer interaction: The affect of interrupting cognitive flow

Committee: Geri K. Gay (Chair), Joseph Walther, Shimon Edelman (Cognitive Science)

Bachelor of Science in Psychology, Cognitive Psychology focus, May 2000

Virginia Polytechnic Institute and State University, Blacksburg, VA, USA

Experience

Swedish Institute of Computer Science

2009-present

ERICIM Postdoctoral Fellow, Kristina Höök & Lars Erik Holmquist

Penn State University Computer Supported Collaboration and Learning Lab

2006-2009

Graduate Research Assistant, Mary Beth Rosson & John M. Carroll

Lockheed Martin

2003-2009

Senior Systems Engineer, Human Centered Systems

Cornell Human Computer Interaction Lab

2001-2006

Graduate Research Assistant, Geri Gay & Phoebe Sengers

Philips Research

2001

Researcher, Media Interaction Group, Cognitive Engineering Cluster

Publications & Presentations

Archived Conference Publications

Mentis, H.M., Reddy, M.C., & Rosson, M.B. (accepted). Invisible emotion: Information and interaction in an emergency room. *In the Proceedings of the Conference on Computer Supported Cooperative Work (CSCW)*. (pp.xxxx), New York: ACM.

Mentis, H.M., Hoffman, B., Bach, P., Rosson, M.B., & Carroll, J.M. (2009). Development of Decision Rationale in Complex Group Decision Making. *In the Proceedings of the Conference on Human Factors in Computing Systems (CHI), Boston, Massachusetts*. (pp. 1341-1350), New York: ACM.

Mentis, H.M. & Rosson, M.B (2009). "It's Like a Circus in Here!" Affect and Information Sharing in an Emergency Department. *In the Extended Abstracts of the Conference on Human Factors in Computing Systems (CHI), Boston, MA*, (pp. 4423-4428), New York: ACM.

Convertino, G., **Mentis, H.M.**, Rosson, M.B., Slavkovic, A., & Carroll, J.M. (2009). Supporting Content and Process Common Ground in Computer-Supported Teamwork. *In the Proceedings of the Conference on Human Factors in Computing Systems (CHI), Boston, Massachusetts*. (pp. 2339-2348), New York: ACM.

Convertino, G., **Mentis, H.M.**, Bhambare, P., Ferro, C., Carroll, J. M., Rosson, M.B. (2008). Comparing Media in Emergency Planning. *In the Proceedings of the 5th International Conference on Information Systems for Crisis Response and Management (ISCRAM), Washington, DC.*

Convertino, G., **Mentis, H. M.**, Rosson, M.B., Carroll, J.M., Slavkovic, A., & Ganoë, C. (2008). Articulating common ground in cooperative work: Content and process. *In the Proceedings of the Conference on Human Factors in Computing Systems (CHI), Florence, Italy.* (pp. 1637-1646), New York: ACM.

Convertino, G., **Mentis, H.M.**, Carroll, J.M., Rosson, M.B. (2007). How does common ground increase? *In the Proceedings of the Group Conference (GROUP), Sanibel Island, Florida,* (pp. 225-228), New York: ACM.

Carroll, J.M., **Mentis, H.M.**, Convertino, G., Rosson, M.B., Ganoë, C.H., Sinha, H., & Zhao, D. (2007). Prototyping collaborative geospatial emergency planning. *In the Proceedings of the 4th International Conference on Information Systems for Crisis Response and Management (ISCRAM), Delft, the Netherlands.*

Foucalt, B., **Mentis, H.M.**, Sengers, P., & Welles, D. (2007). Provoking Sociability. *In the Proceedings of the Conference on Human Factors in Computing Systems (CHI), San Jose, Ca.,* (pp. 1557-1560), New York: ACM.

Mentis, H.M. & Gay, G.K. (2003). User recalled occurrences of usability errors: Implications on the user experience. *In the Extended Abstracts of the Conference on Human Factors in Computing Systems (CHI), Ft. Lauderdale, Fl.* (pp. 736-737), New York: ACM.

Book Chapters

Carroll, J. M., Rosson, M. B., Bach, P. M., Convertino, G., Farooq, U., **Mentis, H. M.**, Xiao, L., Burge, J., Jiang, H., Ganoë, C. H., Borge, M. (accepted). Activity awareness and complex teamwork. *In Columbus, F. (Ed.), Teamwork in Management, Medical Care and Manufacturing,* pp. xxx-xxx, Hauppauge, NY: Nova Science Publishers.

Mentis, H. M. (2007). Memory of frustrating experiences. *In D. Nahl & D. Bilal (Eds.) Information and Emotion.* Medford, NJ: Information Today.

Carroll, J. M. & **Mentis, H. M.** (2007). The useful interface experience: The role and transformation of usability. *In H. N. J. Schifferstein & P. Hekkert (Eds.) Product Experience.* San Diego, CA: Elsevier.

Workshops

Mentis, H. (2008). Ethnographic methods for studying emotions in group contexts. *Presented at the CHI 2008 Workshop on Measuring Affect in HCI: Going Beyond the Individual.*

Peters, M., **Mentis, H.**, Haynes, S., Saab, D., & Durrant, A. (2007). Exploring design as a research activity. *In Extended Abstracts of the Conference on Human Factors in Computing Systems, San Jose, Ca.,* (pp. 2861-2864), New York:ACM.

Hoffman, B., **Mentis, H.**, Peters, M., Saab, D., Schweitzer, S., & Spielvogel, J. (2006). Exploring design as a research activity. *In Proceedings of the 5th ACM conference on Designing Interactive Systems, University Park, Pa.,* (pp. 365-366), New York: ACM.

Mentis, H. M. (2005). Insight into strong emotional experiences through memory. *Presented at the CHI 2005 Workshop on Evaluating Affective Interfaces.*

Non-archived Publications and Invited Talks

Hoeft, R.M., & **Mentis, H.M.** (2009). Beyond user-centered design: Applicable concepts from complementary approaches. *In Proceedings of the Annual Meeting of the Human Factors and Ergonomics Society (HFES), Santa Monica, CA: The Human Factors and Ergonomics Society*

Mentis, H. M. (2009). *Invisible Emotions: Designing for Critical Information*. Invited Talk for the Mobile Life Centre at the Swedish Institute of Computer Science.

Mentis, H. M. & Hoeft, R. M. (2009). Where are we? One company's collective interpretation of HSI in the SE process. *Proceedings of the 2009 Human Systems Integration Symposium*.

Hoeft, R. M. & **Mentis, H. M.** (2009). The Next Generation Warfighters = The Net Generation: Implications for the Development and Implementation of Training Technologies. *Proceedings of the 2009 Human Systems Integration Symposium*.

Convertino, G., **Mentis, H.**, Ting, A., Ferro, C., Carroll, J. M. (2007). Measuring common ground in geo-collaboration. *Proceedings of the 12th International Conference on Human-Computer Interaction (HCII), Beijing, China*.

Lacava, D. & **Mentis, H. M.** (2005). Beginning design without a user: Application of scenario-based design. *Proceedings of the 11th International Conference on Human-Computer Interaction (HCII), Las Vegas, NV*.

Devlin, R. C. & **Mentis, H. M.** (2005). Advanced tracking and correlation algorithms: Applying GOTS algorithms in COTS systems. *Proceedings of the Conference on Working Together: R&D Partnerships in Homeland Security, Boston, Ma*.

Mentis, H. (2004). *HCI in the Workplace*. Invited Talk for Cornell SIGCHI Distinguished Lectureship Series.

Mentis, H. M. & Gay, G. K. (2002). Using touchPad pressure to detect negative affect. *Proceedings of the IEEE 4th International Conference on Multimodal Interfaces (ICMI), Pittsburgh, Pa*.

Quesenbery, W. & **Mentis, H.** (2000). A profile of technical communicators in usability. *Usability Interface, 6(3)* January 2000.

Grants

Coordinating Multiple Conceptual Views to Construct and Verify Common Ground

Office of Naval Research N00014-09-1-0303, January 2009 – June 2011

Role: Support on proposal conceptualization and writing

\$503,273

Academic Awards & Recognition

Summer Institute for the Consortium for the Science of Socio-technical Systems, 2009

Information Systems for Crisis Response and Management (ISCRAM) PhD Colloquium, 2009

Computer Supported Cooperative Work (CSCW) Doctoral Colloquium, 2008

National Science Foundation Graduate Research Fellowship, Honorable Mention, 2006

Cornell Cognitive Studies Summer Fellowship, 2003

Teaching Experience

Usability Engineering, Penn State Senior Course, 2008

Guest Lecturer on "Expanding Usability". Presented and led discussion on issues presented in Carroll and Mentis' (2007) *The Useful Interface Experience*, McCarthy and Wright's (2004) *Technology as Experience*, Norman's (2004) *Emotional Design*, and Carroll's (2004) *interactions* article on Fun.

Introduction to Information Sciences and Technology, Penn State Freshman Course, 2005/06

Teaching Assistant. Graded papers, provided guidance on group projects and led several classes.

Discourse for Usability, Cornell Senior Course, Spring 2003

Teaching Assistant. Provided guidance in research projects and assisted in grading papers.

Impact of Information Technology, Cornell Graduate Course, Spring 2003

Teaching Assistant. Guided students in the use of various usability methodologies for group projects.

Psychology of Television and Beyond, Cornell Senior Course, Fall 2002

Teaching Assistant. Led discussion sections and provided guidance in research projects.

Computer-Mediated Communication, Cornell Senior Course, Spring 2002

Teaching Assistant. Co-designed and taught sections of course.

Human-Computer Interaction, Cornell Senior Course, Fall 2001

Teaching Assistant. Led discussion sections, provided guidance on group projects and usability testing.

Service & Affiliations

Service

CHI 2009 Committee, Associate Chair, Works-in-Progress.

CHI 2008 Committee, Communications Co-chair.

CHI 2007 Committee, Conference Chair's Assistant.

Penn State SIGCHI Student Chapter, 2006-2007, Co-founder, Vice Chair, and Chair.

Women in Information Sciences and Technology Graduate Student Liaison, 2005-2007.

IST Graduate Theoretical Integration Course Quality Team, 2005.

Initiative to Improve Graduate Teaching Assistant Training, 2005-2006.

Philadelphia SIGCHI Chapter, 2004-2005, Resumed chapter, Secretary.

Cornell SIGCHI Student Chapter, 2002-2003, Co-founder, Chair.

Reviewing

IJHCS: 2008, 2009 Full Papers

ISCRAM: 2009 Full Papers

CHI: 2004-2009, Papers, Notes, Works-In-Progress, Workshops

CSCW: 2006, 2008, 2009 Papers

DUX: 2005, Papers

Cognitive Science Society: 2006, Papers

Affiliations

Association of Computing Machinery - ACM

ACM Special Interest Group in Computer-Human Interaction - SIGCHI

International Association for the Study of Information Systems for Crisis Response and Management - ISCRAM

Other Skills and Activities

Foreign Languages: *Intermediate*: Spanish, German *Beginner*: Greek, Latin

Programming Skills: C++, HTML, JavaScript, PHP, MySQL, CSS

Mt. Nittany Medical Center Emergency Department Volunteer, December 2006-May 2008

EMT-B License, May 1997