

Curriculum vitae Prof. Dr. Antonella De Angeli

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Personal record

Education

- 1997 Ph.D. in Experimental Psychology, University of Trieste, Italy.
Thesis: "Valutare i sistemi flessibili: Un approccio globale alla HCI"
(Evaluating flexible systems: A global approach to HCI).
- 1991 *Laurea* in Philosophy - Human Sciences (MA equivalent) *Summa cum Laude* (Honour degree with Distinction), University of Trieste, Italy.
Dissertation: "Dillo a Maia: Un esperimento di interazione uomo-macchina". (*Talking to Maia: a Human-Machine Interaction Experiment*)

Present appointments

- 2009 - *Associate Professor of Human-Computer Interaction*
Department of Information Engineering and Computer Science
University of Trento (Italy). Tenure free
- 2007 - Senior Lecturer in Human-Computer Interaction
Manchester Business School
University of Manchester (on leave since 2009)

Previous appointments

- 2004 - 2007 *Lecturer in Human-Computer Interaction*
School of Informatics
University of Manchester (probation released 2005)
- 2001-2004 Senior HCI Researcher
Advanced Technology and Research – Discovery Centre, Dundee (UK)
NCR Ltd
Responsibilities: proposing and conducting research projects, sourcing suitable partners and managing university-based projects to augment internal research capacity, supervising placement and Ph.D. students.
Achievements: establishment of links to research centres worldwide, IP filing, design & usability awards, technical writing awards, cognitive engineering input to proof of concepts and products
- 2000-2001 *Research Fellow*
Knowledge Lab, London (UK)
NCR Ltd
- 1998-200 *Post-doc* in Applied Cognitive Psychology
Department of Psychology, University of Trieste (Italy)
Research topics: multimodal communication (gesture & natural language).
Co-investigator in the EC-project Urban-Tergeste, curriculum development for multimedia systems operators.
Co-investigator in the Italian project ISA-27 on adaptive interfaces, multimodal systems, and intelligent agents.

1996-1997 *Research Associate*
IRST, ITC (currently FBK), Trento, Italy
Cognitive and Communication Technologies Division
Responsible for the user evaluation phase of the EC-project Tamic-P
(Language Engineering programme, LE-4253)

Honorary appointments

2002-2004 *Honorary Associate Research Fellow*
University of Abertay, Dundee, UK
Division of Psychology, School of Social and Health Sciences.

2008- *Honorary Associate Research Fellow*
Institute of Cognitive Sciences and Technologies
CNR - Roma (Italy)

Visiting appointments

1998 (3 months) *Invited Researcher*
Language and Dialogue research team
LORIA, Nancy, France
Wizard of Oz experiments with multimodal systems (gesture & speech)

1998 (4 months) *Invited Researcher*
Cognitive and Communication Technologies Division
Fondazione Bruno Kessler (nee ITC-IRST) Trento, Italy
User evaluation of NL systems

1997 (6 months) *Invited Researcher*
Language and Dialogue research team
LORIA, Nancy, France
Wizard of Oz experiments with multimodal systems

Internships

1995 (3 months) *NSF founded internship*
Center for Human-Computer Communication,
Department of Computer Science
Oregon Graduate Institute, USA
Analysis of integration/synchronisation patterns of multimodal input
(gesture & speech)

1993 Attendance at selected modules of the Graduate School for Perception
and Technology, IPO, Institute for Perception Research, Eindhoven, The
Nederland

1992 (6 months) *Visiting Research Student*
Department of Social Psychology,
UVA University of Amsterdam, The Nederland

1991 (11 months) **Internship**
ITC-IRST (currently Fondazione Bruno Kessler),
Trento, Italy

Scholarships

1998 2-year CNR (Italian National Research Council) grant for research on ap-
plied cognitive psychology (declined)

- 1992-1996 4-year doctoral scholarship from the Italian Ministry for Higher Education and Scientific and Technological Research
- 1995 NSF grant to work at OGI, USA .
- 1993 NATO-ASI Grant to attend the summer school 'Basics of Man-Machine Communication for the Design of Educational Systems', Eindhoven, Holland.
- 1992 – 2000 Several travel grants from the University of Trieste
- 1991 6-month Erasmus grant and University of Trieste grant for young researchers

Research and academic standing

= peer reviewed papers

Journal Papers

1. Lanzilotti, R., Ardito, C., Costabile, M. F., De Angeli, A. (2010). Do patterns help novice evaluators? A comparative study. *International Journal of Human-Computer Studies*.
2. * De Angeli, A. (2009). Ethical implications of verbal disinhibition with conversational agents. *PsycNology Journal*, 7(1), 49-57.
3. * De Angeli, A. (2009). Cultural variations in virtual spaces design. *AI & Society*, 24(3), 213-223.
4. * Malizia, A., De Angeli, A, and Levialdi, S. (2008). Human perception through collaborative semantics. *International Journal of Social and Humanistic Computing*, 1(1), 97-107.
5. * Hartmann J., Sutcliffe A., and De Angeli, A. (2008). Towards a theory of user judgement of aesthetics and user interface quality. *ACM Transactions on Computer-Human Interaction*, 15(4), 1-30.
6. * De Angeli, A. and Brahnam, S. (2008). I hate you! Disinhibition with virtual partners. *Interacting with computers*, 20(3), 302-310.
7. * Renaud, K. and De Angeli, A. (to appear). Visual Passwords: Cure-All or Snake-Oil. *Communications of the ACM*.
8. * Ardito, C., Costabile, M.F., De Angeli, A., Pittarello, F. (2007). Navigation help in 3D Worlds: some empirical evidences on use of sound. *Multimedia Tools and Applications*, 33(2), 201-216
9. * de Bruijn, O., De Angeli, A., Sutcliffe, A. (2007). Customer Experience Requirements for e-Commerce Web sites. *International Journal of Web Engineering and Technology*, 3(4) 441 - 464.
10. * Lanzilotti, R., Ardito, C., Costabile, M.F., De Angeli, A. (2006). eLSE Methodology: a Systematic Approach to the Evaluation of e-Learning Systems. *Educational Technology and Society*, 9(4), 42-53.
11. * De Angeli, A., Coventry, L., Johnson, G., & Renaud, K. (2005). Is a picture really worth a thousand words? Exploring the feasibility of graphical authentication systems. *International Journal of Human-Computer Studies*, 63(1-2), 128-152.
12. * Renaud, K. and De Angeli, A. (2004). My password is here! An investigation into visuo-spatial authentication mechanisms. *Interacting with Computers*, 16(6), 1017-1041
13. * De Angeli, A., Athavankar, U.A., Joshi, A., Coventry, L. and Johnson, G.I. (2004). Introducing ATM's in India: A contextual enquiry. *Interacting with Computers*, 16(1) 29-44.
14. * Costabile, M.F., De Angeli, A., Roselli, T., Lanzilotti, R. and Plantamura, P. (2003). Evaluating the educational impact of a tutoring hypermedia for children. *Information Technology in Childhood Education Annual*, 1, 289-308.
15. * Costabile, M.F., Roselli, T., Lanzilotti, R., Plantamura, P. and De Angeli, A. (2003). Does Hypermedia really work for tutoring children? *IEEE Multimedia*, April-June, 65-69.
16. * De Angeli, A, Matera, M., Costabile, M.F., Garzotto, F. and Paolini, P. (2003). On the advantages of a systematic inspection for evaluating hypermedia usability. *International Journal of Human-Computer Interaction*, 15(3), 315-335.
17. * Briggs, P., Burford, B., De Angeli, A. and Lynch, P. (2002). Trust in Online Advice. *Social Science Computer Review*, 20(3), 321-332.
18. * De Angeli, A. (1999). Linguaggio e gestualità nell'interazione con il computer: Verso il dialogo flessibile. *Sistemi Intelligenti*, 2, 333-357.
19. * De Angeli, A. (1995). Donne nelle reti elettroniche. *Sistemi Intelligenti*, 3, 373-391.

Book chapters

1. Namoun A., Nestler T., De Angeli, A. (2010). Conceptual and Usability Issues in the Composable Web of Software Services. To appear in *Lecture Notes in Computer Sciences*. LNCS-Service Sciences Series, Springer.
2. De Angeli, A (2008). Misure di qualità: dall'usabilità all'esperienza dell'utente. In A. Soro (Ed). *Human-Computer Interaction. Fondamenti e prospettive*. Polimetrica Publisher, Italy, 179-196.
3. * Keeling, K, Keeling, D., De Angeli, A., McGoldrick, (2010). The Technology Relationship Interaction Model of Social Interaction with Virtual Beings: Derivation of an Agenda for Research. In N. T. Wood and M. R. Solomon (Ed.) *Virtual Social Identity and Consumer Behavior*. Advertising and Consumer Psychology Book Series, ME Sharp.
4. * Malizia, A., De Angeli, A, and Levialdi, S. (2008). Exploiting Collaborative Tagging Systems to Unveil the User-Experience of Web Contents: An Operative Proposal. In S. Hatzipanagos and S. Warburton *Social Software and Developing Community Ontologies*, IGI Global.
5. * Briggs, P., Burford, B., De Angeli, A. (2004). Personalisation and trust: a reciprocal relationship? In K. Karat, J.O. Blom, and Karat J. (Eds.), *Designing personalised user experiences in e-commerce*, (pp. 39-55) Norwell, MA, USA Kluwer Academic Publishers.
6. * De Angeli, A. and Johnson, G.I. (2004). Emotional intelligence in interactive systems. In D. McDonagh, P. Hekkert, J. van Erp and D. Gyi (Eds.), *Design and Emotion*, (pp.262-266) London: Taylor & Francis.
7. * De Angeli, A., Lynch, P. and Johnson, G.I. (2002). Pleasure vs. efficiency in user interfaces: Towards an involvement framework. In W.S. Green and P.W. Jordan (Eds.), *Pleasure with products: Beyond usability*, (Chapter 7, pp. 97-111) London: Taylor & Francis.
8. * Landragin, F., De Angeli, A., Wolff, F., Lopez, P. and Romary, L. (2002). Relevance and perceptual constraints in multimodal referring actions. In K. van Deemter and R. Kibble (Eds.), *Information Sharing: Reference and Presupposition in Natural Language Generation and Interpretation*, (pp. 391-410) Stanford CA: CSLI Publications.
9. * De Angeli, A., Gerbino, W., Romary, L. and Wolff, F. (1999). The Ecological approach to multimodal system design. In A. Braffort et al. (Eds.), *Gesture-based communication in Human-Computer Interaction*, *Lecture Notes in Artificial Intelligence* 1739 (pp. 49-52), Berlin: Springer-Verlag.
10. * De Angeli, A., Romary, L. and Wolff, F. (1999). Ecological interfaces: Extending the pointing paradigm by visual context. In P. Bouquet et al. (Eds.), *Modelling and Using Context*, *Lecture Notes in Artificial Intelligence* 1688 (pp. 91-104), Berlin: Springer-Verlag.

Editorials

1. Brahnam, S. & De Angeli, A. (2008). Editorial - Abuse and Misuse of Social Agent. *Interacting with computers*, 20 (3).
2. Bartneck, C., Brahnam, S., De Angeli, A. and Pelachaud, C. (2010). Editorial - Abuse and Misuse of Interactive Technologies. *Interaction studies: Social Behaviour and Communication in Biological and Artificial Systems*

Publications in Conference Proceedings– long papers

1. Namoun A., Nestler T., De Angeli, A. (2010). Service composition for Non Programmers: Prospects, Problems, and Design Recommendations. To appear in *Proceedings of 8th European Conference on Web Services (ECOWS2010)*.
2. * De Angeli, A., Hartmann, J. and Sutcliffe, A. (2009). The effect of brand on the evaluation of websites. *INTERACT '09 Proceedings of the 12th IFIP TC 13 International Conference on Human-Computer Interaction: Part II*, *Lecture Notes in Computer Science*, vol 5727, Springer-Verlag, Berlin, Heidelberg, 638-651.
3. * Khan, R, and De Angeli, A. (2009). The Attractiveness Stereotype in the Evaluation of Embodied Conversational Agents. *INTERACT '09 Proceedings of the 12th IFIP TC 13 Interna-*

- tional Conference on Human-Computer Interaction: Part II, Lecture Notes in Computer Science*, vol 5726, Springer-Verlag: Berlin, Heidelberg, 85-97.
4. * Jiang, Y., de Bruijn, O., De Angeli, A. (2009). The perception of cultural differences in on-line self-presentation. *INTERACT '09 Proceedings of the 12th IFIP TC 13 International Conference on Human-Computer Interaction: Part II, Lecture Notes in Computer Science*, vol 5727, Springer-Verlag: Berlin, Heidelberg, 672-685.
 5. * Mansor, E., De Angeli, A. and de Bruijn, O. (2009). The Fantasy Table. *Proceedings of the 8th International Conference on Interaction Design and Children*, ACM, New York, 70-79.
 6. * Costabile M.F., De Angeli A., Lanzilotti R., Ardito C., Buono P., and Pederson T. (2008). Explore! Possibilities and challenges of mobile learning. *Proceedings of the Conference on Human Factors in Computing Systems CHI 2008*: ACM Press.
 7. * Hartmann, J., De Angeli, A., and Sutcliffe, A. (2008). Framing the user experience: Information biases on website quality judgement. *Proceedings of the Conference on Human Factors in Computing Systems CHI 2008*: ACM Press.
 8. * Hartmann J., Sutcliffe A., and De Angeli A. (2007). Assessing the Attractiveness of Interactive Systems. *Proceedings of the Conference on Human Factors in Computing Systems CHI 2007*: ACM Press, 387-396.
 9. * Ardito, C., Costabile, M.F., De Angeli, A., and Lanzillotti, R. (2006). Systematic Evaluation of e-Learning Systems: an Experimental Validation. *NordiCHI 2006 Conference Proceedings*, 195 – 202.
 10. * De Angeli, A., Sutcliffe, A., and Hartmann, J. (2006). Interaction, usability and aesthetics: What influences users' preferences? *DIS 2006 Conference Proceedings*, ACM, 271-280.
 11. * Sutcliffe, A. and De Angeli, A. (2005). Assessing Interaction Styles in Web User Interfaces. *Human-Computer Interaction Interact 2005*, LNCS 3585, 406-417.
 12. * De Angeli, A. (2005). To the rescue of a lost identity: Social perception in human-chatterbot interaction. *AISB'05 Proceedings of the joint symposium on Virtual Social Agents*, 7-14.
 13. * Coventry, L., De Angeli, A. and Johnson, G.I. (2003). Usability and biometric verification at the ATM interface. *Proceedings of the Conference on Human Factors in Computing Systems CHI 2003*: ACM press, 153-160.
 14. * Coventry, L., De Angeli, A. and Johnson, G.I. (2003). Biometric verification at a self-service interface. In P.T. McCabe (Ed.) *Contemporary Ergonomics 2003* (pp. 247-252) London: Taylor & Francis.
 15. * De Angeli, A., Coventry, L, Johnson, G.I. and Coutts, M. (2003). Usability and user authentication: Pictorial passwords vs. pin. In P.T.McCabe, (Ed.). *Contemporary Ergonomics 2003* (pp. 253-258) London: Taylor & Francis.
 16. * De Angeli, A., et al. (2002). VIP: A visual approach to user authentication. *Proceedings of the Working Conference on Advanced Visual Interfaces AVI 2002*: ACM Press, 316-323.
 17. * De Angeli, A., Johnson, G.I., & Coventry, L. (2001). The unfriendly user: exploring social reactions to chatterbots. *Proceedings of the International Conference on Affective Human Factor Design*, London: Asean Academic Press, 467-474.
 18. * De Angeli, A., Lynch, P. & Johnson, G.I. (2001). Personifying the e-market: A framework for social agents. *Human-Computer Interaction INTERACT'01*, Amsterdam: IOS Press, 198-205.
 19. * Costabile, M.F., De Angeli, A., Roselli, T. (2001). Experimental evaluation of an intelligent tutoring system. *Proceedings of the PC-HCI Advances in Human-Computer Interaction I*, Patras: Typorama 135-139..
 20. * De Angeli, A., Matera, M., Costabile, M.F., Garzotto, F. and Paolini, P. (2000). Validating the SUE inspection technique. *Proceedings of the Working Conference on Advanced Visual Interfaces AVI 2000*: ACM Press, 142-150.
 21. * De Angeli, A. and Gerbino, W. (1999). La psicologia della HCI. *Atti di HCIItaly'99*, Roma, February 9.
 22. * Petrelli, D., De Angeli, A. and Convertino, G. (1999). A user-centered approach to user modelling. In J. Kay (Ed.) *UM99 User Modeling*, CISM Courses and lectures N. 407 New York: Springer-Verlag, 255-264 (award nominee paper).

23. * De Angeli, A., Gerbino, W., Cassano, G. and Petrelli, D. (1998). Visual Display, pointing, and natural language: The power of multimodal interaction. *Proceedings of the Working Conference on Advanced Visual Interfaces AVI'98*: ACM Press, 164-173.
24. * Oviatt, S., De Angeli, A. and Kuhn, K. (1997). Integration and synchronization of input modes during multimodal human-computer interaction. *Proceedings of the Conference on Human Factors in Computing Systems CHI'97*, New York: ACM Press, 415-422.
25. * De Angeli, A. et al. (1996). Driver reaction and behavior in a motorway environment equipped with an integrated VMS and on-board RDS-TMC information system. *Proceedings of the Third Annual World Congress on Intelligent Transport Systems*, Orlando, Florida.

Publications in Conference Proceedings – short papers

1. * Mansor, E. I., De Angeli, A. and de Bruijn, O. (2008). Little fingers on the tabletop: A usability evaluation in the Kindergarten. 3rd IEEE International Workshop on Horizontal Interactive Human Computer Systems, 2008. TABLETOP 2008, Amsterdam, 93-96.
2. * Khan, R., and De Angeli, A. (2007) Mapping the demographics of virtual humans. *HCI 2007 Adjunct Proceedings*, 149-152.
3. * Badre, A.N., Levialdi, S., Foley, J., Thomas, J., Strohecker, C., De Angeli, A., Ram, P., Ram, A. & Sanchez, J. Human Centric E-Learning and the Challenge of Cultural Localization. *Proceedings of Interact 2007*, 690-691.
4. * De Angeli, A., Kyriakoullis, L. (2006). Globalisation vs. localisation in e-commerce: Cultural-aware interaction design. *Proceedings of the Working Conference on Advanced Visual Interfaces AVI2006*: ACM Press, 250-253.
5. * De Angeli, A., Brahnam, S., Wallis, P., Dix, A. (2006). Misuse and abuse of interactive technologies. *CHI'06 Extended Abstract*, 1647-1650.
6. * De Angeli, A., Brahnam, S. and Wallis, P. (2005). ABUSE: the dark side of human-computer interaction. *Interact 2005 Adjunct Proceedings*, 91-92.
7. * Liddell, J, Renaud, K. and De Angeli, A. (2003). Using a combination of sounds and images to authenticate web users. *HCI 2003 Adjunct Proceedings*, Bath, September 2003
8. * Costabile, M.F., De Angeli, A., Pittarello, F. and Ardito, C. (2003). Can audio help navigating in virtual environments? An experimental evaluation. *Human-Computer Interaction INTERACT'03*, Zurich September 2003.
9. * Coventry, L., Johnson, G. and De Angeli, A. (2002). Achieving accessibility through personalisation. *HCI 2002 Adjunct Proceedings*, London, September.
10. * Costabile, M.F., De Angeli, A. and Matera, M. (2001). Guiding usability evaluators during hypermedia inspection. *Proceedings of IEEE Symposia on Human-Centric Computing Languages and Environments*, Stresa, Italy, 5-7 September, 332-333.
11. * Toffetti, A. Nodari, E., Zoldan, C., De Angeli, A., Gerbino, W. (2001). Analisi ergonomica con esperti di INFO2000. Atti del simposio su Human-Computer Interaction HCITALY 2001, VII Congresso della Societa' Italiana di Ergonomia (SIE), Firenze, September 26-27.
12. * Toffetti, A., Nodari, E., Zoldan, C., De Angeli, A., and Gerbino, W. (2000). Age-related differences in driver-INFO2000 interaction. *Proceedings of the 6th ERCIM Workshop on User Interfaces for All*, Firenze, Italy, October 25-26, 362-363.
13. * Gerbino, W., Ferrante, D., De Angeli, A. and Plet, S. (1995). Evaluation methods for driver support systems. *Comunicazioni del Convegno Internazionale di Ergonomia Cognitiva*, Padova, Italy, pp. 53-54.
14. * Bruno, N., De Angeli, A. and Gerbino, W. (1994). Visual cognitive factors in the evaluation of graphical user interfaces. In A. Grieco et al. (Eds.), *Book of Short Papers WWDU'94*, vol. II, Milano, October 2-5, 16-17.

Workshop Contributions

1. * Namoune, A., Nestler, T., and De Angeli, A. (2009). End User Development of Service-based Applications. 2nd Workshop on HCI and Services at HCI 2009 Cambridge, 1st September
2. * Jiang, Y., de Bruijn, O., De Angeli, A. (2009). A Four-Level Approach to the study of Cross-Cultural Social Networking. *Interact 2009 Uppsala, Sweden August 24-28.*
3. * Ardito C., Buono P., Costabile M.F., De Angeli A., Lanzilotti R. (2008). Combining quantitative and qualitative data for measuring user experience of an educational game. *International Workshop on Meaningful measures: Valid useful user experience measurement (VUUM) Reykjavik, Iceland, June 18th 2008.* (pp. 27-31). ISBN: 978-2-917490-02-0
4. * Mansor, E. I. and De Angeli, A. (2007). Fantasy Play in Real and Virtual Environments. *CARS 2007, ChiCI Annual Research Symposium.*
5. * Sutcliffe, A., De Angeli, A. and Hartmann, J. (2007). Modelling users' judgement of aesthetics and user interface quality. *Proceedings the Workshop on Design Principles for software that engages its users, Interact 2007.*
6. * De Angeli, A., and Brahnam, S., (2006). Sex stereotypes and conversational agents. *Proceedings the Workshop on Gender & Interaction, AVI2006, Venice, May 23 2006, 22-25.*
7. * De Angeli, A., (2006). On verbal abuse towards chatterbots. *Proceedings of the Workshop on Abuse and Misuse of Interactive Technologies, CHI 2006, Montreal, May 23 2006.*
8. * De Angeli, A. (2006). Seduced by computers! Sexual conversations with artificial partners. *CHI'06 workshop on Sexual Interactions: Why we should talk about sex in HCI.*
9. * De Angeli, A., & Carpenter, R. (2005). *Stupid computer! Abuse and social identities. Proceedings of the Workshop on Abuse: The dark side of Human-Computer Interaction, Interact 2005, Rome, 12 September.*
10. * De Angeli, A. and King, S. (2005). Learning conversations: A case study into e-learning communities. *Proceedings of the Workshop on E-learning and HCI, Interact 2005, Rome, 12 September.*
11. Lanzilotti, R., Ardito, C., Costabile, M.F., De Angeli, A. (2005). E-learning evaluation: A cross-technique comparison. *Proceedings of the Workshop on E-learning and HCI, Interact 2005, Rome, 12 September.*
12. * De Angeli, A., Coventry, L. and Johnson, G.I. (2003). ATM's adoption in developing countries: Déjà vu or not? *Proceedings of the Second BCS Workshop on Culture and HCI: Bridging Cultural and Digital Divides, Greenwich, 18th June, 15-20.*
13. * Briggs, P., Simpson, B. and De Angeli, A. (2003). Does personalisation affect trust in on-line advice? *CHI2003 Workshop Designing Personalized User Experiences for eCommerce: Theory, Methods, and Research, Fort Lauderdale, Florida.*
14. * Coventry, L., De Angeli, A. and Johnson, G.I. (2003). Honest it's me! Self service verification. *CHI 2003 Workshop on Human-Computer Interaction and Security Systems, Fort Lauderdale, Florida.*
15. * Brigg, P., Burford B. and De Angeli, A. (2002). Who do you turn to? Predicting trust in online advice. *CHI2002 Workshop on the Philosophy and Design of Socially Adept Technologies, Minneapolis, USA.*
16. * De Angeli, A. and Petrelli, D. (2000). Bridging the gap between NLP and HCI: A new synergy in the name of the user. *CHI2000 Workshop on Natural Language Interfaces, Den Haag, Holland.*
17. * De Angeli, A., Gerbino, W., Nodari, E. and Petrelli, D. (1999). From tools to friends: Where is the borderline? *Proceedings of the UM'99 Workshop on Attitude, Personality and Emotions in User-Adapted Interaction, Banff, Canada, June 23, 1-10.*
18. * De Angeli, A., Wolff, F., Lopez, P. and Romary, L. (1999). Relevance and perceptual constraints in multimodal referring actions. *Proceedings of the Workshop on Deixis Demonstration and Deictic Belief, ESSLLI XI, 49-56.*
19. * Wolff, F., De Angeli, A. and Romary, L. (1998). Acting on a visual word: The role of perception in multimodal HCI. *Papers from the 1999 AAAI Workshop on Representations for Multimodal Human-Computer Interaction, Technical Report WS-98-09, AAAI Press, 89-93.*

20. * Petrelli, D., De Angeli, A., Gerbino, W. and Cassano, G. (1997). Referring in multimodal systems: The role of expertise and system features. *Proceedings of the ACL Workshop on Referring Phenomena in a Multimedia Context and Their Computational Treatment, ACL/EACL-97*, 14-20.
21. * De Angeli, A., Petrelli, D. and Gerbino, W. (1996). Interface features affecting deixis production: A simulation study. *Proceedings of the ICSLP Workshop on the Integration of Gesture in Language and Speech*, October 7-8, Newark and Wilmington Delaware, USA, pp. 195-204.

Edited Workshop proceedings

22. De Angeli, A., Brahnham, S., Wallis, P., and Dix, A., (Eds.). *Proceedings of the workshop on Misuse and Abuse of Interactive Technologies*, CHI 2006, Montreal April 22, 2006 (www.agentabuse.org).
23. De Angeli, A., Bianchi-Bertouze, N (Eds.) *Proceedings of the Workshop on Gender & Interaction*, AVI 2006, Venice, May 23, 2006, (<http://www.informatics.manchester.ac.uk/~antonella/gender/>).
24. De Angeli, A., Brahnham, S., and Wallis, P. (Eds.) *Proceedings of the Workshop on Abuse: The dark side of Human-Computer Interaction*, Interact 2005, Rome September 12, 2005, (www.agentabuse.org).

Other publications

Papers published in NCR's research journals (restricted circulation).

1. De Angeli, A. (2002). Gateway to India: Culture & ATM diffusion. *Advances 2002*, 144-150
2. De Angeli, A. (2002). Pictorial security at the ATM: The Visual Identification Protocol. *Advances 2002*, 161-169.
3. De Angeli, A. (2001). Who is in the machine? Social agents in HCI. *Advances 2001*, 147-159.
4. De Angeli, A and Briggs, P. (2001). Trusting on-line advice. *Advances 2001*, 191-201.
5. De Angeli, A., Lynch, P. and Johnson, G. I. (2000). Involvement framework: Linking consumers and social agents. *What + If 4*, 131-156
6. Cudd, R., Cheyne, T. and De Angeli, A. (2000). Information visualisation. *What + If 4*, 67-86.

Research grants

2007-2010: *ServFace*, STREP project 7th Framework Programme FP7-ICT-2007-1, Information and Communication Technology.

P.i. for the University of Manchester (Contribution to the University of Manchester = Euro 185,000). *ServFace* is a research action targeted at extending service-oriented architecture concepts with an integrated approach to user interface creation. I was the p.i. for the University of Manchester and lead the activities related to user-research. Consortium: SAP AG (co-ordinator), Technische Universitat Dresden (Germany), Consiglio Nazionale delle Ricerche (Italy), University of Manchester (UK), Lyria (France).

2000-2001: *Trust in on-line advice*, funded by NCR Ltd.

Role co-PI. The project investigated the factors leading to trust in on-line advice. Key outputs: publications and a model of trust. Partners: University of Northumbria

2000-2003: *Interfaces with personality*, funded by NCR Ltd.

Role PI. The project investigated the suitability of embodied conversational agents in ATM's interfaces. Partners: Georgia Tech, University of Abertay Dundee, Digital Animation Ltd.

2001-2002: *VIP Visual Identification Protocol*, funded by NCR Ltd.

Role PI. The project was aimed at exploring alternative mechanisms for user authentication exploiting the superiority of visual memory. Partners: University of Dundee, University of Glasgow.

2002-2003: *Gateway to Mumbai*, funded by NCR R&D.

Role PI. The project was aimed at understanding cultural and social issues of ATM adoption in India, and proposing marketing and design solution for encouraging acceptance. Partners: IDC, IIT Mumbai, Human-Factors Mumbai.

Before 2000 I worked as a co-investigator in several EC project including: TAMIC-P, Emmis (Programme Drive II) and Tergeste multimedia (Action Urban). I have also served as co-investigator in several research grants in Human Factor, HCI and CSCW awarded by the Italian Research Council (CNR).

Ph.D. students

Name	Title	Year	Role
Fabio Morreale	Tangible musical interfaces for children	1	main supervisor
Ab Razak Che Hussin	Intelligent EC Application	Graduated 2006	Co-supervisor
Rosa Lanzilotti	E-learning Evaluation – Department of Computer science University of Bari	Graduated 2006	Co-supervisor
Jan Hartman	Judgement of attractiveness of interactive systems	Graduated 2008	Co-supervisor
Prush Sa-nga-ngam	A web-browser for elderly users	Write-up	Main supervisor
Evi Indiri Mansor	'My world(s)': a tabletop environment to support fantasy play for kindergarten children	Submitted	Main supervisor
Rabia Khan	Physiognomic Attributions Towards Virtual Embodiments	Write-up	Main supervisor
Xusen Cheng	Methods for analyzing individual trust development in computer based group collaboration	Write-up	Co-supervisor
Yifan Jiang	Cross-cultural communication in on-line communities	3	Co-supervisor
Ons Faisal	Cultural determinants of the user experience	3	Main-supervisor

Internal examiner for Dr. Yuan-Chi Tzeng (2009) and Dr. Murni Mahmud (2007) – University of Manchester

External examiner for Dr. Frederique Wolf (1999), LORIA France

Scholarly activities

Associate Editor: International Journal of Human-Computer Studies
PsychNology Journal
International Journal of Knowledge and Web Intelligence

Associate Chair:

- CHI 2008, Conference on Human Factors in Computing Systems.
- International Conference on Information Systems ICIS 2010, Track Human Behavior and IT
- UI 2011, International Conference on Intelligent User Interface.

Proceedings Chair: 15th IEEE International Requirements Engineering Conference RE'07

Program Committee Member:

- ECSCW 2011, European Conference on Computer Supported Cooperative Work
- COOP2010, 9th International Conference on the Design of Cooperative Systems
- Interaction Design for Children (since 2009) IDC
- British HCI 2008
- Designing Interactive Systems DIS'06, DIS'08
- Interact (since 2005)
- Advanced Visual Interfaces AVI (since 2002)
- HCIItaly (since 2000)

Workshops: Computer and Fun 2000, IWIPS2003; Workshop on user-centred design and evaluation of services for human-human communication and collaboration (ICMI'05); User Experience Workshop NordiCHI2006, 2nd International Workshop on Model-Driven User-Centric Design & Engineering (MDUCDE).

Advisory Board Member:

2010 Provincia Autonoma di Trento (Italy) member of the Committee for Research Founding Planning
2002-2004 EC-project PF-STAR
International Academic Advisory Board Msc Human-Computer Interaction, University of Siegen, Germany
Doctoral Consortium Academic Advisor, Interact 2009.

Workshop organisation

- Joint workshop: Facing emotions responsible interaction design & Design Principles for Software that Engages its Users, Interact 2007
- Gender & Interaction: real and virtual women in a male world (AVI 2006 (<http://www.informatics.manchester.ac.uk/~antonella/gender/>))
- Abuse the dark side of HCI, Interact 2005 (www.agentabuse.org)
- Misuse and Abuse of Interactive Technologies, CHI 2006 (www.agentabuse.org).

Service as referee

- Grants:
Economic and Social Research Council (ESRC), UK
- Books:
Computer Science Textbooks, Pearson Education, UK
- Journals:
Human-Computer Interaction; ACM TOCHI; Interacting with Computers; International Journal of Human-Computer Studies, Behaviour & Information Technology, IEEE Multimedia, IEEE Man, Machines and Cybernetics, Part C: Applications and Review; International Journal of Speech Technology; Journal of Visual Languages and Computing; Communications of the ACM; Journal of Organizational and End User Computing; Journal of Computing and Information Technology.
- Conferences:
CSCW 2006; CHI (since 2002); AVI since 98; International Conference on Universal Access in Human-Computer Interaction (since 2006)

Invited talks

November 2009: User-experience: quality beyond ease of use. Conference on The Value of the Web, Gorizia, Italy.

March 2009: The effect of Brand on the evaluation of web-sites. COST294 MAUSE, closing conference, Brindisi (Italy)

October 2008: Ethical consequences of virtual companions. Workshop on Ethics in Presence and Social Presence Technologies-Presence 2008, Padova (Italy)

May 2007: Not all of us are humans! The social world of chatterbots. HTLab Day, Department of General Psychology -University of Padova.

Selected invited seminars (from 2004)

February 2004	ATM's adoption in India: An ethnographic study	Dept. of Information Studies, University of Sheffield
May 2004	Social agents: A research agenda	Department of Computer Science, University of Bari
September 2004	Culture & design: the challenge of emerging markets	IRST, Italy
October 2005	Not all of us are humans! The social world of Chatterbots	Dept. of Computer Science, University of Sheffield
December 2006	Determinants of the User Experience	Department of Informatics, La Sapienza University of Rome
February 2007	Virtual companions and real enemies: An insight into verbal disinhibition in human-chatterbot interaction	Centre for Interactive Intelligent Systems, University of Plymouth
March 2007	Interaction pragmatics: Culture and HCI	UCLIC, University College London
March 2007	Virtual assistants and real customers	Customer Research Academy, MBS, the University of Manchester
December 2007	From usability to user experience: A long way journey	Computer Science Department Universidad Carlos III de Madrid
February 2008	Users change, systems change: A vision into the future of HCI	Faculty of Informatics – University of Lugano
September 2008	Experiential Interactions	Faculty of Informatics, Technische Universität Wien
April 2009	Social affordances of Embodied Conversational Agents	Institute for Information Systems, University of Siegen
December 2009	Measuring the user experience?	Department of Psychology, University of Freiburg, Switzerland

Panels

- VLLHS 2010, Support for the Uptake of User-Developed Services - business versus community models
- Interact 2007, Rio de Janeiro: Human-centric e-Learning and the Challenge of Cultural Localization
- 20th Annual Conference Society for Literature, Science and the Arts 2006, SLSA 2007, New York: The First Supper: Living and Working with Evolving New Art/Life Forms
- Interact 2005: Context and Emotion Aware Computing
- Dagstuhl seminar, The Study of Visual Aesthetics in Human-Computer Interaction, The Study of Visual Aesthetics in Human-Computer Interaction (Sutcliffe, Hartmann, De Angeli); The effect of Brand on The Evaluation of Web-sites (De Angeli, Sutcliffe, Hartmann).

Teaching

Teaching at the University of Trento

YEAR	TITLE OF COURSE	Descriptions
2010 - 2011	Computer Supported Co-operative Working	Postgraduate – MSc (average student number = 50) – contact hours 48 (course co-ordinator)
2009 -	Human-computer Interaction	Specialistic Master in Human-Languages Technologies – Postgraduate (average student number = 12) – contact hours 14 (course co-ordinator)
2009 - 2011	Human-computer Interaction	Postgraduate – MSc (average student number = 50) – contact hours 48 (course co-ordinator)
2009 – 2010	Software Project Management	Postgraduate – MSc (average student number = 40). Contact hours = 33 – main lecturer

Teaching at the University of Manchester

YEAR	TITLE OF COURSE	Descriptions
2007- 2008	IS Research Methodology	Postgraduate – MSc (average student number = 60) – contact hours 15 (course co-ordinator)
2004 – 2008	Computer-supported cooperative working	Postgraduate – MSc (average student number = 40). Contact hours = 33 – main lecturer
2004–2008	User-centred system design	2 nd year undergraduate, (average student number = 120). Contact hours = 22.
2005-2006	Human-computer interaction	2 nd year undergraduate, (average student number = 140). Contact hours = 8
2004-2006	Software analysis and design	Tutor - 2 nd year undergraduate (average student number per tutorial session= 30). Contact hours = 11.
2004-2006	Professional development	Tutor – 1 st year undergraduate (average student number per tutorial session= 10). Contact hours = 11

Teaching at other institutions

YEAR	TITLE OF COURSE	Descriptions
2010- 2011	Seminars in Human-Machine Interaction	Department of Computer Science, Free University of Bolzano (Italy) Postgraduate – MSc (average student number = 15) – contact hours 36 (course co-ordinator)
2001 – 2002	Research Methods in HCI	Dept. of Computer Science, University of Bari, Italy. (Specialist intensive course 1-week, 20 contact hours, 50 undergraduate and postgraduate students in class and 20 in video-conference)
1998-1999	Human-Computer Interaction; Ergonomics of computer-supported cooperative work; Information-systems design	Master in Ergonomics, University of Udine, Italy (specialist courses, 19 mature students working towards European accreditation, 6 contact hours per module).
1992-1994	Social Psychology	Teaching assistant delivering seminars in CSCW and CMC at the Dept. of Psychology University of Trieste

Results of assessment of teaching quality

The University of Trento and Manchester have a policy of monitoring teaching quality with frequent peer-reviews and student assessments. I have an excellent track record with an average of 99% of evaluation criteria scored as excellent or very good in peer reviews; 85% scored as excellent or very good by postgraduate students; 83% as excellent or very good by undergraduate students.

Knowledge Transfer

2001-2003: My research in India for NCR Ltd has directly informed the design and deployment of **ASAN** the first-ever India specific ATM, launched on the market in 2003.

2001-2003: research on biometrics has informed the introduction of biometrics as an authentication medium for ATM's transactions in countries such as Chile, Colombia and Canada.

2001-2003: research on graphical authentication led to the design of VIP (Visual Identification protocol) a proof of concept which won the NCR's design and usability award in 2003. VIP has been presented in *Room 504* the showcase of the Advanced Concept Lab, set-up in the most exclusive ATM's conferences and exhibitions. Room 504 was accessed by invitation only by NCR clients and potential clients.

2000-2003: research on ATM's with personality and Social agents has informed the design of several proofs of concepts of avatars (cartoon-like characters) to guide bank customers through ATM transactions. The most famous were "Timmy" presented at the 2001 Retail Delivery Conference in 2001 and "Maddy" presented at the 2003 Royal Bank of Canada (RBC) e-Business Symposium in Toronto. These proof of concepts have been frequently featured in the press with very positive review (e.g., Kiosk Marketplace, Kiosk self-service, ATM marketplace).

Consultancy work

From 1993 to 1999 I have conducted several consultancy projects. Principal customers and projects are listed below.

CRF (FIAT Research Center, Torino, Italy).

- INFOCAR: expert-based and user-based evaluation of innovative on-board information prototypes.
- Steering-wheel commands: lab-experiments to provide ergonomic guidelines for command design.
- EC-project CEMVOCAS: driving-simulator experiments to investigate the workload induced by car-phones.
- Elderly drivers: lab-experiments to provide design guidelines on an age-related perspective.
- Headlights: field study.
- Multifunctional on-board systems: field study (in collaboration with Magneti Marelli).

AINE Consortium (Autostrade Italiane Nord Est, North East Italian Motorways).

- EC-project TROPIC: survey to investigate the semantic content of Variable Message Systems - VMS's.
- EC-project GEMINI: survey and field study to investigate drivers' reaction's to VMS and RDS technology.

Autovie Venete (Venetian Motorways, Trieste, Italy).

- VMS: survey to investigate expectations and attitudes towards VMS.

2010 consultant to SOA4All project in charge of defining the evaluation procedure of the project.

2008 consultancy to edgeIPK to perform a heuristic evaluation of the software Edgeconnect and scope a research agenda for future collaborations.

2007 consultant to Oxford Brookes University in the evaluation phase of the EC-project Atgenive. The project consisted of the design of an experimental study to measure attention allocation in the interaction with embodied conversational agent based on the stroop-task paradigm.

Patent: Coventry, L. and De Angeli, A. (2003) Monitoring and representing a financial target. US2003120572, GB2383436 (A), **G06Q40/00; G06Q40/00;** (IPC1-7): G06F17/60, G06Q40/00A

Administration

- 2007-2008 UK National co-ordinator of the *Women in IT* a support group developed to increase the number of female students in computer-science within the e-skills funded courses in the UK.
- 2007-2008 Founding Member of the **IREC Informatics Research Ethics Committee.**
The IREC scrutinises all research carried out within the School of Informatics which involves human participants. It is a sub-committee of the University Senate Ethics Committee, acting as a general advisory body to researchers. It also provides authorization for ethical research to take place. The Committee operates in accordance with the British Psychological Society's Code of Conduct, Ethical Principles and Guidelines. The IREC can advise members of staff and their students on any ethical issues arising from their planned research, helping them avoid potential problems and acting as a general safeguard within the School of Informatics. The IREC moved to MBS.
- 2007-2008 Course Director M.Sc e-Business Technology & Business IT. **Responsibilities** included the administration of all aspects of the Masters programs liaising with MBS administrative staff on issues relating to admissions, exams, dissertation and marketing.
- 2005-2007 MSc Dissertation Co-ordinator: responsible for the management of MSc dissertations (average 140 students). **Responsibilities** included: allocating projects, supervisors and moderators to students based on their preferences and skills; supervising timely delivery of marks (preparatory work and dissertation), monitoring reconciliation processes and nominating third markers in case of disagreement; updating Dissertation Handbook; communicating with the students in all issues related to their dissertation (extension requests, difficulties with supervisors). Major **achievements** included: definition of success criteria and marking schemes for research based project; implementation of the ethic policy and process in 2006-2007; supervision of the transition of Informatics MSc to MBS.

