

## Beth Meyer

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### OBJECTIVE

To enrich human use of advanced technology, through research and design.

### SUMMARY

Eleven years of industry experience in design and evaluation of user interfaces. An extensive history of conducting, publishing and presenting research on human factors and human-computer interaction, both in academia and in industry.

### EDUCATION

- 1998     **Ph.D., Engineering Psychology**  
          Georgia Institute of Technology, Atlanta, Georgia
- 1994     **M.S., Engineering Psychology**  
          Georgia Institute of Technology, Atlanta, Georgia
- 1986     **B.A., Computer Science and English (dual major)**                     Summa cum laude  
          Berry College, Rome, Georgia

### EXPERIENCE

- 6/98-     **U S WEST Advanced Technologies**                                     **Member Technical Staff**  
present   **Boulder, CO**

Developed a knowledge-based troubleshooting tool for U S WEST technicians.

- Performed initial research into the domain, including observational studies of technicians and analysis of the troubleshooting task.
- Created a working system by developing an XML knowledge base to be parsed by an existing specialized engine.

Provided human factors support for the development of new advanced phone services.

- Designed phone-based user interfaces for managing new phone services.
- Enhanced designs of existing services.
- Managed the process of recording and tracking announcements for these services.
- Conducted studies to evaluate designs and examine larger issues affecting the entire suite of services.

- 3/95-     **Human Attention and Performance Laboratory**                             **Research Assistant**  
6/98     **Georgia Institute of Technology, Atlanta, GA**

Conceived, conducted and reported on studies of aging, incidental consistency and skill acquisition.

Coordinated a focus group project to discover major usability issues for older adults.

Played a major role in a study of World Wide Web navigation in older adults.

Taught the laboratory section of an applied experimental psychology course.

6/96- **Siemens Energy and Automation** **Software Usability Intern**  
10/96 **Johnson City, TN**

Performed planning, design, and evaluation of automation software displays.

6/91- **NCR Corporation** **Cognitive Engineer**  
3/95 **Human Interface Technology Center, Atlanta, GA**

Conducted research and design for an intelligent tutoring system prototype to train operators of combustible gas indicators.

- Researched and wrote an extensive needs analysis for training.
- Designed simulation-based multimedia user interface for training delivery.
- Designed multiple versions of lessons, to be adapted to users' performance.
- Recruited, trained, and supervised other lesson designers.
- Designed the user interface for administrative functions of the prototype.
- Collaborated extensively with programmers to design lesson adaptation.

Conducted research, design, and evaluation for an adaptive help prototype for retail point-of-sale terminals.

- Analyzed point-of-sale terminal operation and researched usability issues.
- Wrote different levels of online help material to be presented by the prototype.
- Conducted an experiment evaluating user performance with the prototype.  
Documented and reported results.

6/86- **Unisys Corporation** **Senior Product Information**  
6/91 **Atlanta Development Center, Norcross, Georgia** **Analyst**

Conducted user interface design for a major financial product.

- Researched, wrote and maintained the user interface standards document.
- Planned and managed design of displays and reports.
- Developed displays for the initial prototype.

## **SELECTED PUBLICATIONS & PRESENTATIONS**

Meyer, B., Bouwhuis, D. G., Czaja, S. J., Rogers, W. A., Schneider-Hufschmidt, M., & Fozard, J. L. (1999, May). *Senior CHI: How can we make technology "elder-friendly?"* Panel presented at 1999 Conference on Human Factors in Computing Systems, Pittsburgh, PA.

Debevc, M., Meyer, B., & Svecko, R. (1997). An adaptive short list for documents on the World Wide Web. In J. Moore, E. Edmonds, & A. Puerta (Eds.), Proceedings of the 1997 International Conference on Intelligent User Interfaces (pp. 209-211). New York: Association for Computing Machinery.

Meyer, B., Burgess Yakemovic, K.C., & Harris, M. (1993). Issues in practical application of an adaptive interface. In W. D. Gray, W. E. Hefley, & D. Murray (Eds.), Proceedings of the 1993 International Workshop on Intelligent User Interfaces (pp. 251-254). Orlando, FL. New York: ACM Press.