

Beth Meyer

Curriculum Vitae

Work address: Qwest Advanced Technologies
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Home address: 1875 Hauck St.
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Citizenship: U. S. A.

Professional history: 1998-present: Qwest Advanced Technologies
(designing and evaluating advanced phone services; researching, designing and implementing a knowledge-based troubleshooting tool for Qwest technicians)

1995-1998: Human Attention and Performance Lab
(planning, conducting, analyzing and reporting on a set of focus groups with older adults; planning, conducting, and reporting a study of web navigation in older adults; planning and conducting transfer performance studies)

June-October 1996: Siemens Energy & Automation
(design, evaluation, and usability test planning for automation software; development of a World Wide Web user questionnaire)

1991-1995: NCR Human Interface Technology Center
(design and evaluation of human-computer interfaces of advanced technology prototypes; research into human performance with adaptive interfaces; research and design of multimedia intelligent training systems)

1986-1991: Unisys Corporation
(human-computer interface design for a branch automation system for the financial industry)

Education: 1994-1998:
Ph.D., Georgia Institute of Technology, School of Psychology, engineering psychology concentration
Advisor: Arthur D. Fisk
Dissertation: Effects of intrinsic and "incidental" consistency on skill acquisition and transfer in younger and older adults

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- Education (cont.):** 1990-1994:
Master of Science, Georgia Institute of Technology, School of Psychology, engineering psychology concentration
Advisor: Richard Catrambone
Thesis: Effects of experience in consistent and inconsistent tasks on measures of declarative knowledge relationships, and relations of those measures to task performance
- 1982-1986:
Bachelor of Arts, Berry College (summa cum laude)
Majors: computer science, English
Minor: chemistry
- Relevant coursework:** Statistics sequence (includes analysis of variance, research design, and regression analysis)
Engineering psychology sequence (includes methodology, environmental stressors, and displays and controls)
Psychological testing
Psychomotor skill development
Skill acquisition
Motor skill performance
Cognitive psychology
Sensation & perception
Conditioning & learning
Social psychology
Learning from visual displays
Educational technology
Expertise
- Publications:** Rogers, W. A., Meyer, B., Walker, N., & Fisk, A. D. (1998). Functional limitations to daily living tasks in the aged: A focus group analysis. Human Factors, 40, 111-125.
- Meyer, B. & Fisk, A. D. (1998). Toward an understanding of age-related use of incidental consistency. In Proceedings of the Human Factors and Ergonomics Society 42nd Annual Meeting, Vol. 1 (pp. 161-165). Santa Monica, CA: Human Factors and Ergonomics Society.

**Publications
(cont.):**

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. & Catrambone, R. (1996). Application of cognitive measures and models in predicting point-of-sale terminal performance. In Proceedings of the Human Factors and Ergonomics Society 40th Annual Meeting, Vol. 2 (pp. 1041-1045). Santa Monica, CA: Human Factors and Ergonomics Society.

Debevc, M., Meyer, B., Donlagic, D., & Svecko, R. (1996). Design and evaluation of an adaptive icon toolbar. User Modeling and User-Adapted Interaction, 6, 1-21.

Meyer, B. (1995). Studies of expertise in physics and in point-of-sale terminal operation. In N. Aykin & C. L. Coyle (Eds.), Proceedings of the AT&T Human Factors and Behavioral Sciences Symposium '95 (pp. 382-386).

Meyer, B. (1994). Retail user assistant: Evaluation of a user-adapted performance support system. In B. Blumenthal, J. Gornostaev, & C. Unger (Eds.), Lecture Notes in Computer Science, Vol. 876. Human-Computer Interaction: 4th International Conference, EWHCI '94, Selected Papers (pp. 45-55). Berlin: Springer-Verlag.

Debevc, M., Donlagic, D., Svecko, R., Spasovski, J., & Meyer, B. (1994). Flexible user support with adaptive bar. East-West International Conference on Human-Computer Interaction (EWHCI '94) Proceedings, Vol. 1 (pp. 129-134). St. Petersburg, Russia.

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.

Meyer, B. (1993). Retail User Assistant: The development and evaluation of an adaptive, knowledge-based performance support system. In H. Fairbrother & J. Waggett (Eds.), Proceedings of the AT&T Human Factors & Behavioral Sciences Symposium '93 (pp. 247-251).

Professional 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.

Meyer, B. & Fisk, A. D. (1998, October). *Toward an understanding of age-related use of incidental consistency.* Human Factors and Ergonomics Society 42nd Annual Meeting, Chicago, IL.

Meyer, B., Rogers, W. A., & Mead, S. E. (1998, October). *Guidelines for age-inclusive design.* Human Factors and Ergonomics Society 42nd Annual Meeting, Chicago, IL.

Meyer, B. (1998, October). *Using Microsoft Word macros to automate coding of interview transcripts.* Human Factors and Ergonomics Society 42nd Annual Meeting, Chicago, IL.

Meyer, B., Sit, R. A., Spaulding, V. A., Mead, S. E., & Walker, N. (1997, March). *Age group differences in World Wide Web navigation.* 1997 Conference on Human Factors in Computing Systems, Atlanta, GA.

Debevc, M. & Meyer, B. (1997, January) *An adaptive short list for documents on the World Wide Web.* International Conference on Intelligent User Interfaces, Orlando, FL.

Meyer, B. & Catrambone, R. (1996, Sept.) *Application of cognitive measures and models in predicting point-of-sale terminal performance.* Human Factors and Ergonomics Society 40th Annual Meeting, Philadelphia, PA.

Meyer, B., Walker, N., & Rogers, W. (1996, April). *Daily living tasks in the aged: Sources of and solutions to functional limitations.* Cognitive Aging Conference, Atlanta, GA.

Mané, A., Meyer, B., Milewski, A., & Roesler, M. (1995, March). *Will you let your agent do the walking?* AT&T Human Factors and Behavioral Science Symposium, Holmdel, NJ.

Meyer, B., & Lee, M. D. (1995, March). *Intelligent training for combustible gas indicator users.* AT&T Human Factors and Behavioral Science Symposium, Holmdel, NJ.

Meyer, B. (1995, March). *Studies of expertise in physics and point-of-sale terminal operation.* AT&T Human Factors and Behavioral Science Symposium, Holmdel, NJ.

Professional presentations (cont.):

Meyer, B. (1994, August). *Retail user assistant: Evaluation of a user-adapted performance support system*. East-West International Conference on Human-Computer Interaction, St. Petersburg, Russia.

Debevc, M., Donlagic, D., Svecko, R., Spasovski, J., & Meyer, B. (1994, August). *Flexible user support with adaptive bar*. East-West International Conference on Human-Computer Interaction, St. Petersburg, Russia.

Meyer, B. (1993, April). *Computer-aided adaptation of user interfaces*. "Computer-aided adaptation of user interfaces" workshop, InterCHI '93 conference, Amsterdam.

Meyer, B. (1993, June). *Retail user assistant: The development and evaluation of an adaptive, knowledge-based performance support system*. AT&T Human Factors and Behavioral Science Symposium, Holmdel, NJ.

Invited talks:

Meyer, B. (2000, August). Incidental consistency and aging in skill acquisition and transfer. Invited address: George E. Briggs Dissertation Award in Applied Experimental and Engineering Psychology. American Psychological Association 108th Annual Convention, Washington, D.C.

Meyer, B. (1999, January). Aging and incidental consistency in skill learning. Institute for Cognitive Science Colloquium Series, University of Colorado, Boulder, CO.

Meyer, B. (1997, August). *Adaptive user interfaces: Principles of usability for younger and older users*. Faculty of Electrical Engineering and Computer Science, University of Maribor, Slovenia, and Institute Jozef Stefan, Ljubljana, Slovenia.

Meyer, B. (1997, April). *Problems of daily living: A focus group analysis*. Human Factors and Cognitive Aging Seminar, Consortium on the Psychology of Aging, Atlanta, GA.

Meyer, B. (1996, April). *Older adults' reports of encounters with, and solutions to, cognitive limits in daily living*. Cognitive Research Meeting, University of Georgia Department of Psychology, Athens, GA.

Awards:

George E. Briggs Dissertation Award in Applied Experimental and Engineering Psychology, American Psychological Association (Division 21), 1999.

Arnold Small Award for best student-authored conference paper on aging, Human Factors and Ergonomics Society (Aging Technical Group), 1999.

- Awards (cont.):** Award for Best Paper on User Modeling and User-Adapted Interaction, East-West International Conference on Human-Computer Interaction, 1994, St. Petersburg, Russia. (Awarded jointly to two papers I presented.)
- Short-term Achievement Award, Unisys Corporation, 1991 (for coordinating user interface development)
- SGA Outstanding Student Award, Berry College, 1986
- Courses taught:** 1997: Applied experimental psychology lab, Georgia Tech.
1989: Technical research skills class for technical writers, Unisys Corporation
- Professional organizations:** American Psychological Association (member of Division 21, Applied Experimental and Engineering Psychology)
- Association of Computing Machinery (member of Computer-Human Interaction Special Interest Group)
- Human Factors & Ergonomics Society (Secretary/Treasurer of Aging Technical Group, member of Communications, Computer Systems, and Test & Evaluation Technical Groups)
- European Association of Cognitive Ergonomics, corresponding member
- Special skills:** Designing and conducting human factors research (including formal experiments, usability tests, interviews, and focus groups)
- Statistical analysis using SPSS
- Software and telecommunications user interface design and evaluation
- HTML and XML coding for Internet site development
- Detailed understanding of telecommunications technology
- Microsoft Word for Windows macro programming
- Excellent writing and oral presentation skills
- References:** Arthur D. Fisk
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- Carolanne Fisher
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**References
(cont.):**

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