

Elspeth Golden

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Education

Ph.D., Human-Computer Interaction, 2010
Carnegie Mellon University, Pittsburgh, PA
Advisors: Bonnie E. John, Len Bass
Thesis Title: Early-Stage Software Design for Usability

M.S., Human-Computer Interaction, 2008
Carnegie Mellon University, Pittsburgh, PA

B.A., History
University of California, Santa Barbara, CA

Professional Interests

My goal is to use technology to make the world a better place, helping people to communicate more openly, work more effectively, play more joyfully, learn more easily, create more freely, live more healthfully, and expand the options of future generations.

My industry-focused research improved HCI in the early part of the software development life cycle, helping software architects understand how to design for usability requirements. I also worked on software engineering education in professional development.

Areas of interest for future work: environmental conservation, citizen science, online social and learning media, interaction design, and usability throughout the software life cycle.

Selected online portfolio: www.elspethgolden.com/portfolio.html

Work Experience

City of Sausalito. Sausalito, CA. 2002.

Web Designer/Developer (Consultant).

- Designed and developed municipal web pages.

Wells Fargo Services. San Francisco, CA. 2000 - 2001.

Quality Assurance Lead Analyst and Supervisor (Consultant).

- Supervised 15-25 QA testers in teams, up to six software products at a time.
- Negotiated defect resolution with remote and collocated software engineering teams.
- Wrote test plans for error-critical commercial banking software systems.

Friendware/Immunicode. San Francisco, CA. 1996 - 2002

VP of startup creating automated development tools for interactive project management and software engineering.

- Trained and supported early adopters.

- Designed user interfaces for interactive systems.
- Wrote patent documentation, including system descriptions, architectural diagrams, and claims language.
- As team member, developed and tested large software system (>300K lines of code) and ported system to additional platforms, languages, and databases (> 1000K lines of code), through multiple redesigns of the system.

Skills

User Experience Methods

Surveys, contextual inquiry, interviews, usability testing, user profiles, personas, scenarios, think-aloud/talk-aloud protocols, ethnographic studies, heuristic evaluation, wireframes/prototypes.

Scientific Methods

Psychology, design, computer science, education
 Excellent knowledge of experiment design principles
 Statistics and data analysis, both quantitative and qualitative

Tools

SPSS, ELAN, MS Visio, Microsoft Office, Content Management Systems, Dreamweaver, Photoshop, Illustrator, Java, HTML, XML

Other

Excellent communication skills, written and verbal
 Demonstrated ability to work across multiple business contexts and cultures

Publications

Golden, E. (2010) Early-Stage Software Design for Usability. Ph.D. dissertation in Human-Computer Interaction, Human-Computer Interaction Institute, School of Computer Science, Carnegie Mellon University.

Refereed Conference Papers

Stoll, P., Bass, L., **Golden, E.**, and B.E. John (2009). Supporting Usability in Product Line Architectures, Proceedings of 13th International Software Product Line Conference (SPLC 2009), Aug 24-28, 2009, San Francisco, CA.

Golden, E. (2009). Helping Software Architects Design For Usability, to appear in SIGCHI Symposium on Engineering Interactive Computing Systems (EICS 2009), Jul 14-17, 2009, Pittsburgh, PA.

John, B.E., Bass, L., **Golden, E.**, and P. Stoll (2009). A Responsibility-Based Pattern Language for Usability-Supporting Architectural Patterns, to appear in ACM SIGCHI Symposium on Engineering Interactive Computing Systems (EICS 2009), Jul 14-17, 2009, Pittsburgh, PA.

Golden, E. (2009) Early-stage Software Design for Usability (2009). Proceedings of the 31st International Conference on Software Engineering (ICSE 2009), Companion Volume, Vancouver, BC, May 16-24, 2009.

Stoll, P., Bass, L., **Golden, E.**, and B.E. John (2009). Integrating Usability Supporting Architectural Patterns in a Product Line System's Architecture. Fifth SEI Architecture Technology User Network Conference (SATURN 2009), May 4-7, 2009, Pittsburgh, PA.

Stoll, P., John, B.E., Bass, L., and **Golden, E.** (2008). Preparing Usability Supporting Architectural Patterns for Industrial Use. Proceedings of the International Workshop on the Interplay between Usability Evaluation and Software Development (I-USED 2008), Pisa, Italy, Sep 24, 2008.

Golden, E. and L. Bass (2007). Creating Meaningful Assessments for Professional Development Education in Software Architecture. Proceedings of 20th Conference on Software Engineering Education and Training (CSEE&T 2007), Dublin, Ireland, Jul 3-5, 2007.

Golden, E., John, B.E., and L. Bass (2005). Quality vs. Quantity: Comparing Evaluation Methods in a Usability-Focused Software Architecture Modification Task. Proceedings of the 4th International Symposium on Empirical Software Engineering (ISESE 2005), Noosa Heads, Queensland, Australia, Nov 17-18, 2005.

Golden, E., John, B.E., and L. Bass (2005). The Value of a Usability-Supporting Architectural Pattern in Software Architecture Design: A Controlled Experiment. Proceedings of the 27th International Conference on Software Engineering (ICSE 2005), St. Louis, MO, May 14-21, 2005.

Fogarty, J., Ko, A.J., Aung, H.H., **Golden, E.**, Tang, K.P., and Hudson, S.E. (2005). Examining Task Engagement in Sensor-Based Statistical Models of Human Interruptibility. Proceedings of the ACM Conference on Human Factors in Computing Systems (CHI 2005), Portland, OR, April 2-7, 2005. [Best Paper Award]

Memberships

Association for Computing Machinery (since 2003)
BayCHI (since 2009)

References available on request.