

Susan R. Fussell

Curriculum Vitae

12/30/07

Business Address:

Human-Computer Interaction Institute
Carnegie Mellon University
Newell-Simon Hall, Room 3611
5000 Forbes Avenue
Pittsburgh, PA 15213

Phone: (412) 268-4003
Email: susan.fussell@cmu.edu
Web: <http://www.cs.cmu.edu/~sfussell>

Home Address:

5833 Wayne Road
Pittsburgh, PA 15206
Phone: (412) 363-7977

Personal Information:

Date of Birth: 8/13/59
Citizenship: U.S. Citizen

Education

Ph.D.	1990	Columbia University, NY, NY	Social and Cognitive Psychology
M.Phil.	1986	Columbia University, NY, NY	Social and Cognitive Psychology
M.A.	1983	Columbia University, NY, NY	Psychology
B.S.	1981	Tufts University, Medford, MA	Psychology and Sociology

Thesis Advisor: Dr. Robert M. Krauss, Columbia University

Research Areas

Social and cognitive psychological processes in computer-mediated communication
Computer-supported cooperative work, distance collaboration
Human-robot and human-agent communication
Perspective-taking and shared mental models in face-to-face and computer-mediated communication
Communication, persuasion and interpersonal relationships in online communities

Current Projects

Effects of culture on computer-mediated communication. This project examines how cultural differences such as individualism vs. collectivism or task vs. relationship focus influence computer-mediated communication. In addition, we are building and evaluating training tools and interventions to enhance cross-cultural collaboration.

StepGreen: Using technology to motivate energy-saving behavior (with Jennifer Mankoff, Deanna Matthews, Michael Johnson). This project leverages online social network sites to motivate behavior change.

Large scale collaboration across multiple partners and tasks (with Sara Kiesler, Suzanne Weisband, Yan Xiao, Jacob Seagull). As part of two large grant projects, we are examining how people distribute their time, effort, and communication across multiple partners, tasks, and work teams in hospital OR settings and in office settings.

Dynamics of human-robot interaction (with Sara Kiesler, Jodi Forlizzi, Jessica Hodgins). This project examines social cognitive processes in human-robot interaction, including people's perceptions of robot personality traits and perspective-taking in human-robot conversations.

Remote collaboration on physical tasks (with Jie Yang). This project aims at understanding the needs of remote experts guiding novices as they perform tasks on 3D objects in the real world. We are using machine learning techniques to create video systems that automatically show experts the right view of the novice's work area at the right time.

Other Recent Projects

Remote interactive gesture (with Jie Yang). This project examines the types and functions of gestures in collaborative physical (3D) tasks and develops technologies to allow remote gesturing in video conference systems. <http://www.cs.cmu.edu/~gestures>.

The development of shared mental models and group performance (with F. J. Lerch, R. E. Kraut, & Alberto Espinosa). This project uses lab and applied field studies to understand how groups achieve mental models, the trade-offs between the development of shared mental models and cognitive overload, and the effects of these models on team coordination and overall effectiveness.

Communication and social interaction in a long term chat community. This project logged five years of interactions in one chronic illness support chat community. Discourse analysis and other techniques are being used to understand the impact of chat on the development of social relationships, participants' knowledge of their illness, and attitudes toward treatment.

The importance of shared visual spaces for collaborative tasks (with Robert Kraut, Jane Siegel, Jie Yang and Susan Brennan). This project combines laboratory studies of the effects of visual information on communication and performance in collaborative physical tasks with the development of new video technologies. http://www.cs.cmu.edu/~visual_copresence.

Positions Held

7/06-present	Associate Professor of Research, Human-Computer Interaction Institute, Carnegie Mellon University
10/03-6/06	Research Scientist, Human-Computer Interaction Institute, Carnegie Mellon University, Pittsburgh, PA.
2/97-9/03	System Scientist, Human-Computer Interaction Institute, Carnegie Mellon University, Pittsburgh, PA [Promoted to Senior System Scientist, 7/1/03]
2/97-1/98	Statistical Consultant, Interpersonal Communications Research Group, Bell Communications Research (BELLCORE), Morristown, NJ
1/97-6/97	Adjunct Professor, Department of Psychology, Rutgers University, Newark, NJ
9/95-1/97	Research Scientist, Interpersonal Communications Research Group, Bell Communications Research (BELLCORE), Morristown, NJ
8/93-8/95	Assistant Professor, Department of Psychology, Mississippi State University, Starkville, MS
1/93 - 5/93	Adjunct Professor, Department of Psychology and Sociology, Union County College, Cranford, NJ
12/89 - 8/93	Post-Doctoral Fellow, Department of Psychology, Princeton University, Princeton, NJ
1987 - 1988	Statistical Analyst, Human Factors Department, AT&T Bell Laboratories, Lincroft, NJ
1981 - 1986	University Fellow, Department of Psychology, Columbia University, New York, NY

Teaching Interests

Computer-mediated communication, Online Communities, Computer-Supported Cooperative Work, Human-Computer Interaction, Culture and Human Computer Interaction

Social Psychological Approaches to Interpersonal Communication, Group/Organizational Communication,
Cognitive Psychology, Psycholinguistics, Discourse Processes
Statistics, Experimental Methods, Advanced Research Methods

Courses Taught:

Computer-Mediated Communication (Carnegie Mellon University, S2005, S2006, S2007, S2008)
Master's in HCI Project Course (with Brad Myers, S-Su 2007; with Anind Dey S-Su 2008)
Seminar on Language and Social Psychology (with John Levine, University of Pittsburgh, S2005)
Human Factors (Carnegie Mellon University, F2004)
Statistics (Rutgers University, S1997)
Social Psychology, Social Cognition, Language and Thought (Cognitive Psychology),
Experimental Psychology (Mississippi State University, F1993-S1995)
Social Problems (Community College, 1990)

PHD Students (Current)

Peter Scupelli (with Sara Kiesler)
Cristen Torrey (with Sara Kiesler)
Aruna Balakrishnan (with Sara Kiesler)
Aubrey Shick (with Jodi Forlizzi)
Leslie Setlock (with Chris Neuwirth)
Hao-Chuan Wang

PHD Thesis Committee Member

Katie Bessiere, Expected 2008.
Ilana Diamant, University of Pittsburgh.
Avrahami, D. *Enhancing Technology-Mediated Communication: Tools, Analyses, and Predictive Models*
(Thesis advisor: Scott Hudson) Defended Sept. 2007.
Gergle, D. *Modeling of effects of visual cues on conversational grounding*. (Thesis advisor: Robert Kraut).
Defended 2006.
Ou, J. *Modeling gaze in video-mediated communication*. (Thesis advisor: Jie Yang). Expected 2007.
Siler, S. (June, 2004). *Effects of common ground on peer tutoring*. (Thesis advisor: Kurt Van Lehn).
Department of Psychology, University of Pittsburgh.

Master's Thesis Director

Moss, Mallie (1995). *Effects of gender on the communication of emotional states*, Clinical Program,
Mississippi State University
Goode, Portia (unfinished). *Video- vs. text-based training of bank tellers*. Cognitive Program, Mississippi State
University

Master's Theses Committee Member

Allegrezza, Jeffrey (1994-1995). Cognitive Psychology Program, Mississippi State University
Baird, Bryan (1994-1995). Cognitive Psychology Program, Mississippi State University
Ertle, Stacy (1994-1995). Clinical Program, Mississippi State University
Kopnick, Wendy (1994-1995). Cognitive Psychology Program, Mississippi State University
McMillen, Robert (1994-1995). Social Psychology Program, Mississippi State University

Wisterman, Rebekah (1994-1995). Clinical Program, Mississippi State University

Undergraduate Theses and Projects Directed

Kanter, J. (Su-F2007). *Perspective-taking in human-robot interaction*
Lo, F-L. (Su-F2007). *Attributions in intercultural communication*.
Zheng, S-Q. (F2004). *Collaborating within and across cultures remotely via audio and video communications*.
Cho, Lily. (F2004). *Interfaces for emotional communication*.
Leonard, Evan. (2001-2002). *Collaborative filtering for the All Your Senses website*. Independent study and senior thesis project, HCII and Department of Philosophy, Carnegie Mellon University.
Shrock, Josef Chad (1995). *Effects of status and conversational involvement on perceived politeness of indirect requests*, Department of Psychology, Mississippi State University
Howard, Donald W. (1995). *Effects of modality of communication on perceptions of interlocutors*, Department of Psychology, Mississippi State University
James, John V. (1995). *Effects of modality of communication on perceptions of interlocutors*, Department of Psychology, Mississippi State University
Freytag, Hillary L. (1995). *Accuracy and bias in estimates of gender differences in task knowledge*, Department of Psychology, Mississippi State University
Melton, Elisa (1995). *Perspective-Taking in Multi-party Conversations*, Department of Psychology, Mississippi State University
Carpenter, Kenneth Brad (1995). *Verbal Expression of Emotions*, Department of Psychology, Mississippi State University
Adkins, Roy (1995). *Effects of gender on the communication of aesthetic experiences*, Department of Psychology, Mississippi State University
Brackin, Rebecca & Cole, Laura (1995). *Effects of expertise on emotional communication*, Department of Psychology, Mississippi State University
Broome, Tara, & Watkins, Amy (1995). *Effects of gender on the communication of emotional states*

Other Educational Activities

NSF REU (Research Experiences for Undergraduates). (1999-forward). Mentored 25-30 CMU undergraduate students working on various grant-related projects.
HCI Master's Program. Helped mentor/manage 8 HCI Master's students as they worked on various grant-related projects.
HCI P&T Class. Provided guidance to two groups working on technologies for the elderly (F2004). Served as project coordinator for all groups (F2005). Serving as faculty advisor for one group working on tools to educate people in sustainable agriculture (F2007).
Independent Study Courses. Served as faculty sponsor for 2 undergraduate and 4 graduate independent study courses.

Professional Societies and Associations

Association for Computing Machinery, SIG-CHI
American Psychological Society
American Psychological Association (Divisions 3 [Experimental], 8 [Social], 9 [Social Issues])
Psychonomic Society
Society for Text and Discourse, International Association for Language and Social Psychology

Professional Service (Selected)

Member of Editorial Board: *Journal of Language and Social Psychology* (1993-present), *Discourse Processes* (2002-forward); *Media Psychology* (2006-present).
Conference Co-Chair, *Human Computer Interaction Consortium 2006 Annual Meeting: Collaboration, cooperation, coordination* (with Gary Olson and John Tang). Frasier, Colorado, February 1-5, 2006.

Conference Co-Chair, *First International Workshop on Intercultural Collaboration (IWIC 2007)* (with Toru Ishida and Piek Vossen). Kyoto, Japan, January 25-26 2007.

Conference Co-Chair and local arrangements chair, *Second International Workshop on Intercultural Collaboration (IWIC 2009)* (with Toru Ishida, Piek Vossen and Pamela Hinds). Palo Alto, CA.

ACM Conference on Human-Computer Interaction (CHI): Associate Paper Chair (2003, 2006, 2007), Late Breaking Results Committee (CHI 2004), Notes Committee (2008).

ACM Conference on Computer-Supported Collaborative Work (CSCW): Paper committee (2004), Notes Co-Chair (with Kori Inkpen; 2006), Papers Co-Chair (with Beverly Harrison, 2008)

Manuscript Reviews: British Journal of Social Psychology, Cognitive Science, Computer-Supported Cooperative Work, Discourse Processes, European Journal of Social Psychology, Handbook of Applied Psychology, Human-Computer Interaction, International Journal of Human-Computer Interaction, Journal of Experimental Psychology: Applied, Journal of Experimental Social Psychology, Journal of Language and Social Psychology, Journal of Memory and Language, Journal of Personality and Social Psychology, Journal of Computer Mediated Communication, Language in Society, Media Psychology, many others.

Book Reviews: Lawrence Erlbaum Associates, Sage, Oxford University Press

Conference Submission Reviews: CHI, CSCW, DIS, UIST, Multimedia, ICMI, Society for Text and Discourse, Cognitive Science Society, Pervasive Computing.

Proposal reviews: National Science Foundation (1999-present), Louisiana Board of Regents (2004, 2005)

Secretary/Treasurer (1996-1997): NY Metropolitan Chapter, Human Factors and Ergonomics Society

Current Grant Support

Kiesler, S., Forlizzi, J., Fussell, S. R. & Hodges, J. (Jan 2007-Jan 2010). *Human Dynamics of Robot-Supported Collaborative Work* NSF IIS-0624275. Collaborative grant with Pamela Hinds at Stanford University. CMU budget: \$500,000

Mankoff, J., Fussell, S., Matthews, D., Johnson, M (Sept 2007-Sept 2008). *StepGreen: Mobilizing social networks to reduce energy consumption*. NSF HCC SGER \$97,000

Mankoff, J., Fussell, S., Matthews, D., Johnson, M (December 2006-December 2007). *Leveraging computational technologies to support behavior change*. Intel Corporation. \$87,300.

Fussell, S. R., Jie Yang, Robert Kraut, Sara Kiesler (June 2006-June 2008). *Multimedia laboratory for research on computer-mediated collaborative behavior*. NSF CNS-0551554. \$50,000.

Kiesler, S., Fussell, S. R., Yang, J., Weisband, S., Xiao, Y., et al. (Sept. 1, 2003-Aug 30, 2008) *Large scale collaboration in critical environments*. (NSF ITR 0325087, with University of Maryland Medical Center and University of Arizona). CMU budget: \$650,000.

Kiesler, S. & Fussell, S. R. (October 2004-October 2007). *The human factors of intelligence analysis*. KDD supplement to ITR 0325087. \$672,600.

Prior Grant Support

Kiesler, S., Fussell, S. R., Siewarek, D. (Oct 1, 2003-Sept. 30, 2007). *Multiple task performance in collaboration*. (NSF DST 032977; in collaboration with University of Arizona). \$500,000.

Fussell, S. R., Yang, J., & Siegel, J. (August 2002-August 2005). *Gestural communication in collaborative physical tasks*. Distributed Societies and Technology Program, IIS, NSF. \$450,000.

Fussell, S. R. (Sept. 1 2003-August 2004). *Creation and evaluation of a discourse coding system to assess the benefits of online discussion on mental and physical health*. Robert Wood Johnson Foundation Health e-Technologies Initiative. \$77,605.

Kraut, R. E., Fussell, S. R., Siegel, J., Yang, J., & Brennan, S. E. (August 1999 – August 2003) *The importance of shared visual spaces for collaborative tasks*. NSF KDI IIS-9980013. \$1.5M

- Lerch, F. J., Kraut, R. E., & Fussell, S. R. (August 1998 – August 2002) *The development of shared mental models and group performance*. NSF IIS-9812123, \$498,000
- Fussell, S. R. (February 1990 – February 1992). *Cognitive and communicative aspects of metaphor production*. (MH09715-02). NIMH Post-Doctoral Fellowship. \$42,700.

Publications

Journal Articles

- Kiesler, S., Powers, A., Fussell, S. R. & Torrey, C. (in press). *Anthropomorphic interactions with a software agent and a robot*.
- Ren, Y., Kiesler, S. & Fussell, S. R. (in press). Challenges in multiple group coordination and how information technology can help: A field study of hospital operating suites. *Journal of Management Information Systems*.
- Stewart, C. O., Setlock, L. D., & Fussell, S. R. (2007). Conversational argumentation in decision-making: Differences across cultures and communication media. *Discourse Processes*, 44, 113-139.
- Xiao, Y., Kiesler, S., Mackenzie, C. F., Kobayashi, M., Plasters C., Jacob Seagull, F. J., & Fussell, S. R. (2007). Negotiation and conflict in large scale collaboration: a preliminary field study. *Cognition, Technology and Work*, 9, 171-176.
- Gergle, D., Kraut, R. E., & Fussell, S. R. (2004). Language efficiency and visual technology: Minimizing collaborative effort with visual information. *Journal of Language and Social Psychology*, 23, 491-517.
- Fussell, S. R., Setlock, L. D., Yang, J., Ou, J., Mauer, E. M., & Kramer, A. (2004). Gestures over video streams to support remote collaboration on physical tasks. *Human-Computer Interaction*, 19, 273-309.
- Fussell, S. R., & Kraut, R. E., (2004). Visual copresence and conversational coordination [Commentary on Pickering & Garrod]. *Behavior and Brain Sciences*, 27, 196-197.
- Kraut, R. E., Fussell, S. R., & Siegel, J. (2003). Visual information as a conversational resource in collaborative physical tasks. *Human Computer Interaction*, 18, 13-49.
- Fussell, S. R., & Benimoff, N. I. (1995). Social and cognitive processes in interpersonal communication: Implications for advanced telecommunications technologies. *Human Factors*, 37, 228-250.
- Fussell, S. R., & Krauss, R. M. (1992). Coordination of knowledge in communication: Effects of speakers' assumptions about what others know. *Journal of Personality and Social Psychology*, 62, 378-391.
- Fussell, S. R., & Krauss, R. M. (1991). Accuracy and bias in estimates of others' knowledge. *European Journal of Social Psychology*, 21, 445-454.
- Krauss, R. M., & Fussell, S. R. (1991). Perspective-taking in communication: The determination of others' knowledge and referential language use. *Social Cognition*, 9, 2-24.
- Fussell, S. R., & Krauss, R. M. (1989a). The effects of intended audience on message production and comprehension: Reference in a common ground framework. *Journal of Experimental Social Psychology*, 25, 203-219.
- Fussell, S. R., & Krauss, R. M. (1989b). Understanding friends and strangers: The effects of audience design on message comprehension. *European Journal of Social Psychology*, 19, 509-525.

Krauss, R. M., & Fussell, S. R. (1988). Other-relatedness in language processing: Discussion and comments. *Journal of Language and Social Psychology*, 7, 263-279. Reprinted in C. F. Graumann & T. Herrmann (Eds.), *Speakers: The Role of the Listener*. Clevedon: Multilingual Matters LTD, 1989.

Conference Proceedings (Refereed)

Fussell, S. R., Kiesler, S., Setlock, L. D. & Yew, V. (in press). How people anthropomorphize robots. *Proceedings of Human-Robot Interaction 2008*.

Balakrishnana, A., Kiesler, S. & Fussell, S. R. (in press). Do visualizations improve synchronous remote collaboration? *Proceedings of CHI 2008*.

Wong, J., Oh, L. M., Ou, J., Yang, J. & Fussell, S. R. (2007). Conversational grounding in dialogues between an expert and multiple novices. *Proceedings of CHI 2007* (pp. 261-270). NY: ACM Press.

Powers, A., Kiesler, S., Fussell, S. R., & Torrey, C. (2007). Comparing a computer agent with a humanoid robot. *Proceedings of Human-Robot Interaction 2007* (pp. 145-152). NY: ACM Press.

Torrey, C., Powers, A., Fussell, S. R., & Kiesler, S. (2007). Exploring adaptive dialogue based on a robot's awareness of human gaze and task progress. *Proceedings of Human-Robot Interaction 2007* (pp. 247-254). NY: ACM Press.

Mankoff, J., Matthews, D., Fussell, S. R., & Johnson, M. (2007). Leveraging social networks to motivate individuals to reduce their ecological footprints. *Proceedings of HICSS 2007*.

Ren Y., Kiesler, S., Fussell, S. R., & Scupelli, P. (2007). Supporting large-scale collaboration in critical environments. *Proceedings of HICSS 2007*.

Scupelli, P., Fussell, S. R. & Kiesler, S. (2007). Juggling work among multiple projects and partners. *Proceedings of HICSS 2007*.

Setlock, L. D., Quinones, P. A., & Fussell, S. R. (2007). Does culture interact with media richness? The effects of audio vs. video conferencing on Chinese and American dyads. *Proceedings of HICSS 2007*.

Torrey, C., Lee, M., Burke, M., Dey, A., Fussell, S. R., & Kiesler, S. (2007). Connected giving: Ordinary people coordinating disaster relief on the Internet. *Proceedings of HICSS 2007*.

Ou, J., Shi, Y., Wong, J., Fussell, S. R., & Yang, J. (2006). Combining audio and video to predict helpers' focus of attention in multiparty remote collaboration on physical tasks. *Proceedings of ICMI 2006* (pp. 217-224). NY: ACM Press.

Kayan, S., Fussell, S. R., & Setlock, L. D. (2006). Cultural differences in the use of instant messaging in Asia and North America. *Proceedings of CSCW 2006* (pp. 525-528). NY: ACM Press.

Gergle, D., Kraut, R. E., & Fussell, S. R. (2006). The impact of delayed visual feedback on collaborative performance. *Proceedings of CHI 2006* (pp. 1303-1312). NY: ACM Press.

Kramer, A. D. I., Oh, L. M., & Fussell, S. R. (2006). Using linguistic features to measure presence in computer-mediated communication. *CHI 2006 Notes* (pp. 913-916). NY: ACM Press.

Torrey, C., Powers, A., Marge, M., Fussell, S. R., & Kiesler, S. (2006). Effects of adaptive robot dialogue in information exchange and social relations. *Proceedings of HRI 2006* (pp. 126-133). NY: ACM Press.

- Dabbish, L., Kraut, R. E., Fussell, S. R., & Kiesler, S. (2005). Understanding email use: Predicting action on a message. *Proceedings of CHI 2005* (pp. 691-700). NY: ACM Press.
- Davidoff, S., Bloomberg, C., Li, I. A. R., Mankoff, J., & Fussell, S. R. (2005). The book as user interface: Lowering the entry cost to email for elders. *CHI 2005 Late Breaking Results* (pp. 1331-1334). NY: ACM Press.
- Kobayashi, M., Fussell, S. R., Xiao, Y., & Seagull, F. J. (2005). Modeling of work coordination and work-arounds in a shock trauma medical context. *CHI 2005 Late Breaking Results* (pp. 1561-1564). NY: ACM Press.
- Ou, J., Oh, K., Yang, J., & Fussell, S. R. (2005). Effects of task properties, partner actions, and message content on eye gaze patterns in a collaborative physical task. *Proceedings of CHI 2005* (pp. 231-240). NY: ACM Press.
- Ou, J., Oh, L. M., Fussell, S. R., Blum, T. & Yang, J. (2005). Analyzing and predicting focus of attention in remote collaborative tasks. *ICMI 2005* (pp. 116-123).
- Scupelli, P., Kiesler, S., Fussell, S. R., & Chen, C. (2005). Project View IM: A tool for juggling multiple projects and teams. *CHI 2005 Late Breaking Results* (pp. 1773-1776). NY: ACM Press.
- Fussell, S. R., Kiesler, S., Setlock, L. D., Scupelli, P., & Weisband, S. (2004). Effects of Instant Messaging on the management of multiple projects. *Proceedings of CHI 2004* (pp. 191-198). NY: ACM Press.
- Gergle, D., Kraut, R. E., & Fussell, S. R. (2004). Action as language in a shared visual space. *Proceedings of CSCW 2004* (pp. 487-496). NY: ACM Press.
- Gergle, D., Millan, D. R., Kraut, R. E., & Fussell, S. R. (2004). Persistence matters: Making the most of chat in tightly-coupled work. *Proceedings of CHI 2004* (pp. 431-438). NY: ACM Press.
- Kramer, A. D. I., Fussell, S. R., & Setlock, L. D. (2004). Text analysis as a tool for analyzing conversation in online support groups. *CHI 2004 Late Breaking Results* (pp. 1485-1488). NY: ACM Press.
- Setlock, L. D., Fussell, S. R., & Neuwirth, C. (2004). Taking it out of context: Collaborating within and across cultures in face-to-face settings and via instant messaging. *Proceedings of CSCW 2004* (pp. 604-613). NY: ACM Press.
- Tomasic, A., Cohen, W., Fussell, S., Zimmerman, J., Kobayashi, M., Minkov, E., Halstead, N., Mosur, R., & Hum, J. (2004). Learning to navigate web forms. *Workshop on Information on the Web (IIWEB-2004)* (pp. 27-32). Toronto, Canada.
- Fussell, S. R., Setlock, L. D., Parker, E. M., & Yang, J. (2003). Assessing the value of a cursor pointing device for remote collaboration on physical tasks. *CHI 03 Extended Abstracts* (pp. 788-789). NY: ACM Press.
- Fussell, S. R., Setlock, L. D., & Kraut, R. E. (2003). Effects of head-mounted and scene-oriented video systems on remote collaboration on physical tasks. *Proceedings of CHI 2003* (pp. 513-520). NY: ACM Press.
- Fussell, S. R., Setlock, L. D., & Parker, E. M. (2003). Where do helpers look? Gaze targets during collaborative physical tasks. *CHI 03 Extended Abstracts* (pp. 768-769). NY: ACM Press.
- Ou, J., Chen, X., Fussell, S. R., & Yang, J. (2003). DOVE: Drawing over Video Environment. *Multimedia 2003 Demonstrations* (pp. 100-101). NY: ACM Press.

- Ou, J., Fussell, S. R., Chen, X., Setlock, L. D. & Yang, J. (2003). Gestural communication over video stream: Supporting multimodal interaction for remote collaborative physical tasks. *ICMI 2003 Proceedings of the 5th International Conference on Multimodal Interfaces* (pp. 242-249). NY: ACM Press.
- Fussell, S. R., Grenville, D., Kiesler, S., Forlizzi, J., & Wichansky, A. (2002). Accessing multi-modal information on cell phones while sitting and driving. *Proceedings of the Human Factors and Ergonomics Society*.
- Kraut, R. E., Gergle, D., & Fussell, S. R. (2002). The use of visual information in shared visual spaces: Informing the development of virtual co-presence. *Proceedings of CSCW 2002* (pp. 31-40). NY: ACM Press.
- Fussell, S. R., Kraut, R. E., & Siegel, J. (2000). Coordination of communication: Effects of shared visual context on collaborative work. *Proceedings of CSCW 2000* (pp. 21-30). NY: ACM Press.
- Fussell, S. R., Kraut, R. E., Lerch, F. J., Scherlis, W. L., McNally, M., & Cadiz, J. J. (1998) Coordination, overload and team performance: Effects of team communication strategies. *Proceedings of CSCW 1998* (pp. 275-284). NY: ACM Press.

Edited Books

- Ishida, T., Fussell, S. R. & Vossen, P. T. J. M. (2007). *Intercultural Collaboration: First International Workshop (IWIC 2007)*. Springer Lecture Notes in Computer Science. Berlin: Springer-Verlag.
- Fussell, S. R., Ed. (2002). *The verbal communication of emotion: Interdisciplinary perspectives*. Mahwah, NJ: Lawrence Erlbaum Associates.
- Fussell, S. R., & Kreuz, R. J., Eds. (1998). *Social and cognitive approaches to interpersonal communication*. Mahwah, NJ: Lawrence Erlbaum Associates.

Book Chapters

- Torrey, C. T., Fussell, S. R., & Kiesler, S. (in press). What robots could teach us about perspective-taking. In E. Morsella (Ed.), *Expressing oneself/Expressing one's self: A festschrift in honor of Robert M. Krauss*. Taylor and Francis.
- Fussell, S. R., Zhang, Q., Conrad, F., Schober, M. & Setlock, L. D. (in press). Culture, computer-mediated communication, and survey interviewing. In F. G. Conrad & M. F. Schober (Eds.), *Envisioning the Survey Interview of the Future*. NY: John Wiley & Sons.
- Fussell, S. R., Zhang, Q. & Setlock, L. D. (in press). Culture and computer-mediated communication. In K. St. Amant & S. Kelsey (Eds.), *Handbook of Computer-Mediated Communication*. Bedford/St. Martins.
- Torrey, C., Burke, M., Lee, M., Dey, A., Fussell, S. & Kiesler, S. (2007). Approaches to authority in online disaster relief communities after Hurricane Katrina. In S. Weisband (Ed.) *Leadership at a Distance: Research in Technologically Supported Work*. Mahwah, NJ: Lawrence Erlbaum.
- Fussell, S. R., Kraut, R. E., Gergle, D., & Setlock, L. D. (2005). Visual cues as evidence of others' minds in collaborative physical tasks. In B. Malle and S. Hodges (Eds.), *Other Minds* (pp. 91-105). NY: Guilford Press.
- Fussell, S. R. (2004). Social psychology and human-computer interaction. *Berkshire Encyclopedia of Human Computer Interaction, Volume 2* (pp. 639-647). Great Barrington, MA: Berkshire Publishing Group.

- Kraut, R. E., Fussell, S. R., Brennan, S. E., & Siegel, J. (2002). Understanding effects of proximity on collaboration: Implications for technologies to support remote collaborative work. In P. Hinds & S. Kiesler (Eds.) *Distributed work* (pp. 137-162). Cambridge, MA: MIT Press.
- Fussell, S. R. (2002). The verbal communication of emotion: Interdisciplinary perspectives: Introduction and overview. In S. R. Fussell, (Ed.) *The verbal communication of emotion: Interdisciplinary perspectives*. Mahwah, NJ: Lawrence Erlbaum Associates.
- Fussell, S. R., & Kreuz, R. J. (1998). Social and cognitive approaches to interpersonal communication: Introduction and overview. In S. R. Fussell and R. J. Kreuz, (Eds.), *Social and cognitive approaches to interpersonal communication*. Mahwah, NJ: Erlbaum.
- Fussell, S. R., & Moss, M. M. (1998). Figurative language in descriptions of emotional states. In S. R. Fussell and R. J. Kreuz (Eds.), *Social and cognitive approaches to interpersonal communication*. Mahwah, NJ: Erlbaum.
- Krauss, R. M., & Fussell, S. R. (1996). Social psychological approaches to the study of communication. In E. T. Higgins & A. Kruglanski (Eds.), *Social psychology: Handbook of basic principles* (pp. 655-701). New York: Guilford Press.
- Krauss, R. M., Fussell, S. R. & Chen, Y. (1995). Coordination of perspective in dialogue: Intrapersonal and interpersonal processes. In I. Markova & K. Foppa (Eds.), *Mutualities in dialogue*. New York: Springer-Verlag.
- Krauss, R. M., & Fussell, S. R. (1992). Implementing architectural designs: On the carpentry of intersubjectivity. In A. Heen Wold (Ed.), *The dialogical alternative: Towards a theory of language and mind*. Oslo: Scandinavian University Press.
- Krauss, R. M., & Fussell, S. R. (1991). Constructing shared communicative environments. In L. B. Resnick, J. Levine, & S. D. Teasley (Eds.), *Perspectives on socially shared cognition*. Washington, DC: American Psychological Association.
- Krauss, R. M., & Fussell, S. R. (1990). Mutual knowledge and communicative effectiveness. In J. Galegher, R. E. Kraut, & C. Egido (Eds.), *Intellectual teamwork: Social and technological foundations of cooperative work*. Hillsdale, NJ: Erlbaum.

Manuscripts under Review

- Mankoff, J., Fussell, S. R., McGuire, R., Graves, R., Shick, A., Setlock, L. D., Blaise, D., Matthews, D. & Johnson, M. (under review). StepGreen: A system for encouraging increased energy savings behaviors via social networks. *CHI 2008*.
- Diamant, E. I., Fussell, S. R. & Lo, F-L (under review). Culture and attributions in video-conferencing, audio-conferencing and instant messaging. *CHI 2008*.
- Quinones, P-A., Fussell, S. R., Soibelman, L. & Akinci, B. (under review). Bridging the gap: Discovering mental models in globally collaborative contexts. *CHI 2008*.
- Avrahami, D., Fussell, S. R., & Hudson, S. E. (under review). Responsiveness as a window into availability: Timing in near-synchronous communication. *CHI 2008*.
- Ou, J. , Oh, L. M., Fussell, S. R., Blum, T. & Yang, J.. (under review). Predicting visual focus of attention from intention in remote collaborative tasks. *IEEE Transactions on Multimedia*.

Gergle, D., Kraut, R. E. & Fussell, S. R. (under review). Using visual information for grounding and awareness in collaborative tasks. *Human Computer Interaction*

Espinosa, A., Kraut, R. E., Lerch, F. J., Carley, K. M., & Fussell, S. R. (under review). Team knowledge, coordination and performance in asynchronous teams. *MIS Quarterly on Information Technologies and Knowledge Management*.

Manuscripts in Revision, in Preparation or Unpublished

Scupelli, P., Fussell, S. R. & Kiesler, S. (under revision). Chat or IM? Tradeoffs for coordinating within and across tasks.

Scupelli, P., Kiesler, S., & Fussell, S. R. (under revision). The effects of the physical location and context of operating room whiteboards on group coordination.

Scupelli, P., Kiesler, S., Fussell, S. R., & Quinones, P-A. (under revision). Using isovist views to study placement of large displays in natural settings.

Setlock, L. D., Fussell, S. R., Kiesler, S., & Weisband, S. (under revision). *Managing work trajectories in collaborative writing*.

Fussell, S. R., & Setlock, L. D. (under revision). *Using eye-tracking techniques to study collaborative physical tasks: Implications for medical research*. Unpublished manuscript, Human-Computer Interaction Institute, Carnegie Mellon University.

Fussell, S. R., Setlock, L. D., & Kramer, A. D. I. (under revision). Informal communication in an online volunteer community: Implications for supporting virtual relationships. *Journal of Language and Social Psychology*.

Kraut, R. E., Fussell, S. R., Lerch, F. J. & Espinosa, J. A. (under revision). Coordination in teams: Evidence from a simulated management game. *Journal of Organizational Behavior*.

Fussell, S. R., Kraut, R. E., Gergle, D., Setlock, L. D., & Kramer, A. D. I. (in preparation). *Effects of video conferencing systems on interpersonal communication: A review*.

Van Turnhout, K., Terken, J., Fussell, S. R., & Yang, J. (unpublished). Head-tracking as a method for assessing involvement and workload in meetings. Unpublished manuscript, Carnegie Mellon University.

Invited Talks and Colloquia

Fussell, S. R. (2007, November). *Culture and computer-mediated communication*. Department of Communication, Cornell University, November 13, 2007

Mankoff, J., Fussell, S. R., Matthews, D., & Johnson, M. (2007, November). *StepGreen: Leveraging social networks to motivate voluntary change in energy use*. ACEEE Conference on Behavior, Energy and Climate Change. Sacramento, CA, November 8, 2007.

Fussell, S. R. (2007, January). *Designing tools to support remote collaboration on physical tasks*. Department of Engineering, University of Tsukuba, Japan. January 22, 2007.

Fussell, S. R. (2006, June). *Verbal and nonverbal aspects of computer-mediated communication*. Festschrift in Honor of Robert M. Krauss, Columbia University, NY, NY. June 10, 2006.

- Fussell, S. R. (2006, May). *Effects of culture on the use of collaborative technologies*. Invited keynote address, The 2006 International Symposium on Collaborative Technologies and Systems (CTS 2006). Las Vegas, Nevada, May 17, 2006.
- Fussell, S. R. (2006, May). *Noticing, considering and sharing the right information at the right time*. Invited panel presentation, The 2006 International Symposium on Collaborative Technologies and Systems (CTS 2006). Las Vegas, Nevada, May 16, 2006.
- Fussell, S. R. (2005, November). *Cross-cultural mediated interaction*. Presented at the NSF Workshop on Envisioning Survey Interviews of the Future, Fred Conrad and Michael Schober, organizers, Institute for Social Research, University of Michigan. November 4-6, 2005.
- Fussell, S. R. (2005, October). *Using visual information to coordinate speech and action in collaborative physical tasks*. Presented at the Information Science Colloquium Series, Cornell University.
- Fussell, S. R. (2005, July). *The role of visual information in collaborative physical tasks*. Presented at the Psychological Institute, University of Muenster. 7/12/05.
- Fussell, S. R. (2005, June). *Using words to evaluate online support: Commentary on Pennebaker*. Presented at the Critical Issues in eHealth workshop, Washington, DC, 6/9/05.
- Fussell, S. R. (2004, September). *The role of visual information in collaborative physical tasks*. Presented at the School of Information, University of Michigan, 9/10/04.
- Fussell, S. R. (2004, August). *Shared visual space in collaborative physical tasks*. Presented at the Post-Graduate Workshop on Task Analysis and Collaborative Work Processes (Adrien Bangerter, Franziska Tschan, and Norbert Semmer, organizers). Engelberg, Switzerland.
- Fussell, S. R. (2004, August). *Large Scale Collaboration*. Presented at the Post-Graduate Workshop on Task Analysis and Collaborative Work Processes (Adrien Bangerter, Franziska Tschan, and Norbert Semmer, organizers). Engelberg, Switzerland.
- Fussell, S. R. (2004, July). *Effects of video conferencing technologies on conversational grounding during collaborative physical tasks*. Presented at the Annual Meeting of the International Congress for Language and Social Psychology (ICLASP). State College, PA 7/1/04.
- Fussell, S. R. (2003, November). *Technologies for remote collaboration on physical tasks*. Presented at the workshop on Tangible Tools and Collaborative Work: Challenges at the Boundary Between Physical and Digital Information Tools (Paul Gorman, organizer). American Medical Informatics Association (AMIA), Washington, DC, 11/12/03.
- Fussell, S. R., Kraut, R. E., & Gergle, D. (2003, September). *Actions as evidence about state of mind in conversation*. Presented at the Other Minds workshop, Eugene Oregon 9/27/03.
- Fussell, S. R. (2002, September). *Video in collaborative physical tasks*. Presented at the Video as Research Data Conference, C. Mackenzie & Y. Xiao, organizers. Baltimore, MD September 29, 2002.
- Fussell, S. R., Kraut, R. E., Lerch, F. J., & Espinosa, J. A. (2001, October). *Effects of distance and communications media on team leadership, communication, coordination, and performance: Evidence from a simulated management game*. Presented at the ARI workshop on Leadership at a Distance, S. Weisband and L. Atwater, organizers. Scottsdale, AZ October 18-21, 2001.
- Fussell, S. R., & Kiesler, S. (2001, August). *The information phone: Effects of speech and complexity*. Presented at the User Interface Colloquium Series, Oracle Corporation.

- Kraut, R. E., Fussell, S., & Siegel, J. (2001, June). *Distributed work and shared visual space*. Presented at the annual meeting of the American Psychological Society, Toronto, June 14-17, 2001.
- Kraut, R. E., Fussell, S. R., Brennan, S., & Siegel, J. (August, 2000). *A framework for understanding effects of proximity on collaboration : Implications for technologies to support remote collaborative work*. Presented at the Workshop on Distributed Work, Carmel, CA.
- Fussell, S. R., Kraut, R. E., & Lerch, F. J. (1999, June). *Team coordination and performance: Shared mental representations of team goals*. Presented at the Symposium on Information Sharing in Work Groups (Richard Moreland & Linda Argote, Co-Chairs) at the annual conference of the American Psychological Society, Denver, Colorado, June 6, 1999.
- Kraut, R. E., Fussell, S. R., & Lerch, F. J. (1999, April). *Shared mental models in work groups: A controlled field study*. Presented at the Symposium on Shared Cognition in Teams: Predictors, Processes, and Consequences at the Annual Meeting of the Society for Industrial and Organizational Psychology (SIOP), Atlanta, GA, April 30-May 2, 1999.
- Kraut, R. E., Fussell, S. R., & Lerch, F. J. (June, 1998). *The development and usefulness of shared mental models in business teams*. Presented at the symposium on Knowledge Transfer and Levels of Learning, held jointly by Carnegie Mellon University and The University of Wisconsin, June 12-14, 1998.
- Fussell, S. R. (1995, December). *Constructing shared social and physical spaces in multimedia conferencing: Some theoretical and empirical issues*. Presented at the bimonthly meeting of the NY Metropolitan Area Chapter of the Human Factors and Ergonomics Society, Woodbridge, NJ.
- Fussell, S. R., & Moss, M. M. (1995, August). *Production and comprehension of metaphors for emotional states*. Presented as part of a symposium on figurative language (Ellen Winner, chair) at the Annual Meeting of the American Psychological Association, New York, NY.
- Fussell, S. R. (1993, July). *Turn-taking in interpersonal communication: Implications for human-machine interaction*. Presented at AT&T Bell laboratories, Holmdel, NJ.
- Krauss, R. M., & Fussell, S. R. (1992, June). *Meaning and communication: Four models of socially-constructed meaning*. Presented at the annual meeting of the American Psychological Society, San Diego, CA.
- Krauss, R. M., & Fussell, S. R. (1991, March). *Coordination of perspective in dialogue: Intrapersonal and interpersonal processes*. Presented at the symposium "Mutualities in Dialogue," for the Study Group "Dynamics in Dialogue," sponsored by the Werner-Reimers-Stiftung, Bad Homburg, Germany.
- Krauss, R. M., & Fussell, S. R. (1989, February). *Constructing shared communicative environments*. Presented at the Conference on Socially Shared Cognition, University of Pittsburgh, Pittsburgh, PA.
- Krauss, R. M., & Fussell, S. R. (1990, October). *Audience design and strategic communication*. Presented at the annual meeting of the Society for Experimental Social Psychology, Buffalo, NY.

Refereed Conference Papers and Posters (Unpublished)

- Fussell, S. R., Mankoff, J., McGuire, R., Graves, R., Shick, A., Setlock, L., Blaise, D., Matthews, D., & Johnson, M. (2007, November). *StepGreen: Leveraging online social networks to motivate behavior change*. Presented at the ACEEE Conference on Behavior, Energy and Climate Change. November 8, 2007.

- Fussell, S. R. & Mankoff, J. (2007, November). Social computing as an arena for social change: The StepGreen project. Presented at the workshop on *Research Directions for Social Computing* (Cliff Lampe and Scott Counts, organizers), GROUP 2007.
- Scupelli, P., Kiesler, S., & Fussell, S. R., (2007) Using Isovist views to study placement of large displays in natural settings. *Work-in-Progress, Extended Abstracts CHI'07* NY: ACM Press. p. 2645-2650.
- Fussell, S. R., Setlock, L. D. & Quinones, J-A. (2007, April). Effects of culture and medium on collaborative work. Presented at the workshop on *Culture and Collaborative Technologies*, CHI 2007.
- Quinones, J-A., Fussell, S. R., Akinci, B., & Soibelman, L. (2007, April). Cross-cultural collaboration in construction management. Presented at the workshop on *Culture and Collaborative Technologies*, CHI 2007.
- Setlock, L. D., Fussell, S. R., & Shih, Y. Y. (2006, July). Effects of culture, language and communication medium on conversational grounding. *Annual Meeting of the Society for Text and Discourse*, Minneapolis, MN.
- Wong, J., Oh, L. M., Ou, J., Yang, J. & Fussell, S. R. (2006, July). Conversational grounding in dialogues between an expert and multiple novices. *Annual Meeting of the Society for Text and Discourse*, Minneapolis, MN.
- Stewart, C. O., Setlock, L. D., & Fussell, S. R. (2006, November). Task-oriented argumentation in dyads: Differences across cultures and communication media. National Communication Association (Human Communication and Technology Division). San Antonio, TX.
- Stewart, C. O., Setlock, L. D., & Fussell, S. R. (2006, June). A cross-cultural comparison of Chinese and U.S. students' argumentation in collaboration: Implications for classroom discourse. Second Annual Carnegie Mellon Communication Symposium: Teaching English Globally. Pittsburgh, PA.
- Fussell, S. R., Setlock, L. D., Stewart, C., Kayan, S. & Chand, A. (2006, February). *Effects of culture on synchronous computer-mediated communication: Implications for the design of cross-cultural communication tools*. Human Computer Interaction Consortium, Frasier, Colorado, Feb. 1-5, 2006.
- Setlock, L. D., Stewart, C. O., Fussell, S. R. & Neuwirth, C. (2005, July). Effects of cultural background and communication medium on conversational grounding and persuasion. *Annual Meeting of the Society for Text and Discourse*.
- Fussell, S. R., Ou, J., Oh, L. M., & Yang, J. (2005, July). Grounding via gaze in collaborative physical tasks. *Annual Meeting of the Society for Text and Discourse*.
- Kramer, A. D. I., Fussell, S. R., and Setlock, L. D. (2004, August). Using Word Count Analysis to Examine Conversation in Online Support Groups. *Annual Meeting of the Society for Text and Discourse*.
- Kramer, A. D. I., Fussell, S. R., and Setlock, L. D. (2004, August). Deixis in face-to-face and computer-mediated conversations during collaborative physical tasks. *Annual Meeting of the Society for Text and Discourse*.
- Kramer, A. D. I., Fussell, S. R., & Setlock, S. D. (2004, July). Word count analysis of conversation in online support groups. *International Congress on Language and Social Psychology (ICLASP)*. State College, PA. 7/1/04.
- Kraut, R. E., Gergle, D., & Fussell, S. R. (2004, May). The use of visual information in shared visual spaces. *ICA 2004* (International Communications Association).

- Espinosa, J. A., Carley, K., Kraut, R. E., Slaughter, S. A., Lerch, F. J. & Fussell, S. (2002, December). *The effect of task knowledge similarity and distribution on asynchronous team coordination and performance: Empirical evidence from decision teams*. Second Information Systems Cognitive Research Exchange (IS CoRE) workshop, Barcelona, Spain.
- Fussell, S. R., (2002, November). *An alternative conceptualization of the benefits of proximity*. Presented at the workshop Beyond Face-to-Face Communication, organized by E. Bradner and G. Mark at CSCW 2002, New Orleans, LA.
- Fussell, S. R., Kraut, R. E., & Siegel, J. (2002, June). *Effects of shared visual space on conversations during collaborative physical tasks*. Presented at the Society for Text and Discourse, Chicago, IL.
- Fussell, S. R. (2001, April). *Using face-to-face communication as a reference point for studying online interaction*. Presented at the workshop Integrating Diverse Research and Development Approaches to the Construction of Social Cyberspaces. CHI 2001, Seattle.
- Fussell, S. R., & Moss, M. M. (1996, June). *Effects of gender on the interpersonal communication of emotions*. Presented at the Annual Meeting of the American Psychological Society, San Francisco, CA.
- Fussell, S. R., Moss, M. M., Brackin, R. L., & Broome, T. (1995, November). *Effects of gender on the communication of emotional states*. Presented at the Annual Meeting of the Psychonomic Society, Los Angeles, CA.
- Fussell, S. R., Melton, E. M., Schrock, J. C., & Freytag, H. L. (1995, July). *Perspective-taking in three-party conversations*. Presented at the Annual Meeting of the American Psychological Society, New York, NY.
- Fussell, S. R., Vallee, R., Stelmack, A., & Moss, M. M. (1994, November). *Content and communicative effectiveness of descriptions of emotional states I*. Presented at the annual meeting of the Psychonomic Society, St. Louis, MO, November 11-13, 1994.
- Howard, D. W., & Fussell, S. R. (1994, March). *Effects of gender on conformity in a computer-based Asch paradigm*. Presented at the annual meeting of the Southeastern Psychological Association, New Orleans, LA.
- Fussell, S. R. (1992, November). *Accuracy and bias in judgments of others' opinions*. Presented at the annual meeting of the Psychonomic Society, St. Louis, MO.

Conference Workshops Organized

- Fussell, S. R. & Rosé, C. (2008, May). *Culture and collaborative technology*. Workshop to be held at the annual meeting of Collaborative Technologies and Systems (CTS 2008). Irvine, CA.
- Fussell, S. R. & Zhang, Q. (2007, April). *Culture and collaborative technology*. Workshop held at the annual meeting of CHI, San Jose, CA, April 28-29 2007.
- Fussell, S. R., Kraut, R. E., Siegel, J., & Brennan, S. E. (2002, April). *Relationships among speech, vision, and action in collaborative physical tasks*. Workshop held at the annual meeting of CHI, Minneapolis, MN, April 2002.
- Kraut, R. E., Fussell, S. R., Siegel, J., Yang, J. & Brennan, S. E. (2000, December). *Shared visual spaces in face-to-face and video-mediated collaborative work*. Workshop held at the annual meeting of CSCW, Philadelphia, PA, December 2000.

Other Colloquia (Home Institution)

Fussell, S. R. (2007, October). *Culture and computer-mediated communication*. Presented at the Human Computer Interaction Institute Seminar Series, Carnegie Mellon University.

Fussell, S. R., & Yang, J. (2003, August). DOVE: Drawing over Video to support remote collaboration. Presented at the Human Computer Interaction Institute Seminar Series, Carnegie Mellon University.

Kiesler, S., & Fussell, S. R. (2001, September). *Cell phone experiment: Speech, complexity, and driving*. Presented at the Human Computer Interaction Seminar Series, Carnegie Mellon University.

Fussell, S. R. (2000, September). *Creating virtual proximity to support interpersonal relationships: A case study of chatroom interaction*. Presented at the Human Computer Interaction Seminar Series, Carnegie Mellon University.

Fussell, S. R., Kraut, R. E., & Siegel, J. (2000, March). *Shared visual spaces in computer-mediated communication*. Presented at the Human Computer Interaction Seminar Series, Carnegie Mellon University.

Fussell, S. R. (1993, February). *Perspective-taking in communication: A social-cognitive model*. Presented at the Princeton University Cognitive Research Seminar.

Fussell, S. R. (1990, February). *The attribution of knowledge and choice of referring expressions in conversation*. Presented at the Princeton University Cognitive Research Seminar.

Fussell, S. R. (1989, February). *Social judgment and the construction of shared communicative environments*. Presented at the Princeton University Cognitive Research Seminar.

Technical Reports (Unpublished)

Fussell, S. R., Fish, R., & Sannella, M. (1996, December). *Multimedia network facilitated bridging: Usability, productivity, and social effects analysis*. Bellcore Internal Document.

Fussell, S. R., & Fish, R. (1996, July). *BEST (Bellcore Educational Solutions Technology): Effects on employee communication and informational processes*. Bellcore Internal Document.

Sannella, M., Fussell, S., Fish, R. (1996, June). *Design and implementation of a multi-point multimedia usability testbed*. Bellcore Internal Document.

Fussell, S. & Fish, R. (1996, March). *Research plan for evaluating usability, productivity, and social effects of multimedia multiparty communications*. Bellcore Internal Document.

Hoag, L. H., & Fussell, S. R. (1988). *A comparison of voice onset times for handset and speakerphone users*. AT&T Internal Document.

Hoag, L. H., & Fussell, S. R. (1988). *An experimental verification of user acceptance of front end voice clipping on System 75*. AT&T Internal Document.

Wells, R. S., & Fussell, S. R. (1987) *Survey of analog voice terminal feature operation across System 25, System 75, System 85 and Merlin*. AT&T Internal Document.