Curriculum Vitae

Miso Kim

Assistant Professor | Art + Design | The College of Arts, Media and Design | Northeastern University | 412.889.3370 | m.kim@northeastern.edu

Education

- Ph.D. Design, Carnegie Mellon University, Pittsburgh PA, May 2015
- MDes. Interaction Design, Carnegie Mellon University, Pittsburgh PA, May 2005
- MDes. Communication Planning and Information Design, Carnegie Mellon University, Pittsburgh PA, May 2004
- B.S. Architecture, Sung Kyoon Kwan University, Seoul, Korea, Aug 2000

Work History

- Assistant Professor, Department of Art + Design, the College of Arts Media and Design, Northeastern University, Boston MA, Jul 2016 - present
- Design Director (affiliated appointment), NuLawLab, School of Law, Northeastern University, Feb 2017 ~ present
- Senior User Experience Designer, Online Collaboration Team, Cloud Collaboration Technology Group, Cisco WebEx, San Jose CA, Jan 2013 - Jun 2016
- Instructor, School of Design, Carnegie Mellon University, Pittsburgh PA, Jan 2007 - Jun 2012

Refereed Journal Articles

- **Miso Kim**. "Designing for Participation: Dignity and Autonomy of Service" In *Design Issues*, MIT Press (In press, to be published in Spring 2018)
- **Miso Kim**. "An Inquiry into the Nature of Service: A Historical Overview" In *Design Issues*, MIT Press (In press, to be published in Summer 2018)
- **Miso Kim**. "Participatory Economy Service as a System of Participation" In *She Ji: The Journal of Design, Economics, and Innovation*, Elsevier (Submitted, currently under review)
- **Miso Kim**. "Conceptual Models and the Notion of Form in the Four Arts: Designing Conditions for Service Participation" *The Design Journal*, Routledge (Submitted, currently under review)
- Soojin Jun, **Miso Kim (corresponding author)**, and Joonhwan Lee. "The System Diagrams: Shifting Perspectives" In *Design Issues* 27.2(2011): 72-89.

Refereed Conference Proceedings (*advising students)

- **Miso Kim**. "Service as a System of Participation: A Case Study of a Participatory Economy Service" In *Proceedings of ServDes2018: Service Design Proof of Concept,* Milan, Italy, June 2018 (Accepted, to be published in Summer 2018)
- Valeria Ramdin, Rachel Pozzar*, **Miso Kim**, Yixuan Zhang*, Xing Zhou*, and Paul Pombelle. "Resident Autonomy in Assisted Living Facilities: A Conceptual Framework for Transformative Service Research" In *Proceedings of ServDes2018: Service Design Proof of Concept,* Milan, Italy, June 2018 (Accepted, to be published in Summer 2018)

- **Miso Kim (corresponding author)** and Youngsoo Lee. "Service Storytelling: Applying Storytelling Models to Shape Service Experience" In *Proceedings of the 9th International Conference on Applied Human Factors and Ergonomics (AHFE): Interdisciplinary Practice in Industrial Design (Springer)*, Orlando, FL, Jul 2017 (Accepted, to be published in Summer 2018)

- Yixuan Zhang*, Rachel Pozzar*, Xing Zhou*, **Miso Kim**, Valeria Ramdin, and Paul Pombelle. "Autonomy in Residential Care: Merging Design, Nursing, and Marketing Perspectives" In *Proceedings of the 9th AHFE: Interdisciplinary Practice in Industrial Design (Springer)*, Orlando, FL, Jul 2017 (Accepted, to be published in Summer 2018)

- **Miso Kim (corresponding author)** and Youngsoo Lee. "The Pain and Pleasure of Autonomy: The Role of Negative Emotion in Serviced Reality Storytelling" In *Proceedings of the 8th AHFE: Affective and Pleasurable Design (Springer)*, Los Angeles, LA, Jul 2017

- Margaret Hagan and **Miso Kim**. "Design for Dignity and Procedural Justice" In *Proceedings of the 8th AHFE (Springer)*, Los Angeles, LA, Jul 2017

- Tony Poor and **Miso Kim (corresponding author)**. "Understanding Perceived Control: Principles & A Framework for Service Designers" In Proceedings of *the 4th International Association of Societies of Design Research World Conference (IASDR)*: Diversity and Unity, Delft, The Netherlands, Nov 2011

- Soojin Jun, **Miso Kim (corresponding author)**, and Joonhwan Lee. "Rethinking System Diagrams: From Arranging Components to Organizing Action, Thought, and Possibility" In Proceedings of *the 5th Design Research Society International Conference (DRS): Design & Complexity*, Montreal, Canada, Jul 2010

- Kursat Ozenc, **Miso Kim**, John Zimmerman, Stephen Oney, and Brad Myers. "How to Support Designers in Getting Hold of the Immaterial Material of Software" In *Proceedings of the 28th ACM Conference on Human Factors in Computing Systems (CHI)*, Atlanta, GA, Apr 2010

Non-Refereed Articles

- Rachel Pozzar, **Miso Kim**, Valeria Ramdin, Xing Zhou, Yixuan Zhang, Paul Fombelle, "Residential Care as a Negative Service: Informing a Service Prototype to Promote Elder Autonomy," Abstract submitted to *Frontiers in Service* 2018, to be held Austin, TX, Sep 2018.

- Youngsoo Lee and Miso Kim, "A Study of Storytelling Model for Serviced Reality on AR and VR", Short paper, presented at *the 22nd Busan International Film Festival VR International Forum VR Cinema and Storytelling*, Busan, South Korea, Sep 2017.

- Renna Al-yassini, **Miso Kim (corresponding author)**, and Steve Selzer. "Designing a Service Design Curriculum" In *Touchpoint: The Journal of Service Design* 3.1(2011): 66-71.

Book Chapters

- Robert Cavalier with **Miso Kim** and Sam Zaiss. "Deliberative Democracy, Online Discussion, and Project PICOLA (Public Informed Citizen Online Assembly)" In *Online Deliberation: Design, Research, and Practice*, edited by Todd Davies and Seeta Pena Gangadharan, 71-79. Chicago, IL: University of Chicago Press, 2009

Presentations

- Invited speaker, "Design for Human Experience," CAMD 2025 Research Launch Event, Northeastern University, Boston, MA, Nov 2017

- Session Chair and presenter, "Dignity and Experience Design", at *the 5th Alliance for the Arts in Research Universities (A2RU) conference*, Northeastern University, Boston, MA, Nov 2017

- Session Chair and presenter, "Rhetoric and Information Design", at *the 5th Alliance for the Arts in Research Universities (A2RU) conference*, Northeastern University, Boston, MA, Nov 2017

- Selected presenter, with Youngsoo Lee. "The Pain and Pleasure of Autonomy: The Role of Negative Emotion in Serviced Reality Storytelling" In *the 8th International Conference on Applied Human Factors and Ergonmics (AHFE): Affective and Pleasurable Design (Springer)*, Los Angeles, LA, Jul 2017

- Selected presenter, with Margaret Hagan. "Design for Dignity and Procedural Justice" In *the 8th International Conference on Applied Human Factors and Ergonmics (AHFE): Affective and Pleasurable Design (Springer)*, Los Angeles, LA, Jul 2017

- Invited speaker, "Experience Design for Dignity and Service," *University Scholars Seminar on Leadership, Research, and Innovation*, Northeastern University, Boston, MA, Mar 2017

- Invited keynote speaker, "Conceptual Models in Service" at *World Information Architecture Day*, HubSpot, Cambridge, MA. Feb 2017

- Invited keynote speaker, "Designing for Participation: Dignity and Autonomy of Service" at *Service Design: The Holistic Experience*, School of Management, Simmons College, Boston, MA. Jan 2017

- Invited speaker, "The Cross of Pain as a Conceptual Model" at *Tongji Design Week 2016*, College of Design and Innovation, Tongji University, Shanghai, China. Oct 2016

- Invited panel, Workshop on John Dewey's Philosophy of Art and Design, *Tongji Design Week 2016*, College of Design and Innovation, Tongji University, Shanghai, China. Oct 2016

- Invited keynote speaker, "Service and Mobility" at *2016 International Service Forum and Service Design Education Conference*. Ordos, China. Aug 2016

- Invited keynote speaker, "Searching for the Principles of Interdisciplinary Collaboration in Service Design" at *2015 International Service Forum and Service Design Education Conference*, Beijing University of Technology, Beijing, China. Dec 2015

- Invited speaker, "Cases on Service Design Approaches for Healthcare: Method and principle" at *2012 Human Side of Service Engineering*. San Francisco, CA. Jul 2012

- Poster presentation, Innovation with Impact Graduate Research Exhibition, Carnegie Mellon University, 2012

- Selected speaker, "The Beginning of Asian Changes: Innovative Effort to Create Service Design Market in Korea" with Nam-hyung Kim, at *the 4th Service Design Global Conference of Service Design Network (SDN)*. San Francisco, CA. Oct 2011

- Invited speaker, "Service Design Education" at *Design Dessert*, Korean Institute of Design Promotion (KIDP) and Korean Government Ministry of Knowledge Economy. Seoul, Korea. Jul 2011

- Invited speaker, "Business and Design" at *the 6th Jeju Peace Forum for Peace and Prosperity*, Jeju, Korea. May 2011

- Invited speaker, "Service Blueprinting and What It Tells Us about Service" at *the 11th International Conference on Industrial Technology: Transformation through Service Innovation and Green Growth*, Taipei, Taiwan. Sep 2010

- Selected presenter, with Soojin Jun, "Rethinking System Diagrams: From Arranging Components to Organizing Action, Thought, and Possibility" In *the 5th Design Research Society International Conference (DRS): Design & Complexity*, Montreal, Canada, Jul 2010

- Invited panelist, "Service and the Convergence of Marketing Thinking + Design Thinking" at *Convergence: Managing + Designing, An International Working Conference*. Cleveland, OH. Jun 2010

- Invited speaker and panel, "The Culture of Participation: Online Communities and Korean Politics" at *the Fourth Order Design*, Cleveland, OH. Mar 2009

- Selected speaker, "PICOLA (the Public Informed Citizen On-line Assembly) and Mobile PICOLA" with Sam Zaiss, at *the 10th Directions and Implications of Advanced Computing (DIAC): Online Deliberation: Design, Research, and Practice*. Stanford, CA. May 2005

Workshops

- Organizer and facilitator, "Designing for Participation" at Tongji University, Shanghai, China. May 2017

- Workshop participant, Guardianship Service Study: Design Hackathon, Harvard Law School, MA, Feb 2017

- Organizer and facilitator, "Designing for Service Mobility" at 2016 International Service Forum and Service Design Education Seminar. Ordos, China. Aug 2016

- Organizer and facilitator, "Designing for the Future of China: 6-Day Service Design Workshop" at 2015 International Service Forum and Service Design Education Seminar. Beijing, China. Dec 2015

- Invited speaker, "Introduction to Service Design" at Tshinghua University, Beijing, China. Dec 2015

- Organizer and facilitator, "Introduction to Service Design" at Fathom Design, Pittsburgh, PA, Aug 2012

- Organizer and facilitator, "Global Service Design Jam 2012" at School of Design, Carnegie Mellon University, Pittsburgh, PA, Feb 2012

- Organizer, "Design#Code Bootcamp for the Dutch Government" at D Center, Baltimore, MD, Feb 2012

- Invited speaker, "Service Design Process", Team Interface, Seoul, Korea. Aug 2011

- Organizer and facilitator, "DesignDIVE Management Workshop: Vision and Organizational Sustainability" for Korean Service Design Council for DOMC (Design Oneness Mission Center) and KIDP (Korean Institute of Design Promotion), Seoul, Korea. Aug 2011

- Invited speaker, "Service Design Method", KSDC (Korean Service Design Council), Seoul, Korea. Aug 2011

- Organizer and facilitator, "Introduction to Service Design: Theory and Practice," Samsung Art and Design Institute, Seoul, Korea. Jul 2011

- Organizer and facilitator, "Crafting the Immaterial Materiality in Interactive Products and

Services" with Kursat Ozenc, at the 7th International Conference on Design & Emotion, Chicago, IL. Oct 2010

- Organizer and facilitator, "Exploration of Future Generation Sketching Tools" with Kursat Ozenc and John Zimmerman. Human Computer Interaction Institute, Carnegie Mellon University, Pittsburgh, PA. Apr 2009

- Organizer and facilitator, "Identifying Actionable Dimensions of Interactive Behaviors" with Kursat Ozenc and John Zimmerman. Human Computer Interaction Institute, Carnegie Mellon University, Pittsburgh, PA. July 2008

Academic Projects

- Second Chance Pay It Forward: an Degree Attainment Program for Incarcerated Individuals, Jan 2018 - present

- Learning Through Play in the Digital Age: Designing Natural Interactions with Storytelling for Preschool Children, Oct 2017 - present

- The Archive of Service Storytelling – Designing for the Experience of Service Dignity, May 2017 - present

- Assisted Living Chronically Ill Patients' Perspective of Home Care Needs: Using a Service Design Approach, Jul 2017 - present

- Students for Deliberative Democracy, Carnegie Mellon Philosophy Department, Apr 2012 - Dec 2012

- FitWits Project, Carnegie Mellon School of Design, Jun 2012 - Dec 2012

- Citizen Health Checkup Report, Korean Government Ministry of Knowledge Economy, KIDP (Korean Institute of Design Promotion), Cyphics, and Myungji Hospital. Jun 2011 - Aug 2011

- Dual Income Family Meal Planning Service, Carnegie Mellon Human-Computer Interaction Institute, Jan 2009 - Aug 2010

- Service Design for the Mattress Factory, Carnegie Mellon School of Design with the Mattress Factory Art Museum, Jan 2008 - Aug 2008

- Public Informed Citizen On-Line Assembly (PICOLA) and Mobile PICOLA, Carnegie Mellon's Center for Applied Ethics and Political Philosophy, Stanford's Center for Deliberate Democracy, and Macromedia, Aug 2004 - Dec 2007

- The Archive of Controversy in the Arts, The Center for the Art in Society at Carnegie Mellon University, Jan 2004 - May 2006

- The Domestic Mail Manual Transformation Project, Carnegie Mellon School of Design with the United States Postal Service, Dec 2002 - Aug 2005

- A Case Study on Social Entrepreneurship: GreenBlue, Carnegie Mellon School of Design with McDonough Braungart Design Chemistry, Aug 2002 - Dec 2002

- Sharing Personal Media, Carnegie Mellon School of Design with Microsoft's Social Computing Research Group, Jan 2003 - May 2003

External grants

- **Miso Kim (PI)**. Archive of Service Storytelling – Designing for the Experience of Service Dignity,

The Johnson & Johnson WiSTEM2D Scholars Award Program, Fall 2017 (Not-funded)

- Kemi Jona, Susan Ambrose, **Miso Kim (Collaborator)**, Michael Dean, Sean Gallagher, Cigdem Talgar. Dynamic Educational Ecosystem Platform (DEEP): A smart service system integrating real-time employer and labor market skill analytics with university educational programs. NSF proposal submitted, Fall 2016 (Not-funded)
- **Miso Kim (PI)**, Presenting More Information on Small Screen. **Funded $2,500** by Innovation through Collaboration Grant, Kynamatrix Research Network, 2004

Internal grants

- Bobette Buster, **Miso Kim (Co-PI)**, David Tames, and Dani Snyder-Young. Virtual Reality and Augmented Reality Workshop. CAMD Research Collaborative seed funding. **Funded $8,000** by College of Arts, Media and Design, Spring 2018
- Pedro Cruz, **Miso Kim (Co-PI)**, Chao Ruan, Xing Zhou, and Haizhi Wang. Learning Through Play in the Digital Age: Designing Natural Interactions with Storytelling for Preschool Children. CAMD Research Collaborative seed funding, Spring 2018 (Not-funded)
- Lucy A. Williams and **Miso Kim (Co-PI).** Redesigning Housing Court: A Framework for Dignity in Residential Housing Instability. Proposal submitted to Northeastern's TIER 1: Seed Grant/Proof of Concept Program, Jan 2018 (Under review)
- Jacqueline Griffin, **Miso Kim (Co-PI)**, and Andrea Parker. Designing Emergency Response Services Processes for Elderly Evacuees. Proposal submitted to Northeastern's TIER 1: Seed Grant/Proof of Concept Program, Jan 2018 (Under review)
- **Miso Kim (Co-PI)**, Kristian Kloeckl, and Dani Snyder-Young. College of Arts, Media and Design Dean's Research Fellows. **Funded $15,000** by College of Arts, Media and Design, Fall 2017
- **Miso Kim (Co-PI)**, Ann McDonald, and Ang Lee. Mutual mentoring advancement program (M2AP) grant. **Funded $3,000** by Northeastern University, Fall 2017
- **Miso Kim (PI)**. The Archive of Service Storytelling – Designing for the Experience of Service Dignity. **Funded $7,200** by CAMD Faculty Research Development Grants program, Summer 2017
- **Miso Kim (Contact Co-PI)**, Valeria Ramdin, Paul Fombelle, and Nancy Hanrahan. Assisted living chronically ill patients' perspective of home care needs: using a service design approach. **Funded $40,000** by Northeastern's TIER 1: Seed Grant/Proof of Concept Program, Spring 2017 WiSTEM2D Scholars Award Program
- Martha Davis, **Miso Kim (Co-PI)**, and Dan Jackson. A Framework for Dignity in Service in our Civil Courts. Proposal submitted to Northeastern's TIER 1: Seed Grant/Proof of Concept Program, Feb 2017 (Not-funded)
- Jane Amidon, Kristian Kloeckl, and **Miso Kim (Co-PI)**. NU Design Center (xLab). Proposal submitted to Research Vision 2025, Oct 2016 (Not-funded)

Courses

- ARTE 5901-18408 Experience Design 2 - Fall 2017, Northeastern University
- ARTG 3463-18074 Experience Design 2 - Fall 2017, Northeastern University
- ARTG 3700-14890 Interaction Dsgn 2: Mobile - Fall 2017, Northeastern University

- ARTE 5901-19007 Interaction Design 2: Mobile - Fall 2017, Northeastern University
- ARTG 5600-37811 Experience Design Studio 1 - Spring 2017, Northeastern University
- ARTG 3463-37804 Experience Design - Spring 2017, Northeastern University, newly developed
- ARTG 3700-37805 Interaction Dsgn 2: Mobile - Spring 2017, Northeastern University
- ARTG 3700-16246 Interaction Dsgn 2: Mobile - Fall 2016, Northeastern University, newly developed
- Conceptual Models (51383/783), Spring 2011 and Spring 2011, Carnegie Mellon School of Design, Newly developed
- Designing for Service (51385/785), Fall 2010 and Fall 2011, Carnegie Mellon School of Design, Newly developed
- Rhetoric and Information Design (51380/780), Spring 2010, Carnegie Mellon School of Design, Newly developed
- Service Design Seminar (51385/785), Fall 2009, Carnegie Mellon School of Design, Newly developed
- Service Design Studio (51389/789), Fall 2009, Co-taught with Renna Al-yassini and Steve Selzer, Newly developed
- Service Design Theories (51380), Spring 2009, Carnegie Mellon School of Design, Newly developed
- Graduate Design Seminar I: Human Experience and Interaction Design (51701), Fall 2008, Co-taught with Shelley Evenson, Carnegie Mellon School of Design, Newly developed
- Information Design for Mobile Interface (51396/796), Spring 2008, Carnegie Mellon School of Design, Newly developed
- Topics in Information Design and Rhetoric (51474/874), Spring 2007, Carnegie Mellon School of Design, Newly developed

Curriculum Development
- The College of Arts, Media, and Design PhD program development, Spring 2017 - present
- Department of Art + Design Experience Design MFA and MS degree program development, Spring 2017
- Nurse Innovation and Entrepreneurship pedagogy monthly discussion, Fall 2016

Supervision Of Graduate Students
- Doctoral dissertation committee: Rachel Pozzar, PhD in Nursing, Northeastern University, Fall 2016 - present
- Master's thesis advisor: Jesus Antonio Solano, MFA in Information Design and Visualization, Northeastern University, Fall 2017 - present
- Master's thesis advisor: Muling Jiang, MFA in Information Design and Visualization, Northeastern University, Fall 2017 - present
- Master's thesis advisor: Divya Srinivasan, MFA in Information Design and Visualization, Northeastern University, Fall 2017 - present

- Master's thesis advisor: Maaria Assami, MFA in Information Design and Visualization, Northeastern University, Fall 2016 and Spring 2017
- Master's thesis advisor: Yi Yang, MFA in Information Design and Visualization, Northeastern University, Fall 2016 and Spring 2017
- Master's thesis advisor: Xingyue Li, MFA in Information Design and Visualization, Northeastern University, Fall 2016 and Spring 2017

Supervision of Undergraduate Students

- BXA Capstone project advisor: Hannah Gilchrist, Senior Bachelor of Humanities and Arts student, Carnegie Mellon University, Fall 2011

Advising Activities

- Directed study advisor: Divya Srinivasan, MFA in Information Design and Visualization, Northeastern University, Spring 2018
- Directed Study advisor, Julia Janigian, BFA in Experience Design, Northeastern University, Spring 2018
- Project advisor: Liuhuaying Yang, Divya Srinivasan, and Zhengyan Yu, MFA in Information Design and Visualization, Northeastern University. **Poster presentation accepted** to the Research, Innovation, and Scholarship Expo (RISE) 2017
- Thesis reader: Jiani Zheng, MFA in Information Design and Visualization, Northeastern University, Spring 2017
- Directed study advisor: Divya Srinivasan, MFA in Information Design and Visualization, Northeastern University, Spring 2017
- Directed study advisor: Xingyue Li, MFA in Information Design and Visualization, Northeastern University, Fall 2016
- Directed study advisor: Jiani Zheng, MFA in Information Design and Visualization, Northeastern University, Fall 2016
- Independent study advisor: Chongho Lee, Master of Interaction Design, Carnegie Mellon University, Fall 2011 and Spring 2012
- Independent study advisor: Tony Poor, MS in Human-Computer Interaction, Carnegie Mellon University, Spring 2011
- Independent study advisor: Lauren Cicozi, BFA in Communication Design, Carnegie Mellon University, Spring 2011 and Fall 2011
- Project advisor: Kim Dowd, Chongho Lee, and Scott Sykora, MDes in Interaction Design, Carnegie Mellon University. **Project won Honorable Mention** in the 2011 Adobe Design Achievement Awards, Aug 2011

Other Teaching Activities

- Guest Critic, Identity and Brand Design, Fall 2017, Art + Design, College of Arts, Media and Design, Northeastern University
- Guest Critic, Experience Design 1, Fall 2017, Art + Design, College of Arts, Media and Design, Northeastern University
- Guest Critic, School of Law's Laboratory Seminar in Applied Design and Legal

Empowerent, Nov 2017

- Guest Critic, Experience Design 1, Spring 2017, Art + Design, College of Arts, Media and Design, Northeastern University

Educational Seminars and Workshops Taken

Course and Syllabus Design (Part 2): Creating a Student-Centered Syllabus, CATLR workshop, Apr 2017

Course and Syllabus Design (Part 1): Using Backward Design to Prepare Your Course, CATLR workshop, Apr 2017

Giving Your Students the "Big Picture" on the First Day of Class, CATLR workshop, Apr 2017

Course and Syllabus Design (Part 2): Creating a Student-Centered Syllabus, CATLR workshop, Apr 2017

Course and Syllabus Design (Part 1): Using Backward Design to Prepare Your Course, CATLR workshop, Apr 2017

Students as Makers: Learning That Lasts, the Center for Advancing Teaching and Learning through Research (CATLR) workshop, Mar 2017

Students as Makers: Learning that Lasts, CATLR workshop, Mar 2017

Making the Most of the Last Day of Class, CATLR workshop, Nov 2016

Grant Writing Panel, CAMD Faculty Workshop, Nov 2016

The Office of Global Services Faculty Luncheon, the Office of Global Services, Nov 2016

Taking the Pulse of Your Class: Midterm Student Feedback, CATLR workshop, Oct 2016

Building an Effective Syllabus, CAMD Faculty Workshop, Oct 2016

Effective Group Work, CATLR workshop, Oct 2016

Building on Students' Prior Experiences, Sep 2016

Safe Zone Training, CAMD Faculty Workshop, Sep 2016

Contemplative Practices in the College Classroom, CATLR workshop, Sep 2016

Teaching and Learning Orientation, CATLR workshop, Aug 2016

Department Service

- Department of Art + Design Workload Committee, Oct 2017 - present
- Department of Art + Design Merit Committee, Dec 2016 - present
- The College of Arts, Media and Design promotion desk, the World Information Architecture Day, February 2017
- Nurse Innovation and Entrepreneurship pedagogy monthly meetings, Fall 2016
- Meeting the new incoming freshmen, Sep 2016

College Service

- A2RU Conference Organizing Committee, Sep 2016 - Oct 2017
- College of Arts, Media and Design's Summer Institute "Beyond Design Thinking: The Future of Creativity, Communication & Collaboration" Workshop Development

Committee, Jan 2017 - Jul 2017

- The College of Arts, Media, and Design website redesign project focus group, Feb 2017
- The College of Arts, Media, and Design Provost Research Showcase, Feb 2016
- Experience Design Lab proposal for Research Vision 2020, Oct 2016
- The College of Arts, Media, and Design representative, Faculty Discussion with American Academy of Arts and Sciences, Sep 2016

University Service

- University Graduate Council, Mar 2017 - present
- Design Director (affiliated appointment), NuLawLab, School of Law, Northeastern University, Feb 2017 ~ present
- Campus Wayfinding focus group, Feb 2017
- University Doctoral colloquium, Fall 2016
- Interview, New faculty feature story, News @ Northesastern, Sep 2016

Service to the Discipline/Profession

- Session chair, "Interdisciplinary Discourse in Service Design", at *the 9th International Conference on Applied Human Factors and Ergonomics: Interdisciplinary Practice in Industrial Design*, to be held Jul 2018
- Advisory Board, *the 9th International Conference on Applied Human Factors and Ergonomics: Interdisciplinary Practice in Industrial Design*, to be held Jul 2018
- Paper reviewer, *Design Issues*, Mar 2018
- Paper reviewer, *Design Issues*, Jan 2018
- Session chair, "Experience Design and Public Realm: Investigating and fostering situations of agency, participation, and engagement", at *the 5th Alliance for the Arts in Research Universities (A2RU) conference*, Nov 2017
- Session chair, "The Roles of Information Design in the Public Sphere", at *the 5th Alliance for the Arts in Research Universities (A2RU) conference*, Nov 2017
- Conference organizing commitee, *the 5th Alliance for the Arts in Research Universities (A2RU) conference*, Nov 2017
- External review board, George Brown College's Bachelor of Digital Experience Design degree program, Mar 2017
- Session chair, "the Qualitative Side of Experience", at *the 8th International Conference on Applied Human Factors and Ergonomics: Affective and Pleasurable Design*, Jul 2017
- Student competition juror, *ACM Special Interest Group on Computer-Human Interaction (SIGCHI)*, Jan 2017
- Paper reviewer, *ACM Conference on Human Factors in Computing Systems (CHI)*, 2009, 2012, and Dec 2016
- Paper reviewer, Design Issues, Jul 2016
- Associate director, Board of International Relations, Korean Service Design Council, 2011 - 2014
- Editorial board, Korean translation of "This is Service Design Thinking," Ahn Graphics, 2012

- Editorial board, Service Design Toolkit, Korean Service Design Council, 2011

Service to the Community/Public

- Archiving, The Art of The March: Preserving a Collection of Posters From the Historic Boston Women's March, Apr 2017

Professional Development

- Member of Phi Kappa Phi, National Honor Society for superior academic achievement, 2004 ~ present
- The American Institute of Graphic Arts (AIGA) Pittsburgh 100, One of Five student works honored, 2003