

Justin Owens

Wichita, KS • jwowens@wichita.edu

Human Factors professional with extensive development experience and has conducted research and usability testing for the Software Usability Research Laboratory at Wichita State University seeks internship in human-computer interaction (HCI) and user experience.

Education

Ph.D. in Experimental Psychology (Human Factors) • Anticipated in Spring 2012

Wichita State University, Wichita, Kansas

M.A. in Experimental Psychology (Human Factors) • Anticipated in Fall 2009

Wichita State University, Wichita, Kansas

B.B.A. in Management of Information Systems • August 2001

Wichita State University, Wichita, Kansas

Minor: Psychology

Graduated Magna Cum Laude

Research Experience

Eye-Tracking of Websites • August 2006 – Present

Software Usability Research Laboratory, Wichita State University, Wichita, Kansas

Supervised by Dr. Barbara Chaparro

“Eye movement patterns on text-based advertising in websites” • Summer 2009

Study designed to investigate differences in eye movements on text-based advertising of users with different task scenarios.

“Scanning patterns of users of web portals containing channels with differing channel title saliencies” • Fall 2008

Study designed to investigate differences in scanning patterns of users on multiple columns in web portal pages in different task conditions.

“Scanning patterns of users of web portals containing columns of channels” • Fall 2007

Study designed to investigate differences in scanning patterns of users on multiple columns in web portal pages in different task conditions.

“Scanning patterns of users of web pages containing images and text” • Fall 2006

Study designed to investigate differences in scanning patterns of users on text-based web pages versus image-based web pages in different task conditions.

Usability Testing • September 2007 – Present

Software Usability Research Laboratory, Wichita State University, Wichita, Kansas

Supervised by Dr. Barbara Chaparro

Mobile Phone Evaluation • August - October 2009

Acted as a member of a team that evaluated the performance of an innovative navigation technique for several

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prototype devices from a major mobile device manufacturer. Responsibilities included study planning, task development, facilitation, data collection, data analysis, and final report preparation.

Wichita State University • September 2009

Acted as a member of the team which evaluated the first impressions of Wichita State University's website. Recommendations of improvements were made based upon findings. Responsibilities included study planning, task planning, facilitation, data analysis, and preparation of final report.

Twitter.Com • April 2009

Acted as lead researcher in conducted a usability study examining the usability issues novice users encounter while using Twitter.Com. Responsibilities included study planning, task development, facilitation, data collection, data analysis, and final report preparation.

Footsmart, Inc • January 2009

Acted as part of a team that conducted an expert review of Footsmart.Com. Responsibilities included identifying usability issues, web metrics analysis, shopping cart review, and assistance in final report preparation.

Dell, Inc • August 2008

Acted as a member of a team that conducted a usability study of Dell software applications. Responsibilities included task development, data recording, eye-tracking, data analysis, and assistance in final report preparation.

Dell, Inc • July 2008

Acted as a member of a team that conducted a competitive analysis of software applications. Responsibilities included task development, data recording, eye-tracking, data analysis, and assistance in final report preparation.

Dell, Inc • December 2007 – January 2008

Acted as a member of a team that evaluated the usability of two Dell applications. Responsibilities included task development, data recording, eye-tracking, data analysis, and assistance in final report preparation.

Textron, Inc • December 2007

Acted as a member of a team that evaluated the usability of Textron's primary web presence. Responsibilities included task development, data recording and analysis, and assistance in final report preparation.

Wichita State University • September 2007

Acted as the lead for the student team which evaluated the usability of Wichita State University's web portal. Recommendations of improvements were made based upon findings. Responsibilities included data recording, data analysis, preparation of final report, and creation of highlight videos from user tasks for client viewing.

Teaching Experience

Teaching Assistant • August 2007 – Present

Wichita State University, Department of Psychology

Psychology 311: Research Methods Laboratory • Fall 2009

Supervised by Dr. Barbara Chaparro

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Responsibilities include preparation of lab lectures and lab course material, lecturing, grading, and Blackboard course management. Additionally, responsibilities included oversight for 10 student research projects, which includes data collection and guidance for proper data analysis.

Psychology 411: Research Methods Lecture and Laboratory •Spring 2009

Supervised by Dr. Edgar Merkle

Responsibilities include preparation of lab lectures and lab course material, lecturing, grading, and Blackboard course management. Additionally, responsibilities included oversight for 15 student research projects, which includes data collection and guidance for proper data analysis.

Psychology 411: Research Methods Laboratory •Fall 2008

Supervised by Dr. Rui Ni

Responsibilities include preparation of lectures and course material, lecturing, grading, and Blackboard course management. Additionally, responsibilities included oversight for 12 student research projects, which includes planning research projects, IRB approval, data collection, and guidance for proper data analysis.

Psychology 111: Introduction of Psychology •Summer 2008

Supervised by Dr. Barbara Chaparro

Responsibilities include lecture and course material preparation, lecturing, grading, and Blackboard course management.

Psychology 411: Research Methods •Fall 2007

Supervised by Dr. Barbara Chaparro

Responsibilities include assistance in lecture preparation, grading, and Blackboard course management.

Refereed Conference Publications

Owens, J., Shrestha, S., & Chaparro, B. S. (2009). Effects of Text Saliency on Eye Movements while Browsing a Web Portal. *Proceedings of the Human Factors and Ergonomics 53rd Annual Meeting*.

Shrestha, S., Owens, J., & Chaparro, B. S. (2009). The Effect of Location and Congruency of Text Ads on Information Search. *Proceedings of the Human Factors and Ergonomics 53rd Annual Meeting*.

Owens, J., Shrestha, S., & Chaparro, B. S. (2008). Eye-Tracking Patterns of Web Portal Browsing. *Proceedings of the Human Factors and Ergonomics 52nd Annual Meeting*, pp. 1594-1598(5).

Shrestha, S., Owens, J., & Chaparro, B. S. (2008). Eye Movements on a Single-Column and Double-Column Text Layout. *Proceedings of the Human Factors and Ergonomics 52nd Annual Meeting*, pp. 1599-1603(5).

Shrestha, S., Lenz, K., Owens, J., & Chaparro, B. S. (2007). "F" pattern scanning of text and images in web pages. *Proceedings of the Human Factors and Ergonomics 51st Annual Meeting*, pp. 1200-1204(5).

Symposiums

Chaparro, B., Fox, D. E., Shrestha, S., Owens, J. W., Hinkle, V. D. (2008, April). Eye-Tracking Patterns of Users During Browse Tasks in Web Portals. In B. Chaparro (Chair), *Website Design, Onscreen Reading, and Usability*

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Testing conducted at the 2008 annual convention of the Southwestern Psychological Association, Kansas City, Missouri.

Workshops

Shrestha, S., Smith, A., Owens, J. W., & Chaparro, B. S. (2009). User Interface Design Prototyping Using Adobe Flash. *Proceedings of the Human Factors and Ergonomics 53rd Annual Meeting*.

Other Publications

Owens, J. W., Lenz, K., Speagle, S. (2009). Trick or Tweet: How Usable is Twitter for First-Time Users?. *Usability News*, 11.2.

Shrestha, S. & Owens, J. (2009). Eye Movement Analysis of Text-Based Web Page Layouts. *Usability News*, 11.1.

Owens, J. & Shrestha, S. (2008). How Do Users Browse a Portal Website? An Examination of User Eye Movements. *Usability News*, 10.2.

Shrestha, S. & Owens, J. (2008). Eye Movement Patterns on Single and Dual-Column Web Pages. *Usability News*, 10.1.

Relevant Work Experience

Webmaster, Human Factors and Ergonomics Society, Environmental Design Technical Group • January 2008 – Present
Responsibilities include maintenance related issues.

Webmaster, Human Factors and Ergonomics Society, WSU Student Chapter • August 2007 – December 2008
Responsibilities include content development, site redesign, and maintenance related issues.

Webmaster, Software Usability Research Laboratory, Wichita State University • August 2007 – Present
Responsibilities include acting as part of the SURL website redesign team which developed new content, new website design, and application development. Other responsibilities include updates and other maintenance issues.

Senior Web Developer, Wichita State University, Wichita, Kansas • June 2004 – August 2007
Responsibilities primarily include maintenance and creation of web applications and websites for Wichita State University including the primary university web presence, the university web portal, the university content management system (CMS), various university campaigns, Wichita Network, and Annual Reports. Additionally, training was provided for content managers on how to use the university CMS. Furthermore, I acted as a driving force for furtherance of usability and accessibility in WSU web projects including reaching 508 standards.

Consulting Web Application Developer, MCC:O2, San Francisco, California • January 2004 – September 2006
Responsibilities include the design, development and deployment of an enterprise sales forecasting web application and tracking mechanisms for marketing campaigns.

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Information Technology Manager, Hutton and Hutton Law Firm, Wichita, Kansas • August 2001 – June 2004

Responsibilities include the design, development and deployment of the law firm web presence and internal intranet.

Web Developer, eoVision L.L.C., Wichita, Kansas • January 2001 – August 2001

Responsibilities include web application development and maintenance for various clients that include polling systems, customizable interfaces, news and information management, user authentication schemes, instant messaging, site administration tools, and online file management. Other duties include modeling business practices into usable web applications and writing technical documentation for client projects.

Associations

Association for Computing Machinery • April 2008 – Present

Human Factors and Ergonomics Society • January 2008 – Present

Human Factors and Ergonomics Society, WSU Chapter, Webmaster • August 2007 – December 2008

Human Factors and Ergonomics Society, WSU Chapter, President -Elect • December 2008 – Present

Southwestern Psychological Association • November 2007 – November 2008

Skills

Application Skills

Adobe Creative Suite 4 Design Premium: Photoshop, Illustrator, Dreamweaver, Flash, InDesign

Microsoft Office

Microsoft Visual Studio .NET 2003/2005

Microsoft Interdev

Microsoft Visio

SPSS

mrInterview

Tobii Clearview

TechSmith Morae

Programming Languages, Markup Languages, Programming Platforms

XHTML, Cascading Style Sheets

ASP, ASP.NET

XML

T-SQL

VBScript, JavaScript, PHP

Visual Basic.NET, C#

Regular Expressions

ActionScript

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Processes

- Usability Testing
- Database and Application Development
- System Analysis and Design
- Data Modeling
- Quality Assurance Testing
- User Interface Development
- Technical Writing and Documentation
- Experimental Research Planning, Execution, and Analysis

References

References are available upon request.