

**Gloria Janet Mark**  
Department of Informatics  
Donald Bren School of Information and Computer Sciences  
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## **EXPERTISE**

Computer-supported cooperative work, human-computer interaction, technology adoption

## **EDUCATION**

Columbia University, Ph.D., Psychology, 1991  
The University of Michigan, M.S., Biostatistics, 1984

## **EMPLOYMENT**

*Professor*, Department of Informatics, 2007-present

*Associate Professor*, Department of Informatics, 2003-07  
University of California, Irvine

*Assistant Professor*, Department of Information and Computer Science, 2000-2003  
University of California, Irvine

*Senior Research Scientist*, 1995-99  
German National Research Center for Information Technology (GMD) Bonn, Germany

*Visiting Research Scientist*, 1998  
The Boeing Company, Bellevue, WA

*Groupware Laboratory Director (The EDS Capture Lab)*, 1990-92  
Electronic Data Systems Center for Advanced Research, Cambridge, MA

## **AWARDS/RECOGNITION**

Fulbright Scholarship, 2006, for Germany  
National Science Foundation Career Grant, 2001-2006  
Donald Bren School 2004/2005 Outstanding Graduate Student Mentor Award  
UCI Faculty Career Development Award, 2001  
Columbia University Graduate Research/Teaching Fellowship, 1985-1989  
AT&T Internship, from national competition, 1987

## **PROFESSIONAL ASSOCIATIONS**

Member of Association for Computing Machinery (ACM), ACM special interest group SIGCHI  
Fulbright Association

## GRANTS

- NSF HCC** *Decentralized Virtual Activities and Technologies: A Socio-Technical Approach*, co-PI (Walt Scacchi, PI), \$3M, 2008-11
- NSF HCC:** *Widescale Computer-Mediated Communication in Crisis Response: Roles, Trust & Accuracy in the Social Distribution of Information*, PI, \$479K, 2009-13
- NSF:** *Collaboration Resilience: Restoring Human Infrastructure with Technology*, PI, \$450K, 2007-10.
- Northrup Grummon:** co-PI (Walt Scacchi, PI), \$15K, 2010
- Google Research Award:** *Developing 21st Century Skills for the Web: Managing Multi-tasking and Interruptions*, \$50K, 2007-08.
- UC MEXUS-CONACYT:** *Appropriate networks: Developing appropriate communication technologies for rural and international links*, \$25K, 2008-09.
- Fuji Xerox:** *Tangible Icons for Multi-tasking Awareness*, \$40K, 2007-09.
- NSF ITR (Large):** *Responding to the Unexpected*, senior investigator, (Sharad Mehrotra, PI), \$12.5 Million, 2003-08. Senior Investigator.
- NSF ITR (Medium):** *An Integrated Social and Technical Approach to the Development of Distributed, Inter-organizational Applications*, co-PI (Richard Taylor PI,), \$1.8 Million, 2002-06.
- NSF:** *Globalization and Offshore-Sourcing of Knowledge Work: Economic, Relational and ICT Dynamics*, co-PI, (Ken Kraemer, PI), \$556K, 2005-08.
- NSF Career Grant:** *Awareness Mechanisms for Next Generation Virtual Collocation*, PI, \$375K, 2001-06
- The Boeing Company:** *Identifying Characteristics of Successful Network-Centric Organizations*, co-PI with Vijay Gurbaxani, \$125K, 2005-06.
- Intel,** *Disruption Costs of Interruptions*, PI, \$7,000, 2006.
- Fulbright Commission:** *Integrating "Arbeitspsychologie" into the field of Computer-Supported Cooperative Work*, PI, \$10K, 1/01/06-4/43/06
- CORCLR:** *Challenges of Inter-organizational Collaboration in Humanitarian Relief Efforts*, co-PI, (Martha Feldman, PI), \$5400, 2006.
- CRIA:** *Placeless Organizations: Examining Organizational, Social, and Technological factors*, PI, \$10K, (Bonnie Nardi, co-PI), 2005-06.
- Intel:** *Nomadic Organizing*, PI, \$5K, 2005-06.
- NASA:** *Remote Collaboration in Collaborative Space Mission Design*, PI, \$249K 2002-05
- NSF:** *Investigating Interactive Technologies for Collaboration*, PI, \$134,096, 2003-05
- NSF:** *Collaborative Research: Teaching Data Structures to the Millennial Generation*, co-investigator (with PI's Goodrich and Tamassia), \$125K, 2002-03.
- NSF POWRE Grant:** *Developing a Research Methodology for Studying Mobile IT Usage and Person Mobility*, PI, \$75K, 2000-02.
- NSF CISE Research Instrumentation** (+ cost sharing with UCI), PI, \$89,539, 2000-01
- JPL:** *Complex Requirements Analysis: Modeling the New Millennium Process*, PI, \$40,407, 2002-03
- UC MEXUS:** *Collaborative Information Management in Pervasive Computing Environments*, co-PI (with Jesus Favela), \$25K, 2002-03
- CRITO:** *Costs and Benefits of Communication Technologies: An Empirical Study*, co-PI (with Stephen Barley), \$15K
- CRITO:** *Managing Information in Multiple Spheres of Work*, PI, \$35K, 2002-04
- CRITO:** *Groupware Adoption in a Distributed Organization: Grassroots vs. Management Mandate*, co-PI (with Steven Poltrock), \$15K, 2002-03.
- CRITO:** *Role of Awareness in Virtually Collocated Work*, PI, \$50K, 2000-02
- CRITO:** *Complex Requirements Analysis*, co-PI (with Mark Ackerman), \$25K, 2001-03

**CRITO:** *Multi-tasking in the Workplace*, PI, \$30,000, 2004-06

**UC MEXUS:** *A Software Framework to Integrate High and Low Level Perspectives in The Management of Multiple Activities*, PI, \$11,9444, 2004-06

## PROFESSIONAL ACTIVITIES

### Journal editorial board member:

*Computer-Supported Cooperative Work: The Journal of Collaborative Computing e-commerce Quarterly*

### Technical Program Chair:

ACM CSCW'12 Conference (Computer-Supported Cooperative Work)

ACM CSCW'06 Conference (Computer-Supported Cooperative Work)

ACM GROUP'05 Conference (International SIGGROUP Conference on Supporting Group Work)

### Panel member:

National Research Council: Human factors in remote collaboration (2001)

### Program Committee member:

CSCW'11, CHI'11 (Subcommittee chair), CSCW'10, CHI'09, CSCW'08, DIS'08, CHIMIT'08, ECIS'08, CHIMIT '07 (Symposium on Computer Human Interaction for Management of Information Technology), SID'06 (Social Intelligence in Design 2006), ACM DIS'06 (Designing Interactive Systems), COOP'06 (International Conference on the Design of Cooperative Systems), ECSCW'05 (European Conference on Computer Supported Cooperative Work), CRIWG'2005 (10th International Workshop on Groupware), WACE'05 (Workshop on Advanced Collaborative Environments), ACM CHI'04 (Conference on Human Factors in Computing Systems), ACM CSCW'04, IV'04 (Information Visualization '04), CRIWG'04, ACM DIS'04, COOP'04, CRIWG'04, WACE'04, ECSCW'03, HOIT2003 (International Conference on Home/Community-oriented ICT), CRIWG'03, COOP'02, ACM GROUP'01, ECSCW'01, CSCW'00, DIS'00, ECSCW'99, SAB Conference (Society of Adaptive Behavior), 6<sup>th</sup> Int'l. IFIP Conference on Women, Work and Computerization 1997, UM'99 (User Modeling) Workshop on Attitude, Personality and Emotions in User-Adapted Interaction

### Conference Committee member:

ACM CSCW'10 (Doctoral Colloquium chair), ACM Group '07 (Panels chair), ACM CSCW'04 (Interactive Posters chair), ACM GROUP '03 (tutorials chair), CSCW'02 (Panels co-chair), ACM CSCW'98 (European liaison)

### Panel organizer:

6<sup>th</sup> Int'l. IFIP Conference on Women, Work and Computerization, 1997

### Doctoral Colloquium faculty member

Second annual i-conference, 2006

### Executive advisory board:

CRITO (Center for Research on Information Technology in Organizations), UC Irvine

Institute of Software Research Organizational Research Unit, UC Irvine

Center for Organizational Research, UC Irvine

International Symposium on Collaborative Technologies and Systems

### Workshop organizer:

CSCW'02: *Beyond Theories of Face-to-Face Interaction: New theoretical directions for CSCW*

CHI'2000: *Virtually Collocated Teams in the Workplace*

CSCW'98: *Designing Virtual Communities for Work*

ECSCW'97: *Social Agents in Web-based Collaboration*

CSCW'96: *Introducing Groupware in Organizations: What Leads to Success and Failure?*

### Journal Reviewer:

ACM TOCHI, ACM TOIS, CSCW Journal, HCI Journal, Organizational Science, Information Systems Research, e-commerce Quarterly, Behavior and Information Technology.

### Conference Reviewer:

ACM CSCW, ECSCW, ACM CHI, ACM GROUP, SAB, ACM DIS, COOP

### Proposal Reviewer:

U.S. Fulbright Commission, 2006-present

Swedish National Research Council

NSF

Mentor: CRA Distributed Mentor Project

Session Chair: CHI'09, CSCW'08, CSCW'06, GROUP'05, CSCW'04, GROUP'03, ECSCW'03

## INVITED PRESENTATIONS

PARC Forum, Palo Alto, CA, (2010)  
CRITO Hour speaker, UCI (2010)  
Samueli Persian Studies Center, UCI (2010)  
Calit2 Ubiquity Forum, UCSD, invited speaker (2009)  
U.S. Army Soldiers Systems Center, Natick, MA, seminar speaker (2009)  
Marconi Conference, invited speaker (2009)  
Northwestern University, colloquium speaker (2008)  
University of Haifa, Colloquium speaker (2008)  
Media X Workshop: Workgroup Protocols for Networked Teams, Stanford University (2008)  
Challenging Groupware: Emerging Configurations for Distributed Interaction (international colloquium), London, England, invited speaker (2008)  
ONE Campaign, invited speaker (2008)  
The 2008 International Symposium on Collaborative Technologies and Systems (CTS 2008), invited panel member (2008)  
Symposium on Human Issues in Interactive Interfaces, Australian Research Council Network on Human Communication Sciences. Sydney, Australia, Keynote speaker (2007)  
University of Illinois, Colloquium speaker, (2007)  
Institute for Defense Analyses, CURIOUS "Continuous User-oriented Reporting for Interaction Optimizations Using Sensors", invited speaker (2007)  
University of Minnesota, Colloquium speaker, (2006)  
Oxford Internet Institute, Oxford University, UK (2006)  
Center for Work-Life Policy Conference, Invited speaker, London, UK (2006)  
University of Hamburg, Colloquium speaker, Hamburg, Germany (2006)  
Fraunhofer Institute, Colloquium speaker, Bonn, Germany (2006)  
University of Siegen, Colloquium speaker, Siegen, Germany (2006)  
University of Bochum, Colloquium speaker, Bochum, Germany (2006)  
Vanguard Conference, Pasadena, California, Keynote speaker (2006)  
University of Haifa, Colloquium speaker, Israel (2006)  
Intel Israel, Invited speaker, Senior Engineering Research Forum, (2006)  
Humboldt Univ., Berlin, Germany, Colloquium speaker, (2006)  
University of Gothenburg, Colloquium speaker, Gothenburg Sweden, 2006  
Brandenburg Fachhochschule, Invited Talk, Brandenburg, Germany, 2005  
Kling Social Informatics Workshop, Presenter, Beckman Center, UCI (2005)  
LI (Laboratory Informatics) Expo, Live web broadcast, (2005)  
(<http://liexpo.unisfair.com/index.jsp?id=225>)  
Symposium on Socio-technical Environments Supporting Innovation and Imagination, Invited Speaker, Fuji Xerox, Tokyo, Japan, 2005.  
Air Force Research Lab, Colloquium speaker, Dayton, Ohio, 2005  
Carnegie Mellon University, Colloquium speaker, HCI Institute (2004)  
CSIRO, Invited talk, Sydney, Australia (2004)  
Integrated Media Systems Center, Invited talk, University of Southern California (2003).  
Int'l Workshop on Community-Driven Evolution of Knowledge Artifacts, Invited talk, UCI (2003)  
Case Western Reserve U. Weatherhead School of Management, Colloquium speaker, (2003)  
Human Computer Interaction Consortium (HCIC 2003)  
Workshop on the Science of Collaboratories, Presenter, Ann Arbor, MI, 2003.  
NASA Workshop on New Design Paradigms, Panel presentation, (2001)  
NASA Ames Workshop on Collaborative Software Engineering Tools (2002)  
Colloquium speaker, Stanford University: Work, Technology, and Organizations (2001)

NASA Workshop on New Design Paradigms (2001)  
Human Computer Interaction Consortium (HCIC 2001)  
NSF International Workshop on Distributed Work (2000)  
ECSCW'99: Panel presentation, "CSCW: The next ten years" (1999)  
Technical University Denmark, Colloquium speaker, (1999)  
The Boeing Company (1998)  
Microsoft Research (1998)  
University of New South Wales, Australia (1997)  
CSIRO Australia (1997)  
Telepolis Symposium on the Interactive and Networked City (Luxembourg) (1996)  
University of Göttingen, Colloquium speaker, Germany (1992)  
University of Heidelberg, Germany (1992)  
University of Saarbruecken, Germany (1992)  
University of Konstanz, Germany (1992)  
Educational Testing Service (Princeton) (1991)  
Behavioral Decision-Making Research in Management Conference (UC Berkeley) (1991)  
MIT Sloan School, Systems Dynamics Group (1990)

## **MEDIA REPORTS ON WORK**

*Vancouver Sun*, Dec. 3, 2009, *More offers—and more distractions*

*San Diego News Network*, Coffee shops are the office away from the office. May 15, 2009

*Newsweek*, Will the Blackberry sink the presidency? February 16, 2009

*Business Week*, May We Have Your Attention, Please?, June 12, 2008

*Saipan Tribune (China)*, “Screen Sucking”, Jan. 17, 2008

*Chicago Sun-Times*, “Stop interrupting yourself”, March 4, 2007

*Lübecker Nachrichten* (German newspaper), [Spam and co: The plague in the office], March 2, 2007

*Western Mail* (national newspaper, Wales), “Tidy your desk to beat stress”, February 10, 2007

*Guardian, UK*, “Sniff an armpit or stroke a cat to cure stress at work”, February 8, 2007

*Die Zeit*, (national newspaper, Germany), [The Curse of the Interruptions], Nov. 9, 2006

*Wall Street Journal*, Home & Family: Work & Family Mailbox, March 16, 2006.

*The Los Angeles Times*, “Underwhelmed by It All”, Aug. 7, 2006.

*Gallup Management Journal*, “Too Many Interruptions At Work?” June 8, 2006.

*New Scientist*. “How interruptions can destroy your day” June 28, 2006.

*O Estado de S. Paulo*, Brazil, 2006

*Seattle Times*, March 19, 2006, “Driven to Distraction”.

*Akron Beacon Journal*, March 14, 2006, “Distractions Sap Job Productivity”

*The Boston Globe*, Feb. 26, 2006, “Interruptions Eat Up a Quarter of the Workday”

*The Sunday Times*, UK, Feb. 12, 2006. “Hey, We’re Trying To Do Some Work Here”.

*Herald on Sunday*, 2006, Auckland, New Zealand

*Houston Chronicle*, 2/27/2006

*ACM Tech News* (Association for Computing Machinery), Jan. 18, 2006

*Financial Times*, Jan. 19, 2006, “And now for something completely different”

*The Canadian HR Reporter*, Jan. 11, 2006, “Distractions cost businesses billions”

*The Globe and Mail*, nat’l newspaper, Canada, "Multitasking: Attention at Half Mast", Jan. 18, 2006

*ABC World News Tonight (with Ned Potter)*: Jan. 27, 2006

*The Herald, Glasgow, Scotland*, “Why modern offices only let you work for 11 minutes”. Jan. 10, 2006,

*BBC Radio Interview*, Jan. 11, 2006

*Time Magazine*, “Help! I’ve Lost My Focus” January 16, 2006

*The Financial Express* (National newspaper, India), “Workplace interruptions cost US economy \$588 bn a year”, Jan. 10, 2006.

*CTV* (Canadian Nat’l Broadcasting), “Workplace distractions cost billions, says study”, Jan. 9, 2006.

*Sydney Morning Herald*, Sydney, Australia, “Driven to Distraction”, October 21, 2005

*ABC Radio Interview (national)*, November, 2005

*NPR report (National Public Radio)*, November, 2005

*New York Times (Magazine)*, “Meet the Life Hackers”, Oct. 16, 2005

*The Indianapolis Star*, “Attention, please. Distracted workers often fail to produce”, April 8, 2005,

*Seattle Times*. “Life Interrupted”, Nov. 28, 2004

*Real Simple Magazine*, May 2005, “Get Focused”, pp. 145-149.

*The Wall Street Journal*, “Technology Has Us So Plugged Into Data, We Have Turned Off”, 11/10/03

*Sydney Morning Herald*, “Promises, Promises”, April 17, 2004 (Sydney, Australia)

*The Boston Globe*, “Pressured to Multitask, Workers Juggle a Fragmented Existence”, Sept. 26, 2004

## **STUDENT ADVISING**

### **Successfully completed PhD theses:**

Norman Su (Ph.D. UC Irvine, 2010): *Temporal Patterns of Communication in the Workplace*  
(Currently post doc at University College, Dublin)

Steve Abrams (Ph.D. UC Irvine, 2009): *Uncovering the Network-Centric Organization* (Currently post doc at UC Irvine, with Judy Olson)

Victor Gonzalez (Ph.D. UC Irvine, 2006): *The Nature of Managing Multiple Activities in the Workplace*  
(Currently Lecturer, Manchester University, UK)

Suzanne Schaeffer (Ph.D. UC Irvine, 2004): *Informing Information Technology Design: Multiple Differential Boundary Objects in California Public Higher Education Curricular Articulation*  
(Currently Research Scientist, UCI)

Mark Bergman (Ph.D. UC Irvine, 2003): *Understanding Ecologies of Large-Scale System Requirement using the Authority-Activity Model: In Situ Requirements Analysis of the New Millennium Program*  
(Currently Deputy Chief Scientist/Engineer, MITRE)

Erin Bradner (Ph.D. UC Irvine, 2001): *Social factors in the design and use of computer-mediated communication technology.*  
(Currently Senior Researcher, Autodesk)

## **COURSES TAUGHT (UC Irvine)**

ICS 3 Internet & Society  
ICS 44 Seminar in Informatics Research Topics  
ICS 105 Project Course in Human-Computer Interaction and User Interfaces  
ICS 131 Social Analysis of Computerization  
INF 162 Organizational Information Systems  
ICS 135 Project in the Social and Organizational Impacts of Computing (Field studies course)  
INF 151 Project Management  
ICS 153 Computer-supported Cooperative Work (CSCW)  
ICS 198 Undergraduate Honors Research  
ICS 199 Undergraduate Individual Study  
ICS 229 Seminar in Research on Social Analysis of Information Systems  
ICS 233 Computer Supported Cooperative Work (CSCW)  
ICS 234A Computerization, Work, and Organizations  
ICS 235B Quantitative Research Methods in Information Systems  
ICS 280 Theories and practices in collaboration

## **CAMPUS SERVICE**

Bren committee, ICS (2008-present)  
Committee on International Education (2008-2009)  
Dean Review Committee (2008)  
Committee on Privilege and Tenure (2006-present)  
Human Subjects Review Board, 2003-2005  
ICS Faculty Chair, 2004-2005  
UCI Campus Working Group on classroom facilities  
Various committees in the Donald Bren School of Information and Computer Sciences, and the Informatics Dept., 2000-present

## PUBLICATIONS

### Journal articles, peer-reviewed

- J16.** Mark, G. and Su, Norman. (2010). Making infrastructure visible for nomadic work. *Pervasive and Mobile Computing*.
- J15.** Gonzalez, V., Nardi, B. and Mark, G. (2009). Engagements: Understanding the Instantiation of Activity. *Information Technology & People*, vol. 22, no. 2, pp. 109-131.
- J14.** Bergman, M., Lyytinen, K. and Mark, G. (2007). Boundary Objects in Design: An Ecological View of Design Artifacts. *Journal of the Association of Information Systems*. Volume 8 Issue 11 Article 34 November, 2007.
- J13.** Adams, J., Rogers, B., Hayne, S., Mark, G., Nash, J. and Leifer, L. (2004). The effect of a telepointer on student performance and preference. *Computers & Education*, 44 (2005) 35–51.
- J12.** Bellamine-Ben Saoud, N. and Mark, G. (2007). Complexity Theory and Collaboration: An Agent-Based Simulator for a Space Mission Design Team. *Computational and Mathematical Organizational Theory*, vol. 13, no. 2, June 2007, 113-146.
- J11.** Mark, G. and Kobsa, A., (2005). The Effects of Collaboration and System Transparency on CIVE Usage: An Empirical Study and Model. *Presence*, 14 (1), 60-80.
- J10.** Bradner, E., Mark, G., and Hertel, T. (2005). Team Size and Technology Fit: Participation, Awareness, and Rapport in Distributed Teams. *IEEE Transactions on Professional Communication*, vol. 48, no. 1, March 2005, pp. 68-77.
- J9.** Mark, G. and Poltrock, S. (2004). Groupware Adoption in a Distributed Organization: Transporting and transforming technology through social worlds, *Information and Organization*, Vol. 14, Issue 4, October 2004, pp. 297-32.
- J8.** Mark, G. (2002a). Extreme Collaboration. *Communications of the ACM*. Vol. 45(6), pp. 89-93.
- J7.** Mark, G. (2002b). Conventions and commitments in distributed CSCW groups. *Computer Supported Cooperative Work: The Journal of Collaborative Computing*. 11 (3-4), pp 349-387.
- J6.** Bordetsky, A. and Mark, G. (2000). Memory-based feedback controls to support groupware coordination. *Information Systems Research*, December 2000, vol. 11, no. 4, pp. 366-385.
- J5.** Becker, B. and Mark, G. (1999). Constructing social systems through computer-mediated communication. *Virtual Reality*, vol. 4, pp. 60-73.
- J4.** Mark, G. and Wulf, V. (1999). Changing interpersonal communication through groupware use. *Behavior and Information Technology*, vol. 18, no. 5, pp. 385-395.
- J3.** Mark, G. and Becker, B. (1999). Designing believable interaction by applying social conventions. *Applied Artificial Intelligence Journal, Special Issue on "Socially Intelligent Agents"*, vol. 13, no. 3, pp. 297-320.
- J2.** Mambrey, P., Mark, G., and Pankoke-Babatz, U. (1998). User advocacy in participatory design: designers' experiences with a new communication channel. *Computer Supported Cooperative Work: The Journal of Collaborative Computing*, vol. 7, pp. 291-313.
- J1.** Mark, G., Haake, J., and Streitz, N. (1997). Hypermedia use in group work: Changing the product, process, and strategy. *Computer Supported Cooperative Work: The Journal of Collaborative Computing*, vol 6, issue 4, pp. 1-42.

## Edited Proceedings

- E1. Pendergast, M., Schmidt, K., Mark, G., and Ackerman, M. (2005). *Proceedings of the 2005 International ACM SIGGROUP conference on Supporting group work 2005*, Sanibel Island, Florida, USA, November 6-9, 2005. New York: ACM Press.

## Conference proceedings papers, peer-reviewed

- C65. Al-Ani, B., Mark, G., and Semaan, B. (2010). Blogging in a region of conflict: Supporting transition to recovery. *Proceedings of CHI 2010*, ACM Press, Atlanta, GA. Honorable mention for Best Paper.
- C64. Palen, L., Anderson, K.M., Mark, G., Martin, J., Sicker, D., Palmer, M., Grunwald, D. (2010). A Vision for Technology-Mediated Support for Public Participation & Assistance in Mass Emergencies and Disasters. *ACM-BCS Visions of Computer Science*, April 13-16, 2010, Edinburgh, Scotland.
- C63. Al-Ani, B., Mark, G., and Semaan, B. (2010). Blogging through conflict: Sojourners in the age of social media. *Proceedings of ACM International Conference on Intercultural Collaboration*. Copenhagen, ACM Press.
- C62. Semaan, B., Mark, G., and Al-Ani, B. (2010). Developing Information Technologies and Government Policies for Citizens Experiencing Disruption: The Role of Trust and Context. *Proceedings of ISCRAM 2010*, Seattle, WA.
- C61. Mark, G., Al-Ani, B. and Semaan, G. (2009). Resilience through technology adoption: Merging the old and the new in Iraq. *Proceeding of the twenty-seventh annual SIGCHI conference on Human factors in computing systems (CHI'09)*, April, 2009, Boston, ACM Press.
- C60. Mark, G., Al-Ani, B. and Semaan, G. (2009). Repairing human infrastructure in a war zone. *Proceedings of the 6th International ISCRAM Conference*, May 10-13, 2009, Gothenberg, Sweden.
- C59. Mark, G. and Semaan, B. (forthcoming, 2009). Expanding a country's borders during war: The Internet war diary. *ACM Workshop on Intercultural Collaboration*. Feb. 20-21, 2009, Stanford University, Palo Alto, CA.
- C58. Wilensky, H., Su, N., Redmiles, D., Mark, G. A community of Knowledge Management Practitioners: Mirroring Power across Social Worlds, The 20<sup>th</sup> IFIP World Computer Congress, WG12.6 Conference on Knowledge Management in Action (KMIA 2008, Milano Italy), September 2008, pp. 195-207. (<http://www.springerlink.com/content/m7163495623w30q8>)
- C57. Mark, G. and Semaan, B. (2008). Resilience in Collaboration: Technology as a Resource for New Patterns of Action. *Proceedings of the ACM Conference on CSCW (CSCW'08)*. ACM Press, 137-146.
- C56. Su, N. and Mark, G. (2008). Communication chains and multitasking. *Proceeding of the twenty-sixth annual SIGCHI conference on Human factors in computing systems (CHI'08)*, Florence, Italy, April 2008, ACM Press, 83-92.
- C55. Mark, G., Hausstein, D., and Kloecke, U. (2008). The cost of interrupted work: More speed, more stress. *Proceeding of the twenty-sixth annual SIGCHI conference on Human factors in computing systems (CHI'08)*, Florence, Italy, ACM Press, pp. 107-110.
- C54. Su, N. and Mark, G. (2008). Designing for Nomadic Work. *Proceedings of ACM Designing for Interactive Systems (DIS'08)*. Capetown, South Africa.
- C53. Su, N. Wilensky, H., Redmiles, D., and Mark, G. (2007). The Gospel of Knowledge Management in and out of a Professional Community, *Proceedings of the 2007 international ACM conference on Conference on Supporting Group Work (GROUP'07)*, pp. 197-206.

- C52. Mark, G. (2007). The supporting role of paper in multi-tasking. *Proceedings of 2nd International Workshop on Collaborating over Paper and Digital Documents (CoPADD'07)*, London, UK.
- C51. Mark, G. and Su, N. (2007). Considering Web 2.0 Technologies within an Ecology of Collaborations. *Workshop on Adaptation and Personalisation in Social Systems: Groups, Teams, Communities. Proceedings of 11<sup>th</sup> International Conference on User Modelling, June 25-29, 2007*.
- C50. Su, N. and Mark, G. (2007). Workplace connectors as Facilitators for Work. *Proceedings of 3rd International Conference on Communities and Technologies (C&T'07)*. (29% acceptance rate).
- C49. Abrams, S. and Mark, G. (2007). Transitioning to Network-Centricity: Overcoming Hierarchical Anchors. *ACM Symposium on Computer Human Interaction for Management of Information Technology (CHIMIT'07)*. (32% acceptance rate)
- C48. Lee, C., Dourish, P. and Mark, G. (2006). The Human Infrastructure of Cyberinfrastructure. *Proceedings of the ACM Conference on CSCW (CSCW'06)*, Calgary, Canada, 483-492. **Honorable Mention for Best Paper**. (22% acceptance rate).
- C47. Mark, G., Gonzalez, V., and Harris, J. (2005). No Task Left Behind? Examining the Nature of Fragmented Work. *Proceedings of ACM CHI'05*, Portland, OR, April 2-7, 321-330. (18% acceptance rate).
- C46. Gonzalez, V. and Mark, G. (2005). Managing currents of work: Multi-tasking among multiple collaborations. *Proceedings of the 8th European Conference of Computer-supported Cooperative Work (ECSCW'03)*, September 18-22, 2005, Paris, France, 143-162. (19% acceptance rate).
- C45. Su, N. M., Wang, Y., Mark, G., Aielyokun, T., and Nakano, T. (2005a). A bosom buddy afar brings a distant land near: Are bloggers a global community? *Proceedings of 2nd Int'l Conference on Communities and Technologies*. 13-16 June, Milan, Italy 171-190. (23% acceptance rate).
- C44. Su, N.M., Wang, Y., and Mark, G. (2005b). Politics as usual in the blogosphere. *Fourth Workshop on Social Intelligence in Design*, Stanford University, March 24-26.
- C43. Mark, G. and Abrams, S. (2005). Differential interaction and attribution in collocated and distributed large-scale collaboration. *Proceedings of HICSS-38*.
- C42. Mark, G., Bergman, M. and Poltrock, S. (2004). Expanding the Horizons of Requirements Engineering: Examining Requirements during Groupware Tool Diffusion. *Proceedings of the 12th IEEE International Conference on Requirements Engineering (RE 2004)*, Kyoto, Japan, Sept. 6-10. (27% acceptance rate).
- C41. Bergman, M., Mark, G. and Lyttinen, K. (2004). Redefining boundary objects: An examination of system design. *Proceedings of 6th International Conference on Organizational Discourse*. Amsterdam, July 28-30.
- C40. Gonzalez, V. and Mark, G. (2004). "Constant, Constant, Multi-tasking Craziiness": Managing Multiple Working Spheres. *Proceedings of ACM CHI'04*, Vienna, Austria, April 26-29, 113-120. (16% acceptance rate).
- C39. Morteo, R.; Gonzalez, V.; Favela, J., Mark, G. (2004). Sphere Juggler: fast context retrieval in support of working spheres. *Proceedings of IEEE Mexican International Conference in Computer Science 2004, ENC-04*. Colima, Mexico. IEEE Press.
- C38. Mark, G. and Poltrock, S. (2003). Shaping technology across social worlds: Groupware adoption in a distributed organization. *Proceedings of ACM GROUP'03*. Sanibel Island, FL, Nov. 9-12. (33% acceptance rate).
- C37. de Souza, C. R. B., Redmiles, D., Mark, G., Penix, J., Sierhuis, M. (2003). Management of Interdependencies in Collaborative Software Development: A field study. *Proceedings of ACM-*

*IEEE International Symposium on Empirical Software Engineering (ISESE 2003).*

- C36.** Mark, G., Carpenter, K., and Kobsa, A. (2003). A Model of Synchronous Collaborative Information Visualization. *Proceedings of IV'03: 7th International Conference on Information Visualization*. July 16-18, 2003, London. IEEE Press. **Nominated for best paper award.**
- C35.** Bergman, M. and Mark, G. (2003). In Situ Requirements Analysis: A Deeper Examination of the Relationship between Requirements Formation and Project Selection. *Proceedings of 11th IEEE International Conference on Requirements Engineering (RE 2003)*, Sept. 8-12, Monterey Bay, CA. (18.5% acceptance rate).
- C34.** Mark, G., Abrams, S. Nassif, N. (2003). Group-to-Group Distance Collaboration: Examining the "Space Between". *Proceedings of the 8th European Conference of Computer-supported Cooperative Work (ECSCW'03)*, 14-18. September 2003, Helsinki, Finland, 99-118. (18% acceptance rate).
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- C31.** Bradner, E., Mark, G. and Hertel, T. (2003). Effects of Team Size on Participation, Awareness, and Technology Choice in Geographically Distributed Teams. *Proceedings of Hawaii International Conference on System Sciences (HICSS-36)*. **Nominated for best paper award in the Organizational Systems and Technology Track.** (38% acceptance rate).
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- C22.** Mark, G. and DeFlorio, P. (2001). An experiment using life-size HDTV. *Proceedings of the IEEE Workshop on Advanced Collaborative Environments*, San Francisco, CA.
- C21.** Mark, G., Poltrock, S., and Fisher, D. (2001). Remote communication and technology diffusion. *Proceedings of IEEE IPCC 2001*, Santa Fe, New Mexico, Oct. 24-27, 2001, pp. 53-70.
- C20.** Mark, G. (2000). Some challenges facing virtually collocated teams. In Baskerville, R., Stage, J., and DeGross, J. (eds.) *Organizational and Social Perspectives of Information Technology*, (IFIP WG 8.2 International Conference), Aalborg, Denmark, June 10-12, Boston: Kluwer Academic Publishers, pp. 391-407.
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- C17.** Simone, C., Mark, G., and Giubbilei, D. (1999). Interoperability as a means of articulation work. In D. Georgakopoulos, W. Prinz, and A. Wolf (eds.) *Proceedings of ACM Conference on Work Activities Coordination and Collaboration (WACC'99)*, San Francisco, Feb. 22-25, New York: ACM Press, pp. 39-48. (22% acceptance rate).
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- B7.** Bradner, E. and Mark, G. (2007). Designing a Tail of Two Cities: Leaders' Perspectives on Collocated and Distance Collaboration. In S. Weisband (ed.) *Leadership in Distributed Work*. Hillsdale, NJ: Lawrence Erlbaum Associates, pp. 51-70.
- B6.** Poltrock, S. and Mark, G. (2003). Implementation of Data Conferencing in the Boeing Company. In B. E. Munkvold (ed.) *Implementing Collaboration Technologies in Industry: Case Examples and Lessons Learned*. London: Springer, pp.129-158.

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- B3.** Mark, G. (2001). Meeting current challenges for virtually collocated teams: Participation, culture, and integration. In L. Chidambaram and I. Zigurs (eds.) *Our Virtual World: The Transformation of Work, Play, and Life with New Media*, Hershey, PA: Idea Group Publishing, pp. 74-93.
- B2.** Mark, G. (2000). Social foundations for collaboration in virtual environments. In T. Della Senta and T. Tschang, (eds.). *Access to Knowledge: New Information Technologies and the Emergence of the Virtual University*. Amsterdam: Elsevier.
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- W8.** Gonzalez, V., Nardi, B., and Mark, G. (2005). Conceptualization of practical activities: An information worker's perspective. *Workshop on Activity–From a Theoretical to a Computational Construct. ECSCW '05*, Paris, France. Sept. 18-22, 2005.
- W7.** Mark, G. (2004). Distributed collective practice: The emergence of patterns of collaboration. *Workshop on Distributed Collective Practices: Building New Directions for Infrastructural Studies. CSCW'04*, Chicago, IL.
- W6.** Mark, G. (2004). Sensemaking and Design Practices in Large-scale Group-to-Group Distance Collaboration, *Workshop on Designing for reflective practitioners: sharing and assessing progress by diverse communities, Conference on Human Factors in Computing Systems (CHI'04)*, Vienna, Austria.
- W5.** Mark, G. (2002). Challenges in Distributed Collaborative Space Mission Design, *ISR-NASA Ames Workshop on Collaborative Software Engineering Tools*, NASA Ames Research Center, Aug. 2-5, 2002.
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- W2.** Mark, G. (2000). As good as it gets: An experiment using life-size HDTV. *Workshop on Shared Visual Spaces in Face-to-Face and Video-Mediated Collaborative Work. CSCW'00*, Dec. 2-6, 2000.
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### **Other, non peer-reviewed**

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- N4.** Mark, G. and Poltrock, S. (2003). Shaping technology across social worlds: groupware adoption in a distributed organization. *ACM SIGGROUP Bulletin*, Vol. 24, Issue 1, (April 2003).
- N3.** Mark, G. (1998). Building virtual teams: Perspectives on trust, communication and flexibility. *ACM SIGGROUP Bulletin*, vol. 19, no. 3, Dec. 1998, pp. 38-41.
- N2.** Toomey, L., Mark, G., Tang, J., and Adams, L. (1998). Designing Virtual Communities for Work. *ACM SIGGROUP Bulletin*, vol 19, no. 3, Dec. 1998, pp. 6-7.
- N1.** Mark, G., Prinz, W., and Wulf, V. (1997). The PoliTeam Project: Groupware introduction in a government environment. *ACM SIGGROUP Bulletin*, vol. 18, no. 3, Dec. 1997, pp. 64-69.