FRANCA GARZOTTO

Curriculum Vitae and Publications

Date of Birth: Dec 17, 1959 in Schio (VI) – Italy
Residence: Via M. Melloni 73 – 2019 Milan (Italy)
Vivil Status: Married, 2 children
Contact
   Off. Phone: + 30 02 23993505; fax: +39 02 23993411; email: franca.garzotto@polimi.it
Current Position:
   Associate Professor in Computer Engineering, Dipartimento di Elettronica E Informazione, Politecnico di Milano

EDUCATION
- June 1978: High School Diploma (Maturita' Classica) - Schio (VI)
- February 1995: Master Degree in Mathematics - University of Padua
- July-August 1987: Summer classes at Stanford University: "Building Expert Systems" (proff. M. Genesereth & D. Lenat); Knowledge Engineering (prof. J. McCarthy)
- May 1989: PhD in Information and Systems Engineering - Politecnico di Milano

RESEARCH

As witnessed by the publication track, my research trajectory is quite variegated, in terms of research fields and application domains. My work started in the field of "Hypertext & Hypermedia", has expanded to "Web Engineering", and then has progressively moved towards "HCI" (Human-Computer Interaction). Research achievements have been applied to diverse sectors: cultural heritage, tourism, education, learning, entertainment, commerce, health. In the last years, interactive technology for children (especially children with special needs) has been one of my main interests.

In spite of this apparent diversification of activities, three key concepts underlie my whole research, as a common thread that binds my efforts across time, disciplines, and domains:

- the focus on "conceptual modeling" and, more generally, an attitude towards abstraction (probably derived from my early studies in mathematics);
- the strong relationship with "real world" problems, regarded as contexts where to find inspiration, to obtain validation (or confutation) of research hypotheses, and to hopefully bring some concrete benefits to people;
- a multidisciplinary attitude, attempting to bridge and exploit approaches from different disciplines inside and outside computer engineering - as a means to address real world problems more effectively and to identify original solutions

Some bibliometric data (source: Google Scholar - last inspected Nov. 18, 2012): Number of citations=3006; h-index= 24; Most cited publication=863 citations

Hypertext, Hypermedia, and Web Engineering

In late early nineties, when building hypertext and hypermedia was a matter of improvisation, P. Paolini, D. Schwabe and myself defined HDM, the FIRST CONCEPTUAL MODEL FOR HYPERTEXT AND HYPERMEDIA and the first attempt to promote a systematic, engineering approach to this class of system.

The pioneer article on HDM (F. Garzotto, P. Paolini, D. Schwabe (1991). HDM - a model for the design of hypertext applications. In: ACM HYPERTEXT '91 - p. 313-328) was published at the conference where Tim Berners-Lee submitted his *first* paper on

the WWW. (Irony of fate, our paper was accepted and his paper was... rejected.) According to Google Scholar, the main publication on HDM has 863 citations(F. Garzotto, P. Paolini, D. Schwabe (1993). HDM - A Model Based Approach to Hypermedia Application Design. ACM Trans. on Inf. Sys.) while 2 following "minor" papers have over 150 citations.

HDM provides the key modeling abstractions for hypertext/hypermedia systems, and is the ancestor of most models and design approaches for (multichannel) web applications that were later developed by the original HDM authors and by other researchers in the field of web engineering. My following research steps in this area focused on i) the refinement of HDM modeling primitives; ii) the identification of design patterns for the web, iii) the development of model based tools (enterprise frameworks) for web design and development in the domains of e-learning, e-culture, and e-tourism; iv) the creation of authoring tools for multimedia hyper-storytelling.

Later, I have enriched the model based approach to web design with ideas inspired by communication science, marketing, and branding, defining a conceptual framework for analysis and representation of WEB COMMUNICATION REQUIREMENTS. One of the publications on these topics(D. Bolchini, F. Garzotto, P. Paolini (2008), Value-Driven Design for "Infosuasive" Web Applications) appears in the proceedings of the most competitive edition - 13% acceptance rate - of the WWW conference (WWW 08 - 17th International World Wide Web Conference, Beijing, China) (source: ACM DL)

Human Computer Interaction/Usability Evaluation

I have applied the idea of "going model based" to domains outside web design, most notably to usability evaluation. Two model-based inspection methods have been defined - SUE (Systematic Usability Evaluation, with M.F. Costabile, M. Matera, and P. Paolini) and MILE (Milano-Lugano Evaluation method with D. Bolchini and P. Paolini) - which support an engineered structured approach to the detection of usability defects. This work has led to a number of publications in top-level HCI journals. MILE method has been exploited for usability assessments in various industrial contexts (e-commerce, e-business, e-banking, e-tourism).

Human Computer Interaction/Recommender Systems

This research focuses on the relationship between the design quality of Recommender Systems (RSs) and the user's perceived quality of recommendations. This work represents one of the first systematic attempts to address these issues from both a conceptual and an empirical perspective, and bridges "algorithmic", "computational" perspectives typical of traditional research on RSs, with HCI approaches. A set of wide empirical studies (with hundreds of subjects tested) have been carried on, which provide, for the first time, a significant empirical evidence of the correlation between user's perceived quality of recommendations and two design factors - recommender algorithms and number of ratings (profile length).

These results have practical implications for recommender system design, and has led to a number of publications, the most relevant of which being "P. Cremonesi, F. Garzotto, R. Turrin (2012). Investigating the Persuasion Potential of Recommender Systems from a Quality Perspective: an Empirical Study. ACM TRANS. ON INTERACTIVE INTELLIGENT SYSTEMS, vol. 2, p. 1-41."

Human Computer Interaction/E-Branding

I have explored e-branding issues from a novel HCI perspective, focusing on the relationship between design qualities and branding impact of web sites. A number of empirical studies (with hundreds of subjects tested) have been carried on that provide empirical evidence of statistically significant correlations between brand perception and two design factors - usability and aesthetics. This work has led to publications in top-level HCI conferences (a journal publication is currently under review)

Human Computer Interaction/(Tangible) Interaction For Children

I have applied the ideas of model-based design and software framework to yet another context: interactive technology for children. I have attempted to conceptualize the process of design requirements elicitation for children's e-games and e-learning tools, with a particular attention to children with special needs (intellectual and motor disability). Focusing on tangible interaction (i.e., interaction that exploit physical objects as input devices), I have explored customization requirements for tangible applications, and contributed to the development of software frameworks that enable educators or therapists to easily customize tangible tools to children's needs. Two publications on this topic have received awards at ACM IDC, the most important conference on Interaction Design and Children :

F. Garzotto, M. Bordogna "Paper Based Multimedia Interaction as Learning Tool for Disabled Children" .
Proc. ACM IDC 2010, Barcelona (Spain) - BEST FULL PAPER AWARD;
F. Garzotto, R. Gonella "Children's co-design and inclusive education. Proc. ACM IDC 2011 - BEST
WORKSHOP PAPER AWARD

Human Computer Interaction/Gestural Interaction

The recent research activity on gesture based touchless interaction mainly aims at exploring the potential of this paradigm for education and therapy of children with special needs (intellectual and motor disability). I am the project coordinator of 2 relatively large international EC funded research initiatives on these topics (see section "responsabilità scientifica per progetti di ricerca internazionali e nazionali, ammessi al finanziamento sulla base di bandi competitivi che prevedano la revisione tra pari"). In addition, the research on this topic by a PhD candidate I am supervising ("The Fifth Element Project", by M. Valoriani) won the Health Awareness Award at the Worldwide Finals of Microsoft Imagine Cup Student Competition (Sidney, Australia, 2012).

Furthermore, an exploratory research on gesture based interaction for home appliances is being carried on in cooperation with Candy-Hoover.

After a short paper at ACM AVI 2012, scientific articles describing our achievements in these fields are currently under submission.

TEACHING

Teaching - Politecnico di Milano

1) As Teaching Assistant :
- *1987-94:Two Courses on "Fundamentals of Computer Science" (Degree in Computer Engineering; Degree in Civil Engineering)*
- *1989-91:Course "Hypertext and Hypermedia" (5 CFU - PhD in Computer Engineering)*

2) As Assistant Professor :
- *1994-98: Course "Fundamentals of Computer Science" (10 CFU-Degree in Management Engineering)*
- *1997-98: Course "Fundamentals of Computer Science" (10 CFU - Degree in Civil Engineering); Course "Technology and Prototyping 2" (10 CFU - Degree in Industrial Design)*

3) As Associate Professor :
- *1998- 2003: Course "Informatics A (Computer Graphics)" (10 CFU-Degree in Civil Engineering); Course "Technology and Prototyping 1-2" (10 CFU-Degree in Industrial Design);*
- *2001-2003:Course "Degree Lab/ICT Technology" (2.5 CFU - Master Degree in Industrial Design); Course "Multimedia Systems" (5 CFU - Joint Master in Computer Science Politecnico di Milano/University of Illinois Chicago). "ECDL - European Computing Driving Licence" (2.5 CFU - Degree in Industrial Design)*
- *2003-2004: Course "Multimedia Patterns" (5 CFU - Master Degree in Industrial Design); Course "Degree Lab/ICT Technology" (2.5 CFU - Master Degree in Industrial Design); Course "Multimedia Systems" (5 CFU - Joint*
- *Master in Computer Science Politecnico di Milano/University of Illinois Chicago); Course "Design of Multichannel Web Applications" (5 CFU - Master Degree in Computer Engineering); Course "Human-Computer Interaction" (5 CFU - Master Degree in Computer Engineering)*
- *2004-2005: Course "Multimedia Patterns" (5 CFU - Master Degree in Industrial Design); Course "Technology and Instruments for Visual Communication" (5 CFU - Master Degree in Industrial Design); Course "Hypermedia and Web Applications" (5 CFU - Master Degree in Computer Engineering); Course "Human-Computer Interaction" (5 CFU - Master Degree in Computer Engineering); Course "Usability of Interactive Applications (PhD in Computer Engineering)*
- *2005- present : Course "Interaction Design" (5 CFU - Master Degree in Design); Course "Technology and Instruments for Visual Communication" (5 CFU - Master Degree in Design - till 2009); Course "Hypermedia and Web Applications" (5 CFU - Master Degree in Computer Engineering); Course "Human-Computer Interaction" (5 CFU - Master Degree in Computer Engineering); Course "Human-Computer Interaction" (5 CFU -Online Degree in Computer Engineering); Course "Usability of Interactive Applications (PhD in Computer Engineering - till 2008)*
- *2007-2010: ASP - Alta Scuola Politecnica Project Supervision (projects ADMIRE 1 and ADMIRE 2)*

Supervision of PHD students abroad
- *2003: Supervision of PhD Thesis "Heuristic Methods and Criteria for Hypermedia Usability", Ph.D in Human Computer Interaction, Univ. Ramon-Llull-La Salle, Barcelona, Spain (student: Francisco Cipolla Ficarra).*

Teaching - other universities

- University Carlos III di Madrid (Spagna) – PhD Course "From design to usability evaluation of web applications" (Jan 2006)

- Scuola Normale Superiore di Pisa - Master in Nuove Tecnologie Applicate ai Beni Culturali (Feb 199)

- Scuola Normale Superiore di Pisa - Master in Nuove Tecnologie Applicate ai Beni Culturali (April 2000)

- Scuola Normale Superiore di Pisa - Master in Nuove Tecnologie Applicate ai Beni Culturali (March 2001)

INTERNATIONAL RESEARCH PROJECTS

Participation to:

- INDOC (INtelligent DOCument Generation) - Project # 1542 - EC ESPRIT 1 Program - 1987-89

- SUPERDOC (SUPER DOCument) - Project # 2170 - EC ESPRIT 2 Program 1991-93:

- HYTEA (Hypertext Authoring) - Project # 5252- EC ESPRIT 3 Program 1992-94

- HIFI (Hypertext Interface For Information: multimedia and relational databases) - Project # 1060 - EC ESPRIT 2 Program 1992-94

- MINERS (Editorial Platform for Cultural Heritage and Ancient Manuscripts) Project #1168 - EC ESPRIT 3 Program -1993-96

- SIMOS (Supporting Interactive Multimedia On-line Services) - Project # 20979 - EC FP4-ESPRIT 4 Program - 1997-99

- SIT-MOON (System of integrated tools for the creation of multimedia contents delivered off-line and on-line) - Project #25652 - EC FP4-ESPRIT 4 Program - 1997-99

- HYPERTOUR (A Hypermedia platform combining an organisational framework and a methodology for the exploitation and promotion of Tourism in Europe of 2000) - # Project 17214 - EC FP5-IST - 2000-2002

- UVA (Ubiquitous Web Applications) - Project #25131IST-2000-25131 - EC FP5-IST Program - 2001- 2003

- VNET5 (Advancing User-Centred Product Creation in Interactive Electronic Publishing) - Project # IST-2000-25465- EC FP5 IST Program - 2002-2004

Local Coordination (responsible of Politecnico di Milano Unit) of:

- MEDINA (MEDiterranean by INternet Access) - Project #314 - EC EUMEDIS Program - 2000-2003

- OPENDRAMA (The Digital Heritage of Opera in the Open Network Environment)- Project # IST-2000-28197 - EC FP5 Program - 2001-2003

- EPOCH (European Research Network on Excellence in Processing Open Cultural Heritage) - Project # 507382 -EC Program FP6-IST 2004-2007

- E-LEN (A Network of E-LearNing Centers) Project # 101421-CP-1-2002-1-CYEC SOCRATES/MINERVA Program (OCL and ICT in Education) - 2002-2004

- ADAPT (Adaptivity and adaptability in ODL based on ICT) – Project #101144-CP-1-2002-1-NL- EC SOCRATES - MINERVA Program (OCL and ICT in Education) - 2002-2004

- TELL (Towards Effective network supported coLLaborative learning activities) - Project #EAC/61/03/GR009 - EC e-learning Programme - 2004-2005

- MAPS (Marketing Activities for the Promotion of Syrian Cultural Heritage) Project # 119756 - EC Program EUROPE AID - 2005-2006

- EDUCOMICS (Using Web Comics in Education) Project #142424-2008 - EC Lifelong Learning Programme (Sub-programme: Multilateral Projects) 2008-2010

- PREATY (PRoposing modern E-Assessment approaches and Tools to Young and experienced in-service teachers) - Project # 526965- LLP-1-2012-1-GR-COMENIUS-CMP) EC Lifelong Learning Programme (Sub-programme: Multilateral Projects) - 2012-2014

Coordination (entire project) of:

- PLC (Playfull Learning on the Cloud) - Project #49 - AL Smart Spaces - EC Program EIT ICT Lab 2012-2013

- M4ALL ((Motion-based adaptable playful learning experiences for children with motor and mental disabilities) Project # 531219- LLP-1-2012-1-IT-KA3-KA3MP - EC Long Life Learning KA3-ICT Program - 2012 -2014

NATIONAL AND INTERNATIONAL POSITIONS

- *1995-1997:* Chair of the Working Group on "Hypertext and Hypermedia" of AICA (Associazione Italiana per l'informatica ed il Calcolo Automatico)
- *1997-99:* EUROPEAN Chair of ACM SIGWEB - ACM Special Interest Group on Hypermedia and the Web
- *2001-2003:* Member of the European Commission Working Group on "Quality of cultural heritage digital applications" (appointed by the Italian Ministry of Cultural Heritage and the Presidency of EC)
- *2004-2007:* Member of the Board of Directors of Epoch - EC Research Network of Excellence in Processing Open Cultural Heritage (IST-2002- 507382)
- *2010 -* Member of the Evaluation Panel of Microsoft Imagine Cup 2010 - World Finals (Warsaw, Poland) (appointed – declined participation for family reasons)
- *2011- present:* Member of the International Review Panel of the European Research Council (ERC) for

Starting Grants - PE6 "Computer science and informatics" (appointed by the Presidency of ERC Scientific Council)

- *Nov. 2012- present:* Chair of the Italian Chapter of ACM SIGCHI - ACM Special Interest Group on Computer Human Interaction

ROLES IN INTERNATIONAL CONFERENCES ***

Program co-chair of:

- *ICHIM'01 (Milano, Italy, Sept 2001) 6th International Cultural Heritage Informatics Meeting*
- *ACM IDC 2009 (Como, Italy, June 2009)- 9th ACM International Conference on Interaction Design and Children*
- *ACM AVI 2014 (Como, Italy, May 2014) - 11th International Conference on Advanced Visual Interfaces*
- *ACM IDC 2014 (Aarhus, Denmark, June 2014) - 14th ACM International Conference on Interaction Design and Children*

Other Positions:

- *ASSOCIATE PAPER CHAIR - ACM CHI 2008 (Florence, Italy)*
- *HCI PAPER TRACK CHAIR - ACM EUROITV 2013 (Como, Italy)*
- *TECHNICAL BRIEFING CHAIR - ACM Hypertext'97 (Southampton UK)*
- *TUTORIAL CHAIR: ACM ECHT'90 I- European Conference on Hypertext (Paris, France); ACM ECHT'92 European Conference on Hypertext (Milano, Italy); ACM Hypertext'99 (Darmstadt, Germany)*
- *SHORT PAPERS CHAIR: ACM IDC (Interaction Design and Children) 2012 (Bremen, Germany)*

Program Chair/Organizer Of International Workshops

- *"Evaluation Methods and Quality Criteria for Multimedia Applications", ACM Multimedia'95, S. Francisco (con M. Turing - University of Munich, Germany)*
- *"IWHD - International Workshop on Hypermedia Design", Monpellier (FR) 2004 (with M. Nanard - University of Monpellier - France)*
- *"Design Patterns for e-learning" - INTERACT 2007 (Rome, Sept 2009) (with S. Retalis, University of Piraeus, Greece)*
- *"Marginalized Young People - Inclusion Thorugh ICT" ACM IDC 2008 (Chicago, June 2008) (with H. Schellowe - University of Bremen, Germany)*
- *"Interactive Storytelling for Children" - ACM IDC - Interaction Design and Children Conference 2010 Barcelona (Spain), June 2010 (with P. Paolini - Politecnico di Milano and A.Sabiescu - University of Lugano)*
- *"IDC 2011 Doctoral consortium" - ACM IDC - Interaction Design and Children Conference 2011 (Ann Arbor Michigan, US) (with A. Druin - University of Maryland)*
- *"Gestural Interaction for Children with Special Needs " - ACM IDC 2013 - Interaction Design and Children New York, June 2013 (with N. Pares, Univ. Pompeu Fabra, Spain, and T. Beker, Tech. Univ. Eindhoven - The Netherlands)*

AWARDS

Best Paper Awards

- *BEST FULL PAPER AWARD ACM IDC 2010 - 10th ACM International Conference on Interaction Design and*
- *Children. F. Garzotto, M. Bordogna "Paper Based Multimedia Interaction as Learning Tool for Disabled Children" . Proc. ACM IDC 2010, Barcelona (Spain) 77-88, ACM*
- *BEST WORKSHOP PAPER AWARD ACM IDC 2012 - 12nd ACM International Conference on Interaction Design and Children. F. Garzotto, R. Gonella "Children's co-design and inclusive education. Proc. IDC 2011 Interaction Design and Children 2011". Proc. ACM IDC 2012, Ann Arbor (USA)- June 2011. ACM 260-263.*

Best CD-ROM award

ENCICLOPEDIA IPERMEDIALE DELLE SCIENZE FILOSOFICHE CD-ROM. Winner of Gran Prix RAI (Radio Televisione Italiana) - 1992

Awards By Supervised Master or PhD Students

- *"Enciclopedia delle Scienze Filosofiche Multimediale interattiva: studio e sviluppo di un prototipo di sistema ipermediale complesso" (C. Buffo): SMAU Best Thesis Prize 1992*
- *"The Fifth Element Project" (M. Valoriani): Health Awareness Award at the Worldwide Finals of Microsoft Imagine Cup Student Competition (Sidney, Australia, 2012)-the largest ICT student competition worldwide*

INVITED SPEAKER AT INTERNATIONAL CONFERENCES AND EVENTS

- *ADBIS'01 - International Conference on Advanced Data Base Information Systems Conference, Vilnius, (Lithuania), September 2001. Invited talk title: "Ubiquitous Web Applications (a Design Perspective)"*
- *"Culture & Internet" - international workshop organized by the Belgium Presidency of the European Union Mons (Belgium) - September 21, 2001. Invited talk title: "Quality of Cultural Web Sites: A User Perspective"*
- *UX'12 - User eXperience Conference 2012 (Lugano, CH, October 2012). Invited talk title "Interactive technologies for children: new frontiers"*
- *ACM IUI 2012 (Lisbon, Portugal, Feb 2012) "*Investigating the Persuasion Potential of Recommender Systems: An Empirical Study" (with P. Cremonesi)

INVITED SEMINARS ABROAD

- *"HDM : A Data Model for Hypertext Applications" at "Institute fur Angewandte Informatik und System analyse, Technische Universitat, Vienna" , June 1990*
- *"Hypermedia Design" - New York University - USA (STERN School of Business, Department of Information Systems), May 1993*
- *"Hypermedia Activities at Politecnico di Milano" - University of Linz (Austria) - Dept of Computer Science May 1996*
- *"Motion Based Interaction for Disabled Children - A Research Agenda. Universita of Iowa (USA) - Dept. of Computer Science - August 2012*

PROGRAM COMMITTEE MEMBER SHIP

Program Committee: International Conferences

ACM HYPERTEXT: 1991 (S. Antonio, TX); 1993 (Seattle, Washington, US); 1995 (Washington DC, US); 1997 (Southampton, UK); 1999 (Darmstadt, Germany); 2000 (S. Antonio, TX); 2001 (Aarhus, Denmark); 2002 (College Park, Maryland, US); 2003 (Nottingham, UK); 2004 (Santa Cruz, CA); 2005 (Salzburg, AU); 2006 (Odense, Denmark); 2007 (Manchester, UK)

ACM ECHT (European Conference on Hypertext): 1992 (Milano, Italy); 1994 (Edinburgh, UK)

ACM IDC (Interaction Design and Children): 2006 (Tampere, Finland); 2007 (Aalborg, Denmark); 2008 (Chicago, US); 2009 (Como, Italy)- PROGRAM CO-CHAIR; 2010 (Barcelona, Spain); 2011 (Ann Arbor, Michigan, US); 2012 (Bremen, Germany); 2013 (New York, US)

ACM MULTIMEDIA: 1995 (S. Francisco CA, US); 1996 (Boston, MA, US); 1997 (Seattle, WA, US); 1999 (Orlando, FL, US); 2001 (Ottawa, ON, Canada); 2002 (Juan les Pins, France); 2010 (Firenze, Italy)

ACM CHI - Human Factors in Computing Systems: 2006 (Montreal, Canada), 2007 (San Jose, California, US), 2008 (Florence, Italy) - ASSOCIATE PAPER CHAIR, 2009 (Boston, US), 2010 (Atlanta, US), 2011 (Vancouver, Canada), 2012 (Austin, TX, US), 2013 (Paris, France)

ACM NORDICHI: 2006 (Oslo, Norway); 2008 (Lund, Sweden); 2010 (Reykjavik, Iceland); 2012 (Copenhagen, Denmark)

ACM TEI - Tangible and Embedded Interaction: 2010 (Cambridge, MA, US); 2011 (Funchal, Madeira, Portugal); 2012 (Kingston, ON, Canada); 2013 (Barcelona, Spain)

ACM AVI - INTERNATIONAL CONFERENCE ON ADVANCED VISUAL INTERFACES; 1998 (L'Aquila, Italy); 2000 (Palermo, Italy); 2002 (Trento, Italy); 2004 (Bari, Italy); 2006 (Venice, Italy); 2008 (Naples, Italy); 2010 (Rome, Italy); 2012 (Capri, Italy)

ACM FUN AND GAMES: 2008 (Eindhoven The Netherlands); 2010 (Leuven, Belgium); 2012 (Toulouse, France)

ACM ICWE - International Conference on Web Engineering: 2002 (Santa Fe, Argentina); 2008 (New York, USA)

ACM Mobile HCI: 2010 (Lisbon, Portugal);

ACM Advances in Mobile Computing & Multimedia: 2008 (Linz, Austria)

ACM RecSys (Recommendation Systems Conference): 2013 (Hong Kong)

INTERACT - IFIP TC13 Conference on Human-Computer Interaction: 2005 (Roma, Italy); 2007 (Rio de Janeiro, Brazil); 2009 (Uppsala, Sweden); 2011 (Lisbon, Portugal); 2013 (Cape Town, South Africa)
WWW - International World Wide Web Conference: 2002 (Honolulu - Hawaii, US)
IEEE AINA Advanced Information Networking and Applications: 2012 (Fukouka, Japan)
IEEE VSMM - Virtual Systems and Multimedia: 2012 (Milan, Italy)
IEEE WSE - International Symposium on Web Site Evolution: 2005 (Lecce Italy)
ICHIM (International Cultural Heritage Informatics Meeting): 1993 (Cambridge UK); 1995 (S. Diego, CA); 1997 (Paris, F); 1999 (Washington DC, US); 2001 (Milan, Italy) - PROGRAM CO-CHAIR (2003 (Paris, France); 2004 (Berlin, Germany); 2005 (Paris, France); 2007 (Toronto, Ontario, Canada)
MUSEUMS AND THE WEB: 1997 (Los Angeles, California, USA); 1998 (Toronto, Canada); 1999 (New Orleans, LA, USA); 2000 (Minneapolis, MN, USA); 2001 (Seattle, Washington, USA); 2002 (Boston, Massachusetts, USA); 2003 (Charlotte, North Carolina, USA); 2004 (Arlington, Virginia , USA); 2005 (Vancouver, British Columbia, Canada); 2006 (Albuquerque, New Mexico, USA); 2007 (San Francisco, California, USA); 2008 (Montréal, Québec, Canada); 2009 (Indianapolis, Indiana, USA)
WEBNET - World Conference on the WWW and Internet: 1999 (Honolulu, Hawaii, US); 2000 (S. Antonio, TX, US); 2001 (Orlando, Florida, US)
AMPS - International Conference on Multimedia Access to Cultural Heritage: 2001 (Porto, Portugal)
ITS - International Conference on Intelligent Tutoring Systems: 2012- (Chania, Greece)
E-Learn - World Conference on E-Learning in Corporate, Government, Healthcare & Higher Education: 2002 (Montreal, CA)
ED-MEDIA World Conference on Educational Media and Technology: 2002 (Orlando, Florida)
VAST - International Symposium on Virtual Reality, Archaeology and Cultural Heritage: 2004 (Brussels, Belgium)
AH - Adaptive Hypermedia and Adaptive Web Based Systems: 2004 (Eindhoven, The Netherland); 2008 (Hannover, Germany)
WEBIST - Web Information Systems and Technologies : 2007 (Porto, Portugal); 2011 (Sydney, Australia); 2012 (Paphos, Cyprus); 2013 (Aachen, Germany)
WISE - Web Information Systems Engineering: 2008 (Auckland, New Zealand); 2009 (Poznam, Polland)

Program Committee: International Workshops

IWWUA - International Workshop on Web Usability and Accessibility : 2008 (Auckland, New Zealand - in conjunction with WISE - Web Information Systems Engineering 2008)
UMDR - International workshop on user modeling and adaptation for daily routines: 2010 (Big Island, Hawaii, US - in conjunction with UMAP - International Conference on User Modeling, Adaptation and Personalization)
Interfaces for Recommender Systems Workshop: 2012 (Dublin, Ireland - in conjunction with ACM Recommendation Systems)
WECU - International Educators' Day on Web Engineering Curricula. 2010 (Vienna, Austria - in conjunction with ICWE - International Conference on Web Engineering 2012)
VLFP - Visual Formalisms for Patterns Workshop: 2010 (Madrid- Spain - in conjunction with IEEE Symposium on Visual Languages and Human-Centric Computing)
*** TUTORIALS AT INTERNATIONAL CONFERENCES ***
"Hypertext and Data Bases" - at EP'91 - International Conference on Electronic Publishing, Lausanne, Switzerland, 1991 (with P. Paolini)
"Structured Design of Hypermedia Applications" - at ACM Multimedia'93 - ACM SIGGRAPH'93, Anaheim, CA, 1993 (with P. Paolini)
"Systematic Analysis and Design of Hypermedia Applications" at ACM ECHT'94 - European Conference on Hypertext, Edinburgh, UK, Sept. 1994 (with P. Paolini)
"Systematic Analysis and Design of Hypermedia Applications" at ACM Multimedia'94 - S. Francisco, CA, Oct. 1994 (with P. Paolini)
"Systematic Analysis and Design of Museum Hypermedia" - at ICHIM'95 - International Cultural Heritage Informatics Meeting S. Diego, CA, Oct. 1995 (with P. Paolini)
"Systematic Design of Multimedia Applications" - at ACM Multimedia'95 - S. Francisco, CA, Nov. 1995 (with P. Paolini)
"How to read and evaluate Multimedia Applications" - at ACM Multimedia'95 - S. Francisco, CA, Nov. 1995 (with P. Paolini)
"Reading and Evaluating Hypermedia Applications" at ACM Hypertext'96 - Washington D.C., March, 1996 (with P. Paolini)

"Systematic Design of Multimedia Applications" at ACM Multimedia'96 - Boston, Nov. 1996
"Systematic Design of Hypermedia Applications" - at ACM Hypertext'97- Southampton (UK), April 1997
"Systematic Evaluation of Hypermedia Applications" - at ACM Hypertext'97- Southampton (UK), April 1997
"Systematic Design of Hypermedia Applications" - at ICHIM'97 - International Cultural Heritage Informatics Meeting (Paris, France) (with P. Paolini)
"Structured Hypermedia Evaluation" - at ACM Hypertext'99 - Darmstadt (G) (with M. Matera)
"Design of Cultural Hypermedia" and ""Evaluation of Cultural Hypermedia" - at ICHIM'99 - International Cultural Heritage Informatics Meeting - Washington , USA (con Paolini P.)
"Structured Design of Cultural Web Sites" - at ICHIM'01- International Cultural Heritage Informatics Meeting, Milano - Italy (con D. Bolchini)
"Usability Evaluation of Cultural Web Sites" - at Museums and the Web 2002 (Boston, May 2002) (con P. Paolini e N. Di Blas)

REVIEWER FOR INTERNATIONAL JOURNALS
ACM Transactions on Information Systems (TOIS)
ACM Transaction on Computer Human Interaction (TOCHI)
ACM Transactions on Interactive Intelligent Systems (TIIS)
ACM Transactions on the Web (TWEB)
World Wide Web (Springer)
International Journal of Web Engineering (Rinton Press)
The New Review on Hypermedia and Multimedia (Taylor Grahm Pub)
Journal of Systems and Software (Elsevier)
International Journal of Arts and Technology (Inderscience Publishers)
International Journal of Child-Computer Interaction (Elsevier)
Journal of Visual Languages and Computing (Elsevier)

EDITORIAL ACTIVITIES

- Guest Editor - International Journal of Arts and Technology (Inderscience Publishers) - Special Issue on Interactive Storytelling and Children (to appear)

- Associate Editor - International Journal of Child-Computer Interaction (Elsevier)

- Advisory Board Member - ID&A - Interaction Design and Architecture

PUBLICATIONS

1. 2012 (Journal Paper)
   Paolo Cremonesi, Franca Garzotto, Roberto Turrin (2012). Investigating the Persuasion Potential of Recommender Systems from a Quality Perspective: an Empirical Study. ACM TRANSACTIONS ON INTERACTIVE INTELLIGENT SYSTEMS, vol. 2, p. 1-41, ISSN: 2160-6455, doi:
   10.1145/2209310.2209314

2. 2012 (Conference Paper)
   Paolo Cremonesi, Francesco Epifania, Franca Garzotto (2012). User profiling vs. accuracy in recommender system user experience. In: International Working Conference on Advanced Visual Interfaces - AVI '12. Capri, p. 717-720, ACM, ISBN: 9781450312875, doi: 10.1145/2254556.2254692

3. 2012 (Conference Paper)
   Franca Garzotto, Matteo Valoriani (2012). "Don't touch the oven"Proceedings of the International Working Conference on Advanced Visual Interfaces - AVI '12. In: -. Proceedings of the International Working Conference on Advanced Visual Interfaces - AVI '12. Capri, p. 721-724, ISBN:
   9781450312875, doi: 10.1145/2254556.2254693

4. 2012 (Conference Paper)
   Paolo Cremonesi, Franca Garzotto, Roberto Turrin (2012). User effort vs. accuracy in rating-based elicitation. In: Proceedings of the sixth ACM conference on Recommender systems - RecSys '12. p. 27-34 , ACM, ISBN: 9781450312707, Dublin, doi : 10.1145/2365952.2365963

5. 2012 (Journal Ppaer)
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