

Justin Owens

3713 E. Skinner St., Wichita, KS 67218 • 316.260.6855 • 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 Psychology (Human Factors) • Anticipated in Spring 2012

Wichita State University, Wichita, Kansas

M.A. in Psychology (Human Factors) • Anticipated in Spring 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

“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.

“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.

Usability Testing • September 2007 – Present

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

Supervised by Dr. Barbara Chaparro

Dell, Inc • December 2007 – January 2008

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

Textron, Inc • December 2007

Acted as part of a team that evaluated the usability of Textron’s primary web presence. Responsibilities include 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.

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Recommendations of improvements were made based upon findings. Responsibilities include 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 111: Introduction of Psychology • Summer 2008

Supervised by Dr. Barbara Chaparro

Responsibilities include lecture and 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.

Publications

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.

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.

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

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 – Present
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

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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.

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 • August 2007 – Present

Southwestern Psychological Association • November 2007 – Present

Skills

Application Skills

Adobe Creative Suite 3 – Web Premium

Microsoft Office

Microsoft Visual Studio .NET 2003/2005

Microsoft Interdev

Microsoft Visio

SPSS

mrInterview

Tobii Clearview

TechSmith Morae

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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

Processes

Database and Application Development

System Analysis and Design

Data Modeling

Quality Assurance Testing

User Interface Development

Technical Writing and Documentation

Research Planning, Execution, and Analysis

References

References are available upon request.