

Shannon K. Riley

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- Education** **PhD, Human Factors Psychology** | expected May 2009
Wichita State University, Wichita, KS
- MA Experimental Psychology** | Dec. 2006
Wichita State University, Wichita, KS
Master's Thesis: User Password Generation Practices and Strong Password Guideline Compliance
- BA, Psychology** | May 2001
Wichita State University, Wichita, KS
- BA, English Language & Literature** | May 1996
Wichita State University, Wichita, KS
- Internship Experience** **Envision** | Wichita, KS | Summer 2007 - Present
Accessibility Research Intern
Graphical interface design and research for visually impaired users
- Research Experience** **American Petroleum Institute Grant-Funded Research** | Spring 2004
Acted as part of a 4-person team conducting a comprehensive literature review and compiling full documentation supporting display and control design guidelines for SCADA (Supervisory Control and Data Acquisition) systems.
- INDEPENDENT RESEARCH**
Wichita State University, Wichita, KS
Supervised by Dr. Barbara Chaparro
- User Password Practices** | Fall 2004
An online and paper survey was constructed and administered to determine;
(1) what practices and strategies are used to generate and store passwords
(2) how these practices affect the security of information protected by password/username combinations (3) User's level of security knowledge and
(4) what effect engagement in various internet activities might have on the security of password practices used to create and store passwords. This research resulted in both a Master's Thesis and poster presentation at HFES 2006.

Research Experience (continued) **The Use of Bullets in Web-Text** | Spring 2006
Investigated the use of bulleted lists, as compared to standard paragraph form for the presentation of text material on websites. Responsibilities included task preparation, stimuli construction, methodology design, experiment facilitation, data analysis, and report presentation. A poster presentation over this study was presented at HFES 2007.

A Comparative Evaluation of Commercial Card-Sort Programs | Spring 2007
Working in partnership with fellow graduate student. Conducting a comparative Usability evaluation of three commercially available card sort programs/services (Web-Sort, Open-sort and CardZort). Responsibilities include task preparation, stimuli construction, methodology design, experiment facilitation, data analysis, and report presentation. A poster presentation over this study has been accepted for Spring 2007 Psychology Department Research Roundup (WSU).

Usability Testing **USABILITY STUDIES** | 2002 - present
Software Usability Research Laboratory (SURL), Wichita State University, Wichita, KS
Supervised by Dr. Barbara Chaparro

Textron.com Competitive Usability Test | Fall 2005
Acted as lead student on project for 5-student team. SURL conducted a usability test on Textron Corporate site and three competitor sites. The goal of the study was to determine ways to make the Textron site more competitive in specific areas. A total of two separate studies were completed using 22 participants – competitive analysis of the four sites using four user groups and an evaluation of the job application process on Textron.com. Responsibilities included team management, task analysis, recruitment and scheduling using personas, testing facilitation, and data analysis.

CertainTeed.com Competitive Usability Test | Fall 2005
Acted on project as a member of a 7-student team. SURL conducted a usability study on CertainTeed.com site and 23 competitor sites. The goal of the study was to determine the usability of CertainTeed.com as compared to major competitors in nine product areas. Two user groups were recruited for each of the nine studies for a total of 108 participants. In this study, SURL ran participants in the standard usability testing procedure and in a novel group setting. Responsibilities included recruitment and scheduling, assisted with project management, individual and group testing administration, creation of Morae highlight videos and summary report writing and editing.

Textron Corporate Website | Fall 2004

Coleman Corporate & E-Commerce Website | Fall 2004

Competitive usability test of Certainteed.com | Spring 2003

Graduate Teaching Experience

Wichita State University, Psychology Dept. | Aug. 2002 – May 2006
Supervised by Drs. Charles Halcomb & Darcee Datterer

Psychology 111: Introduction to Psychology

Spring semesters, August 2003 – May 2005

Topics included general psychology areas.

Psychology 334: Developmental Psychology

Fall semesters, August 2004 – May 2005

Topics included covering a lifespan perspective of developmental psychology from the biosocial, cognitive, and psychosocial perspectives.

Technical Skills

HCI-Related

Think-aloud protocol	Card Sorting
Cognitive Walkthrough	Ergobrowser
Morae Software	

Software

MS Frontpage	MS Office (Access, Excel, Word, Powerpoint)
MS Visio	Macromedia Flash 8
Snag-It/SnagIt Studio	Adobe Acrobat
MRInterview	EZ-Sort
Card-Zort	Web Sort
Opensort	

Statistics Packages/Programs

SPSS 12.0	SAS
R	

Relevant Courses

Human Factors Courses

Psychology of Software	Seminar in Perception
Seminar in Human Factors	Cognition & Learning
Seminar in Motor & Sensory Perception	Principles of Human Factors
Industrial Ergonomics	Ergonomic Assessment Methods

Relevant Courses (continued) **Methodology & Statistics**
Advanced Research Methods I & II
Advanced Experimental Design
Independent Study on Qualitative Human Factors Research Methods

Management Courses
Making Effective Decisions
Building Effective Work Teams

Presentations **Annual Psychology Department Research Roundup (WSU)**
Spring 2007 – Hinkle, V. & **Riley, S.** A usability comparison of three card-sort programs.

Spring 2006 - **Riley, S.** Password practices: What users know and what they actually do.

Publications **Riley, S.K.** & Chaparro, B. S. (2007). The use of bullets in textual web content. *Proceedings of the Human Factors and Ergonomics Society 51st Annual Meeting, 2007.*

Riley, S. K., & Chaparro, B. S. (2006). User password generation strategies. *Proceedings of the Human Factors and Ergonomics Society 50th Annual Meeting, 2006.*

Riley, S. (2006). Password security: What users know and what they actually do, *Usability News*, 8.1, Available at:
<http://psychology.wichita.edu/surl/usabilitynews/81/Passwords.htm>

Russell, M., & **Riley, S.** (2003). RSVP in review: A comparison of programs for the pc and handheld devices, *Usability News*, 5.2, Available at:
http://psychology.wichita.edu/surl/usabilitynews/52/rsvp_review.htm

Bernard, M., Lida, B., **Riley, S.**, Hackler, T., & Janzen, K. (2002). A comparison of popular online fonts: Which size and type is best?, *Usability News*, 4.1, Available at:
<http://psychology.wichita.edu/surl/usabilitynews/41/onlinetext.htm>

Selvidge, P., Fryman, A., & **Riley, S.** (2000). Should you check in your textbooks and check out an ebook? *Usability News*, 3.1, Available at:
<http://psychology.wichita.edu/surl/usabilitynews/3W/ebook.htm>