

Jon Kolko

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Relevant Skills

Design Education	Ability to teach complicated design thinking concepts, theories, skills, methods and ideas to students of all ages and backgrounds. Experienced in running and facilitating large and small creative development sessions, and in encouraging group learning.
Creative Direction	Able to conceptualize complicated systems and ideas in visual format. Strong and detailed ability in written and visual documentation creation and project facilitation. Able to lead groups in focused brainstorming, and in visual synthesis exercises. Experience as a creative lead, a studio "culture" lead, as well as an individual project contributor.
Design Research and Synthesis	User-centered design process, emphasizing contextual user research for insights and innovation building, and usability testing for validation. Skilled in contextual inquiry, observation, cultural probes, and other ethnographic methods of understanding the culture in which products are experienced. Heuristic evaluation, Think Aloud Protocol, and other testing methods are used to ensure usability. Able to synthesize and translate research into functional design strategy through the use of personas, scenarios, task flow creation and analysis, visual flow diagrams, reframing, semantic and temporal zoom, and other methods of synthesis.
Interaction Design	Able to quickly map user research findings to user interface design through the use of rapid prototyping, user feedback and iteration. Various prototyping skills, including extensive use of HTML, Javascript and css. Also skilled in various prototyping tools, such as Flash. Experience with various web-based development and scripting technologies, including jQuery, JSP, PHP/MySQL, and XMLHttpRequest based software development.

Professional Experiences

Austin Center for Design Director and Founder August 2009 - (ongoing)	Austin Center for Design exists to transform society through design and design education. This transformation occurs through the development of design knowledge directed towards all forms of social and humanitarian problems. The Center offers an integrated approach to innovation incubation that repositions creative design education in the context of designing for the public sector. Students learn the interdisciplinary skills of creative design thinking, as applied to solving complicated problems of society and culture.
Thinktiv Executive Director, Design Strategy January 2011 - September, 2011	Responsible for running all creative activities within the Austin studio of Thinktiv, including business development, design, production, delivery, and customer satisfaction.
MEDEA Malmö University Entrepreneur-in-residence May 2010 - June 2010	Guest lecturer and project consultant, focused on fostering social innovation practices that are financially sustainable. Activities included formal guest lectures, a weekly faculty, student and researcher discussion series, and engagement with faculty and sponsored projects and programs.
frog design Principal Designer, Education September 2010 - December 2010	Responsible for internal training in all US studios; includes content generation, dissemination strategy, and actual content delivery to all creative leads in the United States.
frog design Associate Creative Director May 2009 - August 2010	Creative lead, managing multifaceted projects for various clients. Led research, ideation, and execution-driven teams in the development of creative and strategic solutions to complicated business problems. Worked with director and executive-level stakeholders at AT&T, Disney, and HP. Drove all aspects of business development, selling programs averaging \$500,000. Worked in a leadership role on projects ranging from 2 weeks to 6 months in duration. Mentored and managed junior designers. Participated in interviewing and hiring process. Led educational brown-bags on various tactical design activities.

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Professional Experiences, Continued

frog design

Senior Design Analyst
July 2007 - April 2009

Lead interaction designer. Creative lead, developing and designing interaction design solutions for various clients. Engaged with both enterprise and consumer design activities. Led teams in the development of user requirement specifications, personas, scenarios, flowcharts, wireframe design prototypes, interactive prototypes, conceptual models, and process flow diagrams.

Worked directly with various stakeholders to manage business and technical constraints, in order to produce usable, useful and desirable design solutions to complex problems. Clients included Cisco, Sandisk, HP, Microsoft, Disney, Sprint, Nielsen, AT&T, and other leaders of the Fortune 500.

Savannah College of Art & Design Professor, Design

October 2002 - June 2007

Developed and delivered lecture and studio course content for classes in both Industrial and Interaction Design, at both an undergraduate and graduate level. Primarily focused on building the new program in Interaction Design, integrating traditional HCI methodology with emerging issues of behavior and "experience design". Grew the undergraduate Interaction Design minor from 0 students to 36 students; achieved nearly 100% placement of Interaction Design alumni in industry.

Proposed M.Des, Interaction Design. Proposed and was responsible for the entire undergraduate Industrial Design curriculum revision and master plan development (including the development of the present undergraduate course sequencing, structure, outcomes and goals).

Worked with administration to develop various industry-related initiatives, including quarter-million dollar financial grant proposals with CIBA Vision, sponsored classes with Adobe Systems Inc, and guest lectures from companies such as Ziba and Electrolux.

Assisted and mentored graduate students in the creation of thesis documents; drove an academic, user-centered approach towards research and literacy within the department's graduate and undergraduate population. Participated in Program Assessment activities and Graduate Admissions activities.

Chair, Emerging Technology Council
Member, Student Media Council
Faculty Advisor, Design Student Club

HeartClick, LLC

Interaction Designer & Integrator
April 2002 - September 2002

Developed mockups, clickthrus, and prototypes for heartClick's consumer facing dating site based off original marketing style guides and visual mockups. Created all cross-browser HTML & Javascript; integrated static pages with JSP and Struts to mesh business logic with display pages. Pushed a user-centered design process, testing with real users, and provided business insight to increase appeal of the site.

Contextual

Interaction Designer
September 2001 - March 2002

Developed task flow analysis, site creation, information architecture, navigation and visual design for Contextual's collaborative demand planning, visibility, and optimization applications. Balanced absurd time schedules with limited development resources to create iterative versions of the web-based software. Tested with users and business owners to ensure both usability and business applicability. Participated in the end-to-end product development cycle, including creation, testing and live global deployment to over 400 users.

Trilogy Software

Interaction Design Consultant
December 2000 - September 2001

Developed interaction design specifications and solutions for Fortune 500 eCommerce clients. Worked with developers, pre-sellers, clients and users to create high end, unique product solutions under tight deadlines. Tested solutions with end users to ensure usability & appeal. Clients included FordDirect, Nissan, SUN, IBM, and HP.

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Education

Carnegie Mellon University
Masters, HCI
December 1999 - December 2000

Capstone project was an eight month investigation into a "Texas Instruments Connected Classroom". Ultimately helped to inspire Texas Instrument's "TI-Navigator".

Carnegie Mellon University
Bachelors, Industrial Design
September 1996 - May 2000

Double major in industrial design and human computer interaction (BFA). Graduated with university honors, Phi Beta Kappa.

Community

ALGA
Affinity Session Co-Chair
October 2011

Organized affinity session programming with co-chair Liz Dancizo for ALGA's Pivot Conference, interaction design track; conference was held in Phoenix, AZ, 2011.

Interactions Magazine
Editor-In-Chief
June 2007 - December 2010

Responsible for editing Interactions Magazine, the premier publication of Interactions and the official magazine of ACM's SIGCHI. Dramatically shifted focus towards social entrepreneurship, culture, and society.

Interaction Design Association
Board of Directors
November 2008 - December 2010

Responsible for thought leadership in the push to formalize an IxDA curricula and educational standards for both university level as well as K-12 academia.

Interaction Design Association
Conference Chair
February 2010 - February 2011

Responsible for planning all content and programming, experiential interactions, sponsors, logistics, and finances for this annual international conference.

Tangible, Embedded, and Embodied Interaction 2010 Conference
Explorations Co-Chair
January 2009 - January 2010

Responsible for planning content related to Explorations, a new and experimental format for this annual conference held at MIT.

CHI 2009 Conference
Co-Chair, Student Design Comp
Associate Chair, Design
Subcommittee, Papers & Notes
April 2008 - April 2009

Responsible for managing the student design competition for the 2009 Computer/Human Interaction Conference, held from April 5th through April 9th, 2009, in Boston

CHI 2008 Conference
Co-Chair, Student Design Comp
Co-Chair, Communications
February 2007 - May 2008

Responsible for managing communications and the student design competition for the 2008 Computer/Human Interaction Conference, held from April 7th through April 10th, 2008, in Italy.

CHI 2007 Conference
Co-Chair, Design
April 2006 - May 2007

Responsible for planning and managing the Design Community for the 2007 Computer/Human Interaction Conference, held from April 28th through May 3rd, 2007, in San Jose.

Publications, Presentations, and Public Appearances

Books

Kolko, Jon. [Exposing the Magic of Design: A Practitioner's Guide to the Methods and Theory of Synthesis](#). Published by Oxford University Press in January, 2011. ISBN 978-0-19974-433-6. <http://www.methodssofsynthesis.com/>

Kolko, Jon. Contributor in William Lidwell and Gerry Manacsa's [Deconstructing Product Design](#). Published by Rockport Publishers, September, 2009. ISBN 978-1-59253-345-9.

Kolko, Jon. [Thoughts on Interaction Design, Second Edition](#). Published by Morgan Kaufmann in January, 2011. ISBN 978-0-12380-930-8. <http://www.thoughtsonInteraction.com/>

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Publications, Presentations, and Public Appearances

Kolko, Jon. **Thoughts on Interaction Design**. Published by Brown Bear LLC, March, 2007. ISBN 097-8853806. Republished by Morgan Kaufmann, October, 2009. ISBN 978-0-12378-624-1. <http://www.thoughtsOnInteraction.com/>

Journals and Conference Publications

Kolko, Jon (2011), "Craftsmanship" Published in interactions magazine, November/December, 2011. <http://www.jonkolko.com/writingCraftsmanship.php>

Kolko, Jon (2011), "Stupid, Stupid Client" Published in UX Magazine, September, 2011. <http://uxmag.com/strategy/stupid-stupid-client>

Kolko, Jon (2011), "Unveiling the Magic of Design: The Role of Synthesis" Published in Rotman Magazine, Winter, 2011. <http://hbr.org/product/unveiling-the-magic-of-design-the-role-of-synthesi/an/ROT132-PDF-ENG>

Kolko, Jon (2011), "When Trying to Invent, Being Objective Can Cripple Your Process" Published in Fast Company Online. <http://www.fastcodesign.com/1663079/embracing-design-synthesis-in-your-organization>

Kolko, Jon (2011), "The Conflicting Rhetoric of Design Education" Published in interactions magazine, July/August, 2011. <http://www.jonkolko.com/writingConflictingRhetoric.php>

Kolko, Jon (2011), "How Do You Transform Good Research Into Great Innovations?" Published in Fast Company Online. <http://www.fastcodesign.com/1663002/how-do-you-transform-good-research-into-great-innovations>

Kolko, Jon (2011), "Endless Nights – Learning from Design Studio Critique" Published in interactions magazine, March/April, 2011. <http://www.jonkolko.com/writingEnglessNights.php>

Kolko, Jon (2011), "Cultural Values That Will Make Your Office an Idea Factory" Published in Fast Company Online. <http://www.fastcodesign.com/1663039/how-do-you-transform-good-research-into-great-innovations>

Kolko, Jon (2010), "Sensemaking and Framing: A Theoretical Reflection on Perspective in Design Synthesis". Published in the proceedings of the 2010 Design Research Society International Conference, Design & Complexity. <http://www.drs2010.umontreal.ca/>

Kolko, Jon (2009), "Abductive Thinking and Sensemaking: The Drivers of Design Synthesis". Published in MIT's Design Issues, 26:1, Winter 2010. <http://www.mitpressjournals.org/doi/abs/10.1162/desi.2010.26.1.15>

Kolko, Jon and Matt Schoenholz (2009), "Designing in the Face of Change: The Elusive Push Towards Emotionally Resonant Experiences". Published in Taylor & Francis' The New Review of Hypermedia and Multimedia, Volume 15, Issue 2, August, 2009. <http://www.informaworld.com/smpp/content~db=all?content=10.1080/13614560903204646>

Kolko, Jon (2008), "The Tenuous Relationship Between Design and Innovation". In Artifact Volume 1, Issue 3, a journal investigating the impact of computerization on design. <http://www.informaworld.com/smpp/content~db=all?content=10.1080/17493460701812129>

Kolko, Jon (2007), "Information Architecture and Design Strategy: The Importance of Synthesis during the Process of Design". In the 2007 Industrial Designers Society of America Conference proceedings. <http://www.jonkolko.com/writingInfoArchDesignStrategy.php>

Kolko, Jon (2007), "Information Architecture: Synthesis Techniques for the Muddy Middle of the Design Process". In the 23rd International Conference on the Beginning Design Student Proceedings. <http://www.jonkolko.com/writingInfoArchAsSynthesis.php>

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Publications, Presentations, and Public Appearances

Kolko, Jon (2005), "The Increasing Case for Literacy in Academia". In the 2005 Industrial Designers Society of America Eastman Educational Conference proceedings.
<http://www.jonkolko.com/writingDesignAsCom.php>

Kolko, Jon (2005), "New Techniques in Industrial Design Education". In the 6th International Conference of the European Academy of Design proceedings.
<http://www.jonkolko.com/writingNewTechniques.php>

Kolko, Jon and Michael Tseng (2005), "TRIBA: A Cable Television Retrieval and Awareness System" In the 2005 Computer/Human Interaction Conference proceedings.
<http://doi.acm.org/10.1145/1056808.1056858>

Kolko, Jon (2004), "Mixing Disciplines in Anticipation of Convergence: A Curriculum for Teaching Interaction Design to Industrial Designers" In ACM's Interactions, v11 / issue 4.
<http://doi.acm.org/10.1145/1005261.1005272>

Kolko, Jon and Ashley G. Menger (2003), "User Driven Brand Design: Establishing a Convergent Brand Experience" In the American Institute of Graphic Arts's Tweak, Q4/2003.
<http://www.jonkolko.com/projectFiles/writing/tweak.pdf>

Selected Presentations, 2011

10.27.2011 "Design For Impact." Lecture and workshop, as part of the Visiting Professor Series at the Rhode Island School of Design, Rhode Island.

9.7.2011 "Design-Driven Entrepreneurship." At the Social Capital Markets conference. With Gary Chou and Kriss Deiglmeier, San Francisco, CA.

8.26.2011 "Personality, Discursion and Disruption." At UX Australia, Sydney, Australia.

8.26.2011 "Design Synthesis Workshop: Methods for Moving from Data to Innovation." At UX Australia, Sydney, Australia.

8.15.2011 "Design Education Symposium". An invited session at Winterhouse Symposium on Design Education and Social Change, in Falls Village, CT.

6.24.2011 "Personality, Discursion and Disruption." At Designing Pleasurable Products and Interfaces, Milan, Italy.

6.4.2011 Jury Captain, Core77 Interaction Design Awards. Austin, TX.

5.16.2011 Radcliffe Workshop on Technology and Archival Processing, Harvard, Boston.

5.10.2011 "Exposing The Magic of Design", Unfinished Business Series, Torch Innovation, Toronto.

4.27.2011 "The Magic of Design". Keynote at Hardware@Microsoft, Austin, Texas.

3.15.2011 "Can Design and Technology Fix America's Education Problem?". At SXSW, With Dennis Littky and Steven Tomlinson, Austin, Texas.

3.6.2011 "The Role of Design Synthesis in Social Entrepreneurship". At RISE Global, Austin, Texas.

2.25.2011 Judge, AIGA BoNE Show 2011. Boston, MA.

1.27.2011 "Design Synthesis Workshop: Methods for Moving from Data to Innovation". At Echoing Green, Austin, Texas.

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Selected Presentations, 2010

- 11.18.2010 "Design Synthesis". At Pecha Kucha Night, Austin, Texas.
- 11.16.2010 "Right Time, Right Place: Applying the discipline of design to the emerging problems facing society". At Carnegie Mellon University.
- 11.1.2010 "Framing, Constraints, and Play: The Role of Personality in Creativity". At TED Salon in London, England.
- 10.17.2010 "Design Education Symposium". An invited session at Winterhouse Symposium on Design Education and Social Change, in Falls Village, CT.
- 10.8.2010 "Changing Conditions". A session at ALGA's New Contexts, New Perspectives Authoring Conference, at NC State.
- 10.4.2010 "Formalizing Educational Strategies that Leverage Design". A panel with Dennis Littky, Mariana Amatullo, and Erica Estrada, at the Social Capital Markets 2010 conference.
- 7.13.2010 "Sensemaking and Framing: A Theoretical Reflection on Perspective in Design Synthesis". Presented at the 2010 Design Research Society International Conference, Design & Complexity.
- 6.18.2010 "The Phenomonon of Synthesis". Presented at TEDx Creative Coast, in Savannah, GA.
- 5.18.2010 "Right Time, Right Place: Applying the discipline of design to the emerging problems facing society". Presented at the Copenhagen Institute of Interaction Design.
- 5.7.2010 "Right Time, Right Place: Applying the discipline of design to the emerging problems facing society". Presented at Malmö University's MEDEA Talks series.
- 3.1.2010 "How to graduate from college and get a sweet job making boatloads of money and building really cool products". Presented at University of Illinois at Urbana-Champaign's Design Matters series.
- 2.5.2010 "My heart is in the work". Keynote, presented at the 2010 Interaction Design Association Conference (IXDA).

Selected Presentations, 2009

- 10.2.2009 "Predicting – and avoiding – the commoditization of design research". Presented at the 2009 IIT Design Research Conference.
- 9.25.2009 "Predicting – and avoiding – the commoditization of design research". Presented at the 2009 IDSA National Conference.
- 5.2.2009 "A New Global Design Intellectualism". Presented at the 2009 Industrial Design Society of America Mideast Conference.
- 3.15.2009 "Creative Employment Confab @ SXSW, March 2009". Presented at the 2009 South By Southwest Conference (SXSW).
- 3.6.2009 "Methods of Design Synthesis". Presented at the 2009 ASU Design Research Conference.
- 2.6.2009 "User Experience Design is a Bunch of Horseshit". Presented at Simon Fraser University.
- 2.5.2009 "Interaction Design Synthesis: Translating Research into Insight". Presented at the 2009 Interaction Design Association Conference (IXDA).

Selected Presentations, 2008

- 9.19.2008 "Methods of Design Synthesis". Presented at the 2008 IIT Design Research Conference.
- 9.11.2008 "Designing in The Face of Change: The Elusive Push Towards Emotionally Resonant Experiences". Presented at the 2008 Industrial Designers Society of America Conference.

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Publications, Presentations, and Public Appearances

- 4.9.2008 "interactions magazine". Presented at the 2008 Computer/Human Interaction Conference.
- 3.23.2008 "Design Synthesis". Presented at Carnegie Mellon University.
- 2.8.2008 "Information Architecture and Design Strategy: The Importance of Synthesis during the Process of Design". Presented at the 2007 Industrial Designers Society of America Conference.
- 5.2.2007 "The CHI Design Community." Presented at the 2007 Computer/Human Interaction Conference.
- 4.21.2007 "Information Architecture is Design Synthesis." Presented at the 2007 Industrial Designers Society of America Northern Regional Conference.
- 3.20.2007 "The Role of Visual Data Organization in Requirement Mapping and Definition." Presented at Carnegie Mellon University.
- 3.2.2007 "Information Architecture: Synthesis Techniques for the Muddy Middle of the Design Process (and a hot new profession for students entering the job market)". Presented at the 23rd International Conference on the Beginning Design Student
- 4.26.2006 "The CHI Design Community." Presented at the 2006 Computer/Human Interaction Conference.
- 3.22.2006 "Language, Poetry and Interaction Design." Presented at Carnegie Mellon's HCII Seminar Series.
- 8.22.2005 "The Increasing Case for Literacy in Academia." Presented at the 2005 Industrial Designers Society of America Eastman Educational Conference.

Selected Presentations, 2007 and earlier

Academia

Theses and Projects Supervised

- Gamboa, Jose, MFA Industrial Design Thesis. **The Pejibaye Project: Fostering Ecological Practices and Economical Development for the Communities of Costa Rica**, 2005 (Supervised jointly with Professor Robert Fee).
- Merrick, Laura, MFA Industrial Design Thesis. **Flip Flop the Manufacturing Process of Flip-Flops: A Comprehensive Thesis Exploring Sustainable Manufacturing of Quotidian Objects**, 2005 (Supervised jointly with Professor Robert Fee).
- Medin, Kristin, MFA Industrial Design Thesis. **Industrial Design and Emerging Industries: Commercializing the Private Spaceflight Industry**, 2009 (Supervised jointly with Professor Robert Fee and Professor Paul Hudson).
- Kashuba, Joel, MFA Industrial Design Thesis. **The Chrysalis Project: Investigating Human Relationships with Household Appliance Interfaces**, 2004 (Supervised jointly with Professor Heather Bailey).
- Menger, Ashley G, MFA Industrial Design Thesis. **The Search for a Teenage Girl's Identity: Creating a Brand for Self-Esteem. An Experience-Based Research Methodology to Ensure Products of Cultural Resonance**, 2003 (Supervised jointly with Professor Robert Fee).
- Danhope Smith, Stefanie and Payaal Patel, CHI 2005 Student Competition second place: **Pollen, Promoting the Exchange of Meaningful Objects**.
- Nemes, Tyler, Michael Albers, Steven Aboud, CHI 2004 Student Competition first place: **iVO, A Proposal to Introduce Audience Participation in the Olympic Games**.
- Lin, Erin, MFA Interactive Design Thesis. **Reusability of Interactive Elearning Engines Created in Macromedia Flash**, 2004 (Supervised jointly with Professor Josephine Leong).
- Willes, Kenneth, MFA Interactive Design Thesis. **Web Accessibility and Usability Solutions for Data Mining Agents: An Effective Strategy for Virtual Education**, 2004 (Supervised jointly with Professor Josephine Leong).

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Classes Developed and Taught At Austin Center for Design

IDSE102 Interaction Design, Society and the Public Sector

This class emphasizes the theoretical, social and political relationships between interaction design and the culture of society. Students learn theory and discourse related to designing for the public sector, specifically as related to ill-defined problem solving and the ethical obligations of designers. Students will examine case studies and examples of social entrepreneurship applied through interaction design vehicles, with an intent to discuss and reflect on approach, method, and theory.

IDSE201 Rapid Ideation and Creative Problem Solving

This course teaches methods of creative problem solving and ideation, including sketching, drawing, diagramming, and the underlying approaches of abductive thinking and divergent thinking. Students learn how to quickly visualize ideas, iterating through variations, and allowing an idea to evolve quickly and effectively.

IDSE203 Project: Research and Synthesis

This course is the beginning phase of the Interaction Design and Social Entrepreneurship Project. Students will begin to conduct research, and synthesize data relating to that research, in the context of a humanitarian and social problem space. Students will gather data through qualitative methods of contextual research, analyze that data, and begin to identify trends, patterns, insights and opportunities for design.

Classes Developed and Taught At University of Texas at Austin iSchool

INF385T Information Design Studio

This studio course provides an overview of an interaction design subspecialty relating to the design of information, through methods of visual problem solving. Students learn to translate complex data into clear, visually dynamic solutions, and learn an iterative process for solving problems relating to information architecture and information design. This course complements study in topics of corporate and enterprise software design, wayfinding, print design, and product design.

INF385T Methods of Design Synthesis

This course provides an overview of design synthesis methods – techniques used in the design process to make sense of large and complicated problem spaces, in an effort to design usable, useful and desirable solutions. Students learn how to conduct contextual research in order to gather raw data, and how to transform that data into powerful insights for design. This course complements study of information architecture, interaction design, software design, and other forms of product design.

Classes Developed and Taught At Savannah College of Art and Design

IDUS215 Contextual Research Methods

This course presents the techniques necessary to conduct relevant and useful research of a novel domain in context. Students gain knowledge and expertise to contribute to the design process in user-centered products and systems in which user, goals and task needs are given primary importance.

IDUS250 The Development of Product Form

A sequence of short projects provides students with an opportunity to investigate the design issues associated with familiar mass-produced products and to gain an understanding of design methodology. Projects are developed to enhance working knowledge of the importance of form, and the impact and relevance of visual and physical design decisions.

IACT315 Human/Computer Interaction

This course presents the principles of human/computer interaction. Students gain knowledge and expertise to contribute to the design process in computer-based, user-centered systems. Students evaluate the usability of interactive systems in fulfilling the requirements of their users.

IACT317 Interactive Product Design

This course focuses on the issues related to the aesthetics of digital media within a nonlinear environment. Students are introduced to design problems in various disciplines through the use of current authoring techniques and technologies.

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IACT370 Information Architecture

This course provides an overview of an important graphic and interaction design specialty and includes selected studio projects that emphasize visual problem solving. Students learn to translate complex data into clear, visually dynamic solutions. Types of data can include statistical content, representing sequences that occur in space and time.

IACT435 Interaction Design Studio

Students undertake work that presents complex interaction design problems and propose their own design briefs for a major piece of work. The project offers students an opportunity to synthesize understanding and method in interaction design.

Evaluation of Teaching Performance

The following summarizes the quarterly faculty evaluations conducted in the classroom over a period of four years. Students responded to each question with a score of 1-5; 1 indicates "strongly agree", while 5 indicates "strongly disagree".

In all cases, n = 430 students spread over 51 classes.

1. The professor was well prepared for class and used each class meeting effectively.	average score: 1.3 standard deviation: .5789
2. The professor was enthusiastic about the subject and teaching.	average score: 1.22 standard deviation: .4783
3. Class discussion and participation was encouraged.	average score: 1.2 standard deviation: .4462
4. Class lectures and demonstrations were presented clearly.	average score: 1.3 standard deviation: .6144
5. The professor demonstrated command of the subject matter.	average score: 1.255 standard deviation: .51
6. I received feedback regarding exams, projects and assignments in a timely manner.	average score: 1.334 standard deviation: .5536
7. The professor presented course content in ways that promoted learning.	average score: 1.341 standard deviation: .626
8. I would recommend this professor to other students.	average score: 1.354 standard deviation: .6914