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Academic Position

Thomas More Storke Professor, 2006-Present.

Professorial appointments

Department of Communication
Department of Computer Science (courtesy)
Education School (courtesy)
Program in Science, Technology, and Society (courtesy)
Department of Sociology (courtesy)
Program in Symbolic Systems (Cognitive Science; courtesy)

Director, Communication between Humans and Interactive Media (CHIMe) Laboratory, 2003-Present.

Co-Director, Kozmetsky Global Collaboratory at Stanford University, 2003-Present.

Professor, Department of Communication, Stanford University, 2000-2006.

Associate Professor, Department of Communication, Stanford University, 1993-2000.

Assistant Professor, Department of Communication, Stanford University, 1986-1993.

Education

Princeton University, Ph.D. in Sociology, 1986.

Princeton University, M.A. in Sociology, 1985.

Princeton University, B.A. in Mathematics *cum laude*, 1981.

Books

Nass, C. (under contract). *The man who lied to his laptop: What computers can teach about human relationships*. New York: Penguin/Portfolio.

Nass, C. & Brave, S. (2005). *Wired for speech: How voice activates and advances the human-computer relationship*. Cambridge, MA: MIT Press.

International Communication Association Outstanding Book for 2007.

Reeves, B. & Nass, C. (1996). *The media equation: How people treat computers, television, and new media like real people and places*. New York: Cambridge University Press/CSLI.

Translated into Chinese, Japanese, Korean, and Polish

Chapter 22 reprinted in M. Ford & J. Ford (1998). *Culture and electronic media*. New York: Houghton-Mifflin.

Refereed Publications

- Groom, V., Bailenson, J., & Nass, C. (in press). The influence of racial embodiment on racial bias in immersive virtual environments. *Social Influence*.
- Groom, V. & Nass, C. (in press). Evaluating the effects of behavioral realism in embodied agents. *International Journal of Human-Computer Studies*.
- Lee, R. & Nass, C. (in press). Trust in computers: The computers-are-social-actors (CASA) paradigm and trustworthiness perception in human-computer communication. In D. Altusek and A. Gerbasi (Eds)., *Trust and technology in a ubiquitous modern environment: Theoretical and methodological perspectives*. Hershey, PA: IGI Global.
- Nowak, M., Rao, S., Meyer, A., Richman, J., Lewenstein, J., & Nass, C. (2009). Towards an experimental methodology for studying persuasion-based online security. Pp. 4033-4038 in *Proceedings of the 27th international conference extended abstracts on human factors in computing systems*. Chicago: ACM.
- Ophir, E., Nass, C., & Wagner, A. (2009). Cognitive control in media multitaskers. *Proceedings of the National Academy of Sciences*.
- Rao, S., Hurlbutt, T., & Janakiram, N., & Nass, C. (2009). "My dating site thinks I'm a loser": Effects of personal photos and presentation intervals on perceptions of recommender systems. Pp. 121-124 in *Proceedings of the 27th international conference on human factors in computing systems*. Chicago: ACM.
- Sukumaran, S., Ramlal, S., Ophir, E., Kumar, V., Mishra, G., Evers, V., Balaji, V., & Nass, C. (2009). Intermediated technology interaction in rural contexts. Pp. 3817-3822 in *Proceedings of the 27th international conference on human factors in computing systems*. New York: ACM.
- Takayama, L., Chiang, A., Nielsen, A., Wolfe, N., Lathrop, B., Sison, J-A., & Nass, C. (2009). Bringing design considerations to the mobile phone and driving debate. Pp. 1643-1646 in *Proceedings of CHI '09: CHI conference on human factors in computing systems*. New York: ACM.
- Takayama, L., Groom, V. & Nass, C. (2009). I'm sorry, Dave: I'm afraid I won't do that: Social aspects of human-agent conflict. Pp. 2099-2108 in *Proceedings of CHI '09: CHI conference on human factors in computing systems*. Boston: ACM.
- Groom, V., Takayama, L., Ochi, P., & Nass, C. (2009). I am my robot: The impact of robot-building and robot form on operators. Pp. 31-36 in *Proceedings of the Human-Robot Interaction Conference: HRI 2009*, San Diego, CA. Nominated for the best paper award.
- Bailenson, J. N., Pontikakis, E. D., Mauss, I. B., Gross, J. J., Jabon, M. E., Hutcherson, C., Nass, C., & John, O. (2008). Real-time classification of evoked emotions using facial feature tracking and physiological responses. *International Journal of Human-Computer Studies*, 66(5), 303-317.
- Groom, V. & Nass, C. (2008). Can robots be teammates?: Benchmarks and predictors of failure in human-robot teams. *Interaction Studies*, 8(3), 483-500.
- Jonsson, I-M., Harris, H., & Nass, C. (2008). How accurate must an in-car information system be?: Consequences of accurate and inaccurate information in cars. Pp. 1553-1556 in *Proceedings of CHI '08: CHI conference on human factors in computing systems*. Florence, Italy: ACM.

Refereed Publications (continued)

- Takayama, L. & Nass, C. (2008). Assessing the effectiveness of interactive media in improving drowsy driver safety. *Human Factors: The Journal of Human Factors and Ergonomics*, 50(5), 772-781.
- Takayama, L. & Nass, C. (2008). Driver safety and information from afar: An experimental study of wireless vs. in-card information services. *International Journal of Human-Computer Studies*, 66(3), 173-184.
- Takayama, L., Ju, W., & Nass, C. (2008). Beyond dirty, dangerous and dull: What everyday people think robots should do. In *Proceedings of the Human-Robot Interaction Conference: HRI 2008* (pp. 25-32). Amsterdam, The Netherlands.
- Yamada, R., Nakajima, H., Lee, J. R., Brave, S. B., Maldonado, H., Nass, C., Morishima, Y. (2008). The design and implementation of socially-intelligent agents providing emotional support and cognitive support. *Journal of Japan Society for Fuzzy Theory and Intelligent Informatics*, 20(4), 473-486.
- Dahlback, N., Wang, Q. Y., Nass, C., & Alwin, J. (2007). Similarity is more important than expertise: Accent effects in speech interfaces. In *Proceedings of CHI '07: CHI conference on human factors in computing systems* (pp. 1553-1556). San Jose, CA: ACM.
- Gong, L. & Nass, C. (2007). When a talking-face computer agents is half-human and half-humanoid: Human identity and consistency preference. *Human Communication Research*, 33, 163-193.
- Hu, J., Winterboer, A., Nass, C., Moore, J. & Illowsky, R. (2007): Context & usability testing: User-modeled information presentation in easy and difficult driving conditions. Pp. 1343-1346 in *Proceedings CHI conference on human factors in computing systems*. San Jose, CA: ACM.
- Lee, J. R., Nass, C., Brave, S., Morishima, Y., Nakajima, H., & Yamada, R. (2007). The case for caring co-learners: The effects of a computer-mediated co-learner agent on trust and learning. *Journal of Communication*, 57(2), 183-204.
- Winterboer, A., Hu, J., Moore, J.D., & Nass, C. (2007). The influence of user tailoring and cognitive load on user performance in spoken dialogue systems. Pp. 2717-2720 in *Proceedings of the Interspeech 2007 Conference*. Antwerp, Belgium.
- Maldonado, H. & Nass, C. (2006). Emotive characters can make learning more productive and enjoyable: It takes two to learn to tango. *Educational Technology*, 47(1), 33-38.
- Nass, C., Takayama, L., & Brave, S. (2006). [Socializing consistency: From technical homogeneity to human epitome](downloads/nass_socializing_consistency_2006.pdf). In P. Zhang & D. Galletta (Eds.), *Human-computer interaction in management information systems: Foundations*. Armonk, NY: M. E. Sharpe.
- Pearson, J., Hu, J., Branigan, H. P., Pickering, M. J., and Nass, C. (2006). Adaptive language behavior in HCI: How expectations and beliefs about a system affect users' word choice. Pp. 1177-1180 in *Proceedings of CHI conference on human factors in computing systems*. Montreal: ACM.
- Robles, E. A., Sukumaran, A., Rickertsen, K., & Nass, C. (2006). Being watched or being special: How I learned to stop worrying and love being monitored, surveilled, and assessed. Pp. 831-839 in *Proceedings of CHI conference on human factors in computing systems*. Montreal: ACM.
- Wang, Q-Y., Battocchi, A., Graziola, I., Pianesi, F., Tomasini, D., Zancanaro, M., & Nass, C. (2006). The role of psychological ownership and ownership markers in collaborative working environment. Pp. 225-232 in *Proceedings of the 8th International Conference on Multimodal Interfaces*. Banff, Canada.

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- Yamada, R., Nakajima, H., Brave, S. B., Maldonado, H., Lee, J-E R., Nass, C., & Morishima, Y. (2006). An implementation of socially intelligent agents for emotional support and its application. In *Proceedings of the IEEE International Conference on Systems, Man, and Cybernetics* (pp. 322-326). Taipei, Taiwan: IEEE.
- Brave, S., Nass, C., & Hutchinson, K. (2005). Computers that care: Investigating the effects of orientation of emotion exhibited by an embodied conversational agent. *International Journal of Human-Computer Studies*, 62(2), 161-178.
- Ekström, M., Björnsson, H., & Nass, C. (2005). A reputation mechanism for business-to-business electronic commerce that accounts for rater credibility. *Journal of Electronic Commerce and Organizational Computing*, 15(1), 1-18.
- Jonsson, I-M., Zajicek, M., Harris, H., Nass, C. (2005). Thank you, I did not see that: in-car speech based information systems for older adults. Pp. 1953-1956 in *Proceedings of CHI conference on human factors in computing systems, Extended Abstracts*. Portland, OR: ACM.
- Ju, W., Nickell, S., Eng, K., & Nass, C. (2005). Influence of coleraner agent behavior on learner performance and attitudes. Pp. 809-818 in *Proceedings of CHI conference on human factors in computing systems*. Portland, OR: ACM.
- Lee, K. M. & Nass, C. (2005). Social-psychological origins of feelings of presence: Creating social presence with machine-generated voices. *Media Psychology*, 7, 31-45.
- Nass, C., Jonsson, I-M., Harris, H., Reaves, B., Endo, J., Brave, S., & Takayama, L. (2005). Improving automotive safety by pairing driver emotion and car voice emotion. Pp. 1973-1976 in *Proceedings of CHI conference on human factors in computing systems, Extended Abstracts*. Portland, OR: ACM.
- Wang, Q. & Nass, C. (2005). Less visible and wireless: Two experiments on the effects of microphone type on users' performance and perception. Pp. 809-818 in *Proceedings of CHI conference on human factors in computing systems*. Portland, OR: ACM.
- Wang, Q., Nass, C., & Hu, J. (2005). Natural language query vs. keyword search: Effects of task complexity on search performance, user perceptions, and preferences. Pp. 106-116 in M. Costabile and Fabio Paternò (Eds.), *Proceedings of human-computer interaction - INTERACT 2005 (Lecture notes in computer science)*. Berlin: Springer-Verlag.
- Jonsson, I-M., Nass, C., Endo, J., Reaves, B., Harris, H., & Ta, J. L. (2004). Don't blame me, I'm only the driver: Impact of blame attribution on attitudes and attention to driving task. Pp. 1219-1222 in *Proceedings of CHI conference on human factors in computing systems, Extended Abstracts*. Vienna, Austria: ACM.
- Jonsson, I-M., Nass, C., & Lee, K. M. (2004). Mixing PC and handheld devices and interfaces: Effects on perceptions and attitudes. *International Journal of Human-Computer Studies*, 61(1), 71-83.
- Lee, K. M. & Nass, C. (2004). The multiple source effect and synthesized speech: Doubly-disembodied language as a conceptual framework. *Human Communication Research*, 30(2), 182-207.
- Morishima, Y., Nakajima, H., Brave, S. B., Yamada, R., Maldonado, H., Nass, C., & Kawaji, S. (2004). The role of affect and sociality in an agent-based collaborative learning system. Pp. 265-275 in E. Andre, L. Dybkjaer, W. Minker, & P. Heistercamp (Eds.), *Affective dialog systems: Tutorial and research workshop (ADS04)* (pp.). Kloster Irsee, Germany: Springer-Verlag.

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- Nakajima, H., Morishima, Y., Yamada, R., Brave, S., Maldonado, H., Nass, C., & Kawaji, S. (2004). Social intelligence in a human-machine collaboration system: Social responses to agents with mind model and personality. *Journal of the Japanese Society for Artificial Intelligence*, 19(3), 184-196.
- Nass, C. (2004). Etiquette equality: Exhibitions and expectations of computer politeness. *Communications of the ACM*, 47(4), 35-37.
- Thomsen, J., Levitt, R., & Nass, C. (2004). The virtual team alliance (VTA): Extending Galbraith's information-processing model to account for goal incongruity. *Computational and Mathematical Organization Theory*, 10, 349-372.
- Branigan, H. P., Pickering, M. J., Pearson, J., McLean, J. F., & Nass, C. (2003). Syntactic alignment between computers and people: The role of belief about mental states. Pp. 186-191 in *Proceeding of the 25th Annual Conference of the Cognitive Science Society* (). Boston, MA: Cognitive Science Society.
- Ekström, M., Björnsson, H., & Nass, C. (2003). Accounting for rater credibility when evaluating AEC subcontractors. *Journal of Construction Management and Economics*, 21(2), 197-208.
- Ito, H., Nakanishi, H., Ishida, T., Brave, S., & Nass, C. (2003). A virtual space environment for social psychological experiments. *Journal of Information Processing Society of Japan*, 44(2), 256-265.
- Lee, K. M. & Nass, C. (2003). Designing social presence of social actors in human computer interaction. Pp. 289-296 in *Proceedings of CHI '03: CHI conference on human factors in computing systems*. Fort Lauderdale, FL: ACM
- Nakajima, H., Brave, S., Nass, C. Yamada, R., Morishima, Y., & Kawaji, S. (2003). The functionality of human-machine collaboration systems – Mind model and social behavior. Pp. 2381-2387 in *Proceedings of the IEEE Conference on Systems, Man, and Cybernetics*. Washington, DC: IEEE.
- Nass, C., Robles, E., Bienenstock, H., Treinen, M., & Heenan, C. (2003). Voice-based disclosure systems: Effects of modality, gender of prompt, and gender of user. *International Journal of Speech Technology*, 6(2), 113-121.
- Tan, G., Takechi, M., Brave, S., & Nass, C. (2003). Effects of voice vs. remote on U.S. and Japanese user satisfaction with interactive HDTV systems. Pp. 714-715 in *Proceedings of CHI '03: CHI conference on human factors in computing systems, Extended Abstracts*. Fort Lauderdale, FL: ACM.
- Jettmar, E. & Nass, C. (2002). Adaptive interfaces: Effects on user performance. Pp. 129-134 in *Proceedings of CHI conference on human factors in computing systems*. Minneapolis, MN: ACM.
- Lee, E-J. & Nass, C. (2002). An experimental test of normative group influence and representation effects in computer-mediated communication. *Human Communication Research*, 28(3), 349-381.
- Nakanishi, H., Isbister, K., Ishida, T., & Nass, C. (2001). Designing a social agent for communication in a virtual space. *Transactions of the Information Processing Society of Japan*, 42(6), 1368-1376.
- Nass, C., Foehr, U., Brave, S., & Somoza, M. (2001). The effects of emotion of voice in synthesized and recorded speech. Pp. 91-96 in *Proceedings of the AAAI Symposium Emotional and Intelligent II: The Tangled Knot of Social Cognition* (). North Falmouth, MA.

Refereed Publications (continued)

- Nass, C. & Lee, K. (2001). Does computer-synthesized speech manifest personality? Experimental tests of recognition, similarity-attraction, and consistency-attraction. *Journal of Experimental Psychology: Applied*, 7(3), 171-181.
- Sundar, S. S. & Nass, C. (2001). Conceptualizing sources in online news. *Journal of Communication*, 51(1), 52-72.
- Isbister, K. & Nass, C. (2000). Consistency of personality in interactive characters: Verbal cues, non-verbal cues, and user characteristics. *International Journal of Human-Computer Studies*, 53(1), 251-267.
- Isbister, K., Nass, C., Nakanishi, H., & Ishida, T. (2000). Helper agent: An assistant for human-human interaction in a virtual meeting space. Pp. 57-64 in *Proceedings of CHI conference on human factors in computing systems*. The Hague, Netherlands.
- Lee, E. J., Nass, C., & Brave, S. (2000). Can computer-generated speech have gender? An experimental test of gender stereotypes. Pp. 289-290 in *Proceedings of CHI conference on human factors in computing systems, Extended Abstracts*. The Hague, Netherlands..
- Morkes, J., Kernal, H. & Nass, C. (2000). Effects of humor in task-oriented human-computer interaction and computer-mediated communication: A direct test of SRCT theory. *Human-Computer Interaction*, 14(4), 395-435.
- Nass, C. & Gong, L. (2000). Social aspects of speech interfaces from an evolutionary perspective: Experimental research and design implications. *Communications of the ACM*, 43(9), 36-43.
- Nass, C. & Lee, K. M. (2000). Does computer-generated speech manifest personality? An experimental test of similarity-attraction. *Proceedings of CHI '00: CHI conference on human factors in computing systems* (pp. 329-336). The Hague, Netherlands.
- Nass, C. & Moon, Y. (2000). Machines and mindlessness: Social responses to computers. *Journal of Social Issues*, 56(1), 81-103.
- Reeves, B. & Nass, C. (2000). Perceptual user interfaces: Perceptual bandwidth. *Communications of the ACM*, 43(3), 65-70.
- Sundar, S. S. & Nass, C. (2000). Source orientation in human-computer interaction: Programmer, networker, or independent social actor? *Communication Research*, 27(6), 683-703.
- Lee, E.-J. & Nass, C. (1999). Effects of the form of representation and number of computer agents on conformity. In *Proceedings of CHI '99: CHI conference on human factors in computing systems* (pp. 238-239). Pittsburgh, PA.
- Levitt, R. E., Thomsen, J., Christiansen, T. R., Kunz, J. C., Jin, Y., & Nass, C. (1999). Simulating project work processes and organizations: Toward a micro-contingency theory of organizational design. *Management Science*, 45(11), 1479-1495.
- Nass, C. & Gong, L. (1999). Maximized modality or constrained consistency? In *Proceedings of the AVSP 99 Conference*, Santa Cruz, CA.

Refereed Publications (continued)

- Nass, C., Moon, Y., & Carney, P. (1999). Are respondents polite to computers? Social desirability and direct responses to computers. *Journal of Applied Social Psychology, 29*(5), 1093-1110.
- Thomsen, J., Levitt, R., Kunz, J. C., Nass, C. & Fridsma, D. (1999). A trajectory of validating computational emulation models of organizations. *Journal of Computational and Mathematical Organization Theory, 5*(4), 385-402.
- Leshner, G., Reeves, B., & Nass, C. (1998). Switching channels: The effects of television channels on the mental representations of television news. *Journal of Broadcasting and Electronic Media, 41*, 21-33.
- Moon, Y. & Nass, C. (1998). Are computers scapegoats? Attributions of responsibility in human-computer interaction. *International Journal of Human-Computer Studies, 49*(1), 79-94.
- Isbister, K. & Nass, C. (1998) Personality in conversational characters: Building better digital interaction partners using knowledge about human personality preferences and perceptions. *Proceedings of the Workshop on Embedded Conversational Characters Conference, Lake Tahoe, CA.*
- Lee, E.-J. & Nass, C. (1998). Does the ethnicity of a computer agent matter? An experimental comparison of human-computer interaction and computer-mediated communication. *Proceedings of the Workshop on Embedded Conversational Characters Conference* (pp. 123-128). Lake Tahoe, CA.
- Morkes, J., Kernal, H. & Nass, C. (1998). Effects of humor in computer-mediated communication and human-computer interaction. *Proceedings of the CHI 98 conference summary on human factors in computing systems* (pp, 215-216).
- Nass, C., Kim, E-Y., & Lee, E-J. (1998). When your face is the interface: An experimental comparison of interacting with one's own face or someone else's face. *Proceeding of the Computer-Human Interaction (CHI) Conference* (pp. 148-154). Los Angeles, CA.
- Fogg, B. J. & Nass, C. (1997). Do users reciprocate to computers? *Companion for the Computer-Human Interaction (CHI) Conference '97* (pp. 331-332). Los Angeles, CA.
- Fogg, B. J. & Nass, C. (1997). Silicon sycophants: Effects of computers that flatter. *International Journal of Human-Computer Studies, 46*(5), 551-561.
- Nass, C., Moon, Y., & Green, N. (1997). Are computers gender-neutral? Gender stereotypic responses to computers. *Journal of Applied Social Psychology, 27*(10), 864-876.
- Moon, Y. & Nass, C. (1996). How "real" are computer personalities? Psychological responses to personality types in human-computer interaction. *Communication Research, 23*(6), 651-674.
- Nass, C., Fogg, B. J., & Moon, Y. (1996). Can computers be teammates? *International Journal of Human-Computer Studies, 45*(6), 669-678.
- Nass, C. & Moon, Y. (1996). Localized autocorrelation diagnostic statistic for sociological models: Time-series, network, and spatial datasets. *Sociological Methods and Research, 25*(2), 223-247.
- Nass, C., Moon, Y., Fogg, B. J., Reeves, B., & Dryer, D. C. (1995). Can computer personalities be human personalities? *International Journal of Human-Computer Studies, 43*, 223-239.

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- Nass, C., Reeves, B., & Leshner, G. (1996). Technology and roles: A tale of two TVs. *Journal of Communication, 46*(2), 121-128.
- Engelberg, M., Flora, J., & Nass, C. (1995). AIDS Knowledge: Effects of channel involvement and interpersonal communication. *Health Communication, 7*(2), 73-91.
- Nass, C., Lombard, M., Henriksen, L., & Steuer, J. (1995). Anthropocentrism and computers. *Behaviour and Information Technology, 14*(4), 229-238.
- Nass, C. (1994). Knowledge or skills: Which do administrators learn from experience? *Organization Science, 5*, 38-50.
- Nass, C., Steuer, J. S., Henriksen, L., & Dryer, D. C. (1994). Machines and social attributions: Performance assessments of computers subsequent to "self-" or "other-" evaluations. *International Journal of Human-Computer Studies, 40*, 543-559.
- Nass, C., Steuer, J. S., & Tauber, E. (1994). Computers are social actors. *Proceeding of the Computer-Human Interaction (CHI) '94 Conference* (pp. 72-78).
- Nass, C., & Steuer, J. (1993). Voices, boxes, and sources of messages: Computers and social actors. *Human Communication Research, 19*, 504-527.
- Nass, C., Steuer, J. S., Tauber, E., & Reeder, H. (1993). Anthropomorphism, agency, and ethopoeia: Computers as social actors. In *Proceeding of the INTERACT '93 and CHI '93 conference companion on Human factors in computing systems* (pp. 111-112). Amsterdam: The Netherlands.
- Nass, C. & Garfinkle, D. (1992). Localized autocorrelation diagnostic statistic for spatial models: Conceptualization, utilization, and computation. *Regional Science and Urban Economics, 22*(3), 333-346.
- Chaffee, S., Nass, C., & Yang, S. (1991). Trust in U.S. news media among Korean Americans. *Journalism Quarterly, 68*(1-2), 111-119.
- Maibach, E., Flora, J., & Nass, C. (1991). Changes in self-efficacy and health behavior in response to a minimal contact community health campaign. *Health Communication, 3*, 1-15.
- Nass, C. (1991). Mediation, information, and communication (book review). *Journalism Quarterly, 68*(1-2), 285-286.
- Nass, C. & Reeves, B. (1991). Combining, distinguishing, and generating theories in communication: A domains of analysis framework. *Communication Research, 18*, 238-259.
- Austin, E., Roberts, D., & Nass, C. (1990). Influences of family communication on children's television interpretation processes. *Communication Research, 17*, 545-564.
- Chaffee, S., Nass, C., & Yang, S. (1990). The bridging role of television in immigrant political socialization. *Human Communication Research, 17*, 266-288.
- Cohen, J., Mutz, D., Nass, C., & Mason, L. (1989). An experimental test of some notions of the fact/opinion distinction in libel. *Journalism Quarterly, 66*, 11-17.

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- Levitt, B. & Nass, C. (1989). The lid on the garbage can: Institutional constraints on decision making in the textbook publishing industry. *Administrative Science Quarterly*, 34(2), 190-207.
- Mason, L. & Nass, C. (1989). Partisan and non-partisan readers' perceptions of political enemies and newspaper bias. *Journalism Quarterly*, 66, 564-570.
- Newhagen, J. & Nass, C. (1989). Individuals or institution: Differential criteria for receiver evaluation of credibility of newspapers and television news. *Journalism Quarterly*, 66, 277-284.
- Wuthnow, R. & Nass, C. (1988). Government activity and civil privatism: Evidence from church membership. *Journal for the Scientific Study of Religion*, 27, 157-174.
- Nass, C. (1987). Following the money trail: Twenty-five years of research into the information economy. *Communication Research*, 14, 698-708.
- Nass, C. (1986). Bureaucracy, technical expertise, and professionals: A Weberian approach. *Sociological Theory*, 4, 61-70.
- Beniger, J. & Nass, C. (1985). Preprocessing and societal control: Neglected component of sociocybernetics. *Kybernetes*, 13, 173-177.

Book Chapters

- Sorcar, P. & Nass, C. (in press). Teaching taboo topics through technology. In M. Eastin, T. Daugherty, & N. M. Burns (Eds.), *Handbook of research on digital media and advertising*. New York: IGI Global.
- Danniger, M., Robles, E., Sukumaran, A., & Nass, C. (in press). The connector service: Representing availability for mobile communication. In A. Waibel & R. Stiefelwagen (Eds.), *Computers in the Human Interaction Loop*. Berlin: Springer-Verlag.
- Danninger, M., Robles, E., Takayama, L., Wang, Q., Kluge, Y., Stiefelwagen, R., & Nass, C. (2007). The connector service: Predicting availability in mobile contexts. In S. Bengio & H. Bourlard (Eds.), *Machine learning for multimodal interaction* (pp. 129-141). Heidelberg: Springer Berlin.
- Grimm, M., Kroschel, K., Harris, H., Nass, C., Schuller, B., Rigoll, G., & Moosmayr, T. (2007). On the necessity and feasibility of detecting a driver's emotional state while driving. Pp. 126-138 in A. Paia, R. Prada, & R. W. Picard (Eds.), *Affective computing and intelligent interaction*. Berlin, Germany: Springer-Verlag.
- Nass, C., Brave, S., & Takayama, L. (2006). Socializing consistency: From technical homogeneity to human epitome. In P. Zhang & D. Galletta (Eds.), *Human-computer interaction in management information systems: Foundations* (pp. 373-391). Armonk, NY: M. E. Sharpe.
- Maldonado, H., Lee, J. R., Brave, S., Nass, C., Nakajima, H., Yamada, R., Iwamura, K., & Morishima, Y. (2005). We learn better together: Enhancing e-learning with emotional characters. In T. Koschmann, D. Suthers, & T. W. Chan (Eds.), *Computer-supported collaborative learning: The next ten years, proceedings of the computer-supported collaborative learning conference (CSCL 2005)* (pp. 408-417). Mahwah, NJ: Lawrence Erlbaum Associates.

Book Chapters (*continued*)

- Nakanishi, H., Isbister, K., Ishida, T., & Nass, C. (2004). Designing a social agent for a virtual meeting space. In R. Trappl and S. Payr (Eds.), *Agent culture: Designing virtual characters for a multi-cultural world* (pp. 245-266). Hillsdale, NJ: Lawrence Erlbaum Associates.
- Nass, C. & Gong, L. (2004). Ten principles for designing human-computer dialogue systems: A perspective from evolutionary psychology. In D. A. Dahl (Ed.), *Practical spoken dialogue systems* (pp. 25-40). New York: Kluwer Academic Publishers.
- Nass, C., Robles, E., & Wang, Q. (2004). "User as assessor" approach to embodied conversational agents (ECAs): The case of apparent attention in ECAs. In Z. Ruttkay & C. Pelachaud (Eds.), *From brows to trust: Evaluating embodied conversational agents* (pp. 161-188). Dordrecht: Kluwer.
- Brave, S. & Nass, C. (2002). Emotion in human-computer interaction. In J. A. Jacko & A. Sears (Eds.), *Handbook of human-computer interaction* (pp. 251-271). Hillsdale, NJ: Lawrence Erlbaum Associates. Reprinted in: A. Sears and J. Jacko (Eds.), *Human-computer interaction fundamentals*. Oxford, UK: CRC Press.
- Brave, S., Nass, C., & Sirinian, E. (2001). Force-feedback in computer-mediated communication. In Stephanidis, C. (Ed.), *Universal access in HCI: Toward an information society for all* (pp. 145-150). Mahwah, NJ: Lawrence Erlbaum Associates.
- Gong, L., Nass, C., Simard, C., Takhteyev, Y. (2001). When non-human is better than semi-human: Consistency in speech interfaces. In M. J. Smith, G. Salvendy, D. Harris, & R. Koubek (Eds.), *Usability evaluation and interface design: Cognitive engineering, intelligent agents, and virtual reality* (pp. 1558-1562). Mahwah, NJ: Lawrence Erlbaum Associates.
- Katagiri, Y., Nass, C., & Takeuchi, Y. (2001). Cross-cultural studies of the computers are social actors paradigm: The case of reciprocity. In M. J. Smith, G. Salvendy, D. Harris, & R. Koubek, (Eds.), *Usability evaluation and interface design: Cognitive engineering, intelligent agents, and virtual reality* (pp. 1558-1562). Mahwah, NJ: Lawrence Erlbaum Associates.
- Nass, C., Isbister, K., & Lee, E-J. (2000). Truth is beauty: Researching conversational agents. In J. Cassells, J. Sullivan, S. Prevost, & E. Churchill (Eds.), *Embodied conversational agents* (pp. 374-402). Cambridge, MA: MIT Press.
- Nass, C., Moon, Y., Morkes, J., Kim, E-Y., & Fogg, B.J. (1997). Computers are social actors: A review of current research. In B. Friedman (Ed.), *Human values and the design of computer technology* (pp. 137-162). Stanford, CA: CSLI Press.
- Nass, C. & Moon, Y. (1996). Localized autocorrelation diagnostic statistic for temporal data. In J. H. Watt & C. A. vanLeur (Eds.), *Dynamic patterns in communication processes* (pp. 145-162). Thousand Oaks, CA: Sage.
- Levitt, R. E., Cohen, G. P., Kunz, J. C., Nass, C., Christiansen, T., & Jin, Y. (1994). The "virtual design team": Simulating how organization structure and information processing tools affect team performance. Pp. In K. M. Carley & M. J. Prietula (Eds.), *Computational organization theory* (pp. 1-18). Hillsdale, NJ: Lawrence Erlbaum Associates.
- Levitt, B. & Nass, C. (1993). Organizational narratives and the person/identity distinction. *Communication Yearbook*, 17, 263-273.

Book Chapters (*continued*)

- Nass, C. & Mason, L. (1990). On the study of technology and task: A variable-based approach. In J. Fulk & C. Steinfeld (Eds.), *Organizations and communication technology* (pp. 46-67). Newbury Park: Sage.
- Nass, C. (1988). Work, information, and information work: A retrospective and prospective framework. In I. H. Simpson & R. L. Simpson (Eds.), *Research in the sociology of work: Vol. 4. High tech work* (pp. 311-333). Greenwich, CT: JAI.
- Beniger, J. & Nass, C. (1986). Preprocessing: The neglected component in sociocybernetic models. In R. F. Geyer and J. van der Zouwen (Eds.), *Sociocybernetic paradoxes* (pp. 119-130). London: Sage.
- Nass, C. (1986). Bureaucracy, technical expertise, and professionals: A Weberian approach. *Sociological Theory*, 4(1): 61-70

Grants and Fellowships—Principal Investigator

- The social medium is the message* (2009-2012). National Science Foundation.
- Workshop on media multitasking*. National Science Foundation.
- REVS IT UPP II*. (2008). Nissan Corporation.
- Research on mobile* (2008). Nokia Corporation.
- Social science research on piles for UMPC and the future of IPTV*. (2008). Samsung Corporation.
- Touchtalk and Carweaver*. (2008). SAP Corporation.
- Research on mobile* (2008). Nokia Corporation.
- Psychology and design of automotive interfaces* (2007-2008). Volkswagen Corporation.
- Psychology of security*. (2007-2008). Visa Corporation.
- REVS IT UPP!: Robot-enhanced vehicles: Safety, information, training, and user and passenger pleasure* (2007-2008). Nissan Corporation.
- Research on the future of car interfaces* (2007-2008). Toyota.
- Disagreeing robots* (2007-2008). National Science Foundation.
- Research on web interfaces*. (2006-08). Time-Warner.
- Research on emotion on the web*. (2006-08). DNP.
- Kozmetsky Global Collaboratory* (2003-08). George and Ronya Kozmetsky.
Global knowledge-design collaboratory (Principal Investigator).
Interactive Media Collaboratory (Co-Principal Investigator).
Endowment for Kozmetsky Senior Research Scholar.
Kozmetsky Wing of new Media-X Building.

Grants and Fellowships—Principal Investigator (*continued*)

Receiver-based communication models (9/01/06-08/31/07). Nokia.

Revealing and using emotion detection (2006-07). DNP.

Touch-Talk (2006-2007). SAP.

Socially adaptive teaching systems (2006-07). Media-X.

Regulating emotion (2006-2007). Nissan.

Understanding and leveraging alignment in human-technology interaction (2005-07). Edinburgh-Stanford Link.

Computers in the human loop (2004-07). Information Society Technologies Programme, European Commission.

Advanced research on car interfaces (2006-07). Toyota.

User-modeled search and refine (2006-07). Edinburgh-Stanford Link.

Revealing and using emotion detection (2006-07). Dai Nippon,

Receiver-based communication models (2006-07). Nokia.

Support for Communication 268/368 (2006). America Online and Nuance.

Psychology of car interfaces (2005-2006). MediaX.

Developing the SPACE methodology (2005-2006). MediaX.

Interacting with integrated information (2005-2006). Time-Warner.

Advanced research on car interfaces (2004-2006). Toyota.

CALO: Virtual assistant for the soldier (2003-2004). DARPA.

Cross-cultural characters and avatars: eLearning analysis (2004-2005). MediaX.

Effects of number and characteristics of computer agent tutors on learning and affect (2003-2004). Media X.

User/Agent/Avatar Modeling Framework for Multiple Contexts: Psychology and Design of Phase II Project (2003-2004). Media-X.

Virtual Passenger (2003). Toyota Motor Corporation.

Effects of virtual passenger emotion on driver behavior and effect (2003). Toyota Motor Corporation.

CALO: Virtual assistant for the soldier (2003-2004). DARPA.

Grants and Fellowships—Principal Investigator (*continued*)

Cross-cultural characters and avatars: eLearning analysis (2004-2005). MediaX.

Effects of number and characteristics of computer agent tutors on learning and affect (2003-2004). Media X.

User/Agent/Avatar Modeling Framework for Multiple Contexts: Psychology and Design of Phase II Project (2003-2004). Media-X.

Virtual Passenger (2003). Toyota Motor Corporation.

Effects of virtual passenger emotion on driver behavior and effect (2003). Toyota Motor Corporation.

Psychology and design of lifelike agents (2002-2003). Media X.

Research on TVML (2002-2003). NHK.

Social psychology of voice interfaces (2001-2002). IBM University Partnership Program, \$40,000.

Social psychology of voice interfaces: Second-generation studies (2001-2002). Center for the Study of Language and Information.

Social psychology of voice interfaces (2000-2001). IBM University Partnership Program.

Social responses to agents (2000-2001). ATR Telephony.

Digital government: Information technology accommodation research: Creating a doorway for universal access (1999-2000). National Science Foundation.

Socially explicit input/output for user interface design (1998). Hewlett-Packard.

Agents and action (1995-1998). ATR Telephony.

Social responses to communication technologies (1993-1995). Center for the Study of Language and Information.

Social responses to communication technology (1992-1993). Apple Computer, IBM, Microsoft, and US West.

The computer as social actor II: Implications of mode of output for social categorization (1990-1991). US West.

The effects of CAD technology on the design process (1990-1991). Center for Integrated Facilities Engineering.

The computer as social actor: The effects of social categorization on the human-computer interface (1989-1990). US West.

Structure of information work in the United States, 1900-1970 (1986). Charles Babbage Institute for the History of Information Processing.

Grants and Fellowships—Co-Principal Investigator

CarLab and VAIL. (2008-2013). Volkswagen.

Survivor Buddy: A Web-Enabled Robot as a Social Medium for Trapped Victims. Microsoft.

The social medium is the message. (2008-2011; submitted). National Science Foundation.

Flow in the automobile (2005-2007). Nissan.

Alignment between humans and computers in dialogue and its implications (2002-2005). Edinburgh-Stanford Link.

Critical agent dialogues (2002-2005). Edinburgh-Stanford Link.

Inventions

Nass, C. (2005). *Expected maximum and minimum run length and number of runs for cards, biased dice, and biased coins*.

Nass, C. & Garfinkle, D. (1992). *Localized Autocorrelation Diagnostic Statistic (LADS) for regional, time series, grouped, and clustered data*.

Clark, H., Nass, C., Reeves, B., & Scott, B. L. (1999). *Method for navigating and managing databases of sound*. Stanford Invention Disclosure (Docket S97-086).

Levitt, B. & Nass, C. (1989). *Optimal matching for comparison of contents*.

Levitt, R., Kunz, J., Cohen, G., & Nass, C. (1994). *The Virtual Design Team, Version 2 (VDT-2)*. Stanford Invention Disclosure (Docket S93-113).

Patents

Surace, K. J., White, G. M., Reeves, B., Nass, C. I., Campbell, M., Albert, R., & Giangola, J. (2001). *Voice user interface with personality II*. U.S. Patent # 6,144,938. Patent extended as U.S. Patents #6,334,103 and #7,058,577.

Yamada, R., Nakajima, H., Nass, C., Brave, S., & Iwamura, K. (submitted). *Apparatus and method for socially intelligent virtual entity*.

Nass, C. & Murray, K. (submitted). *Apparatus and method for controlling a terminal*.

Major Addresses

ASME IDETC/CIE (keynote – 2009).

IEEE/NATEA Joint Conference on The Future with Hand Held Devices (keynote – 2009).

Persuasive Technology (keynote – 2007)

Major Addresses (*continued*)

Human-Robot Interaction Conference (plenary address – 2006)

AAAI Conference on Human-Robot Interaction (major address – 2006).

SpeechTek (keynote – 2005)

Socially-Intelligent Design AAAI Workshop (keynote – 2005)

International Conference on Multimedia Interfaces (keynote – 2002).

Autonomous Agents and Multi-Agent Systems 2002 (keynote – 2002).

Georgia Tech University Distinguished Lecturer in Computer Science (2001).

Resnet 2000 annual conference (keynote – 2001).

University of Washington Distinguished Lecturer in Computer Science (2000).

Computer Science Distinguished Lecturer, Carnegie-Mellon University (2000).

Evans and Sutherland Distinguished Lecturer, University of Utah (2000).

Council of Science Editors (keynote – 2000).

Association of Voice and Speech Processing 99 Conference (keynote – 1999).

American Voice Input/Output Society (keynote - 1999).

Training '99 (keynote - 1999).

American Association for Artificial Intelligence (major invited address - 1998).

G. P. Mohrmann Lecture, U.C. Davis (1996).

Honors and Awards

Best paper award nominee, Human-Robot Interaction Conference, 2009.

Most Cited Paper Award from the *International Journal of Human-Computer Studies*, 2005-2007. 2008.

International Communication Association Best Book Award (*Wired for Speech*). 2007.

International Communication Association Fellows Book Award Nominee (*The Media Equation*). 2007.

Best paper award, Interaction 2000.

Choice Outstanding Academic Book of 1997 (*The Media Equation*), 1997.

Dean's Award for Excellence in Graduate Teaching, 1994.

Honors and Awards (*continued*)

Division Top Two Paper, International Communication Association, 1987, 1995.

Distinction in all fields, General Examination in Sociology, 1986.

Outstanding Teacher Award, Association of Princeton Graduate Alumni, 1984.

External Professional Activities

Panel Member, National Committees

National Science Foundation Funding Panel on Social Computing, 2001.

Ad Hoc Panel on Social Science Research in Computing, Social Science Research Council. 1992-1994.

Smithsonian Exhibit on Information Technology. 1989.

Chair, Communication and Technology Division, International Communication Association. 1993-1994.

Chair, Communication and Technology Division Dissertation Award, International Communication Association. 1992-1993.

Associate Editor, *Communication Concepts Series*, Sage Publications

Visiting Evaluation Committee

Case-Western Reserve (Communication)

Editorial Board:

AI and Society

Communication Research

Communication Theory

Human Communication Research

International Journal of Cognitive Technologies

Journal of Communication

Journal of Computer-Mediated Communication

Progress in Communication Science

Appointments and Promotions Assessments

Florida State University (Communication)

Georgia Tech (Computer Science)

Massachusetts Institute of Technology (Media Lab)

Rutgers University (Sociology)

Santa Clara University (Communication)

Stanford University (Communication and Operations Research)

Tel Aviv University (Communication)

Professional Magician, 1970 - Present.

Society of American Magicians

International Brotherhood of Magicians.

University and Departmental Service Activities

Director of the Ph.D. program, Department of Communication (1996-1998; 2002-2006)

Director of the Institute for Communication Research (2002-2006)

Resident Fellow (2006-present)

Advising

Chair or member of over 40 dissertation committees

Advisor of 15 honors theses

Freshman and sophomore advisor (6 years)

Chair, Departmental committees

Ph.D. curriculum revision (2008)

Faculty re-appointment committee (2005-2006)

Faculty search committee (2002-2003)

Computer (1990-Present)

Undergraduate curriculum (1998)

Member, University Committees

Committee on Undergraduate Standing and Placement (2004-2005)

Committee on Research (2003-2004)

Committee on Writing and Rhetoric (2002-2003)

Panelist for Judicial Affairs Office (1999-2004)

Recruitment, Football Team (1999-2004)

Committee on Undergraduate Studies (1997-2000)

Learning Laboratory (1998-present)

Commission on Technology in Teaching and Learning (1994-1995)

Search Committee for Social Science Curator (1993-1994)

Academic Computing and Information Services (1991-1994)

Distributed and Integrated Computing Environments (1993)

Search Committee for Library Division Heads (1992-1993)

Member, Departmental committees

Journalism Review Committee (2004-2006)

Faculty Search (2000-2001, 2001-2002)

Tenure Committee (2001-2002)

Faculty reappointment committee (1998)

Faculty search (1991-1992; 1994-1995, 1999)

Ph.D. admissions and curriculum (1986-Present)

Undergraduate curriculum (1990-Present)

STS program review (1989-1991)

Designed and implemented local area network for Communication Department; managed all IBM, IBM-clone, and NeXT hardware and software.

Non-University Research Employment

Social Interface Consultant (1993-Present). Involved in the design and development of over 200 products and services for both U.S. and international clients.

Statistical Consultant (1986-Present).

Non-University Research Employment (*continued*)

Software Systems Engineer, Intel Corporation (1986-1987). Led the design and implementation of engineering work station data structures, database, and graphics system; implemented pattern generation and plotter software.

Researcher, IBM Research Center, Yorktown Heights, NY (1983-1988). Designed and implemented graphics system and tablet-driven user interface; developed and maintained a 3-D graphics system; developed interface to graphics devices; aided in development of interactive graphics editor; researched graphics algorithms; consulted on graphics utilization (movies, stereoscopies, etc.).