

# Cristen Torrey

Graduate School of Education  
University of California, Berkeley  
4643 Tolman Hall  
Berkeley, CA 94720-1670

(412) 427-3906

[cristentorrey@berkeley.edu](mailto:cristentorrey@berkeley.edu)

<http://cristentorrey.com>

## RESEARCH INTERESTS

Computer-mediated communication; online communities; online aggression and incivility; online expression of identity, credibility, and authority; online disclosure; multimedia knowledge sharing.

## EDUCATION

PhD, Human Computer Interaction, 2009

*HCI Institute, School of Computer Science, Carnegie Mellon University, Pittsburgh, PA*

*Advised by Sara Kiesler and Susan R. Fussell*

MS, Learning Sciences, 2003

*Carnegie Mellon Silicon Valley, Mountain View, CA*

*Advised by Roger Schank*

BA, Humanities, 1995

*Pepperdine University, Malibu, CA*

*Great Books Program; Additional Emphasis in Twentieth Century America*

## PUBLICATIONS

### Refereed Conference Papers

- (1) Torrey, C., Churchill, E., and McDonald, D.W. (2009) Learning How: The Search for Craft Knowledge Online. In the *Proceedings of the Conference on Human Factors in Computing 2009*, ACM Press.
- (2) Torrey, C., McDonald, D.W., Schilit, W., and Bly, S. (2007) How-To Pages: Informal Systems of Expertise Sharing. In the *Proceedings of the European Conference on Computer Supported Cooperative Work 2007*, Springer-Verlag.
- (3) Torrey, C., Powers, A., Fussell, S. R., and Kiesler, S. (2007) Improving a Robot's Ability to Give Direction with Awareness of Task Progress and Human Gaze. In the *Proceedings of the Human Robot Interaction Conference 2007*, ACM Press.
- (4) Powers, A., Kiesler, S., Fussell, S. R., and Torrey, C. (2007) Comparing a Computer Agent with a Humanoid Robot. In the *Proceedings of the Human Robot Interaction Conference 2007*, ACM Press.

- (5) Gold, K., Fasel, I., Freier, N., and Torrey, C. (2007) The Future of HRI: Maps of the Field and Future Directions. In the *Proceedings of the Human Robot Interaction Conference 2007*, ACM Press.
- (6) Torrey, C., Lee, M., Burke, M., Dey, A., Fussell, S. R., and Kiesler, S. (2007) Connected Giving: Ordinary People Coordinating Disaster Relief on the Internet. In the *Proceedings of the Fortieth Annual Hawaii International Conference on System Sciences 2007*, Computer Society Press.
- (7) Torrey, C., Powers, A., Marge, M., Fussell, S. R. and Kiesler, S. (2006) Effects of Adaptive Robot Dialogue on Information Exchange and Social Relations. In the *Proceedings of the Human Robot Interaction Conference 2006*, ACM Press.
- (8) Rosé, C. P. and Torrey, C. (2005) Interactivity versus Expectation: Eliciting Learning Oriented Behavior with Tutorial Dialogue Systems. In the *Proceedings of Interact 2005*, Springer-Verlag.
- (9) Rosé, C. P., Torrey, C., Alevin, V., Robinson, A., Wu, C. and Forbus, K. (2004) CycleTalk: Towards a Dialogue Agent that Guides Design with an Articulate Simulator. In the *Proceedings of the International Conference on Intelligent Tutoring Systems 2004*, Springer-Verlag.
- (10) Rosé, C. P. and Torrey, C. (2004) DReSDeN: Towards a Trainable Tutorial Dialogue Manager to Support Negotiation Dialogues for Learning and Reflection. In the *Proceedings of the International Conference on Intelligent Tutoring Systems 2004*, Springer-Verlag.
- (11) Alevin, V., Ogan, A., Popescu, O., Torrey, C., and Koedinger, K. (2004) Evaluating the Effectiveness of a Tutorial Dialogue System. In the *Proceedings of the International Conference on Intelligent Tutoring Systems 2004*, Springer-Verlag.

### Journal Article

- (12) Kiesler, S., Powers, A., Fussell, S. R., and Torrey, C. (2008) Anthropomorphic Interactions with a Software Agent and a Robot. *Social Cognition*, 26 (2), 168-180.

### Book Chapters

- (13) Torrey, C., Fussell, S.R., and Kiesler, S. (2009) What Robots Could Teach Us About Perspective-Taking. in Morsella, E. (ed.) *Expressing Oneself/Expressing One's Self: A festschrift in honor of Robert M. Krauss*. Taylor and Francis, NY.
- (14) Torrey, C., Burke, M., Lee, M., Dey, A., Fussell, S. R., and Kiesler, S. (2007) Approaches to Authority in Online Disaster Relief Communities after Hurricane Katrina. in S. Weisband (ed.) *Leadership at a Distance: Research in Technologically Supported Work*. Lawrence Erlbaum: Mahwah, NJ.

### Refereed Workshop Papers

- (15) Torrey, C. (2008) The Social Dimensions of Receiving Unsolicited Help from a Robot. In the *Extended Abstracts of the Conference on Human Factors in Computing 2008*, ACM Press.
- (16) Torrey, C., Fussell, S. R., and Kiesler, S. (2008) Trying to Help: Social Challenges for Smart Robots. In the *Proceedings of the Workshop on Robotic Helpers: User Interaction, Interfaces and Companions in Assistive and Therapy Robotics*.
- (17) Torrey, C., Fussell, S. R., and Kiesler, S. (2005) Appropriate Accommodations: Speech Technologies and the Needs of Older Adults. In the *Proceedings of the AAAI Fall Symposium on Caring Machines*, AAAI Press.

## Magazine Article

- (18) Torrey, C. and McDonald, D. W. (2007) How-To Web Pages. *Computer* 40, 8 (Aug. 2007), 96-97.

## ACADEMIC EXPERIENCE

### Lecturer, 2009—Present

#### Graduate School of Education, University of California, Berkeley

As a lecturer within the Cognition and Development Department, I teach several different courses related to the use of technology in the high school classroom. I lead a research group focused on assessing engagement and participation in online discussion groups.

### Graduate Research Assistant, 2003—2009

#### School of Computer Science, Carnegie Mellon University

As a member of the Project on People and Robots, I conducted laboratory experiments to observe social perceptions of a conversational robot helper using human perspective-taking and politeness strategies.

### Research Intern, 2008

#### Yahoo! Research

Supervised by Elizabeth Churchill, I conducted an interview study looking closely at how people make use of online “how-to” content in the domain of craft. This work documented the navigation and interpretation of online resources for complex, exploratory search tasks.

### Research Intern, 2006

#### Intel Corporation

Supervised by Bill Schilit, Sara Bly, and David McDonald, I conducted a series of interviews with creators of online “how-to” pages. These interviews explored the documentation process of computer and electronics hobbyists.

## TEACHING EXPERIENCE

### Graduate School of Education, University of California, Berkeley, CA

Technology, Curriculum & Instruction (for language arts teachers) — Spring 2010

Technology, Curriculum & Instruction (for math & science teachers) — Fall 2009

Technology, Curriculum & Instruction (for K-12 teachers) — Fall 2009

Scientific Thinking & Learning — Fall 2009

### Human Computer Interaction Institute, Carnegie Mellon University, Pittsburgh, PA

Computer Mediated Communication — Spring 2008, Spring 2009

## ACADEMIC SERVICE

### Reviewer — 2005-Present

ACM/SIGCHI Conference on Computer Supported Cooperative Work (CSCW)

ACM/SIGCHI Conference on Human Factors in Computing (CHI)

IEEE/ACM Human Robot Interaction Conference (HRI)

Hawaii International Conference on System Sciences (HICSS)