

CURRICULUM VITAE

Jamye M. Hickman

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EDUCATION

- 2004-present Georgia Institute of Technology
Completing requirements for a Ph.D. in Engineering Psychology
Minor: Applied Cognitive Aging
- 2001-2004 Georgia Institute of Technology
Degree: M.S. in Engineering Psychology
Thesis: Age-related effects of action versus concept training on developing a system representation
- 1997-2001 Meredith College
Degree: Bachelor of Arts in Psychology
Minor: Computer Studies
Graduation with Distinction: Cum Laude

RESEARCH PROJECTS CURRENTLY IN PROGRESS

- Age-related Effects of Action versus Concept Training on Learning to use a System and Developing a System Representation
 - Developed interface layout of novel system, hydroponic gardening control, and data parsing programs using Visual Basic
 - System development involved an iterative process of task analyses, heuristic evaluations, and cognitive walkthroughs followed by system analyses. Based on these analyses the system was redesigned.
 - After the system was assessed research materials were created which including training and tasks to assess knowledge learned
 - Manuscript has been accepted entitled *Training Older Adults to Use New Technology*
- Exploring Communication between Health Care Professionals and Older Adults
 - Developed one-on-one structured interview script to understand problems older adults have when communicating with their health care providers

- Developed a qualitative coding scheme to analyze data from structured interview
- Data analysis is complete
- Technical report is in preparation
- Developing reference pamphlet to distribute to older adults

PROFESSIONAL ACTIVITIES

- 2002-present Graduate Research Assistant
Human Factors and Aging Lab, Georgia Institute of Technology
Atlanta, GA
Duties include:
- Participant recruitment
 - Assisting research development
 - Running participants
 - Inputting and Analyzing data
 - Writing reports
 - Managing undergraduate assistant
- 2000-2001 Resident Assistant
Meredith College
Raleigh, NC
Duties included:
- Responsibility of 38 sophomore women
 - Summer training
 - Weekly meetings
 - Organizing hall socials
 - Crisis management and conflict resolutions
- 1997-2001 Student Assistant
Meredith College Department of Math and Computer Science
Raleigh, NC
Duties included:
- Designing WebPages for the new Science and Technology Building, Women's Studies Minor, Volunteer Services
 - Correcting homework assignments and projects for the professor who teaches the Internet and creating web pages classes.
 - Assisting in management of the departmental budget with Quicken 98.
 - Troubleshooting hardware and software problems.
- 1999-2000 Webmaster Intern
Meredith College Office of Technology Services
Raleigh, NC

Duties included:

- Updating existing webpages on the Meredith College Server using FrontPage 98 by uploading files or recreating hard copies.
- Creating webpages using FrontPage 98
- Photographing campus events and outdoor images for use on website
- Scanning and editing images with Adobe Photoshop 4.0

1999 & 2000 Summer Math Camp for Young Women Resident Assistant
Meredith College
Raleigh, NC

Duties included:

- Responsibility of 12 young ladies (ages 12-16)
- Residing in dorms with campers
- Assisting in daily class activities
- Assisting in field trips
- Nightly discussions about academic areas of mathematics and career opportunities in mathematics and science
- Teaching workshop on binary numbers

PUBLICATIONS

Hickman, J. M., Rogers, W. A., & Fisk, A. D. (accepted). Training older adults to use new technology. *Journal of Gerontology: Psychological Sciences*

PROCEEDINGS & PUBLISHED ABSTRACTS

Hickman, J. M., Caine, K.E., Stronge, A.J., Pak, R., Rogers, W.A., & Fisk, A.F. (2006). Doctor-patient communication: Guidelines for improvements. To be in the *Proceedings of the Human Factors & Ergonomics Society 50th Annual Meeting*. San Francisco, CA.

Hickman, J. M., Pak, R., Stronge, A. J., & Jones, W. B. (2004, September). Exploring communication between health care professionals and older adults. In *Proceedings of the Human Factors & Ergonomics Society 48th*

Annual Meeting (pp. 2156-2160). Santa Monica, CA: Human Factors and Ergonomics Society.

Hickman, J. M., Rogers, W.A. & Fisk, A.D. (2003, October). Age-related effects of training on developing a system representation. In *Proceedings of the Human Factors and Ergonomics Society 47th Annual Meeting* (pp. 1805-1809). Santa Monica, CA: Human Factors and Ergonomics Society.

Hickman, J. M., Rogers, W.A. & Fisk, A.D. (2003, March). Age-related effects of training on developing a system representation. In *Published abstracts of the 14th Annual Southeastern Student Convention of Gerontology and Geriatrics*. Athens, GA: The University of Georgia Gerontology Center.

PRESENTATIONS

Hickman, J. M., Caine, K.E., Stronge, A.J., Pak, R., Rogers, W.A., & Fisk, A.F. (2006). *Doctor-patient communication: Guidelines for improvements*. To be presented at the Human Factors and Ergonomics Society 50th Annual Meeting. San Francisco, CA.

Hickman, J. M., Caine, K., E., Stronge, A.J., Pak, R., Rogers, W. R., & Fisk, A. D. (April, 2006). *Doctor-patient Communication: Exploring the Nature of Communication Problems for an Older Population*. Presented at the Cognitive Aging Conference. Atlanta, GA.

Hickman, J. M., Pak, R., & Stronge, A. J., & Jones, W. B. (2004, September). *Exploring Communication between Health Care Professionals and Older Adults*. Presented at the Human Factors and Ergonomics Society 48th Annual Meeting. New Orleans, LA.

- Hickman, J. M., Rogers, W. A., & Fisk, A. D. (2004, July). *The age-related effects of training on learning complex system structures*. Presented at the 112th Annual Convention of the American Psychological Association. Honolulu, HI.
- Hickman, J. M., Rogers, W.A. & Fisk, A.D. (2003, October). *Age-related effects of training on developing a system representation*. Presented at the Human Factors and Ergonomics Society 47th Annual Meeting. Denver, CO.
- Rogers, W. A., Fisk, A. D. & Hickman, J. M. (2003, August). *Understanding age-related training principles for the development of a system mental model*. Presented at the 111th Annual Convention of the American Psychological Association. Toronto, Canada.
- Hickman, J. M., Rogers, W.A. & Fisk, A.D. (2003, March). *Age-related effects of training on developing a system representation*. Presented at the 14th Annual Southeastern Student Convention of Gerontology and Geriatrics. Tybee Island, GA.
- Hickman, J., Mazza, C., & Hornak, R. (2001, April). *Effects of effort training and time delay on task persistence*. Presented at the Carolinas Psychological Conference, Raleigh, NC.
- Hickman, J., Mazza, C., & Hornak, R. (2001, April). *Effects of effort training and time delay on task persistence*. Presented at the MORE for Students Conference of Meredith College, Raleigh, NC

INVITED PRESENTATIONS

- Rogers, W. A. & Hickman, J. M. (2003, April). *Understanding how human*

factors/ergonomics can contribute to your profession. Presented at the Annual Convention of the National Black Association for Speech Language and Hearing (NBASLH). Atlanta, GA.

OTHER PUBLISHED WRITINGS

Hickman, J. M. (2004). Designing for the future: Helping children understand engineering psychology. *APA Division 21 Newsletter*, 29, 6-7.

RESEARCH GRANTS & FELLOWSHIPS

CREATE II: Design of Collaborative Systems - Minority Supplement Grant
(8/23/06 – 8/23/08)

National Institutes of Health (National Institute on Aging), Wendy A. Rogers – Principal Investigator, Jamye M. Hickman – Minority Student
(\$60,107 direct costs; \$84,527 total costs)

Task Strategies Grant-Minority Supplement Grant (8/12/02 – 8/15/04)

National Institutes of Health (National Institute on Aging), Wendy A. Rogers – Principal Investigator, Jamye M. Hickman – Minority Student
(\$50,767 direct costs; \$71,567 total costs)

Age-related Effects of Training on Developing a System Representation

Georgia Gerontology Consortium (8/2002 – 7/2003), Jamye M. Hickman
amount: \$2,495.05

FACES (Facilitating Academic Careers in Engineering and Science) Fellowship

Georgia Institute of Technology College of Engineering and the College of Sciences (3/2005 - until graduation), Jamye M Hickman (annual

amount: \$3,000, increases to \$5,000 upon passing preliminary examinations)

TEACHING EXPERIENCE

- Spring 2006 Guest Lecturer: Applied Experimental
Georgia Institute of Technology
Atlanta, GA
- Prepared lecture explaining qualitative methodologies and data analysis
- Fall 2005 Guest Lecturer: Social Psychology
Oglethorpe University
Atlanta, GA
- Prepared lecture relating the Milgram Obedience Study to the current APA code of ethics and to articles from the news headlines focusing on political and college-life issues
 - Prepared questions for final exam based on class discussions and handouts
- Fall 2003 Workshop Teacher: Georgia Tech Center for Education Integrating
Science, Mathematics, and Computing (CEISMC)
- Helped in the development of a lesson plan
 - Educated 75 children: 3 groups of 25 (3rd – 5th graders) on design principles of engineering psychology
- Fall 2003 Psychology Tutor: Georgia Institute of Technology Student
Athletic Association
- Introductory Psychology
 - ANOVA
- Spring 2002 Teaching Assistant
Theories of Personality, Georgia Institute of Technology
Atlanta, GA
Duties included:
- Holding weekly office hours
 - Reviewing exams with students
 - Inputting grades on WebCT
- 2001-2002 Teaching Assistant
General Psychology, Georgia Institute of Technology
Atlanta, GA
Duties included:
- Assisting in exam creation

- Proctoring exams
- Grading exams and reports
- Inputting grades on WebCT
- Review exams with students

Spring 2001 Teaching Assistant
 Research Methods: Experimental Psychology, Meredith College
 Raleigh, NC

Duties included:

- Grading tests
- Preparing materials for research experiments
- Assisting in analyzing data and writing research papers
- Teaching lecture on APA style

CERTIFICATIONS

Completed National Institute of Health Office of Human Subjects Research training course on the Protection of Human Research Subjects

- Certified to test participants (9-10-01)

Completed certification for the Center of Research and Education on Aging and Technology Enhancement (CREATE)

- Certified to test participant groups (5-2002)
- Certified to score participant groups (5-2002)
- Certified to screen individual participants (11-2001)
- Certified to test individual participants (11-2001)
- Certified to score individual participant data (11-2001)

PROFESSIONAL AND HONOR SOCIETIES AND ACTIVITIES

- President of Georgia Institute of Technology Human Factors and Ergonomics Society Student Chapter (2004-2005)
 - Outline budgets with treasurer for Georgia Tech SGA and HFES National Office
 - Plan Monthly Speaker Series
 - Plan chapter social events
 - Judge National Ergonomics Month Best Plan of Action Contest
- Vice President/Treasurer of Georgia Institute of Technology Human Factors and Ergonomics Society Student Chapter (2003-2004)
 - Outlined budgets with president for Georgia Tech SGA and HFES National Office
 - Collected member dues
 - Processed receipts for chapter activities

- Vice President/Secretary of Georgia Institute of Technology Human Factors and Ergonomics Society Student Chapter (2002-2003)
 - Assisted in annual budgets
 - Organize refreshments for chapter activities
- Georgia Institute of Technology Student Chapter of the Human Factors and Ergonomics Society – Student Member (2001-present)
- Human Factors and Ergonomics Society – Student Affiliate (2001 – present)
- American Psychological Association – Student Affiliate: APAGS (2002 – present)
- Georgia Institute of Technology Black Graduate Student Association (2001 – present)

AWARDS/HONORS

- President of the HFES Student Chapter when chapter was awarded 2004 Outstanding Student Chapter Award by the Human Factors and Ergonomics Society.
- President of the HFES Student Chapter when chapter was awarded the 2003 National Ergonomics Month Best Action Plan Implemented by the Human Factors and Ergonomics Society.
- Vice President/Treasurer of HFES Student Chapter when chapter was awarded the 2003 National Ergonomics Month Best Action Plan by the Human Factors and Ergonomics Society.
- 2003 Honorable Mention, 14th Annual Southeastern Student Convention of Gerontology and Geriatrics
- 2002 Honorable Mention, Ford Predoctoral Fellowship for Minorities
- Member of Student HFES Student Chapter when chapter was awarded 2001 Outstanding Student Chapter Award by the Human Factors and Ergonomics Society.

SERVICE ACTIVITIES

December 2002 - present
 Big Brothers/Big Sisters of Metro Atlanta
 Big Sister
 Mentor and friend to a young female.

- August 2006 Georgia Tech Transitions Graduate Panel
Georgia Institute of Technology
Atlanta, GA
Panel member during a question and answer session for incoming graduate students.
- January 2006 FOCUS 2006 Welcome Dinner: Graduate Student Reflections
Georgia Institute of Technology
Atlanta, GA
Guest speaker at welcome dinner highlighting graduate experiences at Georgia Tech.
- November 2005 - January 2006
ProjectGRAD
South Atlanta High School
Atlanta, GA
Mentor to AP level high school student, guide student through college application process by brainstorming essay ideas, evaluating practice essays, researching institutions, and discussing academic interests
- November 2005 Judge for Academic Fair
Centennial Place Elementary School
Atlanta, GA
Judged 5th grade projects through evaluating project board and interviewing students. The fair included over 200 entries across all grade levels.
- January 2005 FOCUS 2005 Graduate Student Panel
Georgia Institute of Technology
Atlanta, GA
Panel member during a question and answer session for incoming graduate students.
- August 2004 Georgia Tech Transitions Graduate Panel
Georgia Institute of Technology
Atlanta, GA
Panel member during a question and answer session for incoming graduate students.
- June 2004 Graduation Celebration Banquet
St. John Missionary Baptist Church
Bolivia, NC
Guest speaker at dinner banquet celebrating high school and college graduates of the community, highlighting the benefits

of obtaining a higher degree and the personal fulfillment of setting goals and achieving them.

January 2004 FOCUS 2004 Welcome Dinner: Graduate Student Reflections
Georgia Institute of Technology
Atlanta, GA
Guest speaker at welcome dinner highlighting graduate experiences at Georgia Tech.

GUEST SPEAKER

March 2005 Research Methods: Experimental Psychology
Meredith College
Raleigh, NC
Guest speaker in one class on applying to graduate school, my first year of graduate school and the other side of being a psychologist, research.

March 2002 Research Methods: Experimental Psychology
Meredith College
Raleigh, NC
Guest speaker in two classes on applying to graduate school, my first year of graduate school and the other side of being a psychologist, research.

RELEVANT COURSEWORK

- Research Methods and Design
- Statistical Analysis: ANOVA and regression
- Biopsychology
- Lifespan Developmental Psychology
- Psychomotor and aging
- Seminar in Psychology of HCI
- Product Interface Design
- Engineering Psychology I & II
- Sensation and Perception
- Human Computer Interaction (HCI)
- Psychomotor and cognitive skills
- Seminar in Forensic Psychology
- Cognitive Aging
- Psychomotor and Cognitive Skill

COMPUTER SKILLS

Programming languages

- Visual Basic 6.0
- C++

Web page design

- Basic HTML
- Adobe Photoshop

Word Processing, Spreadsheets and Databases

- Microsoft Office 98, 2000, & XP

Statistical Programs

- SPSS