

## MEXHID FERATI, PHD

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Address: Pilestredet 35, PS423, 0130 Oslo, Norway

### CURRENT POSITIONS

#### Postdoctoral Fellow

Oslo and Akershus University College of Applied Sciences  
Computer Science department  
Universal Design of ICT research group, *Oslo, Norway*

Oct. '15-ongoing

#### Assistant Professor (Docent)

South East European University (SEEU)  
Contemporary Sciences and Technologies department, *Tetovo & Skopje, Macedonia*

Jan.'12- ongoing

### EDUCATION

**PhD** **Indiana University**, Bloomington, IN, USA

2007-2012

#### Informatics – Human-Computer Interaction

Dissertation: “*Design Foundations for Content-rich Acoustic Interfaces: Investigating Audemes as Referential Non-speech Audio Cues*”

Committee: Davide Bolchini, PhD (advisor), Mark S. Pfaff, PhD, Mathew J. Palakal, PhD, Amy Shirong Lu, PhD

**MS** **Purdue University**, Indianapolis, IN, USA

2005-2007

#### Computer and Information Science

Thesis: “*Adaptive GPS-based Site Navigation System*”

Advisor: Mathew J. Palakal, PhD

**BS** **South East European University**, Tetovo, Macedonia

2002-2005

#### Computer Science

Capstone Project: “*Small Enterprise Sales Control Application*”

Advisor: Vladimir Radevski, PhD

### TEACHING EXPERIENCE

**South East European University (SEEU)**, Tetovo & Skopje

Jan'12- Present

**Assistant Professor (Docent)**, Contemporary Sciences and Technologies

- Teaching undergraduate and graduate courses
- Developing lectures, quizzes, exams, and homework
- Development and syllabi preparation according to accreditation standards

Level	Course Name	Students	Term
BSc	Research Project in Information Systems I*	14	F'13-'14
BSc	Research Project in Information Systems II*	14	S'14-'15
BSc	Web Technologies	103	F'12, S'14-'15
BSc	Human-Computer Interaction	87	F'13-'15, S'13

BSc	Laboratory Course	12	F'13
BSc	Usability Engineering	7	F'12
BSc	Capstone Project	12	S'15
MSc	Assistive Technologies for Students with Special Needs	17	S'14
MSc	Assistive Technologies for Students with Special Needs - Online	6	S'16
MSc	Human-Computer Interface for Mobile Devices	2	S'14
MSc	User Interface Design and Evaluation	51	F'12-'14
MSc	User Interface Design and Evaluation – Online	61	S'12-'14, F'15-'16
MSc	Research Skills and Preparation of Dissertation	14	F'14
Workshop	User Interface Design using Axure RP	8	June 17-21, 2013

*\*Offered within the joint program with the University of London, International Program*

**Linnaeus University, Växjö, Sweden** Apr 20–May 11, '13

**Visiting Lecturer**, School of Computer Science, Physics and Mathematics

- Lecturing on how to conduct an evaluation of games
- Advising graduate students on their projects

Level	Course Name	Students	Term
MSc	4ME108: Mobile Games and Entertainment	15	S'13
MSc	4ME101: Scientific Theories and Methods	2	S'13
MSc	5ME10E Master Thesis	12	S'13

**Indiana University at IUPUI, Indianapolis, IN** Aug'10 – Dec'11

**Co-Instructor, Teaching Assistant and Guest Lecturer**, School of Informatics

- Co-taught undergraduate and graduate courses
- Developed lectures, quizzes, exams and homework for half of the course
- Advised students and graded their team projects
- Graded homework, tracking student assignment submissions

Level	Course Name	Students	Role	Term
BSc	INFO I300: Human-Computer Interaction	18	Co-Instr.	F'10
MSc	INFO I501: Introduction to Informatics	32	Co-Instr.	F'11
MSc	I590/I690: Struct. Conceptual Design for Interactive Applications	13	Teach. As.	S'11
MSc	INFO I624: Advanced Seminar I in HCI	3	Teach. As.	F'10
MSc	NM485/INFO590: Psychology of Media	8	Guest Lec.	F'11
MSc	INFO I624: Advanced Seminar I in HCI	11	Guest Lec.	F'10-'11

#### RESEARCH PROJECTS

- UDiAide/WIL: Universal Design in Public Environment  
*Research Council of Norway, pre-project, co-applicant* Nov'15-Feb'16
- Web and Mobile Accessibility for Visually Impaired People (€14,500.00)  
*The Swedish Foundation for International Cooperation in Research and Higher Education (STINT), co-applicant* Oct'13-oct'14
- Navigating the Aural Web (456,311.00) 2010-2012  
*National Science Foundation, IIS-1018054, student applicant*
- The Acoustic User Interface for the Blind (\$115,000.00) 2007-2009  
*Nina Mason Pulliam Trust*
- Audeme Games and Aural Semantics (\$50,000.00) 2011-2012  
*Google Faculty Research Award, student applicant*

### Developed software applications as part of projects

- **Acoustic Edutainment Interface (AEDIN)** – Touch-screen Interface to enhance the education of blind and visually impaired students through audemes (non-speech sounds).
- **Advanced Support and Creation-Oriented Library for Audemes (ASCOLTA)** – A web-based tool to enable non-audio background users to design effective audemes.
- **Webtime** – An accessible website using advanced navigation strategies to enhance the browsing and information finding experience of screen-reader users.
- **Green Savers Mobile** – A mobile application for on-the-go information consumption.

### RESEARCH EXPERIENCE

#### Oslo and Akershus University College of Applied Sciences, Oslo

Oct'15-present

Postdoctoral Fellow Member of the *Universal Design of ICT* research group

- Investigating MOOCs as a platform for the education of people with disabilities
- Investigating university library websites for easy access for the print disabled users (blind and dyslexics)
- Design and evaluation of ski injuries management application (in collaboration with NTNU Gjøvik)
- Automatic web enrichment using non-speech sounds to increase accessibility for the blind and visually impaired users
- Designing universally accessible environments to support independent living
- Investigating methods for indirect requirements gathering from people with disabilities

#### South East European University, Tetovo

Sep.'12-Oct.'15

Member of the *Human-Computer Interaction and Knowledge Management* research group

- Investigating the needs of the local blind and visually impaired community and development of assistive technologies to help their education
- Building a network of partners with international and local researchers including non-governmental organizations providing support to people with special needs (More about the research: [www.wma4vip.wordpress.com](http://www.wma4vip.wordpress.com))

#### Research Assistant, Indiana University, Indianapolis, IN

2007-2012

Advisors: Davide Bolchini, PhD and Steve Mannheimer, MFA

- Developing, conducting and analyzing questionnaire and interview data gathered when conducting research with the blind and visually impaired K12 students at Indiana School for the Blind and Visually Impaired (ISBVI).
- Designing, developing and evaluating a touch-screen Acoustic Interface with blind and visually impaired participants from ISBVI.
- Designing, developing and evaluating innovative accessible website navigation strategies with blind and visually impaired participants from ISBVI.

### NON-ACADEMIC WORK EXPERIENCE

#### Interpreter, Language Training Center, Indianapolis, IN, USA

2011-2012

- Providing interpreting services English - Albanian and Albanian – English for albanian patients in the hospitals within the Indianapolis area.

#### Hardware & Software Technician, a3m Computers, Kumanovo

2004-2005

- Assembling and troubleshooting computer hardware and software.

<b>English Language Tutor</b> , South East European University, Tetovo	2003-2004
<ul style="list-style-type: none"> <li>• Help students of different levels with the English language</li> </ul>	

<b>Interpreter</b> , TRW, U.S. Military part of KFOR, Camp Bondsteel, Kosovo	1999-2002
<ul style="list-style-type: none"> <li>• Interpreting for high-ranking officers, Col and Lt. Col, while patrolling in the south-eastern region of Kosovo</li> <li>• Interpreting in local TV and Radio stations in Kosovo</li> <li>• Translation of minefield maps and various documents</li> <li>• Languages: Albanian, English, Macedonian, Serbian.</li> </ul>	

#### **HONORS AND AWARDS**

<b>IUPUI Student Employee of the Year Nominee</b> , Certificate	2012
<b>Microsoft Imagine Cup 2011 Honorable Mention</b> , Certificate	2011
<b>Indiana University</b> , Scholarship	2007-2012
<b>United States Agency for International Development (USAID)</b> , Scholarship	2005-2007
<b>British Council</b> , Scholarship	2004-2005

#### **PRESENTATIONS AND INVITED LECTURES**

<b>Accessibility of MOOCs for Blind People in Developing Non-English Speaking Countries</b> , <i>International Conference on Design for Inclusion (part of AHFE '16)</i> Orlando, Florida, USA	July 31 <sup>st</sup> , '16
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<b>Automatic Adaptation Techniques to Increase the Web Accessibility for the Blind Users</b> , <i>Universal access in Human-Computer Interaction, HCI International '16</i> , Toronto, Ontario, Canada	July 20 <sup>th</sup> , 16
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<b>Augmenting Requirements Gathering for People with Special Needs using IoT</b> <i>Paper and poster presentation at 9th International Workshop on Cooperative and Human Aspects of Software Engineering (CHASE '16)</i> , Austin, TX, USA	May 16 <sup>th</sup> , '16
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<b>Mobile Interface Design and Evaluation</b> , <i>Guest lecturing at the Cross-platform Mobile Development course at Linnaeus University, Vaxjo, Sweden</i> (Online using Adobe Connect)	May 20 <sup>th</sup> , '15
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<b>Using MOOC to create an academy and teach online: Almooc.com and eduongo.com</b> , <i>Workshop with IT teachers of regional high-schools</i> , Tetovo, Macedonia	Apr 25 <sup>th</sup> , '15
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<b>Accessibility Requirements for Blind and Visually Impaired in, a Regional Context: An Exploratory Study</b> , <i>2nd IEEE International Workshop on Usability and Accessibility focused Requirements Engineering (UsARE '14)</i> , Karlskrona, Sweden	Aug 25 <sup>th</sup> , '14
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<b>Audemes as Non-speech Sounds for Content-rich Acoustic Interfaces</b> , <i>Workshop about building requirements for the blind community</i> , Blekinge Institute of Technology, Karlskrona, Sweden	May 26 <sup>th</sup> , '14
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<b>Audemes as Non-speech Sounds for Content-rich Acoustic Interfaces</b> , <i>Workshop about building requirements for the blind community</i> , eHealth Institute, Kalmar, Sweden	May 22 <sup>nd</sup> , '14
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<b>Web and Mobile Accessibility for Visually Impaired People</b> , <i>Workshop about building requirements for the blind community in Macedonia</i> , South East European University, Tetovo, Macedonia	Feb. 19 <sup>th</sup> , '14
<b>Investigating Bookmarking Habits of Blind Users</b> , <i>6<sup>th</sup> ACM Balkan Conference in Informatics (BCI'13)</i> , Thessaloniki, Greece	Sept. 20 <sup>th</sup> , '13
<b>Audemes as Non-speech Sounds for Content-rich Acoustic Interfaces</b> , <i>Guest lecture in Computer and Information Science</i> , Linnaeus University, Växjö, Sweden	May 2 <sup>nd</sup> , '13
<b>Using Audemes to Enhance Learning</b> , <i>Brown Bag Lunch Talk Series</i> , Wright State University, Dayton, OH, USA	Apr. 20 <sup>th</sup> , '12
<b>Navigating the Aural Web</b> , <i>IUPUI Research Day</i> , IUPUI Campus, Indianapolis, IN, USA	Apr. 13 <sup>th</sup> , '12
<b>Audemes and STEM education for the blind and visually impaired</b> , <i>Independence Science: Learning a New Direction Conference for Disability (IsLAND'11)</i> , West Lafayette, IN, USA	Oct. 28-29, '11
<b>Usability Evaluation of Acoustic Interfaces for the Blind</b> , <i>29th ACM International Conference on Design of Communication (SIGDOC'11)</i> , Pisa, Italy	Oct. 3-5, '11
<b>Navigating the Aural Web, On the Go</b> , <i>Usability Professionals' Association - Indiana Chapter</i> , Indianapolis, IN, USA	Sept. 19 <sup>th</sup> , '11
<b>How We May Navigate (the Aural Web)</b> , <i>IUPUI Research Day</i> , IUPUI Campus, Indianapolis, IN, USA	Apr. 8 <sup>th</sup> , '11
<b>Audeme Games for the Microsoft Imagine Cup</b> , <i>Imagine Cup 2011 Project Presentation, USER Lab, IUPUI</i> , Videoconference with Microsoft, Chicago, IL, USA	Apr. 4 <sup>th</sup> , '11
<b>Acoustic Interaction Design for Blind and Visually Impaired Users</b> , <i>World Usability Day</i> , IUPUI Campus, Indianapolis, IN, USA	Nov. 12 <sup>th</sup> , '09
<b>Acoustic Interaction Design through "Audemes": Experiences with the Blind</b> , <i>27th ACM International Conference on Design of Communication (SIGDOC'09)</i> , Bloomington, IN, USA	Oct. 5-7, '09
<b>Towards a Modeling Language for Designing Auditory Interfaces</b> , <i>13th International Conference on Human-Computer Interaction</i> , San Diego, CA, USA	July 19-24, '09
<b>Designing Aural Applications</b> , <i>World Usability Day</i> , IUPUI Campus, Indianapolis, IN, USA	Nov. 13 <sup>th</sup> , '08

## PUBLICATIONS

### Journal Publications

1. Mijuskovic, A. and Ferati, M. Cloud Storage Privacy and Security User Awareness: A Comparative Analysis between Dutch and Macedonian Users, *International Journal of Human Capital and Information Technology Professionals (IJHCITP)*, 7(3), 2016, 1-18.

2. Raufi, B., **Ferati, M.**, Zenuni, X., Ajdari, J., Ismaili, F. Methods and Techniques of Adaptive Web Accessibility for the Blind and Visually Impaired, *Procedia-Social and Behavior Sciences*, Vol.195, Pg.1999-2007, Istanbul, 2015.
3. **Ferati, M.**, Pfaff, M., Mannheimer, S., Bolchini, D., Audemes at work: Investigating features of non-speech sounds to maximize content recognition, *International Journal of Human-Computer Studies (IJHCS)*, 70 (12), 2012, 936–966.

#### Book Chapters

1. **Ferati, M.**, Vogel, B., Kurti, A., Raufi, B and Astals, D. S. Web Accessibility for Visually Impaired People: Requirements and Design Issues, *International Workshop on Usability and Accessibility focused Requirements Engineering*, Springer International Publishing, pp.79-96, 2016
2. Trajkova, M., **Ferati, M.**, Usability Evaluation of Kinect-based System for Ballet Movements, *Design, User Experience, and Usability: Users and Interactions*, pp.464-472, HCI International, August 5, 2015, Los Angeles, CA, USA.
3. Mannheimer, S., **Ferati, M.**, Bolchini, D., Palakal, M., Educational Sound Symbols for the Visually Impaired, in C. Stephanidis (Ed.): *Universal Access in HCI, Part I, HCII 2009 Proceedings*, Springer-Verlag LNCS 5614, 106–115, San Diego, CA, 2009.
4. **Ferati, M.**, Bolchini, D., Mannheimer, S., Towards a Modeling Language for Designing Auditory Interfaces, in C. Stephanidis (Ed.): *Universal Access in HCI, Part III, HCII 2009 Proceedings*, Springer-Verlag LNCS 5616, 502–511, San Diego, CA, 2009.

#### Conference Papers

1. **Ferati, M.**, Kurti, A, Vogel, B. and Raufi, B. Augmenting Requirements Gathering for People with Special Needs using IoT: A Position Paper, *9th International Workshop on Cooperative and Human Aspects of Software Engineering (CHASE'16) within the 38th International Conference on Software Engineering (ICSE'16)*, May 16th, 2016, Austin, TX, USA.
2. **Ferati, M.**, Mripa, N. and Bunjaku, R. Accessibility of MOOCs for Blind People in Developing Non-english Speaking Countries, *International Conference on Design for Inclusion part of International Conference in Applied Human Factors and Ergonomics*, Orlando, FL, USA, 27-31 July, 2016.
3. **Ferati, M.** and Sulejmani, L. Automatic Adaption Techniques to Increase the Web Accessibility for the Blind Users, *Universal Access in Human-Computer Interaction, HCI International 2016*, Toronto, Canada, 17-22 July, 2016.
4. Dalipi, F, **Ferati, M.**, Yayilgan, S. User Interface Evaluation of a Ski Injuries Management System, *2nd International Conference on Human Factors in Sports and Outdoor Recreation part of International Conference in Applied Human Factors and Ergonomics*, Orlando, FL, USA, 27-31 July, 2016.
5. Mijuskovic, A and **Ferati, M.** User Awareness of Existing Privacy and Security Risks for Storing Data in the Cloud, *International Conference on eLearning*, Berlin, 2015.
6. **Ferati, M.**, Raufi, B., Kurti, A., Vogel, B., Accessibility Requirements for Blind and Visually Impaired in a Regional Context: An Exploratory Study, *In Proceedings of the 2nd IEEE*

*International Workshop on Usability and Accessibility focused Requirements Engineering (UsARE'14)*, August 25-29, 2014, Karlskrona, Sweden, 13-16

7. Raufi, B., Ismaili, F., Ajdari, J., **Ferati, M.**, Zenuni, X. Semantic Resource Adaptation Based on Generic Ontology Models, *9th International Conference on Software Paradigm Trends (ICSOFT-PT 2014)*, Vienna, Austria; 08/2014
8. **Ferati, M.**, Investigating Bookmarking Habits of Blind Users, *Proc. of the 6<sup>th</sup> ACM Balkan Conference in Informatics (BCI'13)*, Thessaloniki, Greece, 137-140.
9. Rohani, R., **Ferati, M.**, Yang, T., Bolchini, D., Back Navigation Shortcuts for Screen Reader Users, *Proceedings of the 14th international ACM SIGACCESS conference on Computers and accessibility (ASSETS '12)*. ACM, New York, NY, USA, 1-8.
10. Yang, T., **Ferati, M.**, He, L., Bolchini, D., Navigating by Index and Guided Tour for Fact Finding, in *Proceedings of the 30th ACM international conference on Design of communication (SIGDOC '12)*. ACM, New York, NY, USA, 181-190.
11. Yang, T., **Ferati, M.**, Liu, Y., Ghahari, R., and Bolchini, D., Aural Browsing On-The-Go: Listening-based Back Navigation in Large Web Architectures, *CHI 2012*, 277-286, May 5–10, 2012, Austin, TX, USA.
12. **Ferati, M.**, Mannheimer, S., Bolchini, D., Usability Evaluation of Acoustic Interfaces for the Blind, in *Proc. of the 29th ACM International Conference on Design of Communication (SIGDOC)*, 9-16, October 3-5, Pisa, Italy, 2011.
13. **Ferati, M.**, Mannheimer, S., Bolchini, D., Acoustic Interaction Design through "Audemes": Experiences with the Blind, in *Proc. of the 27th ACM International Conference on Design of Communication (SIGDOC)*, 23-28, Bloomington, IN, 2009.
14. Mannheimer S., **Ferati M.**, Huckleberry D., and Palakal M., Using Audemes as a Learning Medium for the Visually Impaired, *Proceedings of HEALTHINF 2009*, 175-180, Porto, Portugal, 2009.

#### **Exhibited Research Posters (Non-Peer-Reviewed)**

1. **Ferati, M.** and Sulejmani, L. Automatic Adaption Techniques to Increase the Web Accessibility for the Blind Users, *Universal Access in Human-Computer Interaction, HCI International 2016*, Toronto, Canada, 17-22 July, 2016.
2. **Ferati, M.**, Kurti, A, Vogel, B. and Raufi, B. Augmenting Requirements Gathering for People with Special Needs using IoT: A Position Paper, *9th International Workshop on Cooperative and Human Aspects of Software Engineering (CHASE'16) within the 38th International Conference on Software Engineering (ICSE'16)*, May 16th, 2016, Austin, TX, USA.
3. Trajkova, M., **Ferati, M.**, Usability Evaluation of Kinect-based System for Ballet Movements., *poster presented at the 2015 Indiana Celebration of Women in Computing Conference (InWIC) in Indianapolis, IN, March 7, 2015. Best graduate student poster award!*
4. Bolchini, D., **Ferati, M.**, Rohani Ghahari, R., Yang, T., Navigating the Aural Web, *poster presented at the 2012 IUPUI Research Day, Faculty and Community Showcase, IUPUI Campus Center, Indianapolis (IN), April 13, 2012.*

5. Bolchini, D., **Ferati, M.**, Liu, Y., Luebke, J., Rohani Ghahari, R., Tao Yang, How We May Navigate (the Aural Web), *invited poster exhibit presented at the 2011 IUPUI Translating Research Into Practice (TRIP) Community Research Showcase*, Indianapolis, IUPUI Campus Center, September 12, 2011.
6. Bolchini, D., **Ferati, M.**, Liu, Y., Luebke, J., Rohani Ghahari, R., Tao Yang, How We May Navigate (the Aural Web), *invited poster exhibit presented at the 2011 IUPUI Research Day, Community Research Showcase*, Indianapolis, IUPUI Campus Center, April 8, 2011
7. Bolchini, D., **Ferati, M.**, Rohani Ghahari, R., Liu, Y., Luebke, J., Yang, T., Navigating the Aural Web, *poster presented at the World Usability Day in Indianapolis*, IUPUI Campus Center, November 11, 2010.
8. Bolchini, D., **Ferati, M.**, Rohani Ghahari, R., Liu, Y., Luebke, J., Yang, T., Navigating the Aural Web, *poster presented at the Indiana TechPoint Innovation Summit*, Indiana Convention Center, October 27, 2010.
9. **Ferati, M.**, Bolchini, D., Mannheimer, S., Palakal, M. Acoustic Interaction Design for Blind and Visually Impaired Users *poster presented at UPA World Usability Day 2009*, IUPUI Campus, Indianapolis, November 12, 2009.
10. **Ferati M.**, Bolchini D., Mannheimer S., Palakal M., Designing Aural Applications, *poster presented at UPA World Usability Day 2008*, IUPUI Campus, Indianapolis, November 13, 2008.

#### ADVISING

Level	Student name	Program	University*	Advisor	Since/Completed
Master	Ratan Bahadur Thapa	Computer Science	HIOA	Main	Feb'16
Master	Julia Schmidt	Media Technologies	LNU	Co-advisor	Oct'15
Master	Ersin Daut	Business Informatics	SEEU	Main	Jan'15
Master	Lirim Sulejmani	Business Informatics	SEEU	Main	Mar'14
Master	Njomza Mripa	Business Informatics	SEEU	Main	Feb'14
Master	Gazmend Fetoja	Computer Science	SEEU	Main	Jan'14
Master	Ana Kuscer	Graphic & Interactive Comm.	UL	Co-advisor	Jan'16
Master	Nderim Rahmani	Computer Science	SEEU	Co-advisor	Apr'15
Master	Labinot Morina	Computer Science	SEEU	Co-advisor	Apr'15
Master	Veli Rexhepi	Computer Science	SEEU	Co-advisor	Apr'15
Master	Barbara Kosarkoska	Graphic & Interactive Comm.	UL	Co-advisor	Feb'15
Master	Argjend Xhelili	Computer Science	SEEU	Co-advisor	Dec'13
Master	Riat Abduramani	Computer Science	SEEU	Co-advisor	Dec'14
Master	Elita Orhani	Languages, Cultures & Comm	SEEU	Co-advisor	Completed
Master	Kadrije Kodra	Computer Science	SEEU	Co-advisor	Completed
Master	Sadije Bunjaku	Computer Science	SEEU	Co-advisor	Completed
Master	Elza Dika	Computer Science	SEEU	Co-advisor	Completed
Master	Ardian Hyseni	Business Informatics	SEEU	Co-advisor	Completed
Master	Jason Eggert	Informatics – HCI	IU	Co-advisor	Completed
PhD	Tao Yang	Informatics – HCI	IU	Co-advisor	Completed
PhD	Romisa Rohani Ghahari	Informatics – HCI	IU	Co-advisor	Completed
BSc	30+ students	Computer Science	SEEU	Main & Co	Completed

\* HIOA – Oslo and Akershus University College of Applied Sciences, SEEU – South East European University, UL – University of Ljubljana, IU – Indiana University, LNU – Linnaeus University



## **SERVICE TO UNIVERSITY**

**Oslo and Akershus University of Applied Sciences, Oslo** Oct '15-Present

- Member of the Computer Science department faculty council
- Contribute to the forum of the Technology, Art and Design PhD program

**South East European University, Tetovo & Skopje** Jan'12 – Oct'15

- Responsible for ensuring the high quality learning conditions for the blind students enrolled at SEEU
- Member of the workgroup for the design of the bachelor study program *Applied Informatics for IT Enterprises*
- Member of the workgroup for the design of the master study program *Teaching Informatics*
- Member of the Contemporary Sciences and Technologies department website design and implementation team
- Development and curriculum preparation
- Translation of various administrative documents in languages English, Albanian and Macedonian
- Participating into a workshop organized for the redesign of the SEE University website
- University Open Day volunteer

**Indiana University, School of Informatics, Indianapolis, IN** May'10-May'12

- Activity and resource coordinator in the User Simulation and Experience Research (U.S.E.R) lab
- Student volunteer while hosting 11 students from the Indiana School for the Blind and Visually Impaired (ISBVI) as part of the Pre-college Experience of Research Labs initiative

## **PROFESSIONAL AFFILIATIONS**

**ACM**, [www.acm.org](http://www.acm.org) 2008 - present  
Association for Computing Machinery

**UPA**, [www.indiana-upa.org](http://www.indiana-upa.org) 2009 – 2012  
Usability Professionals' Association – Indiana Chapter

## **PROFESSIONAL TRAINING**

**Universal Design of Presenting Academic Courses** Nov 9, 2015  
HIOA, Oslo

**Technical Assistance on Horizon 2020** Oct 21-22, 2014  
Skopje, Macedonia

**Learning Plus Teaching Plus Training Course** July, 2013  
SEE University, Tetovo

## **PROFESSIONAL SERVICE**

**Program Committee Member**  
**UsARE'16**, <http://hciv.de/usare16/organizers.html> May, 2016  
Third International Workshop on Usability and Accessibility

focused Requirements Engineering  
Austin, TX, USA

**Session Chair**

**QAQEHHE'14**, <http://www.seeu.edu.mk/quality-conference> Jun 10, 2014  
Regional Conference: Quality of Assessment, Qualification  
and Evaluation in Higher Education  
SEE University, Tetovo

**Peer-Reviewed Articles for:**

**UsARE Springer LNCS book**, <http://springer.com/computer/lncs> 2015  
Usability and Accessibility focused Requirements Engineering

**JCEIT**, <http://www.scitechnol.com/jceithome.php> 2013  
Journal of Computer Engineering & Information Technology

**ICWE**, [www.icwe2011.webengineering.org](http://www.icwe2011.webengineering.org) 2010, 2011  
10<sup>th</sup> and 11<sup>th</sup> International Conference on Web Engineering

**Promoting the Discipline:**

**Blog Creator and Writer**, [www.balkanUX.wordpress.com](http://www.balkanUX.wordpress.com) 2013–present  
Promoting the Interaction Design discipline in the Balkan area

**Student Volunteer:**

**SIGDOC Conference** Oct 6-8, 2009  
Indiana University, Bloomington, IN, USA

**World Usability Day**, Usability Professionals' Association Nov 13, 2008  
IUPUI Campus Center, Indianapolis, IN, USA

**SKILLS**

**User Experience and Interaction Design**

Usability Testing, Heuristic Evaluations, Contextual Interviews, Focus groups, Card sorting for creating and validating Information Architecture, User surveys to develop requirements, User personas, Task Analysis and Scenario development, Cognitive Walkthrough, Think-Aloud Protocol, Concept Modelling, Rapid Prototyping and Iterative Design, Experiment Design and Statistical Analysis based on Project Goals and Research Questions, Planning and execution of formative and summative testing and use the results to increase the quality of the product

**Computer Skills**

**Programming:** C#, XNA, Java, C/C++, HTML, PHP, ASP.NET, XML, CSS

**Prototyping:** Axure RP, Balsamiq, inVision,

**Databases:** MySQL, MS SQL

**Statistics:** SPSS, JMP

**Miscellaneous:** Windows OS, MS Office, MATLAB, Adobe Photoshop

**Languages**

**Albanian** (Native Language), **English** (Full Professional Proficiency), **Macedonian** (Advanced), **Serbian** (Advanced), **Norwegian** (Basic), **German** (Basic), **French** (Basic)