

**DR. CLAUDIA MÜLLER**

## **LIST OF PUBLICATIONS**

PEER-REVIEWED JOURNALS AND CONFERENCE PUBLICATIONS

BOOK CHAPTERS AND ARTICLES

OTHER REFEREED CONTRIBUTIONS (SHORT PAPERS, WORKSHOP AND POSTER PUBLICATIONS)

EDITED VOLUMES

MONOGRAPH

CO-ORGANIZATION OF SYMPOSIA AND WORKSHOPS

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### **PEER-REVIEWED JOURNALS AND CONFERENCE PUBLICATIONS**

#### **2018**

- [1] Meurer, Johanna, Müller, Claudia, Simone, Carla, and Wagner, Ina. 2018. "Designing for sustainability: key issues of ICT projects for ageing at home." *Journal for Computer-Supported Cooperative Work (JCSCW)*, Springer.

#### **2017**

- [2] Hornung, D., Müller, C., Shklovski, I., Jakobi, T., Wulf, V. (2017): Navigating Relationships and Boundaries: Concerns around ICT-uptake for Elderly People. In *Proceedings of the 2017 CHI Conference on Human Factors in Computing Systems (CHI '17)*. ACM, New York, NY, USA, 7057-7069. DOI: <https://doi.org/10.1145/3025453.3025859>

#### **2016**

- [3] Wan, L., Müller, C., Randall, D., & Wulf, V. (2016): Design of A GPS Monitoring System for Dementia Care and its Challenges in Academia-Industry Project. *ACM Trans. Comput.-Hum. Interact.* 23, 5, Article 31 (October 2016), 36 pages. DOI: <http://dx.doi.org/10.1145/2963095>

#### **2015**

- [4] Müller, C., Hornung, D., Hamm, T. & Wulf, V. (2015): Practice-based Design of a Neighborhood Portal: Focusing on Elderly Tenants in a City Quarter Living Lab, *Proceedings of the 2015 ACM Conference on Human Factors in Computing Systems (CHI '15)*. ACM, New York, NY, USA, 2295-2304. DOI: <https://doi.org/10.1145/2702123.2702449> [CHI 2015 Honorable Mention; best 5%]
- [5] Müller, C., Schnittert, J., Walczuch, M., Alaoui, M., Lewkowicz, M., Wan, L., Wulf, V. (2015): Impact Factors on Social TV Research in Real Elderly Persons' Households, in: S. Diefenbach, N.Henze & M. Pielot (Hrsg.): *Mensch und Computer 2015 Tagungsband*, Stuttgart: Oldenbourg Wissenschaftsverlag, 2015, 213-222.
- [6] Müller, C., Hornung, D., Hamm, T. & Wulf, V. (2015): Measures and Tools for Supporting ICT Appropriation by Elderly and Non Tech-Savvy Persons in a Long-Term Perspective, *Proceedings of the 14th Conference on Computer Supported Cooperative Work (ECSCW 2015)*, Oslo, Norway: Springer, 263-281.

#### **2014**

- [7] Wan, L., Müller, C., Wulf, V. & Randall, D. (2014): Addressing the Subtleties in Dementia Care: Pre-study

& Evaluation of a GPS Monitoring System. Proceedings of the 2014 ACM Conference on Human Factors in Computing Systems (CHI '14), April 26 - May 01 2014, Toronto, ON, Canada, 3987-3996.

### 2013

- [8] Müller, C., Wan, L. & Wulf, V. (2013): Dealing with wandering in institutional care: Exploring the field. 7th International Conference on Pervasive Computing Technologies for Healthcare (Pervasive Health 2013). Venice, Italy, 5-8 May, 2013, 101-104.

### 2012

- [9] Müller, C., Neufeldt, C., Randall, D. & Wulf, V. (2012): ICT-Development in Residential Care Settings: Sensitizing Design to the Life Circumstances of the Residents of a Care Home. Proceedings of the 2012 ACM Conference on Human Factors in Computing Systems (CHI '12), May 05 - 10 2012, Austin, TX, USA, 2639-2648.

### 2011

- [10] Boden, A., Müller, C., Nett, B. (2011): Conducting Business Ethnography in Global Software Development Projects of Small German Enterprises. Journal Information and Software Technology, Volume 53 Issue 9, September 2011, 1012-1021.

### 2010

- [11] Müller, C., Wan, L., Hrg, D. (2010): Dealing with Wandering: A Case Study on Caregivers' Attitudes towards Privacy and Autonomy when Reflecting the Use of LBS. Proceedings of the GROUP Conference 2010, November 7-10, Sanibel Island, Florida, USA, 75-84.
- [12] Müller, C., Pipek, V., Reuter, C. (2010): Globale Infrastruktur - lokales Arbeiten: Praxis IT-gestützter Wartung bei einem Energieversorger. In: J. Ziegler und A. Schmidt (Hrsg.): Mensch & Computer 2010: Interaktive Kulturen. 10. fachübergreifende Konferenz für interaktive und kooperative Medien, Oldenbourg-Verlag: München, 37-46.

### 2009

- [13] Reuter, C., Pipek, V., Müller, C. (2009): Avoiding crisis in communication: A Computer-supported training approach for emergency management. International Journal of Emergency Management, 2009 Vol. 6, No. 3/4, 356-368.
- [14] Müller, C., Pipek, V. (2009): Socio-spatial implications of converging physical and digital infrastructures for crisis management: Ethnography of two service technician working environments of a power provider company. In J. Landgren & S. Jul (eds.): Proceedings of the 6th International ISCRAM Conference, Gothenburg, Sweden, May 2009.

### 2006

- [15] Nett, B., Dyrks, T., Durissini, M., Müller, C. (2006): Ethnographisch fundierte evolutionäre Produktfindung: Die Entwicklung des Community Brokers. In F. Lehner, H. Nösekabel & P. Kleinschmidt (Hrsg.): Multikonferenz Wirtschaftsinformatik (MKWI 2006), Gito Verlag, Berlin, Bd. 1, 287-298.
- [16] Müller, C., Nett, B. (2006): Regional Exchange of Knowledge between ICT Professionals from Industry and Research: The social differentiation of interests and practices in the theory of Pierre Bourdieu. Contribution to the International Workshop on Software-Engineering Networking Experience on the European Systems and Software Engineering Process and Innovation Conference (EuroSpi 2006), Joensuu, Finland.
- [17] Thomas, L., Nett, B., Müller, C. (2006): Regionale Netzwerke als Möglichkeit des inter-organisationalen Wissens- und Erfahrungsaustauschs. Informatik für Menschen. Beiträge der 36. Jahrestagung der Gesellschaft für Informatik e.V. (GI), 2.-6. Oktober 2006 in Dresden, 273-280.

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- [18] Müller, C., Wan, L. (2018): ICT-Design in a Complex Moral Universe – Ethnography-based Development of a GPS Monitoring System for Persons who Wander, in: Wulf, V., Pipek, V., Randall, D., Rohde, M., Schmidt, K., Stevens, G. (eds.): *Socio Informatics – A Practice-based Perspective on the Design and Use of IT Artefacts*, Oxford University Press, Oxford 2018, 363-391.
- [19] Ogonowski, C., Jakobi, T., Müller, C., Hess, J. (2018): PRAXLABS: A sustainable framework for user-centered ICT development. Cultivating research experiences from Living Labs in the home, in: Wulf, V., Pipek, V., Randall, D., Rohde, M., Schmidt, K., Stevens, G. (eds.): *Socio Informatics – A Practice-based Perspective on the Design and Use of IT Artefacts*, Oxford University Press, Oxford 2018, 319-360.

**2016**

- [20] Müller, C. & Reissmann, W. (2016): Technokulturelle Imaginationen als Ansatzpunkte für Participatory Design, in: A. Hartung, D. Hoffmann, H.-D. Kübler, B. Schorb, C. Schwender (Hrsg.): *Designing Age – Gestaltung des Alter(n)s, Medien & Altern*, Zeitschrift für Forschung und Praxis, Heft 8.

**2015**

- [21] Wulf, V., Müller, C., Pipek, V., Randall, D., Rohde, M. & G. Stevens (2015): Practice-based Computing. Empirically-grounded Conceptualizations derived from Design Case Studies, in: Wulf, V.; Randall, D.; Schmidt, K. (eds): *Designing Socially Embedded Technologies in the Real-World*, Springer, London, 2015.

**2014**

- [22] Müller, C.; Hornung, D., Wulf, V. (2014): Design eines Nachbarschaftshilfeportals für ältere Mieter/-innen. Adressierung und Förderung der User Experience, in: A. Hartung, D. Hoffmann, H.-D. Kübler, B. Schorb & C. Schwender: *Medien & Altern 3/14*, Thema: Usability und Altern, 34-49.

**2012**

- [23] Budweg, S.; Lewkowicz, M.; Müller, S.; Schering, S. (2012): Fostering Social Interaction in AAL: Methodological reflections on the coupling of real household Living Lab and SmartHome approaches. In: Richter, A.; Müller, C.; Lewkowicz, M. und Budweg, S.: *Special Issue on Ambient Assisted Living. i-com: Vol. 11, No. 3*, 30-35.
- [24] Müller, C.; Stein, M.; Wan, L.; Neufeldt, C.; Wulf, V.; Budweg, S. (2012): Nutzerorientierte Technikforschung und -entwicklung im Feld Ambient Assisted Living: Ergebnisse aus dem AAL-Projekt FoSIBLE. *Zeitschrift für Gerontologie und Geriatrie. Supplement 1*. 2012.
- [25] Müller, C.; Kötteritzsch, A.; Budweg, S. (2012): Technologische Komponenten von heute als Aushandlungsartefakte für neue Kompositionen von morgen – Erfahrungen und Ergebnisse aus dem AAL-Projekt FoSIBLE (Poster). *VDE 2012: 5. Dt. AAL-Kongress, 24.-25.01.2012*.
- [26] Müller, C.; Neufeldt, C. (2012): Dimensionen medialer Nähe im Altenheim - Ein empiriegestützter Designprozess von Internetanwendungen für hochaltrige Menschen. In: P. Abend, T. Haupts & C. Müller (Hrsg.): *Medialität der Nähe*, Transcript: Bielefeld 2012.

**2010**

- [27] Müller, C.; Neufeldt, C.; Schöer, L. (2010): Designing a large social display for an old people's home. *Adjunct proceedings of EuroITV 2010*.

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- [28] Nett, B.; Boden, A.; Müller, C. (2009): Business Ethnography als ethnografische Gestaltungsperspektive. In: S. Windmüller, B. Binder & T. Hengartner (Hrsg.): *Kultur-Forschung. Zum Profil einer volkswissenschaftlichen Kulturwissenschaft*, Münster: Lit, 2009, 111-131.

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- [29] Pipek, V.; Veith, M.; Stevens, G.; Müller, C.; Draxler, S. (2007): Jede Software ist "Social". In N. Gronau &

C. Müller (Hrsg.): Analyse sozialer Netzwerke und Social Software - Grundlagen und Anwendungsbeispiele, GITO Verlag: Berlin, 199-234.

#### **OTHER REFEREED CONTRIBUTIONS (SHORT PAPERS, WORKSHOP AND POSTER PUBLICATIONS)**

##### **2017**

- [30] Müller, Claudia, Schorch, Marén, Struzek, David and Neumann, Marleen. 2017. Technology Probes als Mittel zur Unterstützung der Technik-Aneignung. [Technology Probes as Means for Technology Appropriation]. In: Burghardt, M., Wimmer, R., Wolff, C. & Womser-Hacker, C. (ed.), Mensch und Computer 2017 - Workshopband. Regensburg: Gesellschaft für Informatik e.V
- [31] Schorch, Marén, Müller, Claudia, and Meurer, Johanna. 2017. Cultural Probes: The best way to go for Participatory Design in sensitive research settings? A methodological reflexion. In: Burghardt, M., Wimmer, R., Wolff, C. & Womser-Hacker, C. (ed.), Mensch und Computer 2017 - Workshopband. Regensburg: Gesellschaft für Informatik e.V..
- [32] Struzek, David, Neumann, Marleen, Müller, Claudia, Schorch, Marén, and Hornung, Dominik. 2017. Aneignungshilfen für Senioren-Projektpartner – am Beispiel Google Drive. In: Burghardt, M., Wimmer, R., Wolff, C. & Womser-Hacker, C. (Hrsg.), Mensch und Computer 2017 - Tagungsband. Regensburg: Gesellschaft für Informatik e.V., 249-254.
- [33] Wiegärtner, Daniel, Reuter, Christian, and Müller, Claudia. 2017. Erwartungen der älteren Bevölkerung an IKT für Krisenkommunikation, Mensch & Computer 2017: Workshopband, M. Burghardt, R. Wimmer, C. Wolff, C. Womser-Hacker (ed.), Regensburg, Germany: Gesellschaft für Informatik e.V., doi:<http://dx.doi.org/10.18420/muc2017-ws17-0416>
- [34] Reuter, Christian, Wiegärtner, Daniel, and Müller, Claudia. 2017. DIVOA – Unterstützung der älteren Bevölkerung bei Schadenslagen, Mensch & Computer 2017: Tagungsband, M. Burghardt, R. Wimmer, C. Wolff, C. Womser-Hacker (ed.), Regensburg, Germany: Gesellschaft für Informatik e.V., doi:<http://dx.doi.org/10.18420/muc2017-mci-0352>

##### **2016**

- [35] Dominik Hornung, Claudia Müller, Alexander Boden, and Martin Stein. 2016. Autonomy Support for Elderly People through Everyday Life Gadgets. In Proceedings of the 19th International Conference on Supporting Group Work (GROUP '16). ACM, New York, NY, USA, 421-424. DOI: <https://doi.org/10.1145/2957276.2996284>

##### **2015**

- [36] Gockel, B., Sackmann, T. & Müller, C. (2015): Kommunikation von Verbundenheit mittels Smartwatch, in: S. Diefenbach, N. Henze & M. Pielot (Hrsg.): Mensch und Computer 2015 Tagungsband, Stuttgart: Oldenbourg Wissenschaftsverlag, 2015, S. 331-334.

##### **2014**

- [37] Müller, C., Neufeldt, C., Wulf, V. (2014): Moving into a Senior Apartment: Opportunities and Hindrances in Rebuilding Social Relationships among Elderly, Proceedings of the ACM CSCW Workshop on Collaboration and Coordination in the Context of Informal Care, February 15, Baltimore, MD, USA, ACM, ISSN 1021-73643, Institut für Gestaltungs- und Wirkungsforschung, Nr. 18, February 2014.
- [38] Müller, C.; Schorch, M.; Wieching, R. (2014): PraxLabs as a Setting for Participatory Technology Research and Design in the Field of HRI and Demography, Conference: Human Robot Interaction Conference 2014, Workshop Position Paper des Workshops "Socially Assistive Robots for the Aging Population: Are we trapped in Stereotypes?", at CITEC, Bielefeld University.

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- [39] Müller, C.; Neufeldt, C.; Jakobi, T.; Wulf, V. (2013): Ankerpunkte für das Participatory Design mit älteren Menschen. In: S. Boll, S. Maaß, R. Malaka (Hrsg.): Workshopband Mensch & Computer 2013. München: Oldenbourg Verlag.
- [40] Braier, J.; Burkhard, M.; Herrmann, K.; Koch, M.; Kötteritzsch, A.; Müller, C.; Nutsi, A.; Richter, A.; Schering, S.; Wulf & V.; Ziegler, J. (2013): AAL-Workshop „Lachen kennt kein Alter“. In: S. Boll, S. Maaß, R. Malaka (Hrsg.): Workshopband Mensch & Computer 2013. München: Oldenbourg Verlag, S. 343-397.

**2012**

- [41] Müller, C.; Wan, L.; Stein, M.; Neufeldt, C. (2012): Experience of Giving and Receiving – Living Lab-based Technology Design with Elderly People. Workshop CHI '12, May 05 - 10 2012, Austin, TX, USA.

**2008**

- [42] Mueller, C.; Nett, B. (2008): The structuring of ill-structured topics – Capital forms and learning in regional networks of the software branch. Position paper, Workshop “The Missing Chapters: Learning Sciences Beyond the Classroom”, 8th International Conference of the Learning Sciences 2008, Utrecht, NL.

**2005**

- [43] Müller, C.; Nett, B.; Thomas, L.; Durissini, M. (2005): Learning cultures in/ among small and medium-sized enterprises of the German software branch. Contribution to the workshop on “Collaboration, cooperation and transaction. Communalities and Differences” of the international conference on Communities and Technologies (C&T 2005) June 13th-16th, 2005, Milan, download 1.12.05.

**EDITED VOLUMES**

- [44] Garschall, M., Hamm, T., Hornung, D., Müller, C., Neureiter, K., Schorch, M. & van Velsen, L. (2016) (guest editors): Proceedings of the COOP 2016 Symposium on challenges and experiences in designing for an ageing society. Reflecting on concepts of age(ing) and communication practices, International Reports on Socio-Informatics (IRSI), Vol. 13, Issue 3, 2016. <http://www.iisi.de/international-reports-on-socio-informatics-irsi/?L=3\\\\\\\\%22%20onFocus#c505>
- [45] Richter, A.; Müller, C.; Lewkowicz, M. und Budweg, S. (2012): Special Issue on Ambient Assisted Living. i-com: Vol. 11, No. 3, 1-2.
- [46] Abend, P.; Haupts, T.; Müller, C. (2012): Medialität der Nähe, Transcript: Bielefeld.
- [47] Budweg, S., Müller, C., Lewkowitz, M. (2012): Designing for Inter/Generational Communities. Proceedings of the 3rd International Workshop “Fostering Social Interactions in the Ageing Society”, COOP Conference 2012, in: International Reports on Socio-Informatics (IRSI), Vol. 9, Issue 1.
- [48] Müller, C.; Boden, A. (2012): Neue Medien und technische Hilfen im Alltag – ein Wegweiser, Broschüre im Auftrag des BMFSFJ.
- [49] Müller, C.; Lewkowicz, M. (2009): Enhancing Interaction Spaces by Social Media for the Elderly. A workshop report. (International Reports on Socio-Informatics) (IRSI) 6/3.

**MONOGRAPH**

- [50] Müller, C. (2014): Praxisbasiertes Technologiedesign für die alternde Gesellschaft. Zwischen gesellschaftlichen Leitbildern und ihrer Operationalisierung im Design; Dissertation Universität Siegen, Fachbereich Wirtschaftswissenschaften, Wirtschaftsinformatik und Wirtschaftsrecht 2013, Josef Eul Verlag: Lohmar-Köln 2014.

## CO-ORGANIZATION OF SYMPOSIA AND WORKSHOPS

- 2018 Co-Organization of "Emotional Impact on Cognitive Systems / Gemischte Gefühle: Mit neuer Technik gesund und autonom durchs Leben", Final Symposium of the Cognitive Village Project, 8./9.11.2018; [https://www.uni-siegen.de/fokos/aktuelles/files/2018-10-23\\_emocog\\_gemischte\\_gefuehle\\_digital.pdf](https://www.uni-siegen.de/fokos/aktuelles/files/2018-10-23_emocog_gemischte_gefuehle_digital.pdf)
- 2016 Co-organization „Symposium on Challenges and experiences in designing for an ageing society. Reflecting on concepts of age(ing) and communication practices“, COOP Conference 2016 (12th International Conference on the design of Cooperative Systems, Trento, Italy, May 2016); <http://coop2016.tech-experience.at/>
- 2016 Co-organisation Workshop „Engaging with Users and Stakeholders: the emotional and the personal“, ACM-GROUP Conference, November 2016, Sanibel Island, Florida, USA; <https://researcherinthensitive.wordpress.com/>
- Co-organization Workshop „Senioren interaktiv unterwegs – (Kooperations-) Systeme gestalten“ [Mobility for seniors – cooperative support systems], 4. AAL-Workshop“, Mensch und Computer conference, Munich, Germany 2014
- 2013 Co-organization Workshop “Lachen kennt kein Alter – Humor und Spaß in AAL-Entwicklungen” [Joy is not related to age, humour and joy in the context of ambient assisted living technology design], 3. AAL-Workshop, Mensch und Computer conference 2013 Bremen, Germany, September 2013
- 2012 Co-organization Workshop “Fostering Social Interactions in the Ageing Society: Inter/Generational Design”, COOP Conference, May 2012, Marseille, France
- 2011 Co-organization Workshop “Fostering Social Interactions in the Ageing Society: Artefacts – Methodologies – Research Paradigms”, ECSCW 11, 24. Sept. 2011, Aarhus, Denmark
- 2010 Co-organization of the annual conference of the graduate school “Locating Media/Situated Media”, April 2010, University of Siegen, Germany
- 2009 Co-organization Workshop "Community Practices and Locative Media", MobileHCI Conference 2009, Bonn, Germany
- 2009 Co-organization Workshop "Enhancing interaction spaces by social media for the elderly", European Conference for Computer Supported Cooperative Work (ECSCW), Vienna, Austria, September 2009