

PUBLICATIONS

- Li Gong, Jennifer Lai, “*To Mix or not to Mix Synthetic Speech and Human Speech? Contrasting Impact on Objective User Performance versus Subjective Self-Perception and Attitude*”, International Journal of Speech Technology, (in review)
- Jennifer Lai, Stella Mitchell, Marisa Viveros, David Wood, Kwan Lee, “*Ubiquitous Access to Unified Messaging: A Study of Usability and the Limits of Pervasive Computing*”, International Journal of HCI, Special Issue on IBM and HCI, (in press) 2002
- Jennifer Lai, Anthony Levas, Claudio Pinhanez, Paul Chou, Marisa Viveros, “*BlueSpace: Personalized Workspace through Awareness and Adaptability*”(in review) submitted to Communications of the ACM, 2002
- Jennifer Lai, Kwan Lee, “*Voice vs. Finger: A Comparative Study of the Use of Speech or Telephone Keypad for Navigation*” (in review) submitted to International Conference on Spoken Language Processing (ICSLP 2002)
- Jennifer Lai, Savitha Srinivasan (Invited Paper) “*Designed for Enablement or Disabled by Design? Choosing the Path to Effective Speech Application Design*” in Usability Evaluation and Interface Design, Smith, M., Salvendy, G, Harris, D., Koubek, R. (Editors) LEA August 2001
- Jennifer Lai, Marisa Viveros, David Wood, Jung-Mu Tang, “*Facilitating Knowledge Access and Creation in the Field*” in Proceedings of KM 2001: IBM Technical Academy Conference on Knowledge Management, April 2001
- Jennifer Lai (Invited Paper) “*When Computers Speak, Hear and Understand*” Special Issue of Communications of the ACM: The Next 1000 Years. March 2001, Vol. 44, Number 3
- Jennifer Lai, Karen Cheng, Omer Tsimhoni, Paul Green, “*On the Road and on the Web? Comprehension of Synthetic and Human Speech while Driving*” ” in Conference Proceedings of ACM SIGCHI CHI 2001, Seattle.
- Li Gong, Jennifer Lai, “*Shall we Mix Synthetic Speech and Human Speech? The Impact on Users’ Task Performance and Attitude*” in Conference Proceedings of ACM SIGCHI CHI 2001, Seattle.
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- Jennifer Lai (Invited Paper) “*Using Speech Technologies for Efficient Mobile E-mail Retrieval*” in Conference Proceedings of Mobile Handset UI Design, September 2000, London
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- Jennifer Lai, John Vergo “*MedSpeak: Report Creation with Continuous Speech Recognition*”, in ACM SIGCHI CHI 1997 Conference Proceedings
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- Peter Brown, Vincent dellaPietra, Peter deSouza, Jennifer Lai, Robert Mercer, “*Class-based n-gram Models of Natural Language*”, Proceedings of the IBM Natural Language ITL, pp. 283-298, March 1990

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- Jennifer Lai, Nicole Yankelovich, (Invited Chapter) “*Conversational Speech Interfaces*” in *The Handbook of Human Computer Interaction*, Sears, A., Jacko, J. (Editors) LEA, New Jersey (in press) – 2002
- John Karat, Jennifer Lai, Catalina Danis, Catherine Wolfe, “*Speech User Interface Evolution*” in *Human Factors and Voice Interactive Systems*, Daryle Gardner-Bonneau (Editor) Kluwer Academic Publishers, Norwell, MA - 1999